

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-05-16 14:29:57.691865

Files Not Recieved: 0

CUSTOMER CAIR PREP-SHEET

GENERAL INFORMATION

Case Manager:	Alexa Hubert		
CAIR Number:	[REDACTED]	Customer:	[REDACTED]
Vehicle:	2016 RAM 2500 LARAMIE 4X4		
Customer Email:	[REDACTED]	COIN Updated? Yes	Customer Text #: [REDACTED]
What is the reason the case is being opened?	Steering wheel not straight		
What does the customer want from FCA?	repair		
Who has the vehicle?	DLR	Is the customer in rental?	Yes
Does situation fall within the Warranty Goodwill Administration Process?	No		
Has vehicle been diagnosed?	Yes	If yes, what dealer performed the diagnosis?	26980
Original Owner?	Yes	Owner History: # New:	1
		# Used:	0

VEHICLE INFORMATION

Current mileage? Does it look accurate/make sense?	Yes	WCC:	536	ISD:	12/17/2015
MVP Contract? (Mechanical, Maintenance, Other)?	None				
3 rd Party Service Contract?	Unknown		Extended Warranty?	No	
VIP	Yes	GPOP	No	Restriction?	Yes
				Recall?	No
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	Yes
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	No
If yes for Tech Connect, note:					

TOOLS AND ACTIONS

Who will be the best person to contact first?	Customer	If other, specify	
What Answer Connect Articles will be used?	22276		
What information am I missing and what questions do I need to ask?			
What are my intentions/thoughts/direction?			

CURSORY LEMON LAW REVIEW

State:	California	What is the alleged defect? Steering linkage failed
Is this a Final Repair Attempt (FRA) state?	No	# of allowed repair attempts <u>within</u> the specified period? 4
Is this a vehicle registered to a business or used for business purposes?	No	According to GWA, # of similar/related repair attempts? Choose an item.
Are business vehicles covered by the state lemon law?	No	# of allowed days out of svc <u>within</u> the specified period? 30
In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety?	Yes	Number of days down if known? Unknown

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TOOLS AND ACTIONS

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