

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2013	Brand	DODGE
Body	DJ7H91	Vehicle	RAM 2500 SLT 4X4		
Open Date	03/14/2014	CAIR Type	Warranty Litigation	Status	Closed
Close Date	04/01/2014	Origin	Telephone	Reason	New Problem
Mileage	5,000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City	WEST JORDAN	Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	WEST JORDAN		UT		USA
Dealer	44644	Ken Garff West Valley Chrysler Jeep Dodge Ram FIAT	Dealer Phone	8019550872	
Dealer Address	4175 W 3500 South				
	West Valley City		UT	841203203	USA
Dealer Zone	West	Sales District		Service District	F
Subject	Customer states tie rods failed due to a defect.				
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
03/14/2014 10:10 PM	Open
03/17/2014 05:45 PM	Closed
03/19/2014 06:36 PM	Reopen
03/20/2014 01:26 PM	Closed
03/24/2014 05:51 PM	Reopen
03/24/2014 06:36 PM	Closed
04/01/2014 11:56 AM	Reopen
04/01/2014 06:21 PM	Closed

**Initial Description**

044400000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage  
 0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Customer states tie rods failed due to a defect.  
 0123600012-Product,Body / Trim / Paint Finish,Paint Finish,Other,F. Door-Pass,Right Front Door Paint Finish Inquiry,Large scratches on he passenger side.  
 0108500000-Product,Electrical,Lamps and Switches,Other,Default,Lamps and Switches - Inquiry,Passenger side headlight was broken.  
 0123850000-Product,Body / Trim / Paint Finish,Sheet Metal,Other,Unknown,Sheet Metal Inquiry,Customer the front quarter panel, hood, roof, and door was damaged.  
 0102050001-Product,Suspension,Tie Rods / Drag Link,Other,Front,Front Tie Rods/Drag Link-Inq,Customer states tie rods failed due to a defect.

**Case Comments**

Date	Comment
03/15/2014	Briefly summarize why the customer is contacting Chrysler: Customer [REDACTED] called and states on 3/13/14 7:00 pm last night, he was driving eastbound on [REDACTED] about 25 - 30 MPH. He lost steering and veered off [REDACTED] took out street light and ran into a concrete fence. Customer states his vehicle was towed to: Abra Autobody 4600 South Main Street Murray, UT 84107 [REDACTED] Customer states he just met with Abra his afternoon. Customer states that Abra states the accident was caused by a part failure of the tie rod. Customer states the vehicle was damaged from the passenger side front quarter panel, headlight, large scratch down the side to the back door. Customer states there are also dents on hood, roof, and rock panel on bottom of passenger side. ***** Briefly summarize what the customer is expecting: Customer states he wants some resolution. Customer states he does not know what to expect. Customer states he wants Ram to take the truck back and provide him with another. Customer states even if the vehicle is repaired, a wrecked vehicle is never the same. ***** Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates [REDACTED] com Who has possession of the vehicle? IRF Abra Autobody Has the vehicle been diagnosed by a CDJ dealer? No If a CDJ dealer has diagnosed, what is the dealer name or code? N/A Reassigned to 88F *****
03/15/2014	***Please refer to Answer ID 18819.***
03/17/2014	***** VEHICLE IS LOCATED AT: Abra Autobody 4600 South Main Street Murray, UT 84107 801-266-9526 ***** Per OGC Matrix, reassigned to 82T.
03/17/2014	3.17.14 Assigned to TNT16. MJK
03/17/2014	CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 03-17-2014 13:45
03/17/2014	CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 03-17-2014 13:45
03/18/2014	Customer calls to speak with their Case Manager. Writer provided the number Jay Susalla JSS15 - Tie Line - 874-8171 Outside 586-274-8171 and also transferred the call.
03/19/2014	CCRG Open Date: 03/17/2014 12 02:57 Letter Sent: Acknowledgement 03/18/2014 09:48:33

Date	Comment
03/19/2014	Owner has left multiple messages. [REDACTED] Per OGC Matrix, reassigned to 82T.
03/20/2014	3/20/14 UPDATED CCRG FILE.
03/24/2014	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Dealer - By-Pass
03/24/2014	Owner seeking status update.
03/24/2014	Per OGC Matrix, reassigned to 82T.
03/24/2014	3/24/14 UPDATED CCRG FILE & CASE MANAGER. PAG
03/31/2014	Customer calls to speak with their Case Manager. Customer stating that he has left several messages for one of the CMs, JSS15 and has not got a return call yet. Writer advised the customer of lines 52-60. Customer stating that they have already seen the vehicle on Monday 03/24/14 and he wants to have a quick resolution regarding his case.
04/01/2014	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/31/14 AT 17:46:16 24736314
04/01/2014	Owner calling for update. Per OGC Matrix, reassigned to 82T.
04/01/2014	4/1/14 UPDATED CCRG FILE.
04/04/2014	Letter Sent: Denial 04/03/2014

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

<b>VIN</b>		<b>Model Year</b>	2012	<b>Brand</b>	DODGE
<b>Body</b>	DJ7P81	<b>Vehicle</b>	DODGE RAM LARAMIE 4X4 2500 MEGA CAB PICKUP		
<b>Open Date</b>	08/25/2014	<b>CAIR Type</b>	Warranty Li iga ion	<b>Status</b>	Closed
<b>Close Date</b>	08/29/2014	<b>Origin</b>	Telephone	<b>Reason</b>	New Problem
<b>Mileage</b>	57,000 Miles	<b>Market</b>	USA	<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>	
<b>Customer</b>					
<b>Customer Address</b>					
	IDAHO FALLS	ID			USA
<b>Dealer</b>	25001	Ron Sayer's Chrysler Jeep Dodge		<b>Dealer Phone</b>	2085242700
<b>Dealer Address</b>	490 Northgate				
	Idaho Falls	ID	83401	USA	
<b>Dealer Zone</b>	West	<b>Sales District</b>		<b>Service District</b>	E
<b>Subject</b>	Customer reporting accident				
<b>Synopsis</b>					
<b>Customer Anomaly</b>					
<b>Contact Reason</b>	C206	Vehicle in Accident	<b>Customer Anomaly</b>		
<b>Reason Code</b>	After Sales - Complaint - Product - Accident - Vehicle in Accident				

**Case Status History**

Create Date	Status
08/25/2014 03:25 PM	Open
08/29/2014 12:20 PM	Closed

**Initial Description**

0208000000-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Customer reporting accident  
 0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage  
 0102050001-Product,Suspension,Tie Rods / Drag Link,Other,Front,Front Tie Rods/Drag Link-Inq,Customer reporting accident  
 0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Customer reporting accident

**Case Comments**

Date	Comment
08/25/2014	****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler. Briefly summarize what the customer is expecting: ****End structured narrative T2 - Beginning Narrative 1. Who is calling and what is their contact information? Preferred: [redacted] Alternate: [redacted] 2. What happened? Customer states the vehicle was repaired for the N49 recall. Customer states the company was driving the vehicle down a dirt road pulling a trailer and the nut broke off of the steering linkage. Customer states he wants to have the vehicle repaired for anything that would have caused the accident. Customer states he would like to have the vehicle towed to his area and will not touch it until the parts are replaced. Customer states the vehicle is approximately 90 miles away from his current location. 3. What is the current location of the vehicle? Fishing parking lot, Osborne bridge, Island park, ID. Reassign to 82S for special handling.
08/26/2014	Left vm requesting location
08/28/2014	VEHICLE IS LOCATED AT: RON SAYER'S CHRYSLER JEEP DODGE CJDTR 490 NORTHGATE IDAHO FALLS ID 83401 208-522-2610 ***** Per OGC Matrix, reassigned to 82T.
08/29/2014	8/29/14 ASSIGNED TO NDP8. PAG
08/29/2014	CAIR NUMBER [redacted] REQUEST EAA INSPECTION 08-29-2014 08:19
08/29/2014	CAIR NUMBER [redacted] E-MAIL SENT TO EAA 08-29-2014 08:20
08/31/2014	CCRG Open Date: 08/28/2014 15:12:37
09/03/2014	Letter Sent: Acknowledgement 09/02/2014 09:08:27
09/06/2014	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/06/14 AT 14:04:49 25523093
09/12/2014	Letter Sent: Denial 09/11/2014

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

<b>VIN</b>		<b>Model Year</b>	2012	<b>Brand</b>	DODGE
<b>Body</b>	DD3L64	<b>Vehicle</b>	DODGE RAM 4X2 3500 REG CAB CHASSIS		
<b>Open Date</b>	03/27/2015	<b>CAIR Type</b>	Warranty Litigation	<b>Status</b>	Closed
<b>Close Date</b>	04/16/2015	<b>Origin</b>	Letter	<b>Reason</b>	New Problem
<b>Mileage</b>	60,942 Miles	<b>Market</b>	USA	<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>	
<b>Customer</b>					
<b>Customer Address</b>					
	SANDIA		TX		USA
<b>Dealer</b>	68543	Love Chrysler Dodge Jeep LLC		<b>Dealer Phone</b>	3616649955
<b>Dealer Address</b>	1259 East Main St				
	Alice		TX	783325048	USA
<b>Dealer Zone</b>	Southwest	<b>Sales District</b>		<b>Service District</b>	L
<b>Subject</b>	Product in Accident				
<b>Synopsis</b>					
<b>Customer Anomaly</b>					
<b>Contact Reason</b>	C206	Vehicle in Accident	<b>Customer Anomaly</b>		
<b>Reason Code</b>	After Sales - Complaint - Product - Accident - Vehicle in Accident				

**Case Status History**

Create Date	Status
03/27/2015 02:37 PM	Open
03/27/2015 03:43 PM	Closed
04/15/2015 11:33 AM	Reopen
04/16/2015 12:22 PM	Closed

**Initial Description**

0102051100-Product,Suspension,Tie Rods / Drag Link,Broken,Unknown,Broken Tie Rods/Drag Link,Broken Tie Rods/Drag Link  
 0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident

**Case Comments**

Date	Comment
03/27/2015	****Begin structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting: ****End structured narrative T2 - Beginning Narrative Briefly summarize why the customer is contacting Chrysler: Customer contacted in regards to an accident that her brothers vehicle was in while her son was driving. Agent advised customer that would need to be sent for special investigations. Briefly summarize what he customer is expecting: Resolution from accident COIN Updated & CAIR reassigned to 82S Contact [redacted] telephone # [redacted] LOCATION OF VEHICLE - INCLUDING THE ADDRESS:Tino's collision Texas [redacted] Sandia Texas [redacted] LOCATION OF VEHICLE PHONE NUMBER [redacted] What happened?: Customers sister was contacting on behalf of brother. Customers son was the one involved in accident Date of Incident?03/26/15
03/27/2015	3/27/15 WHAT IS THE DEFECT THE OWNER IS ALLEGING ? Reassigned back to TR880
03/27/2015	Right tie rod
03/27/2015	3/27/15 INJURIES "Owner alleges right tie rod broke causing accident ." LOCATION OF VEHICLE Tino s collision [redacted] Sandia Texas [redacted] LOCATION OF VEHICLE PHONE NUMBER [redacted] 1 Per OGC Matrix, reassigned to 82t for their review and handling. TGR
03/27/2015	P65 DIESEL FUEL HEATER ELECTRICAL CONNECTOR SAFETY 12/01/2014 INCOMPLETE Incomplete Recall P27 ENGINE COOLANT HOSE BUNDLE CUSTOMER SATISFACTION 03/27/2015 INCOMPLETE
03/27/2015	3/27/15 ASSIGNED TO MJK32. PAG
03/27/2015	CAIR NUMBER [redacted] REQUEST EAA INSPECTION 03-27-2015 11:43
03/27/2015	CAIR NUMBER [redacted] E-MAIL SENT TO EAA 03-27-2015 11:43
03/29/2015	CCRG Open Date: 03/27/2015 11:24:38
03/31/2015	Letter Sent: Acknowledgement 03/30/2015 11:00:22
04/01/2015	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/01/15 AT 14:10:22 26699018
04/15/2015	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Dealer - By-Pass
04/15/2015	*****FILE RETURNED TO SI FOR RESOLUTION*** 4/15 Dictated letter to owner.
04/15/2015	POSTMARK DATE: 041515; DATE RECEIVED: 041515
04/16/2015	4/16 Mailed letter to owner. _

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2012	Brand	DODGE
Body	DJ7H92	Vehicle	DODGE RAM SLT 4X4 2500 CREW CAB 4X4		
Open Date	07/30/2015	CAIR Type	Regular	Status	Closed
Close Date	08/19/2015	Origin	Email	Reason	New Problem
Mileage	100,000 Miles	Market	USA	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City		Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
	UTHERSVILLE		GA		USA
Dealer					
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Customer alleges he has "death wobble".				
Synopsis					
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
07/30/2015 11:55 PM	Unworked
08/16/2015 04:57 PM	Open
08/19/2015 11:49 AM	Closed

**Initial Description**

010000900-Product,Unknown,Unknown,Poor Handling,Default,Product has Poor Handling,Customer alleges he has "death wobble".

**Case Comments**

Date	Comment
07/31/2015	***** EMAIL BRIEF DESCRIPTION CONTENT ***** Death Wobble ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
08/16/2015	Severe shaking resulting in a broken tie rod accident that sent me off the road. fixed the tie rod, but started experiencing death wobble again once again resulting in a side swipe accident. replaced shocks,rebuilt upper and lower ball joints and added a steering box brace, dual stabilizers and new ties and wheels. 10k miles later I has begun again. I am at my wits end. I researched hard to find the best diesel and sold my Chevy 2500 to buy the Ram. Help! *****END OF CUSTOMER EMAIL*****
08/16/2015	Dear [REDACTED] Thank you for contacting the RAM Customer Assistance Center in regards to your 2012 RAM 2500. I regret to learn of the concerns you have experienced with your vehicle and appreciate the time you have taken to contact us with your request for assistance. I would be more than happy to discuss your concern with your servicing dealership therefore, I request that you reply to this email and provide me with the name and address of the dealership you were working with as well as the date and mileage of the last repair. Also, our records indicate that the following recall campaign has not been performed by an authorized dealer: P65 Diesel Fuel Heater Electrical Connector We suggest that you contact your local Chrysler, Dodge, Jeep, and Ram dealer, or Fiat Studio, to make arrangements for an inspection and, if necessary, corrective action at no charge to you. Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification to your dealer's service department when you bring your vehicle in for this service. If you wish to obtain further information, please contact the FCA Group Recall Assistance Center at 1-800-853-1403. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to his email message or call 1-866-RAM-INFO (1-866-726-4636). Sincerely, Jennifer Customer Service Representative RAM Customer Assistance Center *****END OF CAC EMAIL*****
08/19/2015	Also installed a steering box stabilizing bracket. Took truck to Ram dealer in Morrow, Ga(Landmark) initially and they found nothing wrong. Suggested I replace upper and lower ball joints tho? Landmark quoted \$1600. The service mgr said he had never heard of the wobble I experienced (even though "YouTube" is full of videos as far back as 2006 Ram trucks. Knowing they were not being honest, I took truck to reputable local repair shop and began process of elimination. By the way, OEM parts and work to repair all ball joints were completed for \$1000? Incidentally, is my Ram eligible for "buy back"? *****END OF CUSTOMER EMAIL*****
08/19/2015	Dear [REDACTED] appreciate the time you have taken to contact me back with the requested information as well as your request for buy back information and apologize for any frustration you may have encountered while attempting to locate his information. FCA US and the National Highway Traffic Safety Administration, or NHTSA, have signed a consent agreement which includes potentially buying back certain eligible vehicles that are included in recalls N08, N49, N63 and R16 and have not had them completed. While your vehicle did have the recall N49 it has been completed and therefore, your vehicle will not be included in the agreement. Furthermore, as the diagnosis and repair for the concerns on your vehicle was not completed at an authorized Chrysler dealership we would be unable to assist with your concerns. I regret I am unable to provide you with a more favorable reply. Sincerely, Jennifer Customer Service Representative RAM Customer Assistance Center *****END OF CAC EMAIL*****

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

<b>VIN</b>		<b>Model Year</b>	2012	<b>Brand</b>	DODGE
<b>Body</b>	DJ7P81	<b>Vehicle</b>	DODGE RAM LARAMIE 4X4 2500 MEGA CAB PICKUP		
<b>Open Date</b>	08/04/2015	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	11/13/2015	<b>Origin</b>	Email	<b>Reason</b>	New Problem
<b>Mileage</b>	48,150 Miles	<b>Market</b>	USA	<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>	
<b>Customer</b>					
<b>Customer Address</b>					
	BAKERSFIELD		CA		USA
<b>Dealer</b>	41198	<b>Haddad Dodge</b>		<b>Dealer Phone</b>	6613980264
<b>Dealer Address</b>	3000 Harris Rd				
	Bakersfield		CA	933133204	USA
<b>Dealer Zone</b>	California	<b>Sales District</b>		<b>Service District</b>	K
<b>Subject</b>	Information Request			<b>Recall</b>	N49
<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
08/04/2015 01:01 AM	Unworked
08/20/2015 12:34 AM	Open
11/13/2015 10:00 PM	Closed

**Initial Description**

046425000-Corporate,Survey By-Pass,Outbound Recall Follow Up,Default,Default,Outbound Recall Follow Up,P67 N47 N49 N08 R13  
 05N4900100-Recall,Recall - Do Not Select,Recall - Do Not Select,Information Request,Default,Information Request,Information Request-Please refer to Case  
 Comments

**Case Comments**

Date	Comment
08/04/2015	***** EMAIL BRIEF DESCRIPTION CONTENT ***** recall Buy Back Program ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
08/20/2015	I was on hold for over an hour to get information on the buyback program Dodge 2012 Ram2500 4x4 mega cab. had the tie rods break and put me in a ditch. Lucky to be alive what is the options on the buy back . Please let me know. This would not be good publicity for ram That my family could have been killed and I took it in twice and they did not have the parts so they delayed the repair. Then it broke and it cost me down time on my vacation in idaho. *****END OF CUSTOMER EMAIL*****
08/20/2015	Dear [REDACTED] Thank you for contacting the RAM Customer Assistance Center. We apologize for the inconvenience this may have caused you and appreciate the time and effort you have taken to bring this matter to our attention. In regards to your inquiry, the safety of our customers is of utmost importance to FIAT Chrysler. FCA US and the National Highway Traffic Safety Administration, or NHTSA, have signed a consent agreement which includes potentially buying back certain eligible vehicles that are included in recalls N08, N49, N63 and R16. The details of the potential repurchase of these vehicles will be better defined in the coming weeks, and all customers whose vehicles are included in these populations will be contacted.
08/20/2015	Based on this information, your vehicle was included in the N49 - Left Tie Rod. For affected owners that have already had these recall repairs performed, no further action is necessary at this time. To better assist you, we also included a list of all the recalls your vehicle has ever and their completion status had below. N49 - Left Tie Rod - Complete N40 - Reprogram Powertrain Control Module - Complete P65 - Diesel Fuel Heater Electrical Connector - Incomplete At this time, we are still reviewing your concerns in regards to this and will be sending your case to our tracking department so you may contact you by email with further information. In the meantime if you are seeking any additional information on the details of the consent agreement, it is posted for viewing at www.nhtsa.gov. Please accept our sincerest apologies that we are not able to provide you more information at this time. 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 (1-866-726-4636). Sincerely, Ashley Customer Service Representative
08/20/2015	RAM Customer Assistance Center *****END OF CAC EMAIL RESPONSE*****
08/20/2015	The part required to provide a permanent remedy for recall N49 is currently not available. Advised customer that their case will be assigned for special tracking until the part becomes available. Advised customer that an email will be sent when second letter detailing part availability is sent to customer. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is xxx-xxx-xxxx Customer email address for case updates: [REDACTED] Reassigned to 961
08/24/2015	Thank you for the information but I am baffled and confused. I have been a great dodge supporter and after I bought my truck there were several others from my company that followed suite. I did receive the recall notice on the tie rods and for a couple of the services I would try to schedule the recall repairs to be done. Their claim was they did not have the parts and they said I would be ok. After two iterations of being delayed I took my family on a vacation to Idaho. While pulling a trailer out of the mountains on a gravel road the truck began to perform peculiar and I was having a hard time steering. I made the first turn and was trying to keep it in control and made the second turn. This whole time I am decelerating and did not make the third turn. When I applied the brakes the right front tire went seriously right and it steered the truck off the road into a ditch. This is not to relive this event to where I could not get tow trucks from the three tow companies in his area. Needless to say with we spent the week end and that monday in a small town. The repair to the tie rods was it was a bigger tie rod but the swivel joint was the same diameter. This is where is snapped on me. I do not have confidence that this is truly fixed. What gets me angry is that if I was going down a freeway and it broke it could have killed my family. I have not gone to the safety board or any other organization yet to make them aware of this issue, but to be told that I would not qualify for consideration of the buy back is ridiculous. I would at least like to have options and

Date	Comment
	<p>understand what my options are but to be refused out of the box. At this point I am interested in upgrading to a new dodge with a redesigned front end. If I am refused and treated the way my recalls have been going can;t get in they are two busy. Then I will consider tanking my business with me and will influence several other purchases. Please reconsider your offers. I am a Senior Buyer for a large corporation your treatment of your customers will weigh in on future purchases. Thank you for your consideration. Dan L. Swainston *****END OF CUSTOMER EMAIL RESPONSE*****</p>
08/24/2015	<p>Dear [REDACTED] We have not completely declined you from this option. As we stated in our previous email, we sent your case to our parts tracking department so you can receive further information in regards to the potential repurchase of your vehicle. We do not have enough information at this time to advise you if your vehicle is 100% involved in this or not. You have to wait for more information to be sent to you in order to obtain further information on this matter. Sincerely, Ashley Customer Service Representative RAM Customer Assistance Center *****END OF CAC EMAIL RESPONSE*****</p>
10/28/2015	<p>It is now the end of October and I have not heard from you Could you please follow up and let me know the status. I have just received another recall which means I have two that have not been fixed and one that was fixed with the same diameter part that broke and put me in a ditch. Please let me know if and how I can become a part of the buyback program [REDACTED] *****END OF CUSTOMER EMAIL*****</p>
10/28/2015	<p>Dear [REDACTED] We apologize for the inconvenience this may have caused you and appreciate the time and effort you have taken to bring this matter to our attention. A review of our records indicates that your vehicle has already had the recall N49 for the Left Tie Rod completed and is not eligible for the repurchase program we have set out for the vehicles involved in the program. This program was only for vehicles that had not completed the recall on their vehicle. We apologize that we are unable to assist you with this concerns. We will ensure your dissatisfaction is documented in our corporate records for any future related concerns. Sincerely, Ashley Customer Service Representative RAM Customer Assistance Center *****END OF CAC EMAIL RESPONSE*****</p>
11/11/2015	<p>Vehicle is at the dealership - HADDAD DODGE (41198) Update triggered by S090011</p>
11/14/2015	<p>*** Below message was sent to customer *** Email: on 11/13/2015 at 06:00 PM Confirmed all second letters for P67/N47/N49/N08/R13 recall have been sent to affected customers. Customers with valid email addresses have been contacted. Should customer contact CAC, please handle as per AC 24391 (P67) ,AC 24742 (N47, N49,N08) or (R13), AC 24550 (R09) or AC 24611 (R13). System Closure of CAIR. *** End of Message ***</p>

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

<b>VIN</b>		<b>Model Year</b>	2011	<b>Brand</b>	DODGE
<b>Body</b>	D28P92	<b>Vehicle</b>	DODGE RAM LARAMIE 4X4 3500 CREW CAB PICKUP		
<b>Open Date</b>	01/04/2016	<b>CAIR Type</b>	Legal	<b>Status</b>	Closed
<b>Close Date</b>	01/21/2016	<b>Origin</b>	Letter	<b>Reason</b>	New problem
<b>Mileage</b>	47,000 Miles	<b>Market</b>	USA	<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>	
<b>Customer</b>					
<b>Customer Address</b>					
			MI		USA
<b>Dealer</b>	44230	Fremont Motor Cody Inc		<b>Dealer Phone</b>	3075876206
<b>Dealer Address</b>	3127 Big Horn Ave				
	Cody		WY	824149250	USA
<b>Dealer Zone</b>	Denver	<b>Sales District</b>		<b>Service District</b>	B
<b>Subject</b>	Product in Accident				
<b>Synopsis</b>					
<b>Customer Anomaly</b>					
<b>Contact Reason</b>	C206	Vehicle in Accident	<b>Customer Anomaly</b>		
<b>Reason Code</b>	After Sales - Complaint - Product - Accident - Vehicle in Accident				

**Case Status History**

Create Date	Status
01/04/2016 09:06 PM	Open
01/06/2016 02:03 PM	Closed
01/21/2016 12:34 PM	Reopen
01/21/2016 05:37 PM	Closed
09/29/2018 03:24 PM	Closed

**Initial Description**

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage  
 0123568630-Product,Body / Trim / Paint Finish,Air Bag,Failed to Deploy,Both Air Bags,Air Bag - Failed to Deploy - Both Air Bags,Air Bag - Failed to Deploy - Both Air Bags  
 0102051100-Product,Suspension,Tie Rods / Drag Link,Broken,Unknown,Broken Tie Rods/Drag Link,Broken Tie Rods/Drag Link  
 0100009310-Product,Unknown,Unknown,Accident,Single Vehicle Rollover,Accident - Single Vehicle Rollover,Air bags did not deploy  
 0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Product in Accident

**Case Comments**

Date	Comment
01/04/2016	Briefly summarize why the customer is contacting Chrysler: Vehicle accident/Air bags did not deploy Briefly summarize what the customer is expecting: Customer called in regarding accident. Note: Vehicle is in mom's name for insurance purposes. Customer advised the accident happened a few weeks ago, but could not recall accident date, but accident occurred within the last month. Customer was the only one in the vehicle. . COIN Updated & CAIR reassigned to 82S Contact: Telephone #2 LOCATION OF VEHICLE - INCLUDING THE ADDRESS: (NO PO BOX) Midway Auto 1775 US-310, Lovell, WY 82431 LOCATION OF VEHICLE PHONE NUMBER [307-548-7571] What happened?: Customer states: Customer as driving down highway 310, when the right tie rod broke off and caused the vehicle to roll. Vehicle took almost 60 feet of guard rail, rolled end to end once, and then side to side several times down an incline. The vehicle air bags did not deploy at all. Customer could not recall date of accident. Preferred Email Address? date of Incident? Unknown. Within the last few weeks/wi hin the last month.
01/05/2016	***** Per OGC Matrix, reassigned to 82t for their review and handling.
01/06/2016	P65 DIESEL FUEL HEATER ELECTRICAL CONNECTOR SAFETY 12/01/2014 INCOMPLETE
01/06/2016	1/6/15 ASSIGNED TO PGA5. PAG
01/06/2016	CAIR NUMBER REQUEST EAA INSPECTION 01-06-2016 10:02
01/06/2016	CAIR NUMBER E-MAIL SENT TO EAA 01-06-2016 10:03
01/08/2016	CCRG Open Date: 01/05/2016 09 03:59
01/14/2016	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/14/16 AT 09:35:39 28501291
01/14/2016	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/14/16 AT 10:11:38 28501291
01/21/2016	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Dealer - By-Pass
01/21/2016	*****FILE RETURNED TO SI FOR RESOLUTION*** 1/21 Dictated denial letter. _
01/21/2016	POSTMARK DATE: 012116; DATE RECEIVED: 012116
01/21/2016	1/21 Letter mailed. _

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

<b>VIN</b>		<b>Model Year</b>	2012	<b>Brand</b>	RAM
<b>Body</b>	DJP81	<b>Vehicle</b>	DODGE RAM 2500 LARAMIE MEGA CAB 4X4		
<b>Open Date</b>	01/27/2016	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	02/17/2016	<b>Origin</b>	Telephone	<b>Reason</b>	New problem
<b>Mileage</b>	27,939 Miles	<b>Market</b>	USA	<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>	
<b>Customer</b>					
<b>Customer Address</b>					
	EUREKA		CA		USA
<b>Dealer</b>	45235	Lithia Chrysler Dodge Jeep FIAT of Eureka		<b>Dealer Phone</b>	7072681570
<b>Dealer Address</b>	4320 Broadway St				
	Eureka		CA	955035740	USA
<b>Dealer Zone</b>	California	<b>Sales District</b>		<b>Service District</b>	G
<b>Subject</b>	Customer drag link failed causing damage to wives vehicle.				
<b>Synopsis</b>					
<b>Customer Anomaly</b>					
<b>Contact Reason</b>	C206	Vehicle in Accident	<b>Customer Anomaly</b>		
<b>Reason Code</b>	After Sales - Complaint - Product - Accident - Vehicle in Accident				

**Case Status History**

Create Date	Status
01/27/2016 10:37 PM	Open
02/17/2016 10:19 AM	Closed
09/29/2018 02:13 PM	Closed

**Initial Description**

0444000000-Corporate,Property Damage,Default,Default,Default,Property Damage,Property Damage  
 010009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Customer drag link failed causing damage to wives vehicle.

**Case Comments**

Date	Comment
01/27/2016	Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because customer had a mechanical failure on his vehicle that caused an accident. Customer states the drag link fell off customers' vehicle and locked his front end up. Lower track ball came loose causing the drag link to come off and steering to lock up. Customer states his vehicle has been repaired however the vehicle he hit has not yet been repaired and is going to be 4500\$ to repair. Agent spoke with NW196 who advised agent to advise customer that the vehicle that was hit would have to go through his insurance. Customer states he DEMANDS Chrysler pay for the repairs and if they're not going to he will contact a lawyer. Customer states if agent is not going to pay for the repairs then he would like a supervisor. Agent advised customer that a supervisor will give him the same information. Customer states he is very unhappy with this response. Customer requested agent contacted SM John at 45235. Agent contacted SM John at Lithia CDJR. SM John states his truck had a steering component apart and he wrecked the vehicle and wants someone to be responsible for it. SM John states the physical part was repaired however no body work was done. SM John states customer advised no one was hurt, order number is 452738. SM John states customer states track bar came out and he crashed into his wives vehicle and he wants Chrysler to cover repair needed to wives vehicle. SM John advised customer that he can't speak to Chrysler in that regard. SM John states the accident did not do much damage to his vehicle however customer claims did a significant amount of damage to his wives vehicle. Briefly summarize what the customer is expecting: Customer is expecting Chrysler to pay for damages done to wives vehicle. Customer has requested Supervisor callback Preferred daytime number: Preferred evening number: Reason for request: because customer does not agree with information agent provided. CAIR assigned to: JR1305. CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day
01/27/2016	CUSTOMER WOULD LIKE TO BE CONTACTED AFTER 3 PM , PACIFIC TIME.
02/01/2016	Customer called stating a bolt on his drag link seized and his vehicle locked up, causing an accident. Customer states that he had a huge after-market front bumper so his vehicle was barely damaged, but the other vehicle had some damage, and customer requests Dodge to pay for it so he doesn't have to make an insurance claim and pay higher rates on a concern that wasn't his fault, that was caused by a CDJR manufacturing issue. Customer states the DLR told him this should have "never ever" happened. Agent advised of previous notes and consulted ML1082; the claim will need to go through insurance. Customer states that the never would have been in an accident had it not been for a malfunction of the truck. Customer states that the after market bumper would have had nothing to do with the malfunction or accident. Customer has requested Supervisor callback Preferred daytime number: Preferred evening number: Reason for request: missed supervisor call CAIR assigned to: CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day
02/05/2016	**Supervisor@ Unable to reach the customer. Another attempt will be made in 14 business day.
02/10/2016	****SUPERVISOR CALL**** Writer contacted the customer at and LVM.
02/10/2016	Customer called in because in because he claims that he was in an accident because he drag link failed and hit his wife's vehicle while in his driveway. Customers vehicle has been repaired and the Customer wants Chrysler to cover the cost of his wife's vehicle. Agent reviewed the file with LD398 who agreed to take the call as the Customer had requested a supervisor call as 2 attempted calls had been made and missed as line 35 was missed. Agent warm transferred Customer to LD398.
02/10/2016	***LIVE SUPERVISOR CALL*** Customer states the drag link fell off causing the steering to lock and hit another vehicle. Customer states there was minimal damage to his vehicle and the dealership has repaired under warranty. Customer states there was damage to the vehicle he hit and would like to have the other vehicle repaired by Chrysler. Writer advised he damage to the other vehicle would need to be covered through his insurance.



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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	2010	<b>Brand</b>	DODGE
<b>Body</b>	DJ7P91	<b>Vehicle</b>	DODGE RAM LARAMIE 4X4 2500 CREW CAB PICKUP		
<b>Open Date</b>	04/08/2016	<b>CAIR Type</b>	Legal	<b>Status</b>	Closed
<b>Close Date</b>	05/12/2016	<b>Origin</b>	Letter	<b>Reason</b>	New problem
<b>Mileage</b>	73,000 Miles	<b>Market</b>	USA	<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>	USA	<b>Caller Postal Code</b>	[REDACTED]
<b>Customer</b>	[REDACTED]				
<b>Customer Address</b>	[REDACTED]		AL	[REDACTED]	USA
<b>Dealer</b>	59150	<b>Cullman Chrysler Dodge Jeep Ram</b>		<b>Dealer Phone</b>	2567340721
<b>Dealer Address</b>	300 Benchmark Way SW				
	Cullman		AL	350572305	USA
<b>Dealer Zone</b>	Southeast	<b>Sales District</b>		<b>Service District</b>	T
<b>Subject</b>	Customer alleges manufacturing defect caused accident.				
<b>Synopsis</b>					
<b>Customer Anomaly</b>					
<b>Contact Reason</b>	C206	Vehicle in Accident	<b>Customer Anomaly</b>		
<b>Reason Code</b>	After Sales - Complaint - Product - Accident - Vehicle in Accident				

**Case Status History**

Create Date	Status
04/08/2016 03:51 PM	Open
04/08/2016 06:03 PM	Closed
04/28/2016 03:16 PM	Reopen for check
04/29/2016 03:40 PM	Closed
05/06/2016 05:07 PM	Reopen
05/09/2016 05:27 PM	Closed
05/11/2016 09:52 PM	Reopen
05/12/2016 11:50 AM	Closed
09/29/2018 02:48 PM	Closed

**Initial Description**

0444000000-Corporate,Property Damage,Default,Default,Property Damage,Property Damage  
 0102050001-Product,Suspension,Tie Rods / Drag Link,Other,Front,Front Tie Rods/Drag Link-Inq,Front Tie Rods/Drag Link-Inq  
 0100009300-Product,Unknown,Unknown,Accident,Default,Product in Accident,Customer alleges manufacturing defect caused accident.

**Case Comments**

Date	Comment
04/08/2016	COIN Updated & CAIR reassigned to 82S
04/08/2016	Contact: [REDACTED] Telephone # [REDACTED] Telephone [REDACTED] LOCATION OF VEHICLE - Holcomb Collision 7708 US hwy 431 N Albertville AL 35951 256-878-6600 What happened?: Customer states he took his vehicle to the dealership to have recall N49 completed and then he drove the vehicle for about 1800 miles. Customer states in the last 300 miles he noticed that there was a slight vibration and more play in the steering wheel than he was used to. Customer states that he was driving the vehicle and while going into a curve the vehicle straightened itself out and when he attempted to correct the vehicle back in to curve he lost his ability to control the vehicle and was then in an accident. Customer alleges that the SM at his dealership has advised that the reason for the accident was due to a part that is still covered under warranty and recommend that the customer call and start a claim. Preferred Email Address: [REDACTED] Date of Incident? [REDACTED]
04/08/2016	***** Per OGC Matrix, reassigned to 82T.
04/08/2016	4/8/16 assign to mjk32. pga_
04/08/2016	CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 04-08-2016 14:03
04/08/2016	CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 04-08-2016 14:04
04/10/2016	CCRG Open Date: 04/08/2016 12:59:58
04/28/2016	Caller contacted CAC seeking an update on case. Advised customer that case is currently being handled by another department. Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review. Writer verified customer contact information. Does customer's address match COIN (Y/N): Y Customer's current phone number (Daytime): [REDACTED] Customer's current phone number (Evening): [REDACTED]

Date	Comment
	Customer's email address: [REDACTED] Any additional information: The customer wants to know how quickly these cases tend to be handled as he is getting towards working season for his vehicle. CAIR assigned to 82S for contact request.
04/28/2016	***** Per OGC Matrix, reassigned to 82T.
04/29/2016	4/29/16 UPDATED CCRG FILE & CASE MANAGER. PAG
05/06/2016	PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/06/16 AT 07:41:06 [REDACTED]
05/06/2016	Caller contacted CAC seeking an update on case. Advised customer that case is currently being handled by another department. Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review. Writer verified customer contact information. Does customer's address match COIN (Y/N): If no, customer's current address: Customer's current phone number (Daytime): [REDACTED] customer's current phone number (Evening): [REDACTED] Customer's email address: [REDACTED] Any additional information: Customer is seeking more information because the hospital is seeking to have the hospital bills paid but he would like more information before giving them any information CAIR assigned to 82S for contact request.
05/06/2016	CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED Close Loop Exception Reason Code
05/06/2016	***** Per OGC Matrix, reassigned to 82T.
05/09/2016	***** FILE RETURNED TO SI FOR RESOLUTION*** Dictated denial letter.
05/09/2016	POSTMARK DATE: 050916; DATE RECEIVED: 050916
05/09/2016	LETTER MAILED.
05/11/2016	. Customer's hospital called in, regarding patient. Person calling in was "Junior" and was trying to get information regarding coverage of medical expenses. Agent verified information and advised a callback will be made in 2 to 3 business days. . Caller contacted CAC seeking an update on case. Advised customer that case is currently being handled by another department. Advised customer that request for contact would be noted, and that case would be forwarded to 82S for review. Writer verified customer contact information. Does customer's address match COIN (Y): If no, customer's current address: Customer's current phone number (Daytime): [REDACTED] Customer's current phone number (Evening): [REDACTED] Customer's email address: Any additional information: CAIR assigned to 82S for contact request.
05/12/2016	FCA is not responsible for responding to outside inquiries.