

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	DODGE
Body	D28P81	Vehicle	RAM 3500 LARAMIE 4X4		
Open Date	04/30/2014	CAIR Type	Regular	Status	Closed
Close Date	06/25/2014	Origin	Telephone	Reason	New Problem
Mileage	5,940 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address			CO		USA
Dealer	45474	Autonation Chrysler Dodge Jeep Ram Southwest		Dealer Phone	
Dealer Address	7980 W Tufts Ave				
	Littleton	CO	801232400		
Dealer Zone		Sales District		Service	
Subject	REPROGRAM RADIO FREQUENCY HUB MODULE			Recall	P15
Synopsis					
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

**Case Status History**

Create Date	Status
04/30/2014 05:51 PM	Open
06/25/2014 04:34 PM	Closed

**Initial Description**

0464040000-Corporate,Survey By-Pass,No Documentation,Default,Default,Survey By Pass - No Documentation,no documentation since 05/28.  
 0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Corporate - Reimbursement  
 0469000000-Corporate,Enhanced Customer Satisfaction Program (ECS),Default,Default,Default,Enhanced Customer Satisfaction Program (ECS),Enhanced Customer Satisfaction Program (ECS)  
 0108665700-Product,Electrical,Satellite Radio System,Intermittent/Cuts In and Out,Default,Satellite Radio System - Intermittent/Cuts In and Out,Sirius radio communication failure. Sirius is addressing.  
 0119200000-Product,Steering,Steering Wheel / Column,Other,Default,Steering Wheel / Column Inquiry,Steering wheel misaligned.  
 0123035710-Product,Body / Trim / Paint Finish,Body Hardware,Inoperative,F. Door-Driver,Left Front Door Hardware - Inoperative,Tailgate handle inoperative.  
 05P1500900-Recall,Recall - Do Not Select,Recall - Do Not Select,Advise Owner/Incomplete Recall,Default,Advise Owner / Incomplete Recall,REPROGRAM RADIO FREQUENCY HUB MODULE-Please refer to Case Comments

**Case Comments**

Date	Comment
04/30/2014	VIN [REDACTED] Dealer code: 45474 POC Name and position: [REDACTED] SA POC number [REDACTED] Current mileage: 5,940 Customer concern: 1) Steering wheel misaligned, about 45 degrees off while driving straight. 2) Rear tailgate handle lock was inoperative. 3) Sirius radio inoperative. Dealer diagnosis: 1) Steering linkage jam nuts to adjust alignment were not tightened. These backed off a bit and allowed the adjuster to turn. 2) New handle for tail gate. 3) Sirius is working with dealership to correct, this is a problem on the end of Sirius. Recommended repairs: 1) Readjustment of the jam nuts and tightening. 2) Replace handle. Is the customer in a rental: Yes Is the customer waiting: No Customer name [REDACTED] All customer contact numbers: [REDACTED] Best time of day for contact: N/A
04/30/2014	***Enhanced Customer Satisfaction Team (ECS)*** The customer is being handled by the ECS Team
04/30/2014	***** Following Corporate Resource has been contacted ***** TAPS on 2014-04-30 @ 14:53
04/30/2014	CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.
05/02/2014	2nd attempt made to contact customer. Left message.
05/02/2014	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
05/05/2014	CAIR ESCALATION CLOSURE SEE STAR CASE# [REDACTED] FOR INFORMATION
05/05/2014	2nd attempt made to contact customer. Left message.
05/07/2014	TS update provided on 5/5: SA advised that Sirius acknowledged the SAT issue was on their end and dealer is working with them to resolve. Alignment corrected steering concern. Tailgate handle would correct inoperative lock concern. TS has closed case
05/07/2014	Writer spoke to [REDACTED] Sirius radio concern is still open and pending. Vehicle was returned to customer 5/6/14. All other repairs have been completed.
05/07/2014	Attempted to contact customer. Phone rang several time with no answer. Line disconnected
05/09/2014	Writer left message for customer wanting to confirm satisfaction of repair except for Sirius radio connection. Left word about P15 recall being released.
05/12/2014	Writer spoke to [REDACTED] Dealer stated agent of Sirius stated concern is still be worked on.
05/12/2014	Left message for customer updating Sirius system. Requested customer to call back to confirm repair satisfaction on other repairs.
05/16/2014	Number dialed [REDACTED] Writer was informed the number does not belong to this customer and not to call back. Left message for SA to call back with alternative number. Writer checked coin. Number listed is not the same as noted in cair. Coin # [REDACTED]
05/16/2014	Left message for customer to discuss repair satisfaction and Sirius concern.
05/19/2014	

Date	Comment
	Customer stated that Sirius is now working and would like the 12 month service to show activation date to be today. Customer email address: [REDACTED]
05/19/2014	Left message for [REDACTED] SA requesting Sirius be contacted to make one year activation date to be today.
05/19/2014	Status update provided via email to the following email address: [REDACTED] My name is [REDACTED] and I have been assigned as your Customer Advocate. Here is some information that will be helpful for you to have: Enhanced Customer Satisfaction telephone number: [REDACTED] My direct extension: [REDACTED] My work hours are: Monday through Wednesday 9:30 am to 6:00 pm Eastern Time, Thursday and Friday 1:30 pm to 10:00 pm Eastern Time. End of Status Update
05/20/2014	Writer spoke to [REDACTED] SA has requested his SM to help him in contacting Sirius to change the activation date. Next follow up with dealer will be 5/22/14
05/20/2014	Status update provided via email to the following email address: [REDACTED] The dealership is working on change of activation date. I will follow up with you again on 5/22/14 with updated status.
05/20/2014	End of Status Update
05/22/2014	Writer spoke to [REDACTED] SM was in training yesterday. SA will discuss change of activation date with SM this afternoon.
05/22/2014	Status update provided via email to the following email address: [REDACTED] The service manager was unavailable yesterday. He will be in later today to change the activation date for you. I will follow up with you on 5/28/14 sorry for the delay. End of Status Update
05/28/2014	Left message for [REDACTED] SA requesting status of activation date being changed for customer.
05/28/2014	Writer spoke to [REDACTED] Dealer stated Sirius will not communicate with dealer for change of activation date.
05/29/2014	Writer contacted at Sirius at [REDACTED] Agent referred writer to dealer assistance line at [REDACTED] Writer held for dealer support representative for retail support who transferred call to dealer support line. Writer spoke to [REDACTED] who stated the customer account was given credit for one month for customer satisfaction. The customer was sent a confirmation of the account status.
05/29/2014	Writer advised customer activation date can not be changed. Writer did agree to reimburse the customer for 6 months of service. Customer recently extended his service and will send invoice and proof of payment. Writer attempted to send document link but error did not permit link to be sent.
05/29/2014	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2014-05-29 @ 13:39
06/04/2014	Status update provided via email to the following email address: [REDACTED] The document link that was sent on 5/29/14 expires today. I have not received the documents needed for reimbursement. I will be sending another link for you to send them. The fax number in case you would prefer to send them that way is [REDACTED]. If the documents are not received by 6/10/14 the case will be automatically closed. If assistance is needed please call [REDACTED] extension [REDACTED]. End of Status Update
06/04/2014	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2014-06-04 @ 10:48
06/09/2014	***** Customer Document Received *****
06/09/2014	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2014-06-09 @ 12:22
06/09/2014	Customer Document Reviewed.
06/16/2014	Status update provided via email to the following email address: [REDACTED] I want to confirm that you received my last email request to provide proof of payment for Sirius. I need documentation prior to being able to process reimbursement. I am sending another document link to you today. It will be good for 7 days. End of Status Update
06/16/2014	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2014-06-16 @ 11:25
06/20/2014	Left message for customer advising proof of payment is still needed in order to process reimbursement. Informed customer case will remain open for two business days.
06/24/2014	Left message for customer advising case is being closed because proof of payment for Sirius extension has not been received. Informed customer reimbursement will proceed when receipt has been received.
06/25/2014	CLOSED LOOP UPDATE - no need for additional follow-up.

**Email(s)**

Date	Subject
	The service manager was unavailable yesterday. He will be in later today to change the activation date for you. I will follow up with you on 5/28/14. Sorry for the delay.

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	2014	<b>Brand</b>	DODGE
<b>Body</b>	DJL92	<b>Vehicle</b>	RAM 2500 ST 4X4		
<b>Open Date</b>	07/11/2014	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	07/21/2014	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	3,000 Miles	<b>Market</b>	[REDACTED]	<b>Language</b>	English
<b>Contact Email</b>	[REDACTED]	<b>Contact Phone</b>	[REDACTED]	<b>Contact Mobile</b>	[REDACTED]
<b>Caller Address</b>	[REDACTED]	<b>Source</b>	Customer		
<b>Caller City</b>	PARADISE	<b>Caller Country</b>	USA	<b>Caller Postal Code</b>	[REDACTED]
<b>Customer</b>	[REDACTED]				
<b>Customer Address</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Dealer</b>	42751	[REDACTED]	[REDACTED]	<b>Dealer Phone</b>	[REDACTED]
<b>Dealer Address</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<b>Dealer Zone</b>	[REDACTED]	<b>Sales District</b>	[REDACTED]	<b>Service District</b>	H
<b>Subject</b>	Customer is calling about a buyback with the dealer				
<b>Synopsis</b>					
<b>Customer Anomaly</b>					
<b>Contact Reason</b>	C151	Sales Incentives Inquiry	<b>Customer Anomaly</b>	[REDACTED]	[REDACTED]
<b>Reason Code</b>	Sales - Information & Assistance requests - Marketing - Marketing initiatives - Sales incentives				

**Case Status History**

Create Date	Status
07/11/2014 06:02 PM	Open
07/21/2014 02:43 PM	Closed

**Initial Description**

0204010000-Dealer,Sales,Transaction,Other,Default,Sales Transaction Inquiry, Customer is calling about a buyback with the dealer

**Case Comments**

Date	Comment
07/11/2014	Customer informed a call back is required and will take place within 1-2 business days. Preferred Morning/Midday call back number is [REDACTED]. Customer email address for case updates: [REDACTED] Who has possession of the vehicle? Owner is his a request for Buy back Reassigned to 91L
07/14/2014	***** 91L Review *****
07/15/2014	*****Case Escalated to I2R***** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
07/16/2014	Called customer to discuss his vehicle concerns. He states that he has dealt with his traction control light being on since the day of purchase. Each time the dealership attempts to repair it, the light comes back on within a few hours of pick up and has to be returned to the dealership. The customer says that he has had to go back and forth to the dealership several times for this issue and it is still not fixed. In addition to that, he has some drag link nuts that are loose on his front end. He said that the dealership has proposed a spot weld but the customer does not want that done. Called dealership [REDACTED] CDJ and spoke with [REDACTED] and [REDACTED]. They explained that the customer had said he refuses to undergo anymore repairs without Chrysler's assistance. [REDACTED] said that his AM has already agreed to buyback this customer's vehicle because they are done dealing with this concern. Emailing AM for confirmation. *** Follow up with customer 7/18
07/18/2014	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2014-07-17 @ 16:30
07/18/2014	Called customer and made replacement offer to him. Customer accepts. Sending paperwork now.
07/18/2014	***** Customer Document Received *****

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	2014	<b>Brand</b>	RAM
<b>Body</b>	DJ/P81	<b>Vehicle</b>	RAM 2500 LARAMIE MEGA CAB 4X4		
<b>Open Date</b>	08/28/2014	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	09/25/2014	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	10,000 Miles	<b>Market</b>	[REDACTED]	<b>Language</b>	English
<b>Contact Email</b>	[REDACTED]	<b>Contact Phone</b>	[REDACTED]	<b>Contact Mobile</b>	[REDACTED]
<b>Caller Address</b>	[REDACTED]	<b>Source</b>	Customer		
<b>Caller City</b>	[REDACTED]	<b>Caller Country</b>	[REDACTED]	<b>Caller Postal Code</b>	[REDACTED]
<b>Customer</b>	[REDACTED]				
<b>Customer Address</b>	[REDACTED]				
<b>Dealer</b>	67301	[REDACTED] Chrysler-Plymouth-Dodge Inc	<b>Dealer Phone</b>	[REDACTED]	[REDACTED]
<b>Dealer Address</b>	[REDACTED]				
<b>Dealer Zone</b>	Southeast	<b>Sales District</b>		<b>Service District</b>	J
<b>Subject</b>	Major vibration in vehicle				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Drivability Stalling				
<b>Contact Reason</b>	C105	Technical Issue With Vehicle	<b>Customer Anomaly</b>	9	Vehicle Stalling
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
08/28/2014 08:08 PM	Open
09/25/2014 01:55 PM	Closed

**Initial Description**

046400000-Corporate,Survey By-Pass,Default,Default,Default,Survey By-Pass,Major vibra ion in vehicle  
 011800000-Product,Drivability,Unknown,Other,Default,Driveability Inquiry,Major vibration in vehicle

**Case Comments**

Date	Comment
08/29/2014	Customer is contac ing Chrysler because there is a major vibration in his vehicle. Customer states that the vibration was present the day that he purchased the vehicle. Customer states that when he purchased his vehicle, the fuel tank was leaking so it was fully replaced. Customer states hat the vibration got worse after the fuel tank was replaced. Customer states hat the DLR advised the customer to file for lemon law. Customer states that he would like a new vehicle.
08/29/2014	Customer informed a call back is required and will take place within 1-2 business days. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: N/A Who has possession of the vehicle? Owner is this a request for Lemon Law, buy-back or replacement? Lemon law Reassigned to 91L.
08/29/2014	***** 91L Review *****
08/29/2014	*****Case Escalated to I2R***** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
09/02/2014	Customer called to follow up on the case. Customer stated he has been waiting for someone to call. Agent advised the file was forwarded to CM on Friday afternoon. Agent advised may be today or tomorrow before he receives a call.
09/02/2014	*** [REDACTED] with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact [REDACTED] directly at [REDACTED]. Thank you. ***
09/02/2014	Called dealer #67301- [REDACTED] CPD to confirm RO history. Asked for SM, spoke with [REDACTED]. SA was the one handling this case and said she hasn't seen the vehicle since 07/03 when customer last picked it up from their dealer. Verified RO into SA states customer has had he vehicle at the [REDACTED] dealer several times as well. Dealer #68510. SA states here are multiple RO's from [REDACTED] where they balanced tires and did an alignment and didn't link the drag piece. SA states this ruined customer's \$400 apiece tires. SA states they replaced the drag link at their dealership-67301- [REDACTED] CPD but couldn't do anything for his tires because they had only seen the vehicle that time. [REDACTED] states she has all of the RO's from previous dealer and will fax them to me. Alternate Dealer #68510- [REDACTED] CD. *** Called customer, states he has a brand new vehicle that he purchased from [REDACTED] [REDACTED] is about 20 miles from his office. Other dealer [REDACTED] is a quarter mile from his office so he goes there. He took to [REDACTED] and let them put aftermarket tires and rims on for him. Tires were changed at 687 miles. Customer says he is at over 11,000 miles and has had vibra ion concerns since the tires got put on. Customer states it is still vibrating. Customer has vehicle Customer states [REDACTED] has had it corrected before, but recently he had a recall. There was a defect on fuel tank. Customer took it in to have that repaired and they had it for a month. While it was there, the SA told him he was lucky it didn't blow up. Customer says he has a 6 week old and a girlfriend that he drives in the truck and that didn't make him feel good. While [REDACTED] had it for a month, he asked them to fix the shaking as well. States they told him truck would be ready, but it wasn't. Scheduled to go out of town on the 23rd and had to cancel his trip because truck wasn't ready and didn't get any compensation. Says he didn't expect it but somebody should've offered something. States when he picked up truck, drove it and it shook worse than ever before and pulled to he right. Never pulled to the right before. States it shook so hard it rattled his teeth. States he took back on 06/02 And he was told then they couldn't fix his truck. Said they would put factory tires on it. He took it to [REDACTED] and they noticed some factory specs were off. They corrected it but the truck's still not fixed. Advised will review for all options. Customer states due to almost 3 months out of vehicle. SM at [REDACTED] gave him \$1400.00 for 2 payments. Customer says no one offered him anything for his other issues. Customer says last time he took to [REDACTED] they put a road force test and said all 4 tires are bad on vehicle and there SM sent email to Area Rep and said his suggestion is to file for trade assistance or lemon law since they can't fix the truck. Says he talked to [REDACTED] the service manager At [REDACTED] Area rep said they wouldn't offer trade assistance but customer needs to file for lemon law. Customer says he has had 8 visits since they put tires on in

Date	Comment
	January. Customer says dealer admits all 4 tires are bad. Advised customer that tires are not covered unless under manufacturer's warranty. Advised customer will get RO's from Mail [REDACTED] dealer and review case. Follow up 09/04
09/02/2014	Call dealer mail of [REDACTED] 09/03 to get RO's
09/04/2014	Updated all of customer's RO's. *** Called dealer # 68510- asked for SA Kelly. LVM for return call. *** Called customer advised still reviewing case. Customer says he has tires sized- 295-60-R20, and a 20 inch Rim... [REDACTED] put the tires and rims on. Customer is faxing in an email from the SM at [REDACTED] dealer to the area manager as proof on his case. Follow up 09/08
09/09/2014	Called dealer #68510- LVM for [REDACTED] request ing assistance setting customer's appointment. *** Called customer to advise we need to get back in for service. Customer says dealer already diagnosed the tires are bad. Customer says he will schedule the service appointment with [REDACTED]. He appreciates [REDACTED]'s customer service. Customer will set the appointment and we will follow up 09/10 with TAPS as well.
09/10/2014	Vehicle is at the dealership - HAYES CHRYSLER-PLYMOUTH-DODGE INC (67301) Update triggered by S11234M
09/11/2014	***** Following Corporate Resource has been contacted ***** TAPS on 2014-09-10 @ 16:46
09/11/2014	Escalated to TAPS since vehicle is at dealer. Need to confirm if there is an issue with the vehicle that's causing tire wear. Called dealer #67301- [REDACTED] Chrysler Plymouth Dodge to advise get ing TAPS involved. Spoke with [REDACTED] Transferred to SA Hailey. Customer is not in a rental at his time but if dealer keeps the vehicle overnight they would like to put the customer into one. Advised we can authorize a rental beginning at 5 days. Advised will update DM notes stating such for customer. *** Called customer to advise. Customer understood. Follow up 09/12 with dealer and customer.
09/13/2014	Called customer to advise allowing a little more time for TAPS to contact dealer. Customer understood. Follow up 09/16
09/17/2014	Called dealer #67301- [REDACTED] to check on status of repairs and see if TAPS has contacted the dealership. Line was busy for 5 tries. *** Called customer to advise waiting to hear from dealer with updates.. Follow up 09/17
09/17/2014	CAIR ESCALATION UPDATE SEE [REDACTED] CASE# [REDACTED] FOR INFORMATION
09/17/2014	CAIR ESCALATION UPDATE SEE [REDACTED] CASE# [REDACTED] FOR INFORMATION
09/17/2014	Called customer to advise they dealer and [REDACTED] are working together to diagnose and repair the exact issue and will follow up 09/19...
09/19/2014	CAIR ESCALATION CLOSURE SEE [REDACTED] CASE# [REDACTED] FOR INFORMATION
09/20/2014	Called dealer #67301- [REDACTED] to confirm info from [REDACTED] case # [REDACTED] - stating that with factory rims and tires the vibration issues don't exist. Spoke with [REDACTED] transferred to SA [REDACTED]. Confirmed that dealer does still have vehicle. SA [REDACTED] says customer wants money for his tires that were ruined under repairs at the previous dealer according to them. SA states the drag link was supposedly left loose on a repair at [REDACTED] Dodge and it ruined customer's tires. SA states according to the specs of the vehicle she could tell the drag link wasn't placed properly, but it's hard to discern if it was left loose from previous repair or backed off at the factory. States she cannot speculate as to how the drag link was broken. SA states you shouldn't have had to tamper with the drag link in order to do any previous repairs that she can see on the vehicle. SA has reviewed RO history from [REDACTED] of Dodge. *** Called dealer #68510- [REDACTED] to see if they ever did any work to customer's drag link and would be willing to assist customer with repairs. LVM for [REDACTED] Follow up with [REDACTED] 09/22. *** Called customer LVM for return call.*** Called dealer #67301- [REDACTED] to advise ok to release vehicle. Asked for [REDACTED] spoke with [REDACTED] LVM advising ok to release vehicle to customer.
09/22/2014	Called customer to advise that tires are not covered under warranty and if a repair done at the dealer caused the damage the repair is up to the dealer as well. Unfortunately customer's concern is not a warrantable item. Advised LVM for [REDACTED] at dealer #68510 requesting assistance but unable to make the dealer honor those repairs. Customer says he wants something in writing from us saying that [REDACTED] is at fault. Advised we are not stating anyone is at fault. Advised we are stating that aftermarket tires are not a warrantable item. Customer stated that [REDACTED] messed up his tires and now no one is helping him. Customer says dealer says its our fault and we say its dealers fault. Customer was very upset and using profane language. Customer stated he is not taking it out on me, but that this has been going on for 7 months. Customer asked for a supervisor callback. Advised customer callback may take up to 24 hours. Please review lines 61-63 as well. "Customer states due to almost 3 months out of vehicle. SM at [REDACTED] gave him \$1400.00 for 2 payments. " Sent case for supervisor review.
09/23/2014	Called customer at [REDACTED] per his request for a supervisor. Customer states he does not need to speak with anyone further as we are not willing to provide a resolution or answer to his problems. Customer states dealer and Chrysler keep blaming each other and no one is providing resolution for the problems with his truck. Attempted to apologize or offer NCDS information and customer just talks over me. States unless we are calling to offer to pay for our tires he does not need to speak with us and will be going over our head. Customer thanked me for the call.

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

<b>VIN</b>		<b>Model Year</b>	2014	<b>Brand</b>	DODGE
<b>Body</b>	DJ7P91	<b>Vehicle</b>	RAM 2500 LARAMIE 4X4		
<b>Open Date</b>	09/16/2014	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	10/01/2014	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	50,243 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>					Customer
<b>Caller City</b>		<b>Caller Country</b>		<b>Caller Postal Code</b>	
<b>Customer</b>					
<b>Customer Address</b>					
			CT		
<b>Dealer</b>		Crowley Chry-Jeep-Dodge Inc		<b>Dealer Phone</b>	
<b>Dealer Address</b>	1461 Farmington Ave				
	Bristol		CT	060104777	
<b>Dealer Zone</b>	Northeast	<b>Sales District</b>		<b>Service District</b>	E
<b>Subject</b>	Injector timing performance code				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Engine				
	Warning Light MIL				
<b>Contact Reason</b>	C105	Technical Issue With Vehicle	<b>Customer Anomaly</b>	27	Check engine light is on
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
09/16/2014 08:36 PM	Open
10/01/2014 10:40 PM	Closed

**Initial Description**

0469000000-Corporate,Enhanced Customer Satisfaction Program (ECS),Default,Default,Default,Enhanced Customer Satisfaction Program (ECS),Enhanced Customer Satisfaction Program (ECS)  
 0119005600-Product,Steering,Unknown,Misaligned,Default,Steering - Misaligned,Found loose bolts.  
 0111000000-Product,Exhaust,Unknown,Other,Default,Exhaust Inquiry,Butane smell through vents during regeneration when vehicle stopped  
 0105030000-Product,Brakes,Exhaust Brake (Jake Brake),Other,Default,Exhaust Brake - Other,Seems slow to engage  
 0113000000-Product,Frame,Unknown,Other,Default,Frame Inquiry,Creaking noise in passenger door on uneven surfaces.  
 0109004200-Product,Engine,Unknown,Check Engine Lamp On/Flashing,Default,Check Engine Lamp On/Flashing,Injector timing performance code

**Case Comments**

Date	Comment
09/17/2014	Dealer code: [redacted] POC Name and position: SA [redacted] POC number: [redacted] POC e-mail: [redacted] Current mileage: 50243 Customer concern: 1) CEL then came off, 2) creaking noise from passenger front door when driving on uneven surfaces, 3) Jake brake slow to engage towing or not, tow/haul mode active or not, 4) during regeneration process when vehicle stopped butane smell comes through vent until vehicle starts moving. Dealer diagnosis: 1) P026B-injector timing performance 2) 4) unable to duplicate. Recommended repairs: seeking assistance Is the customer in a rental: NO Is the customer waiting: NO Customer name: [redacted] (not sure of last name) All customer contact numbers: [redacted] Best time of day for contact: any Advised if customer needs rental he can have one and upgrade to a truck is also okay.
09/17/2014	***** Following Corporate Resource has been contacted ***** TAPS on 2014-09-16 @ 17:05
09/17/2014	[redacted]
09/17/2014	Status update provided via email to the following email address: [redacted] Hello, my name is [redacted] and I have been assigned as your customer advocate. This email is confirmation that your case [redacted] was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [redacted]. My office hours are 8 00 AM - 430 PM ( [redacted] ). My contact information is [redacted] EXT 40688. If your preferred telephone number mentioned above isn't correct, please reply with the correction. End of Status Update
09/17/2014	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted] FOR INFORMATION
09/17/2014	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted] FOR INFORMATION
09/18/2014	Writer called [redacted] spoke with customer who advised this vehicle was from a buy back on his previous vehicle. Customer is seeking how long he vehicle will be at the dealership, writer advised if needed to keep longer than 9/19/14 writer will put customer in a rental
09/18/2014	CAIR ESCALATION UPDATE SEE STAR CASE# [redacted] FOR INFORMATION
09/18/2014	Writer received voicemail from customer seeking an update on if vehicle will be complete by 9/19/14
09/18/2014	Writer called dealership spoke with SM/ [redacted] who advised that initial repairs are complete but the update will not be available for 2-3 weeks per the SM customer will be picking up vehicle today
09/19/2014	CAIR ESCALATION CLOSURE SEE STAR CASE# [redacted] FOR INFORMATION
09/19/2014	Writer called [redacted] left message advising that dealership confirmed vehicle was picked up and an update will be available soon. Writer advised will follow up with customer next week with any additional updates if they are available
09/23/2014	Customer: [redacted] A calling to speak to Customer Advocate; TP405 steering components seem loose steering wheel is now crooked. CA is not available. Writer warm transferred customer to CA; PR708
09/23/2014	

Date	Comment
	Writer took call from customer. Customer states that his steering wheel is not aligned and the emblem is facing 4 O'clock and not 12. Customer states that two bolts seem to be loose. Customer states he contacted dealership 65032 and was advised that vehicle can be dropped off. Writer offered to contact dealership and arrange rental. Customer states that a car is fine.
09/23/2014	Writer spoke to [REDACTED] SA took case# and will contact Enterprise to arrange rental for customer.
09/23/2014	Status update provided via email to the following email address: [REDACTED] Hello Mr. [REDACTED]. This is [REDACTED] I wanted to email you my information: My office hours are 6:00AM A.A- 2:30PM (Mountain [REDACTED]). My contact information is [REDACTED] BKT 40656. End of Status Update
09/24/2014	Dealer code: 65023 POC Name and position: SA [REDACTED] POC number: [REDACTED] POC e-mail: XXXX Current mileage: 5363 Customer concern: [REDACTED] on steering linkage is loose and ABS was flashing on an off Dealer diagnosis: yes, Recommended repairs: [REDACTED] needs to be tightened and alignment needs to be completed Is the customer in a rental: yes Is the customer waiting: no Customer name: [REDACTED] All customer contact numbers: [REDACTED] Best time of day for contact: ANYTIME
09/24/2014	Writer informed SA to complete alignment and contact us back when completed with the rest of diagnosis.
09/24/2014	[REDACTED] stated that the alignment took care of vehicle concerns. Writer advised SA that writer will leave notes of approval for alignment, check codes on ABS and labor. SA stated that vehicle is completed and will be returned back to customer.
09/24/2014	##### ECS DIRECT-TO-DEALER ##### ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. DM Notes have been entered into GCS indicating Customer Care approval. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care. #####
09/24/2014	DM notes added
09/25/2014	Status update provided via email to the following email address: [REDACTED] Mr. [REDACTED]. We have been advised that repairs are currently in process on your vehicle. I will follow up with you once all repairs have been completed. In the event you need to reach me you may use the link provided in this email or call [REDACTED] my direct extension: [REDACTED] End of Status Update
09/25/2014	Customer contacted Chrysler seeking to speak with [REDACTED]. Agent gathered customer information and transferred the customer over to [REDACTED] ext [REDACTED]
09/26/2014	Writer called [REDACTED] spoke with customer who advised is concerned that dealership did not go over the vehicle thoroughly. Writer advised will call the dealership to determine what was checked and what was not
09/27/2014	Writer called [REDACTED] spoke with SA/ [REDACTED] who advised bolts were readjusted and tightened, alignment was completed, fully inspected and road tested.
09/27/2014	Writer called [REDACTED] spoke with customer and advised of lines 118- 120 and customer is now satisfied with the answers. Writer will follow up with customer next week to ensure repairs are satisfactory.
10/02/2014	Writer called 860-202-4987 spoke with Mr. Soada who confirmed all repairs are satisfactory. Writer advised that case would be closed and could receive a survey.
10/02/2014	CLOSED LOOP UPDATE - no need for additional follow-up.
10/11/2014	Customer is contacting in because he had his vehicle to the DLR for the issue with the J brake. Customer stated the DLR could not do anything until the update comes out in about 3 weeks for the update. Customer wanted to know if the update will be released before that date. Customer wanted to speak with the agent [REDACTED] in customer enhancement department. Agent advised the customer that the DLR would know of the updates before the customer service agents would. Agent advised the customer that the agent is not seeing that there is any updates released as of yet. Agent advised the customer that the customer enhancement department is closed at this time and will not be reopened until Monday. Customer understood and will contact back on Monday.
10/15/2014	[REDACTED], requesting an update. Transferred customer to [REDACTED] at ext [REDACTED] VM as CM was unavailable.

Email(s)

Date	Subject
	Hello, my name is [REDACTED] and I have been assigned a [REDACTED]
	Hello, my name is [REDACTED] and I have been assigned as your customer advocate. This email is confirmation that your case [REDACTED] was successfully escalated to [REDACTED]. After I review the details of your case I will be calling you at your preferred number, [REDACTED]. My office hours are 8:00 AM – 4:30 PM (Mountain [REDACTED]). My contact information is [REDACTED]. If your preferred telephone number mentioned above isn't correct, please reply with the correction.

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

<b>VIN</b>		<b>Model Year</b>	2013	<b>Brand</b>	DODGE
<b>Body</b>	D28L92	<b>Vehicle</b>	RAM 3500 ST 4X4		
<b>Open Date</b>	10/06/2014	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	10/29/2014	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	24,647 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Address</b>		<b>Country</b>		<b>Source</b>	Customer
<b>City</b>		<b>Postal Code</b>			
<b>Customer</b>					
<b>Customer Address</b>					
			TX	77650-	
<b>Dealer</b>	60432	Brenham Chrysler Jeep Dodge		<b>Dealer Phone</b>	
<b>Dealer Address</b>	1880 Highway 290 W				
	Brenham		TX	778335216	
<b>Dealer Zone</b>		<b>Sales District</b>		<b>Service District</b>	F
<b>Subject</b>	Customer with bad vibration in vehicle with no resolution				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Drivability				
	Stalling				
<b>Contact Reason</b>	C105	Technical Issue With Vehicle	<b>Customer Anomaly</b>	9	Vehicle Stalling
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
10/06/2014 01:31 PM	Open
10/29/2014 03:40 PM	Closed

**Initial Description**

0113200001-Product,Frame,Bumper System,Other,Front,Front Bumper Inquiry,Front alignment  
 0102043700-Product,Suspension,Lower Control Arms/Ball Jnts,Worn,Unknown,Worn Lower Control Arms/Ball Joints,Right upper ball joint needs replacement  
 0118000000-Product,Drivability,Unknown,Other,Default,Driveability Inquiry,Customer with bad vibration in vehicle with no resolu ion

**Case Comments**

Date	Comment
10/06/2014	<p>----- Bruner Motors ----- 536 -no MVP -2nd owner -----</p> <p>- Briefly summarize why the customer is contacting Chrysler: seeking repair and rental assistance Briefly summarize what the customer is expecting: repair and rental assistance The customer's father, Mr. [REDACTED] is seeking repair assistance, stating that the vehicle has been into the Brenham dealer over 3X's for the major vibration in the vehicle, and they have replaced many different components in the vehicle to no avail. The dealer has essentially thrown up their arms due to the fact that they are unable to repair the vehicle. He stated that no one wants to drive the vehicle due to the vibration and the fact that it is so bad, nor does he want to drive it either. However, he is still paying for the vehicle so he would like it repaired. Writer empathized with his situation and stated that writer would like to review the file and see what our course of action will be moving forward. The customer understood and also stated that unfortunately, he also is requesting to have a rental vehicle due to the fact that he cannot be without a vehicle while theirs is at the dealer's. Writer reviewed his vehicle information and advised him that we can have his case reviewed for escalation however; writer would like to reach out to the dealer which he understood. ----- Writer contacted the above dealer: [REDACTED] to determine if the vehicle has been diagnosed and spoke with the SA, [REDACTED]. He stated that the customer had an appointment on the second of the month but never came for this appointment. Writer thanked him for the updated information. ----- Writer returned to the customer and inquired as to which dealer he was wishing to use, and he stated that he was wishing to use [REDACTED] but they could not provide a rental to him. He stated that the Brenham dealer had basically given up repairing it so he was going to try the [REDACTED] so he is willing to try any dealer at this point. Writer understood, and advised him that his case will be escalated to a CM for further repair assistance, and advised him of the time frame for a follow up correspondence. He obtained his case number and thanked writer for the added assistance, and stated that he will be waiting for their correspondence.</p>
10/06/2014	<p>----- Briefly summarize why the customer is contacting Chrysler: seeking repair assistance for the vibration in the vehicle Briefly summarize what the customer is expecting: resolution to vehicle vibration &amp; a rental vehicle for the repair time Who has possession of the vehicle? Customer Has an authorized dealer diagnosed the vehicle? Yes, but they are at a loss if a CDJR dealer has diagnosed, what is the dealer name and code? Customer advised a call back will take place within one business day. Preferred Morning/Midday call back number is: [REDACTED] Preferred Afternoon/Evening call back number is: same as above Customer email address for case updates: N/A Reassigned to: 88F</p>
10/07/2014	***** Case Management - District U ***** OOW: In warranty MVP: None Household: 3 new 1 used
10/07/2014	<p>Writer called [REDACTED] and was advised that the mileage was 18,611 as of August 2014. Per SM he has been seen for the steering column and also had issues for the shake. Vehicle owner brought vehicle for steering again in January. Front track bar and right hub and bearing were replaced at that time. The vehicle is 200 miles away from the dealership. There is no specific front end repair expert at this dealership. SM spoke to Mr. [REDACTED] 10/6 to advise that he has no front end specialist.</p>
10/07/2014	<p>Agent attempted to contact dealer [REDACTED], however, SM not available. Left message for a return call at extension [REDACTED]. The reason for the dealer contact was to provide or request the following information: To discuss a possible diagnosis of the vehicle as well as loaner or rental.</p>
10/07/2014	<p>Writer called customer to discuss the issues. He has had the vehicle in multiple times. His biggest concern right now is a loaner or rental because his 18 year old daughter uses the vehicle for competitive rodeo and pulls a trailer containing horses. Writer advised vehicle owner that a voicemail had been left for [REDACTED] at [REDACTED] Motors and Writer will follow up with SM again this afternoon.</p>
10/08/2014	

Date	Comment
	Writer called Bruner Auto to speak to Service [REDACTED]. Writer had to leave a message regarding a time for the customer to bring the vehicle in for a diagnosis as well as inquired about a loaner or rental vehicle.
10/08/2014	Writer spoke to Sales [REDACTED] at Bruner Motors. Mr. [REDACTED] stated that he has spoken to Vehicle Owner regarding the vehicle in the past. He is more than happy to look at and diagnose the vehicle today if the customer would like to bring it in. SM also stated that he would talk to the vehicle owner about a rental or loaner vehicle. Writer advised SM that writer would call back this afternoon to verify that customer had called the dealership to set up the appointment. Vehicle is still under warranty.
10/08/2014	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: to discuss the conversation the writer had with the SM at Bruner Motors.
10/08/2014	No customer email address on file.
10/08/2014	Customer calls to speak with their Case [REDACTED]. Transferred the customer to BS1047 at ext. [REDACTED].
10/08/2014	Mr. [REDACTED] called in.
10/08/2014	Customer called and spoke to writer. Writer explained that the SM is willing to diagnose the vehicle as soon as the customer can bring it in. Writer also advised the customer that writer had discussed the use of a loaner or rental with the SM. Customer again told writer that it is imperative that he have a truck as a loaner/rental. Customer advised writer that he would call back after he spoke to the SM.
10/08/2014	Writer called to speak to SM. Call was disconnected while the writer was on hold.
10/09/2014	Writer called Bruner Motors and spoke to Service [REDACTED]. Service [REDACTED] met with the vehicle owner yesterday regarding repairs. SM found two issues in the front end. He was able to tighten a nut and secure the alignment. At this point both the SM and customer felt the vehicle was safe for the customer's daughter to drive this weekend. The vehicle still needs a right upper ball joint (part #68214646AA). The SM will be picking that part up from another dealer today. The customer will be bringing the vehicle back to the dealership on Monday to have the ball joint replaced. Per the SM repairs will be completed on Monday but the customer will not be able to test drive the vehicle until Tuesday. Writer advised the SM that writer would call back on Wednesday for status.
10/09/2014	Writer updated mileage.
10/09/2014	Writer left customer a voicemail to call back and go over both the completed and needed repairs.
10/10/2014	Writer spoke with customer. His daughter was able to drive the vehicle with the repairs made but they are still planning to get the ball joint repaired on Monday. Writer advised customer that agent would call to follow up next Thursday.
10/15/2014	Writer called and left customer a voicemail checking on the status of the vehicle.
10/16/2014	Writer called and left a message for the customer to call back with status of the repairs.
10/16/2014	Customer returned writer's call. Customer is extremely happy with the repairs on his vehicle as well as the level of customer service he has received. Customer's daughter will be driving the vehicle over 1,000 miles this weekend and for the first time in months the Customer feels comfortable with that long drive. Writer advised customer that writer would call back next Wednesday to follow up.
10/22/2014	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: To verify that he is satisfied with the repairs and that we can close his case.
10/23/2014	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: To see if customer would like to close his case.
10/29/2014	CLOSED LOOP UPDATE - no need for additional follow-up.

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

<b>VIN</b>		<b>Model Year</b>	2014	<b>Brand</b>	RAM
<b>Body</b>	D28P81	<b>Vehicle</b>	RAM 3500 LARAMIE MEGA CAB 4X4		
<b>Open Date</b>	11/05/2014	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	12/05/2014	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	9,848 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>Caller City</b>		<b>Caller Country</b>	USA	<b>Caller Postal Code</b>	99029
<b>Customer</b>					
<b>Customer Address</b>					
				99029	
<b>Dealer</b>	24169	Barton Chrysler Dodge Jeep Ram		<b>Dealer Phone</b>	
<b>Dealer Address</b>					
<b>Dealer Zone</b>	West	<b>Sales</b>		<b>Service</b>	G
<b>Subject</b>	Advise Owner / Incomplete Recall			<b>Recall</b>	P26
<b>Synopsis</b>					
<b>Customer Anomaly</b>					
<b>Contact Reason</b>	C81	Vehicle Open Recalls	<b>Customer Anomaly</b>		
<b>Reason Code</b>	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

**Case Status History**

Create Date	Status
11/05/2014 10:30 AM	Open
12/05/2014 03:22 PM	Closed

**Initial Description**

0450110100-Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight  
 0105010000-Product,Brakes,Anti-Lock Brake System,Other,Default,Anti-Lock Brake System- Inquiry,Traction control inquiry  
 0118000000-Product,Drivability,Unknown,Other,Default,Drivability Inquiry,Drivability Inquiry  
 05P3800900-Recall,Recall - Do Not Select,Recall - Do Not Select,Advise Owner/Incomplete Recall,Default,Advise Owner / Incomplete Recall,Advise Owner / Incomplete Recall-Please refer to Case Comments  
 05P2600900-Recall,Recall - Do Not Select,Recall - Do Not Select,Advise Owner/Incomplete Recall,Default,Advise Owner / Incomplete Recall,Advise Owner / Incomplete Recall-Please refer to Case Comments

**Case Comments**

Date	Comment
11/05/2014	CQI Survey Record Received - DATE : 11/05/2014 Survey Number : 4224678 Quality Survey ID Number: Survey Date : 11/04/2014 VIN Last 8 : CQI Comments : \Drag link, fuel mileage, traction control!
11/06/2014	Preferred Morning/Midday call back number is Preferred Afternoon/Evening call back number is Customer email address for case updates: Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? Yes if a CDJ dealer has diagnosed, what is the dealer name or code?24169 Reassigned to 88F
11/07/2014	***** CASE MANAGER TEAM Q ***** In warranty MVP: 4 YEARS / UNLIMITED MILES MAXIMUM CARE Household: 2 new 0 used
11/07/2014	Agent attempted to contact dealer however, SM not available. Left message for a return call at extension 40766 The reason for the dealer contact was to provide or request the following information: More information about listed problems with the vehicle.
11/07/2014	CONTACT UPDATE - Customer was contacted today at 11:01 a.m. Customer was provided with agent's extension: 40766. Customer was currently unavailable, but a family member answered. Writer obtained permission to send a contact email to: Writer stated a follow up date of 11/10/2014.
11/07/2014	Status update provided via email to the following email address: Hello, my name is and I have been assigned as your case manager. This email is confirmation that your case, was successfully escalated to me. My office hours are 8:00AM - 4:30 PM (Mountain Time). My contact information is EXT 40766. End of Status Update
11/10/2014	Writer contacted customer at spoke to the customer's grandmother. Writer was provided with the number and advised to speak with - as he is the owner of the vehicle.
11/10/2014	Writer contacted customer at Customer stated the drag link on the vehicle is backing off, alleges the DLR informed him of a three month wait for a replacement part. Customer also stated the traction control on the vehicle will not turn off, and is affecting how the vehicle is driving off road and in four-wheel-drive. Customer's expectation is to resolve these problems in future models of Ram trucks. Writer stated will be contacting the DLR to get more information on the drag link part to get it expedited and advised a callback date of 11/12/2014.
11/12/2014	Writer contacted DLR; spoke to Service Advisor SA stated have not seen the customer since 7/17/2014 for a different problem. Writer stated will contact the customer to gather more information and advised a callback.
11/12/2014	Writer contacted customer; customer stated he has been working exclusively with the who is aware of all the repair history. Writer stated will contact the DLR in attempt to speak with the SM to get information on the part.
11/12/2014	contacted DLR; spoke to Writer inquired about the part and order number for a drag link. SM transferred writer to parts. immediately sent to voicemail, call disconnected.
11/12/2014	Writer contacted DLR; spoke to in parts. Writer requested the part and order numbers to send case to 96W. stated he is unable to find any information on a repair order. stated he will speak to the to get the correct information. Writer provided with extension number 40766 and requested a call back with more information.

Date	Comment
11/13/2014	Writer contacted DLR; spoke to [REDACTED] SM stated they will call writer back with part information.
11/13/2014	[REDACTED] contacted DLR; spoke to [REDACTED] SM requested writer call 11/13/2014 in the morning to obtain part information.
11/13/2014	[REDACTED] contacted DLR; spoke to [REDACTED] SM stated he will be speaking with the parts department, and advised a call back later today.
11/13/2014	Writer contacted DLR; spoke to [REDACTED] SM advised a call back with more information.
11/14/2014	Writer contacted customer and stated they are waiting on a call from the Service Manager with information regarding the drag link. Customer inquired about a way to completely turn off the vehicle's traction control, but expressed concern as he does not want to void his warranty. Writer stated they will do additional research and advised a follow up date of 11/14/2014.
11/15/2014	Agent attempted to contact dealer Service Manager [REDACTED] however, SM not available. Left message for a return call at extension [REDACTED] The reason for the dealer contact was to provide or request the following information: Request information on part and order number for drag link part.
11/15/2014	Writer contacted customer; writer stated they are waiting on part information. Writer stated that when this information is obtained, the case will be escalated to 96W. Writer stated a follow up date of 11/18/2014 with information on the ETA of the drag link.
11/19/2014	[REDACTED] contacted DLR; SM unavailable.
11/19/2014	[REDACTED] contacted customer at [REDACTED]; informed customer the SM was unavailable, and advised a callback on 11/19/2014.
11/19/2014	Writer contacted DLR; spoke to [REDACTED] SM stated the ETA of the drag link is 11/20/2014 and repairs of the vehicle will begin then. SM requested a callback on 11/20/2014.
11/19/2014	Agent attempted to contact customer, however, customer was not available. The reason for the customer contact was to provide or request the following information: Inform customer the part will be arriving 11/20/2014, and writer will follow up on 11/21/2014.
11/20/2014	Writer contacted DLR; spoke to [REDACTED] SM stated they will be contacting the customer to set an appointment to begin repairs. Writer advised a callback will take place on 11/25/2014.
11/20/2014	Writer contacted customer at [REDACTED] writer informed customer the DLR is going to contact him to set an appointment, and advised a callback on 11/25/2014.
11/26/2014	[REDACTED] attempted to contact dealer Service Manager [REDACTED] however, SM not available. Left message for a return call at extension [REDACTED] The reason for the dealer contact was to provide or request the following information: Follow up on status of repairs. Writer advised a callback will take place on 12/1/2014.
11/26/2014	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED] The reason for the customer contact was to provide or request the following information: Writer stated they are waiting on information from the SM. Writer advised a callback will take place no later than 12/2/2014.
11/26/2014	Customer calls to speak with their Case Manager. Transferred the customer to BG469 at ext [REDACTED] Customer declined to provide a second phone number.
11/26/2014	Customer transferred to writer; customer stated a repair appointment has been set for 11/28/2014. Writer advised customer of new open recalls P26, and P38 on the vehicle. Writer advised a callback will take place no later than 12/2/2014 to follow up on the status of repairs.
12/02/2014	Writer contacted DLR; spoke to [REDACTED] SM stated the repairs have been completed, and the customer is in possession of the vehicle. SM stated the failure on the drag link is due to the lift kit on the vehicle. Writer inquired about the open P26, and P38 recalls, SM stated they have been completed. SA stated the current mileage is 9,848.
12/02/2014	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED] The reason for the customer contact was to provide or request the following information: Writer stated because the repairs have been confirmed, and the customer is now in possession of the vehicle; the case will be put into closing status. Writer stated the case will remain open until 12/4/2014, and a callback will take place then as well.
12/05/2014	Writer contacted customer. Writer requested to speak with customer. Writer was told customer could not understand her. Call was disconnected.
12/05/2014	Agent attempted to contact customer, however, customer was not available. The reason for the customer contact was to provide or request the following information: Writer notified customer of lines 130-133, and stated the case is now closing. Writer stated if customer has any concerns, to contact their local DLR; or to call Ram customer care at [REDACTED]
12/05/2014	CLOSED LOOP UPDATE - no need for additional follow-up.

**Email(s)**

Date	Subject
	Hello, my name is [REDACTED] and I have been assigned
	Hello, my name is [REDACTED] and I have been assigned as your case manager. This email is confirmation that your case [REDACTED] was successfully escalated to me. My office hours are 8:00AM - 4:30 PM ([REDACTED]). My contact information is [REDACTED] EXT [REDACTED]

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

VIN		Model Year	2014	E	
Body	DJ7P91	Vehicle	RAM 2500 LARAMIE 4X4		
Open Date	01/19/2015	CAIR Type	Regular	Status	Closed
Close Date	02/19/2015	Origin	Chat	Reason	New Problem
Mileage	7,850 Miles	Market		Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
Dealer	67698	Lilliston Chrysler Dodge Jeep Ram	Dealer Phone		
Dealer Address					
Dealer Zone	Mid Atlantic	Sales District		Service District	B
Subject	Steering column comes apart/loose.				
Synopsis					
Customer Anomaly	Steering / Suspension				
	Steering Wheel				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	90	Steering wheel issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
01/19/2015 09:13 PM	Open
02/19/2015 07:06 PM	Closed

**Initial Description**

0119200000-Product,Steering,Steering Wheel / Column,Other,Default,Steering Wheel / Column Inquiry,Steering column comes apart/loose.

**Case Comments**

Date	Comment
01/20/2015	<p>CHAT ID [redacted] Hi, my name is [redacted] with Dodge Customer Care, How may I help you today? [redacted] Hi, I have a 2014 Ram2500 [redacted] and I wanted to talk to find out what I should do about a recurring problem that I'm having with it. The whole steering column has come loose (all the bolts, etc.) 3x now... which is pretty bad. Last dealer had the truck for almost a month, so I'm wondering what my options are under the lemon law to give the truck back if this problem happens again. [redacted] If the latest dealership fixed it properly, no prob. But if it comes apart again - especially if I'm on another trip... then I think someone needs to look at taking the truck back and giving me another. How to I open a file on this, etc.? [redacted] I apologize for the inconvenience this has caused you, I will definitely do my best to help you! Although we are unable to assist customers in actually filing for Lemon Law, we do have a department that we could potentially escalate to. This department is available to customers who are still willing to work with us and this department will review the vehicle's repair history to determine if their request merits further action. The outcome of the review does not determine Lemon Law eligibility. If you are adamant about seeking Lemon Law then I can refer you to the blue and white booklet in your glovebox and an Attorney General. Would you like me to assist you in setting up a case for review? [redacted] I love the truck, so I don't want to have to go that route... although everyone I know if telling me to. If you have a dept that works with people on such things, then I'm happy to go that route - so long as they are problem solvers and not paper pushers. I have been without the use of this truck for too long to deal with it being back and forth to the dealership over and over so they can figure out the root of the problem. [redacted] Let me know how to contact them and I'll reach out and see what they can do. The steering column coming apart 3x is not a trivial thing, so I'm hoping someone can sort out what is going on. [redacted] I appreciate your etiquette. Can you please tell me which dealerships you have addressed this issue with? [redacted] I apologize but I am unable to offer contact information to this department. However, I would be happy to escalate a case for you. Due to the nature of your request, it will require a call back which will take place within 1-2 business days. Once a Manager contacts you back, then they will be able to provide you with their contact information. [redacted] Yes, [redacted] AutoMall, Aventura Auto Gallery, and [redacted] Dodge/CJ. I tend to take it to whatever dealership is closest when the truck becomes unsafe to drive. [redacted] Thank you. Can you please provide an estimated mileage on your vehicle? [redacted] just under 8k currently [redacted] Thank you! Would you mind holding while I verify the repair history with these dealerships? [redacted] yes, no problem. FYI, the service managers at the dealerships are all baffled by the issue... which is a bit disconcerting seeing that the steering goes completely loose (once at 80mph while I was towing a trailer) [redacted] I definitely understand your concern. While I am holding to speak with the first dealership, I would like to bring to your attention that there is one open recall on your vehicle. Are you aware of his? [redacted] I just picked the truck up from [redacted] last week, and</p>
01/20/2015	<p>they said they did something like 8 updates on it...not sure what was warrantee, etc. [redacted] BTW, both [redacted] and [redacted] were really great helping me out. Aventura...not high on my list of great service teams. [redacted] they also suggested that I reach out to you guys and said that you could see all the service records in the system? I have all the paperwork as well if you need it. [redacted] The recall is actually an update. Sometimes it take a few days for a repair order to process. I will inquire if they completed the recall when I contact them. [redacted] I apologize for the delay, [redacted] I should just be a few more minutes. [redacted] no problem [redacted] I greatly appreciate your patience. I will be escalating your case to a higher department. Here is the case number for your reference: 26295156. Just to verify, your vehicle is not currently at a dealership, correct? [redacted] no it is in my possession [redacted] Thank you. You will receive a follow up call within the one to two business days as we discussed. Do you have any additional questions or concerns in the meantime? [redacted] nope, thank you. I'll look forward to discussing the truck with your colleagues in a few days. Just to confirm, you have my correct number on file - [redacted] Yes, Sir. I have updated your file accordingly based on the information you provided when you initiated our Chat session. Thank you for your patience and understanding in this matter. [redacted] ok, thanks. [redacted] disconnected (Concluded by End-user). [redacted] Agent contacted SA [redacted] at [redacted] Aventura [redacted] stated that the [redacted] on 10/06/14 at 6,513 miles. SA stated that the steering wheel was not straight and they reset the alignment. Agent contacted SA [redacted] at [redacted] [redacted]. SA stated that the vehicle was at the [redacted] on 10/16/14 at 6,845 miles. The vehicle shimmed. The steering wheel was center but previous [redacted] Aventura ([redacted]) had left the</p>

Date	Comment
	knocking nuts loose. DLR performed an alignment. Agent was unable to reach DLR Miami [REDACTED] Service Department. Customer did indicate that his vehicle was at this DLR 3 days ago. Customer informed a call back is required and will take place within 1-2 business days. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: [REDACTED] com Who has possession of the vehicle? Owner Is this a request for Lemon Law, buy-back or replacement? Yes Reassigned to 91L
01/22/2015	***** 91L Review *****
01/22/2015	*****Case Escalated to I2R***** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
01/22/2015	***** Following Corporate Resource has been contacted ***** TAPS on 2015-01-22 @ 11:10
01/22/2015	**** with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact [REDACTED] directly at [REDACTED]. Thank You. **** Called the customer on behalf of the CM RW598 and advised that his case has been forwarded to our office for special handling. I wanted to call and speak a little about his vehicle. I ask the customer if he had a moment he stated yes. I asked the customer where his vehicle was, he stated that he has it. The customer stated that the steering column has come loose 3 times and the last time the vehicle was in for service it was there for 30 days. The customer stated that the vehicle also has a shimmering in the back and believes that it is related to the steering column issue. The customer stated that the shimmering is becoming more and more noticeable to the point he is now beginning to feel it in the peddle and seat. The customer stated that he would like to have the vehicle fixed and if that is not possible he would like to have the vehicle replaced. I advised the customer that our first priority is to repair the vehicle and secondly we look at other options available to him outside of repair. The customer asked if there was some sort of master technician that could assist with repairing the vehicle once and for all because it is not a good feeling when he is traveling 75 to 80 mph down the highway towing a trailer. (he acknowledges that he should not be traveling that fast) and the steering column comes loose. I asked the customer what was his availability in taking the vehicle in for service, the customer stated that he could take the vehicle first thing in the morning. I advised that I will contact [REDACTED] and schedule an appointment for him and call him back. The customer agreed. ***Called [REDACTED] spoke with SA [REDACTED] and scheduled an appointment for the customer for 1/23 at 8:00 am. I also authorized a rental for the customer at \$35 per day. I advised the SA that I would like the vehicle to remain until our tech specialist can get involved due to this is a potential buy back and we would like to resolve the customers issue once and for all. The SA agreed and asked that the customer ask for [REDACTED] when he brings the vehicle in for service. I thanked the SA and ended the call. ***Called the customer and advised of the appointment and also advised that I will schedule a call back for Monday 1/26. I provided the customer the CM RW598 contact number and hours of operation. The customer thanked me and ended the call ***follow up with the customer and dealership 1/26
01/23/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
01/23/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
01/26/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
01/26/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
01/27/2015	Spoke with [REDACTED] regarding vehicle status. [REDACTED] said the vehicle is there and is being inspected now by the shop foreman. [REDACTED] said all of the screws in the steering column were loose. I advised I will follow later this week.
01/27/2015	Spoke with customer and introduced myself as his CM and advised I am here to assist him through the repair process and determine a resolution for him. Customer said he went to speak with the tech today regarding his concern and why the screws are coming loose in the steering column. Customer said the tech is baffled why the screws are coming loose while he is towing. Customer said there is a shimmy in the rear of the vehicle and they will take a look at that as well. Customer said this is a safety concern. Customer said the dealership is considering double bolting the steering column. I advised customer I will follow up again with the dealership on Wednesday. I advised customer if we are unable to resolve his concern by way of repair I will review his case for other options.
01/27/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
01/27/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
01/28/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
01/28/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
01/28/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
01/28/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
01/29/2015	Spoke with customer and advised the dealership is addressing the drag link nut and Chrysler has advised them to replace that assembly. Customer said he would like for them to address the shimmy in the rear of the vehicle as that could cause other issues with the vehicle. I advised I will bring that to [REDACTED] attention. I advised I will give him a call once I have more information.
01/30/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
01/31/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
02/02/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
02/03/2015	CAIR ESCALATION UPDATE SEE STAR CASE# [REDACTED] FOR INFORMATION
02/03/2015	CAIR ESCALATION CLOSURE SEE STAR CASE# [REDACTED] FOR INFORMATION
02/04/2015	Spoke with [REDACTED] regarding repair status. [REDACTED] and they replaced the steering assembly. He said they adjusted the drag link nut, 2 sockets and 2 nuts. He said they also roadforce balanced the tires for the shimmy concern. [REDACTED] said customer picked up this morning. RO # [REDACTED]
02/07/2015	Called customer to confirm repair and offer compensation. Requested call back.
02/11/2015	Spoke with customer regarding his vehicle repair. Customer said he picked up last week and has driven the vehicle a couple hundred miles and it seems the steering was moving and coming apart again. Customer said he would like more drive time to confirm repair. I advised customer I will follow up with him again on Monday to confirm repair and offer compensation.
02/17/2015	Spoke with customer to confirm repair and offer compensation. Customer said the vehicle seems to be fine now. I offer customer compensation with one payment reimbursement or a MVP service contract and explained both. Customer said he would like the service contract (Max Care 5/60 -\$100). Customer provided new mailing address: [REDACTED]
02/19/2015	>> Max Care 5 year/60,000 mile \$100 deductible MVPP (WM560N) has been applied to vehicle for customer's future reliability concerns due to 4 visits/3 repairs on (Check Engine Light, Steering), vehicle down 24 days. Contract code [REDACTED]
06/18/2015	Customer called in LVM on general voicemail box stating that he is having more issues with his vehicle. The CEL has come on and he is frustrated with how many times he has had to take the vehicle in for repairs and is now wondering if this vehicle is the right one for him. Customer requested a call back and stated he is going out of town this weekend. -
06/18/2015	Called customer back at [REDACTED] who stated the vehicle is back at the dealership again. [REDACTED] Chrysler Jeep Dodge Ram # [REDACTED] with the CEL coming back on. Customer is very frustrated with the issues the vehicle has had and he no longer has any confidence in this vehicle to be reliable for when he needs it. Apologized to customer and advised that I will have his case reopened and reassigned to a new Case Manager and they will be following up with him today 06/18 since he is going out of town this weekend. Customer was appreciative.
06/18/2015	>>>> A new CAIR and I2R Case [REDACTED] have been opened to further assist customer. Original CAIR number is [REDACTED]

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

<b>VIN</b>		<b>Model Year</b>	2014	<b>Brand</b>	RAM
<b>Body</b>	DJ7R81	<b>Vehicle</b>	RAM 2500 LONGHORN 4X4		
<b>Open Date</b>	01/20/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	01/20/2015	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	14,000 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>Caller City</b>		<b>Caller Country</b>		<b>Caller Postal Code</b>	
<b>Customer</b>					
<b>Customer Address</b>					
<b>Dealer</b>	45449		Chrysler Dodge Jeep Ram	<b>Dealer Phone</b>	
<b>Dealer Address</b>	5859 S La Grange Rd				
	Countryside		IL	605254065	
<b>Dealer Zone</b>	Midwest	<b>Sales District</b>		<b>Service District</b>	B
<b>Subject</b>	customer is asking if there are any recalls				
<b>Synopsis</b>					
<b>Customer Anomaly</b>					
<b>Contact Reason</b>	C77	Complaint That Recall Campaign Not Yet Launched		<b>Customer Anomaly</b>	
<b>Reason Code</b>	After Sales - Complaint - Recall Campaign - Recall Campaign - Campaign not yet launched				

**Case Status History**

Create Date	Status
01/20/2015 12:23 AM	Open
01/20/2015 12:42 AM	Closed

**Initial Description**

041500000-Corporate,Recall,Default,Default,Default,Recall,customer is asking if there are any recalls

**Case Comments**

Date	Comment
01/20/2015	Briefly summarize why the customer is contacting Chrysler.customer is asking if there are any recalls. Customer states the dealer tried to charge him for a repair to his suspension, saying he damaged it offroad. Customer states he showed the techs the part they said he damaged was the exact same on new vehicles on the lot. Customer states they then found the problem was some loose locking nuts on the stabilizer bars Briefly summarize what the customer is expecting:Customer expects recall info Agent advised customer of P26 recall. Agent advised the customer we would document his concerns.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	RAM
Body	DJ7/R92	Vehicle	RAM 2500 LONGHORN 4X4		
Open Date	01/20/2015	CAIR Type	Regular	Status	Closed
Close Date	03/31/2015	Origin	Telephone	Reason	New Problem
Mileage	22,771 Miles	Market		Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	SACO	Caller Country		Caller Postal Code	
Customer					
Customer Address					
	SACO		ME		
Dealer	60266	Peacock Chrysler Jeep Dodge Ram FIAT		Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	K
Subject	something broke off				
Synopsis					
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	9	Vehicle Stalling
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

#### Case Status History

Create Date	Status
01/20/2015 07:38 PM	Open
03/31/2015 11:12 AM	Closed

#### Initial Description

0416000000-Corporate,Rental Vehicle,Default,Default,Default,Rental Vehicle,Rental Vehicle  
0465000000-Corporate,E-Reimbursement,Default,Default,Default,E-Reimbursement,Customer requesting reimbursement on rental  
0469000000-Corporate,Enhanced Customer Satisfaction Program (ECS),Default,Default,Default,Enhanced Customer Satisfaction Program (ECS),Enhanced Customer Satisfaction Program (ECS)  
0467000000-Corporate,Goodwill Escalation Matrix,Escalated,Default,Default,Goodwill Escalation Matrix - Escalated,Goodwill Escalation Matrix - Escalated  
0118000000-Product,Drivability,Unknown,Other,Default,Driveability Inquiry,something broke off

#### Case Comments

Date	Comment
01/21/2015	Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle is at the DLR because something broke off. Customer states the DLR has never seen this. Customer states the DLR told the customer that they are having someone come out to look at the vehicle. Agent called the DLR 26802 and was trying to speak with SA Rico but agent could not speak to them. Agent advised customer we need to speak with the DLR to see what's going on with their vehicle. Agent advised customer once we have an update about the vehicle we will call them back. Customer called in looking for rental reimbursement and a rental vehicle. Agent advised customer that we can't reimburse them for rental (Dose not meet goodwill). Agent looked into a rental. Agent advised customer that we won't be able to provide a rental. Agent asked customer if they had a 3rd party service contract. Customer states they think they purchased a service contract. Agent advised customer that we can't see a service contract. Agent advised customer if it is a 3rd party service contract they would need to speak to them about rental. Agent advised customer if they purchased a service contract at the DLR they need to call the selling DLR to see why it is not showing up in our systems. Briefly summarize what the customer is expecting: Customer is expecting this problem to be fixed.
01/21/2015	Agent called DLR to speak with SA Rico about this customers vehicle. Agent was advised that the service department just closed.
01/21/2015	Reason for Dealer Contact: Need to speak with SA about customer vehicle. Dealer Code: 26802 Dealer Personnel Required: SA Rico Customer's Preferred Method of Contact: Customer Phone Number (Morning): Customer Phone Number (Evening): Reason for assigning to Resolution Team: Need to speak with SA Rico about what's going on with the customer's vehicle. ** This is not for rental, Customer was declined rental**. Assigned to 86T
01/21/2015	DEALER CONTACT:Writer called dealer 26802 at and VM message left for SA Rico requesting call back to writer to confirm if customer has been provided rental vehicle.
01/21/2015	CUSTOMER CONTACT:Writer called customer at and customer advised that he obtained a rental vehicle on his own on 1/15/15 when dropped vehicle off at dealer. Writer advised customer that rental assistance would be reviewed and requested customer keep rental invoice to be further addressed. Writer advised that file was being escalated to a case manager for further assistance with unresolved repair concern and would be contacted within one business day.
01/21/2015	Briefly summarize why the customer is contacting Chrysler:Unresolved steering concern Briefly summarize what the customer is expecting: Who has possession of the vehicle? dealer Has an authorized dealer diagnosed the vehicle? currently working with STAR If a CDJR dealer has diagnosed, what is the dealer name and code? 26802 Customer advised a call back will take place within one business day. Yes Preferred Morning/Midday call back number is: Preferred Afternoon/Evening call back number is: Customer email address for case updates: Not Provided Reassigned to:88F
01/27/2015	***** Case Management - District Q ***** OOW:No MVP:None Household:6
01/27/2015	Writer contacted Service Advisor due to the service manager was not available SA advised that the vehicle is currently being repaired and the nature of the repair is the weld from the front axle separated. SA stated that a Chrysler team was sent to the dealership to assess the repair and is currently working on the vehicle with a ETA for the repair is 1/27/15. SA advised writer of updated mileage of 22,771. Writer will follow up with the customer.
01/27/2015	

Date	Comment
	Writer contacted customer to gather expectations. Customer stated that he is not sure what is wrong with the vehicle. Writer informed customer of lines 59-65. Customer stated his expectations are to have the rental cost covered for the time he has had the rental. Customer stated that he also would like to have the vehicle towed to an IRF upon repair completion to have a after market lift kit installed. Writer informed customer that he will check into the possibilities of rental assistance and as far as the towing to the IRF CAC will not be able to assist in that request. Customer stated that he will not be back in town for another 5-7 days. Writer will follow up with the customer on 1/29/15. Customer agreed.
01/29/2015	Writer contacted Service Director [REDACTED] to check on the status of the vehicle and was informed that the vehicle welding has been completed and the parts came in today and the ETA for the repair is 1/30/15. SD stated that this is not due to abuse of neglect. Writer will follow up with the customer.
01/30/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: Contacted customer to inform of lines 76-80.
02/03/2015	Writer was too late to contact customer. Follow up 02/03/2015.
02/05/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: Writer called to discuss case and check if customer had vehicle returned to them.
02/05/2015	Customer [REDACTED] to speak with CM: JV1058 CM is not available. Writer transferred customer to CM: SB1484
02/05/2015	Writer spoke to customer who informed writer that he did get his vehicle back. Customer states that he is still having issues now his vehicle his now making a bump noise whenever he goes over a speed bump, also the steering wheel his misaligned. Writer informed customer that writer will let his CM know of his new concerns.
02/05/2015	Writer contacted Service Director [REDACTED] to check on the status of the vehicle and was informed that the vehicle has been picked up.
02/06/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: advise case will close in 2 days.
02/07/2015	Mr. [REDACTED] called requesting to speak with his CM JV1058, customer stated that he is been trying to get hold of him for few days now. Writer advised that his CM also tried to get in touch with customer on 2/5, writer asked if there is an alternate number and customer declined. Writer advised that CM is not available and customer asked to speak with someone else, writer transferred call to CM MA1453 for further assistance.
02/07/2015	Customer contacted writer. Customer advised that he is still having issue with his vehicle. Customer advised that he is waiting for the reimbursement for his rental. Writer advised that he would need to send in documents and CAC will review them to see if CAC can reimburse him. Customer advised he would set up another appointment for another diagnosis. Customer requested that CM see if he can place in a rental while he is without a vehicle. CM will follow up on 02/10/15 to assure appointment has been made.
02/07/2015	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2015-02-06 @ 16:59
02/07/2015	Customer calls to receive a link to send his documentations. [REDACTED] Writer sent a link to the customer.
02/07/2015	Customer declined to provide a second phone number.
02/07/2015	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2015-02-06 @ 19:30
02/07/2015	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2015-02-06 @ 19:41
02/07/2015	**** Customer Document Received ****
02/10/2015	Customer Document Reviewed.
02/10/2015	Writer received a voicemail from customer requesting a call back. Writer will return writers call.
02/10/2015	Writer called customer to advise that the case is being sent over to our enhance customer department. Customer agreed.
02/10/2015	***Enhanced Customer Satisfaction Team (ECS)*** CONTACT UPDATE - Customer was contacted today at 11:53am MST Writer contacted customer at [REDACTED] who stated that the concern with the vehicle is the steering wheel making a clicking noise when customer turns it all the way to left or right. Customer stated that concern with vehicle making clucking noise when going over bumps is resolved. Customer asked about reimbursement of rental. Writer advised customer that writer will look into that. Writer advised customer that writer will send customer writers contact information and dealership information so that customer can make an appointment for diagnosis. Writer advised a follow up no later than 02/12/15.
02/10/2015	Status update provided via email to the following email address: [REDACTED] Hello, my name is [REDACTED] and I have been assigned as your customer advocate. This email is confirmation that your case, 263015/1, was successfully escalated to me. My office hours are Mon, Weds- Friday 7 00AM
02/10/2015	AA- 5:30 PM (Mountain [REDACTED] with Tuesdays off. My contact information is [REDACTED] EXT [REDACTED] Dealership information: [REDACTED] # [REDACTED] End of Status Update
02/12/2015	is 02/17/15. Writer asked customer to make an appointment and writer will follow up on 02/12/15 with appointment time and date so that writer can line up rental. Customer alleges that steering wheel is not straight and is set slightly to the right.
02/13/2015	Writer contacted Enterprise at [REDACTED] spoke to [REDACTED] who stated that customer paid in full \$1,434.18
02/13/2015	Writer contacted customer at [REDACTED] and advised customer of reimbursement of \$999.80. Customer stated to send check to [REDACTED] Writer verified address. Writer advised a follow up on 02/17/15 after speaking with dealership
02/13/2015	On 02/13/15 writer received a call from customer stating that he plans on going to [REDACTED] on 02/17 @ 9:30am. Customer stated that customer would like to think about the reimbursement because customer wants to be reimbursed the entire rental bill.
02/17/2015	Writer contacted customer at [REDACTED] and advised customer that writer will be reimbursing \$999.80. Customer stated that customer needs a rental truck or Jeep. Customer stated that rental car would be too small for customer. Writer advised customer that writer will call dealership and line up rental and call customer back to update customer.
02/17/2015	Writer contacted dealership [REDACTED] spoke to [REDACTED] who stated that when customer gets to dealership customer will go for a test drive with shop Foreman to try and duplicate concerns. SM stated that if concerns are duplicated then SM will put customer in rental. SM cannot guarantee a Truck or Jeep but will do his best. Writer will follow up on 2/17/15 to get an update on vehicle.
02/17/2015	Writer contacted customer at [REDACTED] and advised customer lines 179-184. Writer will follow up on 02/17/15 after speaking with dealership to get an update on vehicle.
02/17/2015	Vehicle is at the dealership - HILTON HEAD [REDACTED] (60266) Update triggered by S60306L
02/17/2015	Writer got an email from [REDACTED] stating that an alignment was done on vehicle and tightened loose bolts to the steering system. SM stated that customer has vehicle.
02/17/2015	Writer contacted customer at [REDACTED] who alleges that tech at dealership was able to take bolts off with fingers. Customer stated that vehicle is driving fine now. Writer advised a follow up on 02/20/15 to go over repairs to make sure customer is satisfied before closing case.
02/20/2015	****Begin structured narrative T2 - Vehicle Payment eReimbursement What is the reason(s) for his vehicle payment reimbursement? N/A How many vehicle payments are being reimbursed? N/A What is amount of the monthly vehicle payment? N/A Has this customer had previous vehicle payment reimbursements? N/A If previous, how many? N/A What is the total amount being reimbursed? N/A ****End structured narrative T2 - Vehicle Payment eReimbursement ****Begin structured narrative T2 - eReimbursement What has the customer specifically requested? Customer requesting reimbursement on rental If this is for a previously made goodwill decision, what is that CAIR #? No What is the total amount being reimbursed and the reasons why? \$999.80 while vehicle was having repairs to weld from the front axle separated. Rental was from 01/15/2013 until 02/04/15 ****End structured narrative T2 - eReimbursement
02/20/2015	Customer accepts and verifies the check should be mailed to the following name and address: [REDACTED]
02/20/2015	Writer contacted customer at [REDACTED] who alleges that front end is making noise. Customer stated that customer is going to take vehicle in to dealership on 02/24/15. Writer advised a follow up on 02/25/15.
02/26/2015	Writer contacted dealership [REDACTED] spoke to SA [REDACTED] who stated that customer has not come back in to dealership.

Date	Comment
02/26/2015	Writer contacted customer at [REDACTED] who stated he has an appointment to go in for diagnosis on 03/02/15. Writer will follow up on 03/02/15 to see if customer brought vehicle in for a diagnosis
02/28/2015	Received a voicemail from customer stating that customer is going to drop vehicle off today for a diagnosis and customer needs a rental
02/28/2015	[REDACTED] contacted customer at [REDACTED] who stated that he is on his way to dealership now. Customer stated that he needs a rental.
02/28/2015	Writer contacted dealership [REDACTED] spoke to Summer/SA who stated that they will put customer in a rental.
02/28/2015	Vehicle is at the dealership - HILTON HEAD CHRYSLER JEEP [REDACTED] (60266) Update triggered by S69378L
03/02/2015	[REDACTED] contacted dealership at [REDACTED] left a message for SA Summer to call writer back with an update on vehicle.
03/03/2015	Received a voicemail from customer stating that he is at dealership picking vehicle up.
03/03/2015	Writer contacted customer at [REDACTED] who alleges that last time vehicle was at dealership they were able to take the nut off the drag link buy hand. Customer stated that was a month ago. Customer alleges this time dealership was able to take the nut off again by hand. Customer expressed his worried about this happening while customer is driving down the road. Writer advised a follow up on 03/10/15 to go over repairs.
03/10/2015	[REDACTED] contacted CA stating that they did the steering wheel alignment and has 4 days of rental for the customer. CA stated to run the claim as a RA and have the case number in the narrative. CA spoke with CA FC726 about case.
03/10/2015	##### ECS DIRECT-TO-DEALER ##### ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. DM Notes have been entered into GCS indicating Customer Care approval. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care. #####
03/10/2015	DM Notes Added.
03/10/2015	Writer contacted customer at [REDACTED] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: To go over repairs. Follow up on 03/12/15
03/12/2015	Writer contacted customer at [REDACTED] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: To go over repairs and to start reimbursement. Follow up on 03/17/15
03/17/2015	Writer contacted customer at [REDACTED] who stated that he is taking
03/17/2015	vehicle to [REDACTED] on 03/19/15. Customer asked for writer to follow up on 03/20/15
03/20/2015	Writer contacted customer at [REDACTED] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: To go over repairs and to start reimbursement. Follow up on 03/25/15
03/25/2015	Writer contacted customer at [REDACTED] who asked for writer to follow up 1 last time on 03/27/15.
03/27/2015	Writer contacted customer at [REDACTED] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: Advised 1 last follow on 03/30/15
03/30/2015	Writer contacted customer at [REDACTED] who stated that truck is running good. Writer advised customer that writer will start on reimbursement today and check will take 7-10 business days to arrive
03/30/2015	What is the total amount being reimbursed and the reasons why: \$999.80 while vehicle was having repairs to weld from the front axle separated. Rental was from 01/15/2013 until 02/04/15
03/30/2015	Customer accepts and verifies the check should be mailed to the following name and address: [REDACTED] 117 ELM ST , SACO , ME- 04072
03/31/2015	Documents reviewed.
03/31/2015	Check has been approved

#### Email(s)

Date	Subject
	Hello, my name is [REDACTED] and I have been assigned
	Hello, my name is [REDACTED] and I have been assigned as your customer advocate. This email is confirmation that your [REDACTED] was successfully escalated to me. My office hours are Mon, Weds- Friday 7:00AM – 5:30 PM (Mountain [REDACTED] with Tuesdays off. My contact information is [REDACTED] EXT [REDACTED]. Dealership information: [REDACTED] # [REDACTED] [REDACTED]

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

<b>VIN</b>		<b>Model Year</b>	2014	<b>Brand</b>	DODGE
<b>Body</b>	DD8L93	<b>Vehicle</b>	RAM 3500 4X4		
<b>Open Date</b>	02/05/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	03/18/2015	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	18,673 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>Caller City</b>		<b>Caller Country</b>		<b>Caller Postal Code</b>	
<b>Customer</b>					
<b>Customer Address</b>					
<b>Dealer</b>		Landmark Dodge Chrysler Jeep		<b>Dealer Phone</b>	
<b>Dealer Address</b>	6850 Mount Zion Blvd				
	Morrow			302603104	
<b>Dealer Zone</b>		<b>Sales District</b>		<b>District</b>	H
<b>Subject</b>	Jam bolts loosening off				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Steering / Suspension				
	Steering Wheel				
<b>Contact Reason</b>	C105	Technical Issue With Vehicle	<b>Customer Anomaly</b>	90	Steering wheel issues
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
02/05/2015 06:12 PM	Open
03/18/2015 03:04 PM	Closed

**Initial Description**

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach  
 0119650200-Product,Steering,Linkage,Defective,Default,Steering Linkage - Defective,Jam bolts loosening off

**Case Comments**

Date	Comment
02/05/2015	Briefly summarize why the customer is contacting Chrysler: Customer states within the first 6000 miles of the vehicle, he noticed the steering wheel was off center, and had a bad shaking, he took to the [redacted] they did a front end alignment, and the steering wheel was OK, shaking gone. Customer states 5000 miles later, the shaking began again, and the steering wheel again was off. Customer took to the [redacted] again, they again had to do front end alignment, and straightened the steering wheel, this time they had to tighten the jam bolts, which had come loose, customer found this before trip to the [redacted] the bolts attach the outer drag bar, to the inner drag bar, which attaches to the steering system. Customer states today, he is finding these bolts are again loose. Customer is seeking to speak to someone regarding the safety issue, and to determine why this is happening. Briefly summarize what the customer is expecting: Customer is seeking resolution. Agent asked customer if he had received letter for P33 REAR STABILIZER BAR ASSEMBLY recall. Customer states he trusts the [redacted] R is doing all recalls on the vehicle, so is not positive if done. Agent advised customer, the system does not show it was completed yet. Agent called [redacted] asked SA if this had been done, SA transferred agent to SM with out answers questions, agent received VM. Agent advised customer [redacted] case will be escalated to CM to be reviewed, he will be contacted tomorrow.
02/05/2015	Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [redacted] Customer email address for case updates: [redacted] com Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? No If a CDJ dealer has diagnosed, what is the dealer name or code? [redacted] Reassigned to 88F
02/05/2015	Status update provided via email to the following email address: [redacted] Your case number is CAIR #: [redacted] End of Status Update
02/06/2015	Agent attempted to contact dealer [redacted] Manager [redacted] however, SM not available. Left message for a return call at extension [redacted] The reason for the dealer contact was to provide or request the following information: to discuss customer's concerns.
02/06/2015	Writer contacted customer who stated that he is very concerned about the safety of the vehicle. Customer stated he has contacted his state officials but wants to see if CAC can assist him in getting the concerns corrected. Writer stated he will contact the customer no later than 2/9/15
02/10/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [redacted] The reason for the customer contact was to provide or request the following information: to discuss next step
02/26/2015	Writer contacted the customer. Customer stated that the vehicle had a steering problem with the bolts loosening and the steering would not work properly. Customer stated that the vehicle has been repaired for 2-3 weeks. Writer advised that the CM will contact the customer on 3/3/15 to ensure that the customer does not have any further issues.
02/27/2015	*****Late Entry ***** Writer Received call from [redacted] who stated he will research customer's concerns and contact the writer with an update
03/04/2015	Writer contacted [redacted] who stated he doesn't understand what the customer's concern is. SM suggested customer to make an appointment but stated that it may be 2 weeks before the vehicle can be looked at. Writer understood and stated he would contact the customer and ask them to make an appointment.
03/04/2015	Agent attempted to contact customer, however, customer was not available. Writer could not leave a message no voicemail option available.
03/04/2015	Status update provided via email to the following email address: [redacted] This is [redacted] with Ram Customer Care. I have not been able to contact you at your preferred number of [redacted] I have discussed your concerns with the service manager. He agrees that this needs to be looked in more detail. Please make an appointment at your earliest convenience. The dealership is backed up on appointments at this time so the sooner you make

Date	Comment
	the appointment the better. If you have any questions or concerns please contact me at your earliest convenience at [REDACTED] EXT [REDACTED] I am closing your case. You are a valued customer of Customer Care and it is a pleasure to assist you. End of Status Update
03/12/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: final attempt to contact customer. Writer has attempted to contact customer by all means. Case is being closed.
03/12/2015	Writer contacted SM [REDACTED] who confirmed that customer has not been in for a diagnostic. Writer thanked SM for the info.
03/18/2015	Writer contacted [REDACTED] who confirmed customer has not been in for diagnostic.
03/18/2015	CLOSED LOOP UPDATE - no need for additional follow-up.

**Email(s)**

Date	Subject	This is [REDACTED] with Ram Customer Care. I have no
		This is [REDACTED] with Ram Customer Care. I have not been able to contact you at your preferred number of [REDACTED]. I have discussed your concerns with the service manager. He agrees that this needs to be looked in more detail. Please make an appointment at your earliest convenience. The dealership is backed up on appointments at this time so the sooner you make the appointment the better. If you have any questions or concerns please contact me at your earliest convenience at [REDACTED] EXT [REDACTED] I am closing your case. You are a valued customer of Customer Care and it is a pleasure to assist you.

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

<b>VIN</b>		<b>Model Year</b>	2014	<b>Brand</b>	DODGE
<b>Body</b>	D28H81	<b>Vehicle</b>	RAM 3500 SLT 4X4		
<b>Open Date</b>	02/11/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	02/11/2015	<b>Origin</b>	Uconnect	<b>Reason</b>	New Problem
<b>Mileage</b>	5,326 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>Caller City</b>		<b>Caller Country</b>		<b>Caller Postal Code</b>	
<b>Customer</b>					
<b>Customer Address</b>					
			OK		
<b>Dealer</b>	26824	David Stanley Chrysler Jeep Dodge of		<b>Dealer Phone</b>	
<b>Dealer Address</b>					
<b>Dealer Zone</b>	Southwest	<b>Sales District</b>		<b>Service District</b>	N
<b>Subject</b>	misaligned and loose				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Steering / Suspension				
	Steering Wheel				
<b>Contact Reason</b>	C105	Technical Issue With Vehicle	<b>Customer Anomaly</b>	90	Steering wheel issues
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
02/11/2015 03:10 PM	Open
02/11/2015 03:21 PM	Closed

**Initial Description**

0119005600-Product,Steering,Unknown,Misaligned,Default,Steering - Misaligned,misaligned and loose

**Case Comments**

Date	Comment
02/11/2015	Briefly summarize why the customer is contacting Chrysler: Customer is calling in because at only 2300miles the steering wheel felt off and was found to be extremely loose so she took it to he dealership and they kept it for 4 days to repair it and 2000 miles later the same thing was happening so she ended up getting it back to the dealership and they told her it was a jam nut and they put lock tight on it and she was told that would resolve the issue for her. Customer states she is now experiencing he loose feeling again and was speaking to a rep from Chrysler at a conven ion and was advised to give us a call to start a case on her vehicle file. Briefly summarize what the customer is expecting: Customer is expecting this issue to be resolved permanently. Agent advised at this time we will have this information documented and provided case number, and advised when she brings vehicle to dealership to give us a call back so we can escalate her case up for further handling. Customer understood.

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

<b>VIN</b>		<b>Model Year</b>	2014	<b>Brand</b>	RAM
<b>Body</b>	D28P92	<b>Vehicle</b>	RAM 3500 LARAMIE CREW CAB 4X4		
<b>Open Date</b>	02/11/2015	<b>CAIR</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	02/18/2015	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	14,000 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>					Customer
<b>Caller City</b>	RONKONKOMA	<b>Country</b>		<b>Caller Postal Code</b>	
<b>Customer</b>					
<b>Customer Address</b>	RONKONKOMA				
<b>Dealer</b>	23170	s Jeep Chrysler Dodge		<b>Dealer Phone</b>	
<b>Dealer Address</b>					
<b>Dealer Zone</b>		<b>Sales District</b>		<b>Service District</b>	K
<b>Subject</b>	DIAGNOSED stripped DRAG LINK				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Wheels / Tires				
	Tires				
<b>Contact Reason</b>	C105	Technical Issue With Vehicle	<b>Customer Anomaly</b>	94	Vehicle tire issues
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
02/11/2015 09:11 PM	Open
02/18/2015 05:05 PM	Closed

**Initial Description**

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach  
 0122653701-Product,Wheels and Tires,Tires,Excessive Tire Wear,Front,Front Tires - Excessive Wear,DIAGNOSED stripped DRAG LINK

**Case Comments**

Date	Comment
02/12/2015	Briefly summarize why the customer is contacting Chrysler: Customer seeking reimbursement for TIRES that deteriorated from a broken DRAG LINK. Customer states vehicle is currently at DLR, has been diagnosed. DLR repairing DRAG LINK while under warranty, free of charge. Customer states Chrysler should cover cost of new TIRES. Agent empathizes and understands. Agent advises Customer of Consequential damage, Customer does not understand. Customer seeking Supervisor. Agent provides empowerment statement. Customer not satisfied. Agent empathizes and understands. Agent states Supervisor will call back in 1-2 business days. Customer understands reluctantly. Agent asks if any hing else can be done; Customer hangs up. Briefly summarize what the customer is expecting: Customer seeking reimbursement for TIRES
02/12/2015	Reassigned to BR379 for survey bypass
02/14/2015	Briefly summarize why the customer is contacting Chrysler: Customer received call back from supervisor but Supervisor was on a job site. Customer wants a call back as soon as possible. Agent informed him we will document this. Customer thanked and we ended the call. Briefly summarize what the customer is expecting: Customer received call back from supervisor
02/14/2015	tl called customer and left message requesting callback.
02/18/2015	tl called customer and left message requesting callback.
02/18/2015	tl called customer and left message requesting callback.
02/19/2015	from dealership contacted CA stating that the vehicle is repaired and is being returned to the customer.
03/02/2015	DEALER CALLED- in service called stating he received approval to do the repairs however the claim is coming back as rejected. Writer advised that DM notes were not pat in. Writer added DM notes.

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

<b>Model Year</b>	2013	<b>Brand</b>	DODGE		
<b>Body</b>	D28H181	<b>Vehicle</b>	RAM 3500 SLT 4X4		
<b>Open Date</b>	02/18/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	02/18/2015	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	55,561 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>		<b>Source</b>	Customer		
<b>Caller City</b>		<b>Caller Country</b>		<b>Caller Postal Code</b>	
<b>Customer</b>					
<b>Customer Address</b>					
<b>Dealer</b>		My Jeep Chrysler Dodge	<b>Dealer Phone</b>		
<b>Dealer Address</b>	600 Auto Center Cir				
	Salinas		939072503		
<b>Dealer Zone</b>		<b>Sales District</b>		<b>Service District</b>	F
<b>Subject</b>	Customer advised his vehicle shakes.				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Steering / Suspension				
	Suspensions Arms				
<b>Contact Reason</b>	C105	Technical Issue With Vehicle	<b>Customer Anomaly</b>	89	Steering/Suspension arms issue
<b>Reason Code</b>	Alter Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
02/18/2015 09:08 PM	Open
02/18/2015 09:57 PM	Closed

**Initial Description**

0102000000-Product,Suspension,Unknown,Other,Unknown,Suspension Inquiry,Customer advised his vehicle shakes.

**Case Comments**

Date	Comment
02/19/2015	Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler as he wants the repairs required to be covered under warranty. Briefly summarize what the customer is expecting: Customer is expecting his vehicle to be repaired under warranty. Customer advised his vehicle rattles and shakes a lot in the front. Customer advised he took it to the dealer and the dealer advised there was nothing wrong with the truck. Customer advised that a week ago steering linkage broke. Customer advised he took the vehicle to the dealer and dealer advised he did something to his truck. Customer advised he took the vehicle to an IRF and they advised he needs the tie rods replaced. *** Agent contacted Dealer # [redacted] and spoke with SM, [redacted] advised he vehicle came in on 02/16/2015. [redacted] advised they inspected it found the steering drag link was broken off of the frame. [redacted] advised he found evidence of damage to the entire area of the right front bumper. [redacted] advised it looked like the customer hit someone or someone hit him. [redacted] advised that whatever hit the right side caused enough force to cause damage to the steering. [redacted] advised these pieces just don't break off without outside force. [redacted] advised something happened to the truck. [redacted] advised that since it was outside damage and not due to manufacturer's defect, the repairs to the vehicle would not be covered under warranty. [redacted] advised he has pictures. *** Agent advised the customer that since the repairs are not required due to a manufacturer's defect, that they will not be covered under warranty. Agent advised that Chrysler stands by their dealership's decision. Customer advised that someone backed into him. Customer advised the damage wasn't a lot. *** Customer advised an IRF told him he needs to have the tie rods. Customer advised he is going to have the vehicle repaired and then wants one of the mechanics for a ride with him to see how the truck shakes. Customer advised that will prove that the issues he had are a result of the original shaking issue. Agent contacted Dealer # [redacted] and spoke with [redacted]. Agent advised [redacted] what the customer's plan was. Agent asked [redacted] if they could please contact the customer.

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

<b>VIN</b>		<b>Model Year</b>	2014	<b>Brand</b>	DODGE
<b>Body</b>	DJ7P91	<b>Vehicle</b>	RAM 2500 LARAMIE 4X4		
<b>Open Date</b>	02/25/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	03/20/2015	<b>Origin</b>	Email	<b>Reason</b>	New Problem
<b>Mileage</b>	11,033 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>Caller City</b>		<b>Caller Country</b>		<b>Caller Postal Code</b>	
<b>Customer</b>					
<b>Customer Address</b>			CA		
<b>Dealer</b>	59578	<b>Glendale Dodge Chrysler Jeep</b>		<b>Dealer Phone</b>	
<b>Dealer Address</b>					
<b>Dealer Zone</b>		<b>Sales</b>		<b>Service</b>	Y
<b>Subject</b>	customer states steering comes loose				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Steering / Suspension				
	Steering Wheel				
<b>Contact Reason</b>	C105	<b>Technical Issue With Vehicle</b>		<b>Customer Anomaly</b>	90
					Steering wheel issues
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
02/25/2015 10:01 AM	Unworked
02/25/2015 01:57 PM	Open
03/20/2015 03:56 PM	Closed

**Initial Description**

011900000-Product,Steering,Unknown,Other,Default,Steering Inquiry,customer states steering comes loose

**Case Comments**

Date	Comment
02/25/2015	***** EMAIL BRIEF DESCRIPTION CONTENT ***** recurring issue with steering coming loose ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
02/25/2015	***** CUSTOMER EMAIL ***** After having an alignment done at the dealership, I have a recurring issue with something in the front end coming loose over time, causing my steering wheel to slowly end up at 90 degrees off center after a few hundred miles. This has happened 3 times and is definitely a safety concern of mine. Luckily, I have not been on a trip when this happened and I have been able to get into the dealership. This needs to be fixed right once and for all. If it happens again, I am going to file a complaint with the NHTSA. ***** END CUSTOMER EMAIL *****
02/25/2015	***** CAC EMAIL ***** Dear [REDACTED], Thank you for contacting the RAM Customer Assistance Center. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and we appreciate the time and effort you took to bring this matter to our attention. A case has been opened for you and the number is at the bottom of this page. Due to the nature of your concern, your file has been escalated for further review. We feel this referral action will provide the best resource for your concerns. An agent will attempt to contact you within one business day at the phone number provided in your email. [REDACTED] If you wish to be reached at an alternative number, please respond so we may update your file appropriately. Thanks again for your email. [REDACTED] We look forward to further addressing this matter further with you. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO ([REDACTED]). Sincerely, [REDACTED] Customer Service Representative RAM Customer Assistance Center ***** END CAC EMAIL *****
02/25/2015	***REQUEST FOR SPECIAL HANDLING*** NIC of TL consulted: SJ372 Reason for special handling request: Customer is having reoccurring issues Date of last repair attempt: 02/24/2015 Customer's preferred method of contact: Email Customer phone number: [REDACTED] Customer email address: [REDACTED] Dealer code (if applicable): [REDACTED] Assigned case to 88F for Special Handling
02/25/2015	***** CUSTOMER EMAIL ***** That you for elevating this concern. I just want to have it fixed properly so that I can continue enjoying my Ram 2500. I'd like to provide you with my correct number is [REDACTED]. Best, [REDACTED] ***** END CUSTOMER EMAIL *****
02/25/2015	***** CAC EMAIL ***** Dear [REDACTED], Thank you for your timely response. I have updated your phone number in our system. Your case manager will be contacting you within 1 business day. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO ([REDACTED]). Sincerely, [REDACTED] Customer Service Representative RAM Customer Assistance Center ***** END CAC EMAIL *****
02/25/2015	Customer has updated phone number [REDACTED]
02/26/2015	***** Case Management - [REDACTED] ***** OOW: no MVP: 7 YEARS / 85,000 MILES - \$100 DEDUCTIBLE Household: 2 New 0 Used EMAIL [REDACTED]
02/26/2015	Status update provided via email to the following email address: [REDACTED] Hello, my name is [REDACTED] and I have been assigned as your case manager. This email is confirmation that your case, [REDACTED], was successfully escalated to me. My office hours are 7:30AM - 3:00 PM (Mountain Time). My contact information is [REDACTED] EXT 40784. I look forward to assisting you. Thank you, [REDACTED] End of Status Update
02/26/2015	Customer contacted writer and reviewed the history of his steering problems. Customer states that when it began, the dealership adjusted the alignment and it was great for about 500 miles. Then it started going off center again. Customer took back into dealership and they adjusted it. After about another 500 miles, same thing only worse. Three times something has loosened in steering. Customer is requesting customer care assistance to ensure the repairs are completed with no more problems. Customer states he has been working with Service Advisor [REDACTED]

Date	Comment
02/26/2015	Writer contacted dealership and spoke with Service personnel who advised parts were ordered and due 2/26-27.
03/05/2015	Writer contacted dealership and was advised the vehicle is repaired and customer has possession.
03/05/2015	Was the customer in a rental? If yes, how many days? n/a Did the customer have a co-pay? If yes, how much? n/a What is the RO #? 94508 Does the SM have the CAIR #? If no, provide it. n/a Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? yes MILEAGE 11,033
03/05/2015	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.
03/13/2015	Status update provided via email to the following email address: [REDACTED] Dear Mr. [REDACTED] I am contacting you to ensure you are still satisfied with the repairs to your steering. Please contact me at [REDACTED] EXT. [REDACTED] if you have any additional concerns. I appreciate the opportunity of assisting you and want to thank you for being an important part of the RAM family. End of Status Update

Email(s)

Date	Subject	Hello, my name is [REDACTED] and I have been assigned
		Hello, my name is [REDACTED] and I have been assigned as your case manager. This email is confirmation that your case, [REDACTED] was successfully escalated to me. My office hours are 7:30AM - 3:00 PM (Mountain [REDACTED]). My contact information is [REDACTED] EXT [REDACTED]. I look forward to assisting you. Thank you, [REDACTED]

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

<b>VIN</b>		<b>Model Year</b>	2014	<b>Brand</b>	RAM
<b>Body</b>	D28R81	<b>Vehicle</b>	RAM 3500 LONGHORN 4X4		
<b>Open Date</b>	03/18/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	03/18/2015	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	27,885 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>		<b>Source</b>	Customer		
<b>Caller City</b>		<b>Caller Country</b>		<b>Caller Postal Code</b>	
<b>Customer</b>					
<b>Customer Address</b>					
			OK		
<b>Dealer</b>	60099	Westpointe Chrysler Jeep Dodge		<b>Dealer Phone</b>	
<b>Dealer Address</b>					
<b>Dealer Zone</b>		<b>Sales District</b>		<b>Service District</b>	N
<b>Subject</b>	customer stated tires were worn				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Wheels / Tires				
	Wheels				
<b>Contact Reason</b>	C105	Technical Issue With Vehicle	<b>Customer Anomaly</b>	93	Vehicle wheel issue (rims)
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
03/18/2015 07:28 PM	Open
03/18/2015 07:39 PM	Closed

**Initial Description**

0122400000-Product,Wheels and Tires,Wheels,Other,Unknown,Wheels Inquiry,customer stated tires were worn

**Case Comments**

Date	Comment
03/18/2015	Briefly summarize why the customer is contacting Chrysler: Customer stated their tires are worn because the bolt on drag link came lose. Customer wanted to know hat since the drag link repair is covered under warranty if he could get tire replaced for free. Briefly summarize what the customer is expecting: Customer is expecting for Chrysler to pay for two new tires. Agent called dealership and spoke wi h sa [REDACTED] Sa stated hat the tires are worn out because of the bolt has backed off causing the alignment to go off causing the wear on the tires. Agent advised customer that Chrysler won't be paying for the tires.

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

<b>VIN</b>		<b>Model Year</b>	2014	<b>Brand</b>	RAM
<b>Body</b>	D28R81	<b>Vehicle</b>	RAM 3500 LONGHORN 4X4		
<b>Open Date</b>	03/18/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	03/24/2015	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	27,885 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>					Customer
<b>Caller City</b>	YUKON	<b>Caller Country</b>		<b>Caller Postal Code</b>	
<b>Customer</b>					
<b>Customer Address</b>					
	YUKON		OK		
<b>Dealer</b>	60099	Westpointe Chrysler Jeep Dodge		<b>Dealer Phone</b>	
<b>Dealer Address</b>	11001 W Reno Ave				
	Yukon		OK	730997524	
<b>Dealer Zone</b>	Southwest	<b>Sales District</b>		<b>Service District</b>	N
<b>Subject</b>	Front hubs are worn				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Gears & Transmission				
	Differen ial				
<b>Contact Reason</b>	C105	Technical Issue With Vehicle	<b>Customer Anomaly</b>	50	Differential gears issue
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
03/18/2015 07:28 PM	Open
03/24/2015 02:35 PM	Closed

**Initial Description**

0469000000-Corporate,Enhanced Customer Satisfaction Program (ECS),Default,Default,Default,Enhanced Customer Satisfaction Program (ECS),Enhanced Customer Satisfaction Program (ECS)  
 0103000201-Product,Differential Gear Assy's,Unknown,Defective,Front,Defective Front Differential Gear Assy's,Front hubs are worn

**Case Comments**

Date	Comment
03/18/2015	Dealer code:60099 POC Name and position:SA/ POC number 405 POC e-mail:NA Current mileage:60099 Customer concern:Right front tire outside edge is wearing and wanted the alignment checked Dealer diagnosis:yes Recommended repairs did an alignment, Bolt on he drag link is backing off. causing the alignment. Is the customer in a rental?No Is the customer waiting?No Customer name: All customer contact numbers Best time of day for contact:Anytime
03/18/2015	***** Following Corporate Resource has been contacted ***** TAPS on 2015-03-18 @ 15:46
03/18/2015	Status update provided via email to the following email address: com Hello, my name is and I have been assigned as your Customer Advocate My office hours are 6AM - 2PM (Mountain . My contact information is EXT . I will follow up as new information becomes available. End of Status Update
03/19/2015	Writer dialed Email, com Agent contacted the customer he customer who is asking if the tires can be warrantied, But is more concerned with why the bolt backed out. The agent explained the cair is being sent to TS for tech support.
03/19/2015	CAIR ESCALATION CLOSURE SEE STAR CASE# FOR INFORMATION
03/20/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension . The reason for the customer contact was to provide or request the following information: Left a message asking if the customer is satisfied with the repair. Next follow up call 3/24/2015.
03/24/2015	Writer contacted the customer who is worried that the tires will wear out again and wants to know what the agent will do about it. Writer advised customer if the tires wear again to contact the dealer and remember the notes are in that he has had problems before. Customer was ok with cair being closed. He then added he took the four tires from the rear of vehicle and put on the front.
03/24/2015	CLOSED LOOP UPDATE - customer contacted today to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.

**Email(s)**

Date	Subject
	Hello, my name is and I have been assigned Hello, my name is and I have been assigned as your Customer Advocate My office hours are 6AM - 2PM (Mountain . My contact information is EXT . I will follow up as new information becomes available.

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

<b>VIN</b>		<b>Model Year</b>	2014	<b>Brand</b>	DODGE
<b>Body</b>	DJ7P81	<b>Vehicle</b>	RAM 2500 LARAMIE 4X4		
<b>Open Date</b>	03/23/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	05/06/2015	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	15,662 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>Caller</b>		<b>Country</b>		<b>Caller Postal Code</b>	
<b>Customer</b>					
<b>Customer Address</b>					
<b>Dealer</b>	43233	<b>Dealer Name</b>	Dick's Country Chrysler Jeep Dodge	<b>Dealer Phone</b>	5036401050
<b>Dealer Address</b>					
<b>Dealer Zone</b>	West	<b>Sales District</b>		<b>Service District</b>	C
<b>Subject</b>	Unresolved transmission leaks				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Gears & Transmission Automatic Gearbox				
<b>Contact Reason</b>	C105	<b>Technical Issue With Vehicle</b>		<b>Customer Anomaly</b>	45 Automatic Gearbox issue
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
03/23/2015 05:31 PM	Open
05/06/2015 02:46 PM	Closed

**Initial Description**

0464000000-Corporate,Survey By-Pass,Default,Default,Default,Survey By-Pass,Unresolved transmission leaks  
 0421000000-Corporate,Technical Assistance,Default,Default,Default,Request for Technical Assistance,Request for Technical Assistance  
 0119000900-Product,Steering,Unknown,Poor Handling,Default,Steering - Poor Handling,Customer states steering arm is loose.  
 0121006500-Product,Transmission / Transaxle,Unknown,Leaks,Default,Transmission / Transaxle - Leaks,Unresolved transmission leaks

**Case Comments**

Date	Comment
03/23/2015	Customer called in seeking assistance with unresolved transmission leak problems. Customer states the vehicle is back at the dealership for the third time with transmission leaks. Customer states he was also having a problem with his tires making a strange hallow noise whenever he drove vehicle over a bump. Customer states the dealership made repairs to resolve this issue, but he has started to hear the noise again so he informed the dealership when vehicle was dropped off most recently. Customer states the dealership is working to repair a scratch they made on the vehicle. Customer states he has also noticed the window tint has started to bubble up, but dealership told him this was added to the vehicle after it was built and they would reimburse customer repair costs if he paid out of pocket to have it repaired. Agent recommended customer continue to work with the dealership to have scratch repaired, but he would be a workmanship issue. Agent advised customer tinted windows are listed in the vehicle sales codes which would lead us to believe they were factory equipped with the window tint, but advised they may only fall under our 12/12 coverage for glass parts. Customer states he will ask the dealership about this. Agent reviewed customer's unresolved transmission leak concern with EM1187 and advised customer we would escalate the case to case management for unresolved issues. Agent advised customer it would require a callback in one business day from case manager and provided customer with case number. Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is [REDACTED]. Customer email address for case updates [REDACTED]. Who has possession of the vehicle? Dealership Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Vehicle is currently at dealership for the repeat/ unresolved problems. If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? Newburg Dodge (68832) Reassigned to [REDACTED].
03/24/2015	***** Management - ***** IN WARRANTY MVP - WM685N - 6 YEARS / 85,000 MILES - \$100 DEDUCTIBLE - AUTO APPEARANCE CARE PLUS - 5 YEARS - ROAD HAZARD TIRE / WHEEL - 1 YEAR UNL MI - GAP COMMERCIAL OPTION FOR LOAN - BUSINESS LINK ALTERNATE TRANSPORTATION - DIESEL *****: 48 Months or 84,500 Miles Household : 1 NEW + 0 USED *****
03/25/2015	Customer called seeking an update. Agent advised customer that he would update case stating that customer is looking for a callback.
03/25/2015	CONTACT UPDATE - Customer was contacted today at 7:34:49 PM. Customer was provided with agent's extension: 40700.
03/25/2015	CUSTOMER [REDACTED] CM called to introduce and to state there will be a follow up 3/25. CUSTOMER WANTS THE TRANSMISSION ISSUES RESOLVED. CONTACT UPDATE - Customer was contacted 3/24 at 7:05pm. Customer was provided with agent's extension: [REDACTED].
03/26/2015	DLR :: Writer called the DLR and updated mileage 15,662. Writer spoke to Service Manager Terry. SM advised that the point of failure was/is: the transmission shift tower. ETA for repairs is FRI 03/27/15. DEPT 86 advised the customer that their aftermarket tint was included from the factory as seen in Lines: 15-18. This is not correct. [REDACTED] clarified that the code indicated was for the rear windshield and the rear passenger windows which are factory tinted. SM specified that the customer chose to get 3rd party/aftermarket window tinting on the front of the vehicle and this is where the bubbling has appeared. SM advised that the only visible problems with the tint are on the windows that did not come tinted from the factory. Therefore the customer will have to address the alleged problem with the tint with the 3rd party that did the work. SM advised that the customer made no mention of any issues regarding the tires at all. CM should follow up FRI with the DLR to check the status of repairs.
03/26/2015	Briefly summarize why the customer is contacting Chrysler: Customer stated that he was told that he would be contacted back today by his CM, but he has not been contacted. Briefly summarize what the customer is expecting: Customer would like the status of his case. Agent called BP501 at ext: [REDACTED] but was unable to reach him. Agent advised the Customer of lines 56-69, and advised him that a call back request will be made for his CM to call him back.

Date	Comment
03/27/2015	DEALER - [REDACTED] - CM called; [REDACTED] ( [REDACTED] ), stated customer has an RRT: TIRE PRESSURE SENSORS are on back order. CM took care of the transmission leak, and working on back seat pop-out. SM gave the tire (4) sensors #68249197AA to EXPEDITE. CUSTOMER - [REDACTED] - CM called to update customer on the repairs (transmission leak and back seat pop-out are done, and the dealership is waiting the tire (4) sensors on back order. If they arrive 3/27 then the vehicle will be delivered same day. CM will follow up late morning (by noon MST) with customer. (4) Tire sensors #68249197AA
03/27/2015	DEALER - [REDACTED] - CM called and [REDACTED] ( [REDACTED] ) stated vehicle is still at the body shop for the scratches and tire sensors arrived and the vehicle has to be returned and the sensors installed. Repairs may be complete before day's (3/27).
03/27/2015	CUSTOMER - [REDACTED] CM called to inform customer vehicle may be completed today 3/27. Customer was not available and left message at 10:27am (PST) for return call at extension [REDACTED]
03/28/2015	Writer contacted the DLR, spoke to the SA [REDACTED] who stated the repairs have not been completed and they are currently waiting for the Body shop to finish, SA stated they do have everything ready to proceed with the repairs and he is confident they will be done on Monday 03/30. CM will follow up on Tuesday 03/31 to check on the repairs.
03/28/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: Update customer on the status of the vehicle, next follow up on 03/31.
03/31/2015	DEALER - [REDACTED] - CM called and [REDACTED] ( [REDACTED] ) attempted to contact dealer Service Manager ( [REDACTED] ), however, [REDACTED] not available. Left message for a return call at extension [REDACTED]. The reason for the dealer contact was to get an update on customer's vehicle diagnosis.
04/01/2015	CUSTOMER - [REDACTED] - CM called and could not update customer because the SA did not update CM. CM will update customer 4/1.
04/01/2015	DEALER LEAF MESSAGE: (5:22PM) [REDACTED] called to update CM [REDACTED] - DEALER - [REDACTED] - CM called to contact [REDACTED] however, SM not available. Left message for a return call at extension [REDACTED]. The reason for the dealer contact was to get SM update on customer.
04/01/2015	CORRECTION : Line 113 message was recorded 5:22PM - 3/31/2015.
04/02/2015	Agent contacted dealership, phone number dialed, [REDACTED] Agent spoke to [REDACTED] in service and was informed that the tire pressure repair is done. The transmission leak is resolved. Rear seat parts are being waiting on. There is a burning smell and noise and this is a new noise. Customer has been in since the 23rd of March. Dealership will cover 5 days of rental. CAC is to assist with rental.
04/02/2015	Agent contacted customer, phone number dialed, [REDACTED] Agent contacted customer to who states that he has gotten mixed information but appreciates the update. Customer states that he is not happy with the CM and the service he is being provided. CM advised customer that CM is going to call him tomorrow with more information.
04/03/2015	Agent contacted dealership, phone number dialed, [REDACTED] Agent contacted dealership to inquire about status of diagnosis and to discuss transmission concerns further. CM is to confirm STAR case proceedings. Agent spoke to [REDACTED] and was informed that they are going to replace the flywheel, pressure plate, clutch disc and the bearing. Inspect the input shaft for any burrs or damage. They are currently driving it for quality.
04/03/2015	Agent attempted to contact customer, phone number dialed, [REDACTED]. However, customer was not available. Left message for a return call at extension 40700. The reason for the customer contact was to provide or request the following information: Agent contacted customer to touch bases and confirm next steps. CM is to follow up with customer Monday 4/6.
04/06/2015	DEALER - [REDACTED] - CM called to contact SM ( [REDACTED] ), delivered 4/4. SM reported the POF was fly wheel was replaced. SM stated a seat cover was damaged by a tech and dealer will cover the repair SM stated a rim was scratched and a rear seat cover frame is on order and ETA is soon. SM stated he customer was verbally abusive. SM may refuse service to abusive customer. SM also stated the 5 day rental was dropped to 3 days and the DEALER IS COVERING RENTAL.
04/06/2015	CUSTOMER - [REDACTED] CM called rims scratched, door panels, scratched rim, handle grinds on passenger left rear, the gauges lens are scratched, oil on front dash, headliner is not secure, the clutch has burning smell from remain metal burrs, after the driver seat cushion was not installed properly causing premature wear. Rattling issue by the mirror, customer reported here is a squeaking clutch and here is mud in wheel wells and customer was never off-road. Customer stated there was dirt in the paint and streaks from the painting. One area has growing rust area (1 inch diameter) on bed of truck. Driver's mirror has 3 new scratches. Transmission is still leaking by transfer case. Customer is dissatisfied with dealer and wants to find another dealer (in [REDACTED]).
04/06/2015	FUP 4/8 with new dealership
04/08/2015	NOTE: [REDACTED]
04/09/2015	[REDACTED] - CM called to inform [REDACTED] ( [REDACTED] ) a new customer needs photos for DI to deal with scratches and sundry repairs. SM stated they are a new dealership and scheduled busy until 4/23 (open schedule 4/24...).
04/09/2015	CUSTOMER - [REDACTED] CM called to give information for the new dealership ( [REDACTED] ). CM will email dealer's phone#. CM will follow up 4/13 to see if customer made appointment for photos to be taken..
04/09/2015	Status update provided via email to the following email address: robinsonremodeling@comcast.net Mr. [REDACTED]. The phone number for [REDACTED] DODGE RAM : 503-563-7222 Bo Case Management [REDACTED] End of Status Update
04/14/2015	CUSTOMER - [REDACTED] - CM called; customer has issues with the shifter and there is a grinding sound. CM suggested a third dealership. Customer stated here is JIM DORAN AUTO CENTER INC. CM stated there will be a call to [REDACTED] and will call customer after. DEALER - [REDACTED] ( [REDACTED] ) J M DORAN AUTO CENTER INC CM called; [REDACTED] ( [REDACTED] ) is expecting a call from customer about transmission issues. CM stated CAC will assist with repairs. CM also spoke with SM regarding the customer. CUSTOMER - [REDACTED] - CM called and left message for customer to call [REDACTED] to make an appointment to have the transmission repaired. -- FUP 4/15
04/15/2015	CUSTOMER - [REDACTED] CM called customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to see if customer made appointment with new dealership. FUP 4/17.
04/17/2015	DEALER [REDACTED] (4/17 -9:25am) [REDACTED] ( [REDACTED] ) reported customer missed appointment (4/14) to speak with SM and went to dealer (4/16) when SM was not there. SM stated customer was extremely rude to the service writer. SM will not work with customer and does not want customer at dealership again. CUSTOMER - [REDACTED] - CM called customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to apologize to customer because SM ( [REDACTED] ) does not want to work with customer and does not want customer back at dealership. CM also requested customer to give name of another dealer to bring customer's vehicle to get photos taken for repairs. -- FUP 4/21.
04/18/2015	[REDACTED] to speak to CM BP501. Writer warm transferred customer to CM BP501. Customer stated that they do not have a secondary phone number.
04/18/2015	CUSTOMER [REDACTED] and CM suggested customer look for another dealership. Customer mentioned [REDACTED] ( [REDACTED] ) and CM suggested customer speak with SM ( [REDACTED] ) and new photos are needed. CM will call [REDACTED] to see if they can email CM the photos taken. CM will follow up with customer 4/22. JA1279 to the attention of CM. CUSTOMER [REDACTED] ( [REDACTED] ) : [REDACTED] CM called Harry (WA) and WA will send photos (sent to DI) to CM. [REDACTED] will email the photos to [REDACTED] and the follow up is 4/22 to see if customer made appointment with [REDACTED] ( [REDACTED] ).
04/18/2015	[REDACTED] called to speak to CM BP501. Writer advised customer that CM BP501 is not currently available. Writer offered to take a detailed message or transfer customer to CM BP501's VM. Customer declined to leave a message for BP501. Customer stated that there is a loose bolt on the steering arm causing the steering to not function properly. Writer advised customer to get the vehicle back to the dealership as soon as possible. Customer stated that he does not feel safe driving the vehicle with the steering issue. Writer advised customer that he may want to call the dealership and ask if the dealer can send out a tow truck. Customer requested rental vehicle information. With customer's permission, writer placed customer on hold to locate CM. Writer came back to customer to advise customer that writer is still searching for an available CM and asked that customer continue to hold. Customer stated that he could no longer hold and that he would call the dealership.
04/18/2015	Vehicle is at the dealership - DICK'S COUNTRY [REDACTED] ( [REDACTED] ) Update triggered by S17742C

Date	Comment
04/21/2015	Customer calls to speak with their Case Manager. Transferred the customer to [REDACTED] at ext 40570 because the primary CM was not available. Customer declined to provide a second phone number.
04/21/2015	Agent received phone call from customer, customer requesting to speak to case manager, BP501. Agent warm transferred to BP501 at ext. 40521.
04/21/2015	CUSTOMER CALLED IN - [REDACTED] CM called; customer called in stated there are intermittent electrical issues, from traction control to air brakes, park sensor and the heated seats to the steering wheel. Customer had no control of the electrical controls. Customer stated there was a burning smell coming into the cab. Customer brought vehicle back to dealership 4/17. Customer wants to replace the vehicle. CM suggested the vehicle placed on review and customer agreed. Customer was informed that by making this request they are NOT actually filing lemon law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility. Preferred Morning/Midday call back number is [REDACTED] referred Afternoon/Evening call back number is [REDACTED] Who has possession of the vehicle? THE VEHICLE IS AT THE DEALERSHIP. ***** [REDACTED] ***** [REDACTED]
04/23/2015	***** 91L Review *****
04/23/2015	****ATTENTION CUSTOMER CARE AGENT**** This customer has contacted Customer Care seeking Lemon Law buyback/replacement. Preliminary research has determined his vehicle warranty history merits further review. This CAIR is being reassigned to the Resolution Team for further handling and review in an attempt to resolve the customer's concern and/or issues.
04/23/2015	Customer called to speak with CM BP501. With customer A's permission, writer transferred customer to CMA's voice mail, as CM is not currently available
04/24/2015	Mr. [REDACTED] called requesting to speak with his CM, writer advised that case is with the resolution team and advised that he will be receiving a call back from [REDACTED] and advised that it could take few days. Customer was upset stating that the dealership is waiting to hear from CM BP501, writer advised that as per his request the case is no longer in our department and CM BP501 has no authorization to touch the case. Writer advised that he will hear from his CM and also transferred customer to [REDACTED] as per his request.
04/24/2015	Mr. [REDACTED] called stating that he needs to talk to CM BP501 because his vehicle is at the dealership and dealership is not going to do anything until they hear from CM BP501. Writer advised that CM BP501 is no longer the case manager and advised that he has no authorization on the case. Writer again advised the procedures in regards the escalation to the resolution team. Customer stated that he wants his CM BP501 to keep working on the case and be the middle man between his dealership and new CM because the new CM will not know anything in regards the case. Writer apologized and advised that that is not our procedures and again advised that no one in this department has authorization to touch this case. writer advised that he will have to wait until he hears from his new CM. Customer asked to speak with a supervisor, writer advised that no one is able to touch his case, customer insisted to speak with a supervisor and writer transferred call to CP730.
04/24/2015	***Supervisor Call*** Writer spoke to Mr. [REDACTED] customer stated that he has been to several dealerships, and no one has been able to fix his vehicle properly. He said the [REDACTED] dealership damages everything they tried to repair, including the headliner, door panel, and scratches in the paint, intermittent panel, and a side view mirror, among many other items. Customer said that he is still experiencing transmission issues after multiple repairs, it is currently grinding when shifting gears, and smells of burning clutch. He also said that the steering arm is loose. The vehicle was towed (at customer's expense) to dealer 43233 and is currently there, but they say nothing is wrong with the vehicle, and they want the rental vehicle back by tomorrow. Customer said that SA [REDACTED] told him that he was just being picky when he was discussing the scratches and other damage. Dealer 43233 won't repair the damages, but he customer said that his CM BP501 told him the damages would be taken care of. Writer suggested customer talk to the dealer and show them what he is seeing and experiencing regarding the steering concern. Writer also told customer that if he [REDACTED] to pay for rental, possible reimbursement could be reviewed, but no promises [REDACTED] made. Writer confirmed customer's phone number as: [REDACTED] Writer informed customer that the department currently reviewing his case would be in touch with him, and a message would be sent so he would be contacted as soon as possible.
04/24/2015	Customer called in very frustrated and states that he had to tow the vehicle again to the dealership because the transmission went out again and the dealership refused to repair it saying that they didn't know how to fix the vehicle. Writer explains the customer that his case was escalated yesterday to a higher level department and they need one or two days to review the case. Customer insisted to talk with the supervisor because he already knows the situation. Writer informed customer that he will receive a supervisor call today. No time frame was given.
04/24/2015	-Called dealer ([REDACTED]) to get RO history. Spoke with service receptionist [REDACTED] who provided updated RO/rental history. Thanked [REDACTED] for her assistance. -Called customer to complete initial call process. Customer stated he has been experiencing issues with the vehicle's transmission, a burning smell in the vehicle, and a vibration in the clutch. Customer stated he has been to several dealers and they have either turned him away or reported as NTF. I advised customer that in order for CM WB339 to continue with review process the vehicle needs to be taken in for service. Customer stated he does not agree with this because there is no dealer willing to work with him. I advised customer he is welcomed to take vehicle to any CDJ dealer he chooses. Customer stated he does not want to continue to take his vehicle in for service and requested to speak with a supervisor. I advised customer I will escalate the call and she will be in contact in 24-48 business hours. Advised customer I would email his CM WB339 contact information. ***Follow up 04/28/15***
04/24/2015	Status update provided via email to the following email address: [REDACTED] Mr. [REDACTED] Per our earlier conversation here is the information requested: Case Manager: [REDACTED] Phone: [REDACTED] Fax: [REDACTED] ATTN: [REDACTED] Hours: 8-4:30 CST Thank you, [REDACTED] End of Status Update
04/27/2015	>Contacted the customer the customer to apologize for not contacting him sooner as I was out of the office due to my child being ill. He understood and we discussed his existing concerns. He said that while his vehicle was being serviced for a transmission concern, the dealer contacted him & told him that his clutch, fly wheel went out while in their possession. He said it's now grinding and is hard to shift into gears. He said his window is still rattling, the new seat cushion is coming out again & the headliner they replaced due to a water leak has material hanging out. He said he wants a replacement and I advised him it will be considered when determining a final resolution but not guaranteed. He said he's been to five different dealers & his vehicle is still not repaired. I asked about the agent's notes stating the dealer has refused to service him & he said because they can't duplicate any of his concerns. I let him know I would have to follow up with him after contact the dealer for more information. He agreed & understood.
04/27/2015	** [REDACTED] with the Resolution Team is responsible for this CAIR. Should he customer call, please direct them to [REDACTED] directly at [REDACTED] or [REDACTED] Office hours are M-F 8:30am-5:00pm CST. Thank you. ***
04/27/2015	Status update provided via email to the following email address: [REDACTED] I am following up with you to let you know I am waiting on a [REDACTED] response from the dealer to confirm when we [REDACTED] get your vehicle in for service. I will contact you once I get the information. Thank you [REDACTED] Resolution Team 214-583-2109 End of Status Update
04/30/2015	Contacted customer at [REDACTED] and LVM requesting a call back regarding which dealer he would like to take his vehicle to for service. ***Follow-up 5/4
04/30/2015	Spoke with customer, he is wanting to speak with a supervisor I advised him that a supervisor will be contacting him within 24-72 hours., Customer is not wanting to bring the vehicle back to the dealer, he has already bought the vehicle to 5 different dealers in his area, he has no confidence in getting the vehicle issues resolved and wants to speak with a supervisor.. Sent to do to RH
04/30/2015	Escalation call: - Called customer at advised their called was escalated to me by their CM. Customer states he still has the burning smell though if no longer is in the vehicle and when vehicle is shifting you can feel the vibration as well as hear it and when vehicle is idling. Customer had vehicle towed to another dealership but they [REDACTED] unable to duplicate the issue. Customer states every time he takes the vehicle in something else happens. Vehicle had the steering arm come loose as well. Advised customer if he is willing to take his vehicle back to another dealership we will authorize a rental for him and I will also have his CM make the appointment at the dealership Ron Tonkin Dodge Inc #43231. Customer stated he would like the appointment for Saturday 05/09 advised he will need to be there before 12 00noon because usually the rental companies close at that time. Customer asked what if they do not know what to do with his vehicle I advised we will have our TS (TAPS) involved in the repairs once vehicle is at the dealership. Customer agreed to take it back in and again advised his CM [REDACTED] WB339 will make the appointment for him and follow up with him tomorrow to confirm appointment. ***Follow up with dealership and customer tomorrow 04/30/2015***
04/30/2015	

Date	Comment
	>Contacted dealer 43231 and spoke with [REDACTED] to get his permission to service the customer's vehicle. We discussed the history & he asked that I reach out to his SD Bill, which was already gone, but asked that I LVM with a brief history with and they would discuss it together to make a decision. I left my contact information and asked for a return call.
04/30/2015	Status update provided via email to the following email address: [REDACTED] Mr. [REDACTED] I have contacted [REDACTED]'s Dodge Inc in attempt to schedule the appointment for Saturday per your discussion with [REDACTED] supervisor. I am waiting to hear back from the Service Manager for confirmation of the appointment. I will follow up with you after I get additional information from the dealer. I provided the Service Manager, [REDACTED], your phone number if he needed to contact you. Best Regards, [REDACTED] ion Team [REDACTED] End of Status Update
05/01/2015	Contacted [REDACTED] Dodge Inc. (43231) and spoke with [REDACTED]. He advised the SD Bill would have to give approval for customer to bring vehicle in for service. I was advised by CM WB339 of SD Bill's extension, LVM requesting a call back regarding customer bring vehicle in for service. ***Follow-up 5/5
05/06/2015	Contacted [REDACTED] Dodge Inc. (43231) and LVM for SD Bill; requesting a call back regarding approval for customer to bring vehicle in for service. - Contacted customer at [REDACTED] and the customer stated he has retained an attorney and will no longer need assistance.

Email(s)

Date	Subject
	[REDACTED] The phone number for FINDLAY JEEP [REDACTED] The phone number for FINDLAY JEEP DODGE RAM : [REDACTED]
Bo	Case Management [REDACTED] ext. 40521

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	DODGE
Body	DJ7H92	Vehicle	RAM 2500 SLT 4X4		
Open Date	03/24/2015	CAIR Type	Regular	Status	Closed
Close Date	04/06/2015	Origin	Chat	Reason	New Problem
Mileage	14,000 Miles	Market		Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
			MD		
Dealer	54194	Tate Dodge Chrysler Jeep Inc.		Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	M
Subject	Seeking to mail letter related to lemon law				
Synopsis					
Customer Anomaly					
Contact Reason	C157	Launch Of New Vehicle Information	Customer Anomaly		
Reason Code	Sales - Information & Assistance requests - Marketing - Vehicle commercial info - Product launch				

**Case Status History**

Create Date	Status
03/24/2015 01:29 PM	Open
03/24/2015 01:43 PM	Closed
03/24/2015 03:03 PM	Reopen
04/06/2015 01:27 PM	Closed

**Initial Description**

042600000-Corporate,Product Information,Default,Default,Default,Request for Product Information,Seeking to mail letter related to lemon law

**Case Comments**

Date	Comment
03/24/2015	<p>Incident #: [REDACTED] Hi, my name is [REDACTED] with Chrysler Customer Care. How may I help you today? [REDACTED] Good morning [REDACTED] am having issues with my 2014 Dodge Ram 2500 and need an address to send a lemon law compliant letter to. Could you please provide me an address? [REDACTED] We do not have a direct address but we do have a department that does review those cases. I would like to pull up your vehicle. [REDACTED] Okay [REDACTED] Could you provide me the address for that department? [REDACTED] I have pulled up your vehicle, can you please verify the address on file as well as the mileage? I will check to see if I can find an alternate address for you. [REDACTED] Denton, MD [REDACTED] Not sure of exact mileage but around 14,000 [REDACTED] Thank you. What exactly is going on with the vehicle? [REDACTED] It is 10 months old and in the shop 6 times for front end issues such as steering bar coming loose while driving. The truck is not safe [REDACTED] The dealer has been fantastic working with us to do there best to correct the issues however to date these situations continue to happen. [REDACTED] I understand. That does sound very frustrating and should not be happening on a brand new vehicle. So the dealership has tried to resolve all issues and the issues continue to happen? [REDACTED] Yes, the steering has come loose twice now and the last time my husband was driving with a trailer attached. This type of defect could cause serious injury to my family members and others on the road. We have written the lemon law letter but, I need an address to send it to. [REDACTED] Okay. I certainly do apologize about this. I was unable to find an actual Lemon Law address but we do have a standard mailing address which is: Chrysler Group Customer Care [REDACTED] If you mail to them they should be able to forward your letter to the proper department. [REDACTED] Thank you very much. I do hope that we can work this situation out. My husband loves his truck and would just like it replaced. [REDACTED] I hope that everything works out for you as well! Melissa They should be able to assist you. [REDACTED] do know this letter needs to sent with certified with a receipt. This can not be done with a [REDACTED]. I apologize, that is the only address that I do have but as stated that department will most likely re-direct the letter to the appropriate department. [REDACTED] Okay thank you [REDACTED] No problem, did you have any other questions today? [REDACTED] No [REDACTED] Thank you for contacting Chrysler Customer Care. Please chat with us again if you need further assistance. You can also look for updates on our website www.Chrysler.com. Have a good day! [REDACTED] disconnected ('Concluded by End-user').</p>
03/24/2015	<p>Briefly summarize why the customer is contacting Chrysler: Customer states that DLR advised him to contact CAC regarding ongoing issue with vehicle. Customer states that he is worried about the safety of his family as he has 4 children. Customer seeking address other than P.O. Box number as any letter needs to be delivered certified. Customer states that he has been to same DLR 5 times and 1 other DLR once. Briefly summarize what the customer is expecting: Customer seeking Lemon Law information. Agent advised customer that case can be escalated to Lemon Law department for further assistance and CM would contact him. Agent attempted to contact DLR 54194 for RO history but was unable to reach a live SA and kept getting transferred to VM. Customer informed a call back is required and will take place within 1-2 business days. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is n/a Customer email address for case updates: [REDACTED] Is this a request for Lemon Law, buy-back or replacement? replacement Reassigned to 91L</p>
03/24/2015	<p>Customer states that he has to go to DLR to speak to anyone and speaks direct with SM [REDACTED] ext [REDACTED] Who has possession of the vehicle? customer - just had it returned a week ago and was asked by DLR to bring it back after 7 days to have inspected over and inspected again.</p>
03/25/2015	<p>***** 91L Review *****</p>
03/25/2015	<p>*****Case Escalated to I2R***** Reviewed Warranty History which determined this case should be escalated to I2R for case management.</p>
03/26/2015	<p>[REDACTED] IS NOW RESPONSIBLE FOR THIS CAIR. IF THE CUSTOMER SHOULD CALL, PLEASE DIRECT THEM TO ME AT [REDACTED] THANK YOU***</p>

Date	Comment
03/26/2015	Contacted the dealer (54194), in regards to the customer's concerns. Spoke with [REDACTED], he stated both of the stop nuts were loose. He stated there is no possible explanation as to how they are coming loose besides someone loosening them themselves. He stated they were told to apply lock tight, an adhesive to make sure the nuts stay in place. The customer has not contacted the dealership since the last repair.
03/26/2015	Contacted the customer in regards to vehicle concerns. I advised the customer the case has been reviewed and referred to me for special handling. Customer confirmed having steering components on the truck come loose none stop. Customer confirmed last repair and stated he has not noticed anything go wrong. Customer stated he hauls 10,000lbs trailer and his children are constantly in the vehicle with him. I acknowledged the customer's concerns and advised that we are here to assist with repair per the terms of the warranty. Customer understood. Customer stated he would prefer to swap out his vehicle for another. Customer stated he qualifies to file for lemon law in the state of MD. Customer has not sent in anything certified as of yet. I advised the customer that I would be glad to review his case for all options available to him. I advised the customer to continue to drive the vehicle to confirm the repair. I informed him that I would follow up with him regarding the case review and current vehicle status no later than 4/1. Customer thanked me for the call.
04/02/2015	Customer is calling as the customer is seeking a callback from his case manager to update him on the routes that the cm was taking on behalf of the customer. Customer's Preferred contact number is [REDACTED]. Customer is available any time.
04/04/2015	Contacted the customer in regards to his case review. Customer stated he has not had an issue with the vehicle since the last repair. I advised the customer at this time a replacement or buy back is not being offered. I extended the customer a payment reimbursement for the days he has had to go without his vehicle. Customer was not interested. Customer stated he has already filed for lemon law. I acknowledged the customer statement and advised once the documentation has been received, someone will contact him to discuss.

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

<b>VIN</b>		<b>Model Year</b>	2014	<b>Brand</b>	RAM
<b>Body</b>	D28R81	<b>Vehicle</b>	RAM 3500 LONGHORN 4X4		
<b>Open Date</b>	03/30/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	06/26/2015	<b>Origin</b>	Letter	<b>Reason</b>	New Problem
<b>Mileage</b>	30,033 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>Caller City</b>	YUKON	<b>Caller Country</b>		<b>Caller Postal Code</b>	
<b>Customer</b>					
<b>Customer Address</b>					
	YUKON		OK	73099-5728	
<b>Dealer</b>	60099	Westpointe Chrysler Jeep Dodge		<b>Dealer Phone</b>	
<b>Dealer Address</b>					
<b>Dealer Zone</b>		<b>District</b>		<b>Service District</b>	N
<b>Subject</b>	nut on drag link adjuster is backing off by it self				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Steering / Suspension				
	Steering Wheel				
<b>Contact Reason</b>	C105	Technical Issue With Vehicle	<b>Customer Anomaly</b>	90	Steering wheel issues
<b>Reason Code</b>	After - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
03/30/2015 06:06 PM	Open
05/11/2015 12:15 PM	Closed
06/26/2015 12:45 PM	Reopen for check
06/26/2015 12:45 PM	Closed

**Initial Description**

020800000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code  
 046500000-Corporate,E-Reimbursement,Default,Default,Default,E-Reimbursement,E-Reimbursement  
 046900000-Corporate,Enhanced Customer Satisfaction Program (ECS),Default,Default,Default,Enhanced Customer Satisfaction Program (ECS),Enhanced Customer Satisfaction Program (ECS)  
 0119650000-Product,Steering,Linkage,Other,Default,Steering Linkage Inquiry,nut on drag link adjuster is backing off by it self

**Case Comments**

Date	Comment
03/30/2015	***Enhanced Customer Satisfaction Team (ECS)*** Dealer Code: 60099 POC Name and position: SA POC number: POC e-mail: Date and time customer brought vehicle into dealer? 03/30/15 at 10:30am Is the customer waiting? No Is the customer in a rental? No Customer name: All customer contact numbers: Best time of day to contact customer? Any time Customer concern: 1-steering wheel is off center. Current mileage:30033 Dealer diagnosis: nut on drag link adjuster is backing off by it self Are there ANY modifications to the vehicle? no Recommended repairs: Assistance from TS
03/30/2015	***** Following Corporate Resource has been contacted ***** TAPS on 2015-03-30 @ 14:13
03/30/2015	Dealer diagnosis: nut on drag link adjuster is backing off by it self
03/30/2015	CONTACT UPDATE - Writer contacted customer at who stated that his is the second time this concern has happened to vehicle. Customer asked for a rental truck. Writer advised customer that writer will call dealership and see if they can provide a rental truck and call customer back. Customer stated that he needs a 2500.
03/30/2015	Writer contacting SA and left a message asking if she can place the customer into a 2500 rental. CA did ask for a answer in email or by phone.
03/30/2015	CAIR ESCALATION UPDATE SEE STAR CASE# FOR INFORMATION
03/30/2015	Received voicemail from SA stating that Enterprise does not have a 2500 or 1500 available for rental.
03/31/2015	Status update provided via email to the following email address: Hello, my name is and I have been assigned as your Customer Advocate This email is confirmation that your case, was successfully escalated to me. My office hours are 6AM - 2PM ( ). My contact information is EXT 40580. And my I will contact you back by friday 4/3/2015. End of Status Update
03/31/2015	CAIR ESCALATION UPDATE SEE STAR CASE# FOR INFORMATION
03/31/2015	from dealer 60099 called to speak with CA JP1353. With SAA's permission, writer transferred SA to CAA's voice mail at ext 40580, as CA is not currently available.
03/31/2015	Writer left a message for SA to call back.
04/02/2015	CAIR ESCALATION UPDATE SEE STAR CASE# FOR INFORMATION
04/02/2015	

Date	Comment
	Writer contacted customer at [REDACTED] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40580. The reason for the customer contact was to provide or request the following information: Left a message asking if the customer has a rental or if he still needs one. next follow up 4/7/215.
04/02/2015	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2015-04-02 @ 14:59
04/02/2015	***** Customer Document Received *****
04/02/2015	Customer Document Reviewed.
04/06/2015	CAIR ESCALATION CLOSURE SEE STAR CASE# [REDACTED] FOR INFORMATION
04/07/2015	Writer is saying tone of the bolts are on [REDACTED] Writer spoke to Parts and received the Part Number and Order number. Part # 6510750AA ON# 1d0406
04/07/2015	Writer contacted customer at [REDACTED] CA advised the customer parts is on [REDACTED] and CA will update as new information becomes available.
04/07/2015	***** Following Corporate Resource has been contacted ***** PARTS EXPEDITING for Part#06510750AA,Order#1D0406,OMC#28931723 on 2015-04-07 @ 14:23
04/07/2015	*****96W Parts Update***** Writer expedited part. Writer to follow up 04/09/2015 for status and update as available. *****End Parts Update*****
04/08/2015	***** START OF SUPPORT ESCALATION by T9693M0***** Update from Expediting Team for **** Part#06510750AA,Order#1D0406,OMC#28931723 Order has released to PDC as of 04/07 with shipper # [REDACTED] ETA 1-2 business days. ***** END OF SUPPORT ESCALATION ***** by T9693M0
04/09/2015	*****96W Parts Update***** Tracking number [REDACTED] No info from tracking scans, however following information exists in GPOP: 36 0409 1 SHIPPED-PDC 00 SHIPPED-PDC CM to follow up 04/13/2015 for part status *****End Parts Update*****
04/10/2015	OMC# [REDACTED] Order# 1D0406 FOR PN: [REDACTED] IS RESOLVED
04/13/2015	*****96W Parts Update***** [REDACTED] Scheduled Delivery: Tuesday, 04/14/2015, By End of Day Last Location: Arrived - Mesquite, [REDACTED], Sunday, 04/12/2015 *****End Parts Update*****
04/16/2015	*****96W Parts Update***** Tracking Number [REDACTED] Service:UPS GroundWeight: 50 lbShipped/Billed On:04/09/2015Delivered On:04/14/2015 9:11 A.M. Delivered To: YUKON, [REDACTED] US Signed By:DAVIDLeft At:Receiver *****End Parts Update*****
04/21/2015	Agent attempted to contact dealer Service Advisor [REDACTED], however, SA not available. Left message for a return call at extension 40580 The reason for the dealer contact was to provide or request the following information: To get an update on when the part will be install/or to see if he part has been installed.
04/21/2015	Agent received a VM from SA stating vehicle is repair and returned to the customer. Writer contacted the customer and he has the vehicle back. Customer is satisfied with the repair and will be sending in the rental bill. Address on file is correct [REDACTED]
04/21/2015	***** Below Customer Contacted for Documentation Request ***** [REDACTED] 2015-04-21 @ 14:47
04/24/2015	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2015-04-24 @ 12 07
04/27/2015	***** Below Customer Contacted for Documentation Request ***** [REDACTED] 2015-04-27 @ 15 01
04/27/2015	Customer had contacted [REDACTED] to gain assistance with having a document request link submitted Agent informs that they could submit a request for the customer Customer thanks agent
04/28/2015	Writer contacted customer at [REDACTED] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40580. The reason for the customer contact was to provide or request the following information: Left a voice mail leaving Fax number and Ca contact information. next follow up 4/30/2015.
04/30/2015	***** Below Customer Contacted for Documentation Request ***** [REDACTED]skytowerwork.com on 2015-04-30 @ 13:48
04/30/2015	Writer contacted the customer and he is saying he has not received an email agent check and email was incorrect. Email has been update and link has been resent. Agent will follow up with customer 5/5/2015. Address on file is correct.
05/04/2015	***** Customer Document Received *****
05/07/2015	Dialed Enterprise rent a car. [REDACTED] redialed Redialed the Truck side of Enterprise. 1-405-686-[REDACTED] from Enterprise said the customer did pay in full of total of \$ 2303.49. Writer contacted the customer and inquired about the \$251.20 on the rental bill, Customer said it is for hail damage and he understand the [REDACTED] will not be reimbursing for this.
05/07/2015	****Begin structured narrative T2 - Vehicle Payment eReimbursement What is the reason(s) for his vehicle payment reimbursement? How many vehicle payments are being reimbursed? What is amount of the monthly vehicle payment? Has this customer had previous vehicle payment reimbursements? If previous, how many? What is the total amount being reimbursed? ****End structured narrative T2 - Vehicle Payment eReimbursement ****Begin structured narrative T2 - eReimbursement What has the customer specifically requested? reimbursement for rental If this is for a previously made goodwill decision, what is that CAIR #? no What is the total amount being reimbursed and the reasons why? \$2303.49 Reason: Rental for 21 days WHY: part was on back ordered What was the concern? nut on bolt would not stay tight Number of days at the dealership 21 days What was defective? nut on drag ling adjuster is backing off by it self Is the vehicle repaired YES ****End structured narrative T2 - eReimbursement
05/07/2015	Address on file is correct.
05/08/2015	Documents reviewed. Proof of payment verified, see line 141-142.
05/11/2015	Case reassigned to 88J for approval
06/24/2015	RECEIVED REQUEST FOR STOP PAYMENT AS CUSTOMER HAS NOT RECEIVED THE CHECK. I WILL EMAIL REQUEST TO ACCOUNTS PAYABLE.
06/26/2015	PAYMENT HAS BEEN STOPPED ON THE CHECK NO [REDACTED] FOR CAIR [REDACTED]
06/26/2015	RECEIVED CONFIRMATION OF STOP PAYMENT FROM ACCOUNTS PAYABLE. LMM14 WILL VOID AND CLOSE THE CAIR AND SMM25 WILL REISSUE THE CHECK.
06/26/2015	POSTMARK DATE: 062515; DATE RECEIVED: 062615
06/26/2015	6/26/15 REISSUED CHECK IN CAIR [REDACTED]

Email(s)

Date	Subject
	Hello, my name is [REDACTED] and I have been assign Hello, my name is [REDACTED] and I have been assigned as your Customer Advocate This email is confirmation that your case, [REDACTED], was successfully escalated to me. My office hours are 6AM – 2PM (Mountain Time). My contact information is 800-763-8432 EXT 40580. And mr [REDACTED] I will contact you back by friday 4/30/2015.

**New Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

VIN	[REDACTED]	Model Year	2014	Brand	DODGE
Body	DJ2L91	Vehicle	RAM 2500 ST 4X2		
Open Date	04/20/2015	CAIR Type	Regular	Status	Closed
Close Date	04/23/2015	Origin	[REDACTED]	Reason	New Problem
Mileage	29,000 Miles	Market	[REDACTED]	Language	English
Contact Email	[REDACTED]	Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address	[REDACTED]	Source	Customer		
Caller City	[REDACTED]	Country	[REDACTED]	Caller Postal Code	[REDACTED]
Customer	[REDACTED]				
Customer Address	[REDACTED]		MS	[REDACTED]	[REDACTED]
Dealer	26010	[REDACTED]	Chrysler Jeep Dodge	Dealer Phone	[REDACTED]
Dealer Address	[REDACTED]				
Dealer Zone	Southwest	Sales District	[REDACTED]	Service District	H
Subject	Front suspension problem due to towing				
Synopsis					
Customer Anomaly	Steering / Suspension				
	Suspensions Arms				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	89	Steering/Suspension arms issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
04/20/2015 01:07 AM	Unworked
04/21/2015 12:15 AM	Open
04/23/2015 09:38 PM	Closed

**Initial Description**

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach  
 0102003701-Product,Suspension,Unknown,Worn,Front,Worn Front Suspension,Front suspension problem due to towing

**Case Comments**

Date	Comment
04/20/2015	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Have a 2014 ram 2500 crew cab diesel truck. ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
04/21/2015	I tow a 10000 pound trailer. Since last July I have towed it about 8000 miles. My truck only has 29000 miles on it. The Cummings diesel is awesome for towing and we love it. Without the trailer I get 24 mpg on the road. Recent trip to [REDACTED] the front end bolts that hold the front end together came loose and the steering became misaligned. The service at [REDACTED] said the front end could have fell from under the truck. It still is not correct. They stated that this was from towing. It is a heavy duty truck and I bought it for towing. Please help last truck bought for re irement. Is there a good safe fix for this. I have not seen a recall on this. It will become a real safety issue if not addressed. I have only contacted Chrysler first. *****END OF CUSTOMER EMAIL*****
04/21/2015	[REDACTED], Thank you for contacting the RAM Customer Assistance Center. We regret to learn of the concerns you are experiencing with your vehicle. We would like to review your concerns in regards to the bolts coming loose on your vehide with the dealership that diagnosed the concerns. Please contact us back with the name of the dealership that diagnosed the concerns and the date it was there. Please also include if the repairs have already been made to the vehicle. Once we have this information, we will contact the dealership and discuss these concerns. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO ([REDACTED]). Sincerely, [REDACTED] Customer Service Representative RAM Customer Assistance Center *****END OF CAC EMAIL RESPONSE*****
04/24/2015	Reassigned For Survey Bypass AA- No Response

New Customer Assistance Inquiry Record (CAIR)#					
VIN	[REDACTED]	Model Year	2014	Brand	DODGE
Body	DJ7L91	Vehicle	RAM 2500 ST 4X4		
Open Date	05/13/2015	CAIR Type	Regular	Status	Closed
Close Date	05/15/2015	Origin	Telephone	Reason	New Problem
Mileage	11,768 Miles	Market	USA	Language	English
Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address	[REDACTED]	Source	Customer		
Caller City	SANTA ROSA	Caller Country	USA	Caller Postal Code	[REDACTED]
Customer	[REDACTED]				
Customer Address	[REDACTED]				
Dealer	45118	Lithia Chrysler Dodge Jeep FIAT of	[REDACTED]	Dealer Phone	7075421020
Dealer Address	[REDACTED]				
Dealer Zone	[REDACTED]	CA		954077818	[REDACTED]
Dealer Zone	[REDACTED]	[REDACTED]		Service District	G
Subject	Enhanced Customer Satisfaction Program (ECS)				
Synopsis					
Customer Anomaly					
Contact Reason		Customer Anomaly			
Reason Code	After Sales - Information & Assistance Requests - Customer Care - No further action needed - Closed				

#### Case Status History

Create Date	Status
05/13/2015 05:59 PM	Open
05/15/2015 05:52 PM	Closed

#### Initial Description

045900000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Direct to dealer check for rental  
046900000-Corporate,Enhanced Customer Satisfaction Program (ECS),Default,Default,Default,Enhanced Customer Satisfaction Program (ECS),Enhanced Customer Satisfaction Program (ECS)

#### Case Comments

Date	Comment
05/13/2015	Case created to reimburse dealer for 1 day rental not covered by warranty in case [REDACTED] Confirmed address to send check to is: [REDACTED] Santa CA [REDACTED] Check should be made out in the name of the dealership.
05/13/2015	Why are we reimbursing? Direct to dealer check for 1 day rental not covered by warranty What is the mechanical concern? Steering wheel adjuster is loosening while driving, right front tire is balding unnaturally, tailgate keeps dropping open. Point(s) of failure? steering bar, track bar and steering nuts, tailgate latch Number of days out of service? 1 Was it a defect? Yes is the vehicle repaired? Yes
05/15/2015	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2015-05-14 @ 16:43
05/15/2015	***** Customer Document Received *****
05/15/2015	Assigned to EG704 for check approval.
05/15/2015	Documents reviewed.
05/15/2015	Check has been approved
05/19/2015	CLOSED LOOP UPDATE - no need for additional follow-up.

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

<b>VIN</b>		<b>Model Year</b>	2014	<b>Brand</b>	DODGE
<b>Body</b>	D28H92	<b>Vehicle</b>	RAM 3500 SLT 4X4		
<b>Open Date</b>	05/26/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	06/08/2015	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	68,000 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>Caller City</b>		<b>Caller Country</b>			
<b>Customer</b>					
<b>Customer Address</b>					
<b>Dealer</b>	24294		Chrysler Dodge Jeep Ram FIAT	<b>Dealer Phone</b>	
<b>Dealer Address</b>	7675 E. Kellogg				
<b>Dealer Zone</b>		<b>Sales District</b>		<b>Service District</b>	L
<b>Subject</b>	steering wheel goes all way around				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Steering / Suspension				
	Steering Wheel				
<b>Contact Reason</b>	C105	Technical Issue Wi h Vehicle	<b>Customer Anomaly</b>	90	Steering wheel issues
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
05/26/2015 03:58 PM	Open
06/08/2015 06:18 PM	Closed

**Initial Description**

0465000000-Corporate,E-Reimbursement,Default,Default,Default,E-Reimbursement,E-Reimbursement  
 0459010000-Corporate,Reimbursement,Status Request,Default,Default,Reimbursement - Status Request,Customer requesting reimbursement  
 0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis  
 0119000200-Product,Steering,Unknown,Defective,Default,Steering - Defective,steering wheel goes all way around

**Case Comments**

Date	Comment
05/26/2015	Briefly summarize why the customer is contacting Chrysler: Customer stated vehicle's steering wheel was pulling to right for a while and now it goes all way around in circle. Customer stated he just bought vehicle about 6 months ago for around \$61000 and also has another one for around \$40000 and he will never buy Dodges again because he has had so many vehicle problems. Customer stated son has vehicle in [redacted] and has appointment at Davis-Moore dealership tomorrow. Customer stated he just put new tires on vehicle after problem with ball joints and now new tires are being worn by steering problem. Customer stated he was badly disappointed in vehicles. Writer advised customer to call us wi h diagnosis tomorrow so that we can see what assistance we can give. Briefly summarize what the customer is expecting: Customer wanted to record concern with vehicle and disappointment in Dodge.
05/26/2015	Writer noted that customer and family have had 5 new vehicles.
05/26/2015	Escalation Override approved by PH314.
05/26/2015	Status update provided via email to the following email address: [redacted] Case number for Ram 3500 is [redacted]. Thank you for your call and please give [redacted] opportunity to assist you in this situation. [redacted] Customer Service End of Status Update
05/26/2015	***NEXT AGENT: Please send to case management for assistance for his customer - see line 15 for TL override due to mileage on vehicle.***
05/26/2015	reassigned to lc779 - undiagnosed under cost assistance guidelines
05/27/2015	Customer contacting back seeking to know what is going to be done about his vehicle. Customer states that he was advised to contact back today once he had received a diagnosis on the vehicle. Customer states that the front out went out again and the DLR is seeking \$783.13 for this repair and he feels it is ridiculous. Customer states that the front end has already gone out once and he was required to replace the tire and now 2 tires need to be replaced because the front end when out again. Agent advised customer that we would be able to escalate his case to CM for further assistance. Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midd [redacted] s [redacted] Preferred afternoon/evening call back number is [redacted]. Customer email address for case updates: [redacted] Would customer like to receive updates via text message? (YES) Mobile number [redacted] Who has possession of the vehicle? (Dealer) Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? (YES) If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? DAVIS-MOORE AUTOMOTIVE INC - 24294 Reassigned to 88F
05/27/2015	***** Below Customer Contacted for Documentation Request ***** [redacted].net on 2015-05-27 @ 14:18
05/27/2015	Briefly summarize why the customer is contacting Chrysler: customer is wanting to connect to [redacted] to provide her the requested information that the customer paid 785.35 and would like to be considered for reimbursement at this time as the repairs are completed and the vehicle is back in the hands of the driver responsible for the vehicle - Briefly summarize what the customer is expecting: customer is seeking information as to his cost assistance request - Agent provided the customer with a documentation request link so customer can attach a documenta ion of the repairs that have been completed and the breakdown of the costs
05/27/2015	***** Customer Document Received *****
05/29/2015	CONTACT UPDATE - Customer was contacted today at 4:15 Customer was provided with agent's extension: 40699
05/29/2015	

Date	Comment
	Writer contacted the customer; Writer confirmed that the customer expectations are reimbursement of the cost of repairs and that next follow up is 05/29/15 when more research on customer's expectations have been done.
05/29/2015	Customer Document Reviewed.
05/29/2015	CA contacted dealer 24294 at [REDACTED] spoke with SA [REDACTED]. CA verified that the Drag link adjusted nut loose repair (\$220.00 Labor) was a manufacture defect and that there was no abuse or neglect on that repair. CA verified that the replacement of the crank case filter and cleaning of the EGR is considered maintenance (\$275.00 Labor, \$222.73 Parts).
05/29/2015	***** Case Management AA- District N ***** OOW:Out by 32,000 miles MVP:None Household: New-3, Used-2
05/29/2015	Customer called and stated that extension [REDACTED] was not working agent tried extension and reach CM agent then transferred customer.
05/30/2015	Writer contacted the customer; Writer stated at a 1 time good will offer Ram can reimburse the customer \$220.00. Customer accepted the offer and requested writer to contact dealership to see about why the crank case was not covered by the warranty. Customer will be contacting the dealership also to get additional information also. Next follow up for the customer is 06/01/15.
05/30/2015	NEXT STEPS: Contact customer and verify mailing address for check reimbursement of \$220.00
05/30/2015	Caller [REDACTED] HOLT requesting to speak with Case Manager. Transferred to HH306 voice mail
05/30/2015	Customer called writer and left message stating that he called the DLR in Wichita he found out that the EGR is not covered under his warranty hat he originally thought was covered. Writer will still follow up with customer on 6/1/15 to see if he is satisfied with reimbursement of \$220.00.
06/01/2015	Writer called customer to see if he would be happy with \$220.00 also verified mailing address and asked if there was any other concerns customer stated that he had no other issues and that he was satisfied with the \$220.00 reimbursement..
06/01/2015	Customer accepts and verifies the check should be mailed to the following name and address: [REDACTED]
06/01/2015	What has the customer specifically requested? Reimbursement If this is for a previously made goodwill decision, what is that CAIR #? N/A What is the total amount being reimbursed and the reasons why? \$220.00 Customer is loyal to the brand and routinely maintains the vehicle. Reimbursement of labor due to the steering wheel pulling to right caused by internal defect.
06/03/2015	Agent attempted to contact dealer Service Manager ([REDACTED]), however, [REDACTED] not available Left message for a return call at extension [REDACTED]. The reason for the dealer contact was to provide or request the Following information: writer called DLR left message for SM [REDACTED] to ask close loop questions.
06/03/2015	Will follow up with DLR on 6/4/15 if haven't heard from them today 6/3/15.
06/04/2015	Writer contacted DLR spoke with Technician Terrance Was the customer in a rental? No Did the customer have a co-pay? Customer payed out of pocket What is the RO # [REDACTED] Does the SM have the CAIR #Yes Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim?
06/08/2015	Check has been approved

**New Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	2014	<b>Brand</b>	DODGE
<b>Body</b>	DJ7H92	<b>Vehicle</b>	RAM 2500 SLT 4X4		
<b>Open Date</b>	06/22/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	07/13/2015	[REDACTED]	Letter	<b>Reason</b>	New Problem
<b>Mileage</b>	17,000 Miles	[REDACTED]	USA	<b>Language</b>	English
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<b>Contact Mobile</b>	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<b>Source</b>	Customer
[REDACTED]	[REDACTED]	<b>Caller Country</b>	[REDACTED]	<b>Caller Postal Code</b>	[REDACTED]
<b>Customer</b>	[REDACTED]				
<b>Customer Address</b>	[REDACTED]	[REDACTED]	MD	[REDACTED]	USA
<b>Dealer</b>	54194	[REDACTED] Dodge Chrysler Jeep Inc.	<b>Dealer Phone</b>	[REDACTED]	
<b>Dealer Address</b>	[REDACTED]				
<b>Dealer Zone</b>	Mid	<b>Sales District</b>	[REDACTED]	<b>Service District</b>	M
<b>Subject</b>	Steering Wheel / Column Inquiry				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Steering / Suspension				
	Steering Wheel				
<b>Contact Reason</b>	C105	Technical Issue With Vehicle	<b>Customer Anomaly</b>	90	Steering wheel issues
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
06/22/2015 05:14 PM	Unworked
06/22/2015 05:14 PM	Open
07/13/2015 12:20 PM	Closed

**Initial Description**

020800000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code  
 040700000-Corporate,Lemon Law,Default,Default,Default,Lemon Law,Lemon Law  
 011920000-Product,Steering,Steering Wheel / Column,Other,Default,Steering Wheel / Column Inquiry,Steering Wheel / Column Inquiry

**Case Comments**

Date	Comment
06/22/2015	POSTMARK DATE: 061515; DATE RECEIVED: 062215
06/22/2015	Owner submits a second certified letter to Chrysler received on 6-22-2015. He states the steering continues to come loose and is not satisfied with the repairs that have been done. This is a request to replace or repurchase this vehicle under the state lemon law guidelines. This file will be forwarded to the bc for further review and handling and an acknowledgement letter will be sent to the owner.
06/22/2015	CR Manager Update. RW - Please review this owner's complaint and determine a course of action. Please contact the owner to discuss the situation and then update this CAIR with the plan of action and final resolution. If Tech help is needed please contact the Tech Advisor. RES22
06/23/2015	TA [REDACTED] to review case and contact customer.
06/23/2015	POSTMARK DATE: 062315; DATE RECEIVED: 062315
06/26/2015	6/26/15 - TA reports that he has an appointment with the customer to look at the vehicle on 7/7/15. res22
07/06/2015	Vehicle is at the dealership - TATE DODGE CHRYSLER JEEP, INC. (54194) Update triggered by S43959A
07/07/2015	TA JL S44 inspected the vehicle and steering components. The mileage on the vehicle at the time of inspection was 21,534. All the steering components were tight and no hing was found to be loose. The steering wheel was noticed to be off center to the left and the vehicle drifted slightly to the right during the road test. [REDACTED] Dodge 54194 will verify the alignment of the vehicle and make any necessary adjustments needed to correct the steering wheel positioning and slight drift to the right.
07/13/2015	The alignment was performed by [REDACTED] CDJR 54194 and the SM Roger explained to the customer that the proper tightening of the suspension components was performed. A follow up phone call was made to the customer to make sure that he was okay with the repairs performed and he indicated that everything was okay.
07/13/2015	[REDACTED] - Letter faxed to the MD Ag's office advising them of the above inspection and out come. Also advised the vehicle is operating as designed and vehicle repurchase is not offered. res22

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

VIN		Model Year	2014	Brand	RAM
Body	D28R81	Vehicle	RAM 3500 LONGHORN 4X4		
Open Date	06/23/2015	CAIR Type	Regular	Status	Closed
Close Date	07/02/2015	Origin	Telephone	Reason	New Problem
Mileage	40,221 Miles	Market		Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	YUKON	Caller Country		Caller Postal Code	
Customer					
Customer Address					
	YUKON	OK			USA
Dealer	60537	Seth Wadley Chrysler Dodge Jeep Ram FIAT	Dealer Phone		
Dealer Address					
Dealer Zone		Sales District		Service District	N
Subject	Update				
Synopsis					
Customer Anomaly	Electronics				
	Control Systems (BCM, etc.)				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	10	Body Control Module (BCM) issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
06/23/2015 04:29 PM	Open
07/02/2015 04:53 PM	Closed

**Initial Description**

046900000-Corporate,Enhanced Customer Satisfaction Program (ECS),Default,Default,Default,Enhanced Customer Satisfaction Program (ECS),Enhanced Customer Satisfaction Program (ECS)  
 011300000-Product,Frame,Unknown,Other,Default,Frame Inquiry,Alignment  
 010882000-Product,Electrical,Power/Engine Control Module,Other,Default,PCM/ECM Inquiry,Update

**Case Comments**

Date	Comment
06/23/2015	***Enhanced Customer Satisfaction Team (ECS)***
06/23/2015	Dealer Code: 60099 POC Name and position: ASM POC number POC e-mail: Date and time customer brought vehicle into dealer? 6/22 10:42AM Is the customer waiting? No Is the customer in a rental? No Customer name: All customer contact numbers Best time of day to contact customer? Any Customer concern: pulling to the right (Repeat), PCM update Current mileage: 40221 Dealer diagnosis: Alignment Are there ANY modifications to the vehicle? No Recommended repairs: Alignment ETA of repair completion: Today
06/23/2015	DM notes entered.
06/23/2015	##### ECS DIRECT-TO-DEALER ##### ECS/Customer Care is sending this case to your dealership because an ECS warranty repair has been approved. Remember ALL PRE-authorization requirements for Digital Imaging and the Powertrain Service Center still apply. When submitting for pre-authorizations include this case number. DM Notes have been entered into GCS indicating Customer Care approval. When repairs are completed, submit your claim as you would normally and update this case and return it to Customer Care. #####
06/23/2015	asm called to advise that the fuel filter housing came apart while changing the lid of the housing filters, so the whole fuel filter housing needs to be replaced. Writer authorized replacement of the front fuel filter housing.
06/24/2015	CONTACT UPDATE - Writer contacted customer at Customer confirms repairs. Customer states that he does not need rental if repairs are done soon. Writer to follow up 6/26 to confirm repairs.
06/24/2015	***** Following Corporate Resource has been contacted ***** TAPS on 2015-06-24 @ 12:22
06/24/2015	** INBOUND CALL ** ASM advised that the drag link is loose again. Writer advised case will be sent to TS.
06/24/2015	TAPS: 331
06/24/2015	CAIR ESCALATION UPDATE SEE STAR CASE# FOR INFORMATION
06/24/2015	CAIR ESCALATION UPDATE SEE STAR CASE# FOR INFORMATION
06/24/2015	CAIR ESCALATION UPDATE SEE STAR CASE# FOR INFORMATION
06/25/2015	CAIR ESCALATION UPDATE SEE STAR CASE# FOR INFORMATION
06/25/2015	CAIR ESCALATION UPDATE SEE STAR CASE# FOR INFORMATION
06/25/2015	CAIR ESCALATION UPDATE SEE STAR CASE# FOR INFORMATION
06/25/2015	CAIR ESCALATION UPDATE SEE STAR CASE# FOR INFORMATION
06/26/2015	CAIR ESCALATION UPDATE SEE STAR CASE# FOR INFORMATION
06/26/2015	Writer attempted to contact customer at Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension The reason for the customer contact was to provide or request the following information: To advise ETA for parts is tomorrow. Writer inquiring if rental is needed.
06/27/2015	called from and gave totals for repairs: Labor \$377.85 and Parts \$1536.47.

Date	Comment
06/29/2015	CAIR ESCALATION CLOSURE SEE STAR CASE# [REDACTED] FOR INFORMATION
06/30/2015	Writer attempted to contact customer at [REDACTED] Call was answered and disconnected.
06/30/2015	Status update provided via email to the following email address: [REDACTED] I have received confirmation that your vehicle has been repaired. If you are satisfied with the repair, there is no need to follow-up with me. However, if you do have additional questions or concerns, please contact me at: [REDACTED] My direct extension: [REDACTED] My work hours: 6:00 AM to 2:30 PM Eastern Standard Time, Monday - Friday. End of Status Update
07/02/2015	CLOSED LOOP UPDATE - no need for additional follow-up.

**Email(s)**

Date	Subject	Comment
		I have received confirmation that your vehicle has been repaired. If you are satisfied with the repair, there is no need to follow-up with me. However, if you do have additional questions or concerns, please contact me at: [REDACTED] My direct extension: [REDACTED] My work hours: 6:00 AM to 2:30 PM Eastern Standard Time, Monday - Friday.

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

<b>VIN</b>		<b>Model Year</b>	2014	<b>Brand</b>	RAM
<b>Body</b>	D28R81	<b>Vehicle</b>	RAM 3500 LONGHORN 4X4		
<b>Open Date</b>	06/26/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	06/29/2015	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	30,033 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>Caller City</b>	YUKON	<b>Caller Country</b>	USA	<b>Caller Postal Code</b>	
<b>Customer</b>					
<b>Customer Address</b>					
	YUKON		OK		USA
<b>Dealer</b>	60537	Seth Wadley Chrysler Dodge Jeep Ram FIAT		<b>Dealer Phone</b>	
<b>Dealer Address</b>	200 Ballard Rd				
	Pauls Valley		OK	730759217	
<b>Dealer Zone</b>		<b>Sales District</b>		<b>Service District</b>	N
<b>Subject</b>	nut on drag link adjuster is backing off by it self				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Steering / Suspension				
	Steering Wheel				
<b>Contact Reason</b>	C105	Technical Issue With Vehicle	<b>Customer Anomaly</b>	90	Steering wheel issues
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
06/26/2015 05:12 PM	Open
06/29/2015 06:41 PM	Closed

**Initial Description**

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code  
 0469000000-Corporate,Enhanced Customer Satisfaction Program (ECS),Default,Default,Default,Enhanced Customer Satisfaction Program (ECS),Enhanced Customer Satisfaction Program (ECS)  
 0465000000-Corporate,E-Reimbursement,Default,Default,Default,E-Reimbursement,E-Reimbursement  
 0119650000-Product,Steering,Linkage,Other,Default,Steering Linkage Inquiry,nut on drag link adjuster is backing off by it self

**Case Comments**

Date	Comment
06/26/2015	6/26/15 VERIFIED STOP PAYMENT IN CAIR AND REISSUED CHECK.
06/26/2015	CALLED OWNER TO VERIFY NAME AND ADDRESS.

**New Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	2014	<b>Brand</b>	DODGE
<b>Body</b>	D28P81	<b>Vehicle</b>	RAM 3500 LARAMIE 4X4		
<b>Open Date</b>	06/29/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	06/30/2015	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	22,900 Miles	<b>Market</b>	[REDACTED]	<b>Language</b>	English
<b>Contact Email</b>	[REDACTED]	<b>Contact Phone</b>	[REDACTED]	<b>Contact Mobile</b>	[REDACTED]
<b>Caller Address</b>	[REDACTED]	<b>Source</b>	Customer		
<b>Caller City</b>	MOUNT HOPE	<b>Caller Country</b>	[REDACTED]	<b>Caller Postal Code</b>	[REDACTED]
<b>Customer</b>	[REDACTED]				
	MOUNT HOPE		AL	[REDACTED]	USA
<b>Dealer</b>	45563	University Chrysler Dodge Jeep Ram FIAT of [REDACTED]		<b>Dealer Phone</b>	[REDACTED]
<b>Dealer Address</b>	[REDACTED]				
<b>Dealer Zone</b>	[REDACTED]	<b>Sales District</b>	[REDACTED]	<b>Service District</b>	T
<b>Subject</b>	Rental Reimbursement - Special Vehicle Required				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Steering / Suspension				
	Steering Wheel				
<b>Contact Reason</b>	C105	Technical Issue With Vehicle	<b>Customer Anomaly</b>	90	Steering wheel issues
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
06/29/2015 02:16 PM	Open
06/30/2015 06:32 PM	Closed

**Initial Description**

0119650200-Product,Steering,Linkage,Defective,Default,Steering Linkage - Defective,Rental Reimbursement - Special Vehicle Required

**Case Comments**

Date	Comment
06/29/2015	Tie rod end / drag link failure. Vehicle is used for owner's business and the owner required a truck to prevent disruption of his business. AM
06/29/2015	agreed to reimburse the dealership for securing a "truck" above the approved daily rental fee. Dealer will provide required documentation.
06/29/2015	REASSIGNED [REDACTED] 06/29/15 10:22 O 27260304
06/30/2015	Received supporting documentation.
06/30/2015	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2015-06-30 @ 11:17
06/30/2015	***** Customer Document Received *****
06/30/2015	AM reimbursing University CJD \$315.00 for truck rental.

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

<b>VIN</b>		<b>Model Year</b>	2014	<b>Brand</b>	DODGE
<b>Body</b>	DJ7L91	<b>Vehicle</b>	RAM 2500 ST 4X4		
<b>Open Date</b>	06/29/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	07/21/2015	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	25,180 Miles	<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>Caller City</b>		<b>Caller Country</b>		<b>Caller Postal Code</b>	
<b>Customer</b>					
<b>Customer Address</b>					
<b>Dealer</b>	52382	<b>Ed Payne Motors Llp</b>		<b>Dealer Phone</b>	
<b>Dealer Address</b>	2101 E Expressway 83				
	Weslaco			TX	785995019
<b>Dealer Zone</b>	Southwest	<b>Sales</b>		<b>Service</b>	L
<b>Subject</b>	Steering Linkage - Defective				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Steering / Suspension				
	Steering Wheel				
<b>Contact Reason</b>	C105	<b>Technical Issue With Vehicle</b>		<b>Customer Anomaly</b>	90
	Steering wheel issues				
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
06/29/2015 08:57 PM	Open
07/21/2015 09:02 PM	Closed

**Initial Description**

0464230000-Corporate,Survey By-Pass,No Response / Unable To Reach,Default,Default,No Response / Unable To Reach,No Response / Unable To Reach 0119650200-Product,Steering,Linkage,Defective,Default,Steering Linkage - Defective,Steering Linkage - Defective

**Case Comments**

Date	Comment
06/30/2015	Briefly summarize why the customer is contacting Chrysler: Customer seeking to have vehicle repaired. Briefly summarize what the customer is expecting: Customer seeking to have vehicle repair expedited. Customer experiencing same issues a previous CAIR. Steering nuts continue to come loose See previous CAIR # [redacted] Customer requesting buyback or repurchase Customer informed a call back is required and will take place within 1-2 business days. Preferred call back number is [redacted] Customer email address for case updates: [redacted] Who has possession of the vehicle? (Dealer) Is this a request for Law, buy-back or replacement? replacement Reassigned to 91L Customer asked about rental but as he is seeking replacement agent was unable to assist. Customer provided with CAIR number.
06/30/2015	This vehicle does not meet the criteria for escalation to 91L.
06/30/2015	Vehicle is at the dealership - ED PAYNE MOTORS LLP (52382) Update triggered by S98946N
07/01/2015	Agent attempted to contact customer to advise that the vehicle does not meet the criteria for replacement and individual who answered phone disconnected. Agent will attempt to call customer back later.
07/02/2015	Agent attempted to contact customer and Spanish speaking person answered. Agent asked for Mr. [redacted] and caller disconnected the phone.
07/02/2015	Customer called seeking an update to his case, claiming he hasn't heard anything for a couple of days. Agent advised of lines 22-27; customer stated that [redacted] had contacted the wrong number and claims his grandfather doesn't speak English. Customer stated ONLY to contact [redacted] from now on. - Agent spoke with [redacted] who advised they opened a STAR case and are just waiting for a response [redacted] states they have replaced all of the parts that had been causing the problem but claims the issue still reoccurs. Customer advised that they will be contacted within one (1) business day, by [redacted] their time. Preferred morning/midday call back number is [redacted] Would the customer accept updates by text: Yes Who has possession of the vehicle? DLR Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? Yes If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 52382 Is the customer in a rental? Yes Who authorized? SD [redacted]
07/02/2015	From what date? 6/29/15 Reassigned to 88F
07/03/2015	***** CASE MANAGER TEAM [redacted] U ***** In Warranty MVP: None Household: 3 New, 1 Used
07/03/2015	Writer contacted [redacted] to get info on repair and mileage. Mileage was confirmed at 25180. SA [redacted] advised that they are working on the repair for the steering linkage and are waiting on a response from star. Writer advised they will check back on the repair 07/07/2015.
07/03/2015	CONTACT UPDATE - Customer was contacted today at 8:57AM. Customer was provided with agent's extension: [redacted]
07/03/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [redacted] The reason for the customer contact was to provide or request the following information: Go over case and get expectations.
07/07/2015	Writer contacted [redacted] to get an update on the case. SA stated they were waiting on parts and they came in today. Writer will check repairs
07/08/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [redacted] The reason for the customer contact was to provide or request the following information: Parts came in today, writer will check on repair 07/09/2015. Writer called to go over case and get expectations.
07/10/2015	Writer contacted [redacted] to check status of case, SA stated the vehicle was repaired and picked up.

Date	Comment
07/10/2015	Was he customer in a rental? If yes, how many days? Did the customer have a co-pay? If yes, how much? What is the RO #? 319053 Does the SM have the CAIR #? If no, provide it. Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim?
07/10/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: Check repair satisfaction and writer will follow-up 07/13/2015.
07/14/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: Check repair satisfaction. Writer will follow-up 07/15/2015.
07/16/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: Check repair satisfaction. Writer will follow-up 07/17/2015.
07/17/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: Check repair satisfaction. Writer will follow-up 07/21/2015.
07/21/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension [REDACTED]. The reason for the customer contact was to provide or request the following information: Check repair satisfaction and at his time writer will close case until fur her concerns.
07/22/2015	CLOSED LOOP UPDATE - no need for additional follow-up.

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

<b>VIN</b>		<b>Model Year</b>	2014	<b>Brand</b>	RAM
<b>Body</b>	D28R92	<b>Vehicle</b>	RAM 3500 LONGHORN 4X4		
<b>Open Date</b>	07/17/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	07/29/2015	<b>Origin</b>		<b>Reason</b>	New Problem
<b>Mileage</b>		<b>Market</b>		<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>Caller City</b>	GREAT FALLS			<b>Caller Postal Code</b>	
<b>Customer</b>					
<b>Customer Address</b>					
	GREAT FALLS				
<b>Dealer</b>	26916	<b>Eddys Chrysler Dodge Jeep Ram</b>		<b>Dealer Phone</b>	
<b>Dealer Address</b>					
<b>Dealer Zone</b>		<b>Sales</b>		<b>Service</b>	L
<b>Subject</b>	customer states steering turns from horizontal to vertical				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Steering / Suspension				
	Steering Wheel				
<b>Contact Reason</b>	C105	<b>Technical Issue With Vehicle</b>		<b>Customer Anomaly</b>	90
	Steering wheel issues				
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
07/17/2015 03:59 PM	Open
07/17/2015 04:05 PM	Closed
07/17/2015 08:49 PM	Reopen
07/29/2015 09:17 PM	Closed

**Initial Description**

0122650001-Product,Wheels and Tires,Tires,Other,Front,Front Tires Inquiry, tires are worn  
 0119200000-Product,Steering,Steering Wheel / Column,Other,Default,Steering Wheel / Column Inquiry,customer states steering turns from horizontal to vertical

**Case Comments**

Date	Comment
07/17/2015	Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that when he was driving the steering wheel turns from horizontal to vertical. Customer states that he wants to have it documented so that if anyone else has this concern it's known. Agent advised customer that his concern will be documented. Customer thanked agent. Briefly summarize what the customer is expecting: Customer is expecting to have his concern documented.
07/18/2015	Briefly summarize why the customer is contacting Chrysler: Customer called in seeking cost assistance consideration. Briefly summarize what the customer is expecting: Cost assistance. Customer called in seeking assistance as their vehicle broke down on them twice, where the steering linkage was loose on the vehicle. The first time it happened it was completed at DLR 26916, because the customer was out of town, and the steering was off because the steering linkage bolts were loose. Customer's concerns were repaired for a while. Customer then again was on a trip, and the steering linkage became loose again, while the customer was on a winding road in the mountains, and the vehicle was towed to DLR. Customer's steering linkage this time, the bolts had fallen out. Customer states that he was charged for an alignment, and now, since the steering linkage had went out on the vehicle the tires are abnormally worn. Agent empathized with customer, and contacted DLR Briefly summarize why the customer is contacting Chrysler: Customer called in seeking cost assistance consideration. Briefly summarize what the customer is expecting: Cost assistance. Customer called in seeking assistance as their vehicle broke down on them twice, where the steering linkage was loose on the vehicle. The first time it happened it was completed at DLR 26916, because the customer was out of town, and the steering was off because the steering linkage bolts were loose. Customer's concerns were repaired for a while. Customer then again was on a trip, and the steering linkage became loose again, while the customer was on a winding road in the mountains, and the vehicle was towed to DLR 60161. Customer's steering linkage this time, the bolts had fallen out. Customer states that he was charged for an alignment, and now, since the steering linkage had went out on the vehicle the tires are abnormally worn. Agent empathized with customer, and contacted DLR 60161, whom advised that this is not a common thing, and they would classify it as a manufacturer's defect, and did verify the tires were worn because of the steering linkage problem. Agent then contacted DLR 26916, and advised that the customer did have the concern repeated but worse, and they classified it as a manufacturer's defect as well. Agent reviewed case with TL NW196, whom advised that we could forward this for goodwill consideration, as customer had repeat concern, is original owner, and had previous repair history with issue. Agent advised customer that we cannot guarantee that he will be reimbursed the alignment fee, as it could be reimbursed under the adjustments warranty, or that we could guarantee him 2 new front tires, as this does seem to be caused from the manufacturer's defect with the steering linkage issue. Customer thanked agent for at least looking into things. Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: Customer advised that they will be contacted within one (1) business day, by COB their time Preferred morning/midday call back number is [redacted] Preferred afternoon/evening call back number is [redacted] Who has possession of the vehicle? (Owner/Dealer/IRF) Owner Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? (Y/N) Y If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 60161 Reassigned to 88F
07/18/2015	Status update provided via email to the following email address: [redacted] Hello [redacted] Your case number is [redacted] If you need further assistance please do not hesitate to contact us here at [redacted] of Status Update
07/20/2015	***** CASE [redacted] N***** OOW: Still in warranty MVP: No Household: 1 new 2 used
07/21/2015	Agent contacted SA, [redacted] who stated the vehicle is not at the dealership and there is not an open ticket.

Date	Comment
07/21/2015	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2015-07-21 @ 12:54
07/21/2015	Status update provided via email to the following email address: [REDACTED] My name is [REDACTED] and I have been assigned as your case manager. This email is confirmation that your case [REDACTED] was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number. [REDACTED] within the one business day as promised. My office hours are 7:00 am - 3:30 pm ([REDACTED]). My contact information is [REDACTED] EXT 40539. If your preferred telephone number mentioned above isn't correct, please reply with the correction. End of Status Update
07/21/2015	[REDACTED] has been activated for text message communication.
07/21/2015	CONTACT UPDATE - Customer was contacted today at 10:33am. Customer was provided with agent's extension: 40539. Agent contacted to inquire which dealership his vehicle id at. Customer stated his vehicle was at [REDACTED] and it has been repaired. Customer stated he is not currently having issues after the repair was performed and both times the issue happened it was at higher speeds and the steering began to drift on its own from horizontal to vertical. Customer alleges that when the repair was first addressed in [REDACTED] the dealership didn't perform an alignment and he believes that's why his tires are worn. Agent inquired as to what the customer is expecting since the vehicle is repaired. Customer stated he would like protection for the wheels and tires. Agent offered customer RHTW7N and ECCDR520N to protect the customer's investment and for inconvenience. Customer accepted. Customer inquired if the alignment he paid for could be reimbursed. Agent advised documentation needed to be sent for reimbursement consideration. Agent advised the contracts would be added in 2 to 3 business days and contact will be made to provide the customer with the contract number and allow the customer time to drive the vehicle to ensure the repairs were made to his satisfaction.
07/21/2015	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3588JM***** Good afternoon, this is [REDACTED] with Ram Customer Care. As we discussed I will be texting you status updates regarding your case [REDACTED] If you have questions *****END OF TEXT MESSAGE SENT TO CUSTOMER*****
07/21/2015	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3588JM***** or concerns you may reach me at [REDACTED] EXT 40539 between 7:00am-3:30pm. *****END OF TEXT MESSAGE SENT TO CUSTOMER*****
07/21/2015	Text message received from [REDACTED]
07/21/2015	***** Start SMS Reply From Customer ***** Phone Number: [REDACTED] Received Date: Tue Jul 21 14:20:14 EDT 2015 Text: Thanks [REDACTED] ***** End SMS Reply From Customer *****
07/21/2015	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3588JM***** You're welcome. Have a wonderful day. *****END OF TEXT MESSAGE SENT TO CUSTOMER*****
07/21/2015	Text message received from [REDACTED]
07/21/2015	***** Customer Document Received *****
07/21/2015	***** Start SMS Reply From Customer ***** Phone Number: [REDACTED] Received Date: Tue Jul 21 15:03:48 EDT 2015 Text: Can you use these pictures ? ***** End SMS Reply From Customer *****
07/21/2015	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3588JM***** I can not receive pictures via text. If the pictures are clear, have the correct date and information I can review them. I need to have a bill from the *****END OF TEXT MESSAGE SENT TO CUSTOMER*****
07/21/2015	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3588JM***** dealership and a bank statement. Please and thank you. *****END OF TEXT MESSAGE SENT TO CUSTOMER*****
07/22/2015	Text message received from [REDACTED]
07/22/2015	***** Start SMS Reply From Customer ***** Phone Number: [REDACTED] Received Date: Tue Jul 21 16:06:59 EDT 2015 Text: Can you please send out another link for sending more attachments Thanks ***** End SMS Reply From Customer *****
07/22/2015	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3588JM***** Yes, Sir I will. *****END OF TEXT MESSAGE SENT TO CUSTOMER*****
07/22/2015	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2015-07-21 @ 16:15
07/22/2015	Text message received from [REDACTED]
07/22/2015	Text message received from [REDACTED]
07/22/2015	***** Start SMS Reply From Customer ***** Phone Number: [REDACTED] Received Date: Tue Jul 21 17:54:00 EDT 2015 Text: from Wells Fargo. Thanks [REDACTED] Phone Number: [REDACTED] Received Date: Tue Jul 21 17:54:01 EDT 2015 Text: I have just sent out 2 more documents with the new link you should now have a total of 3 documents, an invoice. And a receipt and also a bank statement ***** End SMS Reply From Customer *****
07/22/2015	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3588JM***** Thank you for submitting your documentation. I will review the information and get back to you no later than 7/24/2015 to also provide you with the contract *****END OF TEXT MESSAGE SENT TO CUSTOMER*****
07/22/2015	Text message received from [REDACTED]
07/22/2015	*****START OF TEXT MESSAGE SENT TO CUSTOMER by T3588JM***** number for the one time goodwill offer. If you have questions or concerns you may contact me at [REDACTED] EXT 40539 between 7:00am-3:30pm MTN time. *****END OF TEXT MESSAGE SENT TO CUSTOMER*****
07/22/2015	***** Customer Document Received *****
07/22/2015	***** Start SMS Reply From Customer *****
07/22/2015	Phone Number: [REDACTED] Received Date: Tue Jul 21 18:14:54 EDT 2015 Text: Thanks? ***** End SMS Reply From Customer *****
07/22/2015	RHTW7N and ECCDR520N. Contract created. Contract number is 40365783.
07/24/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40539. The reason for the customer contact was to provide or request the following information: requesting call back to discuss case.
07/24/2015	*** Informed customer alignments are a scheduled maintenance item and the agent requested the customer submit documentation because the agent really wanted to inquire if we could provide this reimbursement for the customer. Due to Chrysler guidelines at this time we can fulfill this request, however the service contracts the agent offered to you has been added to the vehicle. Provide contract number.
07/24/2015	**addition to lines 191-194 Agent advised of follow update on 7/28.
07/28/2015	Agent contacted customer to inform on lines 195-200. Customer requested an email be sent to provide the contract number. Agent inquired if the customer was still satisfied with the repairs. Customer stated he was satisfied. Agent advised the case will now be closed out and an email will be sent to provide the customer with the contract number and the Ram Customer Service line.
07/28/2015	Status update provided via email to the following email address: [REDACTED] Good afternoon, this is [REDACTED] with Ram Customer Care. I received information that you are satisfied with the repairs made to your 2014 RAM 3500 LONGHORN 4X4. The case will now be closed out today, 7/27/2015. However if you should need assistance in the future you may contact the Ram Customer service line at [REDACTED]. I also wanted to inform you the one time goodwill offer made to you on 7/21/2015 has been added to the vehicle. Contract number is 40365783 and is good at any Chrysler dealership. Thank you for being a part of the Ram family. End of Status Update
07/29/2015	[REDACTED] has been deactivated for text message communication.
07/29/2015	Status update provided via email to the following email address: [REDACTED] Good afternoon, this is [REDACTED] with Ram customer I wanted to inform you on the open recall you currently have on your vehicle. R40 RADIO SECURITY VULNERABILITY. You may contact your local dealership to have this issue resolved. If you should need our assistance in the future you may contact the Ram Customer Service line at [REDACTED]. Thanks for being a part of the Ram family. End of Status Update

Email(s)

Date	Subject
	Good afternoon, this is [REDACTED] with Ram customer

Good afternoon, this is [REDACTED] with Ram customer I wanted to inform you on the open recall you currently have on your vehicle. R40 RADIO SECURITY VULNERABILITY. You may contact your local dealership to have this issue resolved. If you should need our assistance in the future you may contact the Ram Customer Service line at [REDACTED]. Thanks for being a part of the Ram family.

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

VIN		Model Year	2014	Brand	RAM
Body	D28R92	Vehicle	RAM 3500 LONGHORN CREW CAB 4X4		
Open Date	07/20/2015	CAIR Type	Regular	Status	Closed
Close Date	08/04/2015	Origin	Telephone	Reason	New Problem
Mileage	25,700 Miles	Market		Language	English
Contact Email		Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
Dealer	68488	Rairdon's Dodge Chrysler Jeep of		Dealer Phone	
Dealer Address	16610 Smokey Point Blvd				
	Arlington		WA	982238409	
Dealer Zone	West	Sales District		Service District	A
Subject	Steering wheel became off center as drag link came loose				
Synopsis					
Customer Anomaly	Steering / Suspension				
	Suspensions Arms				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	89	Steering/Suspension arms issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
07/20/2015 06:38 PM	Open
08/04/2015 12:32 AM	Closed

**Initial Description**

0464020000-Corporate,Survey By-Pass,No Diagnosis,Default,Default,Survey By Pass - No Diagnosis,Survey By Pass - No Diagnosis  
 0102050900-Product,Suspension,Tie Rods / Drag Link,Poor Handling,Unknown,Tie Rods/Drag Link-Poor Handling,Steering wheel became off center as drag link came loose

**Case Comments**

Date	Comment
07/20/2015	Briefly summarize why the customer is contacting Chrysler: Customer is calling because he has had some serious safety concerns. Customer states that the drag link on the vehicle has come loose three times and the dealership just tightens it and realigns it. Customer also states that he brought the vehicle to the dealership and on 7/14/15 and got the vehicle back on 7/16/15 and only 130 miles later the steering wheel came off center again. Briefly summarize what the customer is expecting: Customer is expecting to have his vehicle repaired or have it bought-back/replaced. Agent advised Customer that because this is an ongoing issue his case will be escalated to a case manager who will contact him back in one business day to discuss his vehicle concerns. Customer understood and thanked Agent. - Customer advised that they will be contacted within one (1) business day, by their time Preferred morning/midday call back number is Preferred afternoon/evening call back number is Customer email address for case updates: Customer prefers phone call or text would customer like to receive updates via text message? (Y/N) Y Mobile number: Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJR dealer within the last 30 days? (Y/N) Y If a CDJR dealer has diagnosed within 30 days, what is the dealer name or code? 68488 Is the customer in a rental? (Y/N) N Reassigned to 88F
07/21/2015	***** Case Management - District O ***** OOW: No. MVP: None Household: 4 New. 2 Used.
07/21/2015	Writer called DLR and left message for callback at extension 40756.
07/21/2015	SM called back and informed that the last time he was in, they tightened some bolts, and it fixed the issue. SM said customer will have to go in again, and have it re-diagnosed. Writer will inform the customer of this.
07/21/2015	CONTACT UPDATE - Customer was contacted today at 1:18. Customer was provided with agent's extension: 40756.
07/21/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40756. The reason for the customer contact was to provide or request the following information: Needs to take vehicle in for diagnosis.
07/22/2015	Customer left a voicemail requesting return call.
07/22/2015	Customer called in and informed that he does not want his vehicle repaired. He only wants buyback/replacement. Writer explained that we are unable to assist with that as this is a repair resolution department. Customer will look into lemon law on his own time.
07/28/2015	Writer called DLR and was informed by that there is no appt scheduled.
07/28/2015	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 40756. The reason for the customer contact was to provide or request the following information: Inform that case will be closed because no appointment set.
08/04/2015	CLOSED LOOP UPDATE - no need for additional follow-up.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2014	Brand	DODGE
Body	DJ7H91	Vehicle	RAM 2500 SLT 4X4		
Open Date	07/21/2015	CAIR Type	Regular	Status	Closed
Close Date	08/04/2015	Origin	Telephone	Reason	New Problem
Mileage	20,000 Miles	Market		Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	SURPRISE	Caller Country		Caller Postal Code	
Customer					
Dealer	44510	Larry H. Miller Dodge Peoria	Dealer Phone		
Dealer Address					
Dealer Zone	West	Sales		Service	M
Subject	Customer states his transmission shifts hard.				
Synopsis					
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

#### Case Status History

Create Date	Status
07/21/2015 03:34 PM	Open
08/04/2015 05:02 PM	Closed

#### Initial Description

0108600200-Product,Electrical, Radio/Spkrs/Clock/Antenna,Defective,Default,Radio/Spkrs/Clock/Antenna - Defective,Customer states his radio freezes up.  
0108270210-Product,Electrical, Power Windows,Defective,F. Door-Driver,Defective Left Front Power Window Inquiry,Customer states his power windows dont always work.  
0121080300-Product,Transmission / Transaxle,Automatic Trans / Transaxle,Hard Shifting,Default,Automatic Trans / Transaxle - Hard Shifting,Customer states his transmission shifts hard.

#### Case Comments

Date	Comment
07/21/2015	Briefly summarize why the customer is contacting Chrysler: Customer states he has been having problems with his truck since he purchased it. Customer states his transmission shifts hard, his windows don't always work, his steering linkage nut came loose and could have caused an accident, his radio freezes up from time to time. Customer states this truck has put a bad taste in his mouth about dodge. Customer states he was told he could add extra option in his vehicle later on if he would like. now he is pursuing these op ion and the DLR is telling him that these options cannot be added. Briefly summarize what the customer is expecting: Customer is upset for all of the time and trips to the DLR for all of these problems. Customer states he is looking for compensation for these troubles. Agent advised customer to take his vehicle to another DLR for a second opinion and give us a call back with a diagnosis. Customer states he would like to speak with a supervisor. Agent advised customer that it is a 1 business day call back. Customer agreed and call ended. Reassigned to MP1021 for supervisor call back.
07/22/2015	Supervisor contacted customer at provided number. Customer stated that he has had concerns with his vehicle. The customer was directed by the previous agent to seek a second opinion as he was told that his transmission is opera ing as designed. Supervisor informed the customer hat if a diagnosis determines that there is an issue with the transmission, that we can escalate to a case manager at hat time. The customer wanted to be compensated for his time as he believes he has had too many issues and too many trips to the dealership as well as believing that his prep group came with a ball hitch and rails. Supervisor offered oil changes to the customer and he accepted but wanted more. The customer did not know what more he wanted, but then said he wanted the rails and ball. Supervisor offered a reimbursement for the ball if he purchases it. Customer did not think this was fair but agreed to it. Supervisor stated we can send a documentation request link and he can submit for reimbursement. Customer also wanted to know what he next steps were if the dealership stated his concern was still operating as designed. Supervisor informed the customer no fur her action would be taken if that were the case as the vehicle would be operating as designed. Customer stated he would call back if he had further questions. Customers email address is [redacted]@cox.net.
07/22/2015	***** Below Customer Contacted for Documentation Request ***** [redacted]@cox.net on 2015-07-22 @ 15:47
07/23/2015	***** Customer Document Received *****
07/24/2015	Will review and follow-up wi h customer.
07/31/2015	Will review and follow-up wi h customer.
07/31/2015	Supervisor contacted the customer back and stated that we are approving the cost of the ball for \$244.71. Customer accepted offer and stated that he is having an intermittent concern with he vehicle and will contact us back if he is able to go back to the dealership.
08/04/2015	8/4 Check mailed.

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.