

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-03-17 18:46:15.866656

Files Not Recieved: 0



Fax Cover Sheet

Date 3-15-16 Number of pages 4 (including cover page)

To: [Redacted] From: [Redacted]

Name [Redacted] Name [Redacted]

Company [Redacted] Company [Redacted]

Telephone

Fax

Comments

ATTN:

fedex.com 1.800.GoFedEx 1.800.463.3339

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Ext-40574

DISCOUNT TIRE

discounttire.com

***** 10 10 0010 TOTAL 10.00 PM

CUSTOMER INFORMATION

VEHICLE INFORMATION

STORE LOCATION

1001 00
1000 WASHINGTON BLVD N
PLYMOUTH MI 48170
PHONE 734 810 0110
610 RYHARI P HOWARD

1000 100000

CODE CC QTY SIZE DESCRIPTION F.E.T. PRICE AMOUNT



00.00
0.00
00.00
0.00
10.00

00.00
00.00
00.00
00.00

Signature



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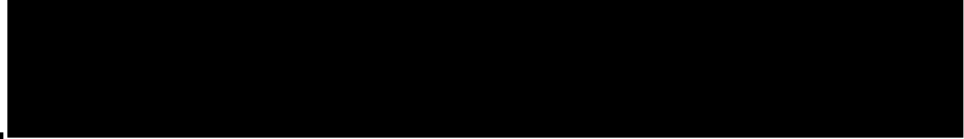
0017745274

TANNERmotors



703 Washington St., P.O. Box 484, Brainerd, Minnesota 56401 (218) 829-3597

Case



CUSTOMER NO	WILLIAM AYDT	294	2330	02/16/16	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STUCK NO
			25,169	BLACK/	142290
	AI / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
	14/RAM/3500/3500 LARMIE CC 4X4			05/13/15	38
				SELLING DEALER NO	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		R.O. DATE	
				02/16/16	

MO: 25169

LABOR & PARTS
 00119CHZ STEERING HOURS TECHS 114.95
 CUSTOMER STATES TRUCK NEEDS ROTATE AND ALIGNMENT
 ADVISE
 PERFORMED FRONT END ALIGNMENT

MILEAGE OUT

JOB # 1 TOTAL LABOR & PARTS 114.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	D	DISPOSAL FEE		1.50
JOB # A	SS	SHOP SUPPLIES		6.90
TOTAL - MISC				8.40

AUTHORIZATION CODE									

TOTALS

 * NEXT RECOMMENDED SERVICE: *
 * 03/15/2016 / 28169 MI 00CHZZ03 *LUBE OIL FILTER *

ZONE	DEALER CODE
53	37269

THANK YOU FOR CHOOSING US FOR ALL YOUR VEHICLE SERVICE NEEDS. YOU MIGHT BE RECEIVING A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER CONCERNING YOUR RECENT VISIT. PLEASE TAKE A FEW MINUTES AND COMPLETE THE SURVEY, THIS IS OUR "REP ORT CARD" AND VERY IMPORTANT TO US. IF YOU ARE NOT 100% SATISFIED, PLEASE CALL BOB, LAURA, BILL OR BRANDON AT 218-454-3647 AND WE WILL DO OUR UTMOST TO ENSURE THAT YOUR EXPERIENCE WITH US IS SUPERIOR! THANK YOU FOR YOUR BUSINESS AND WE LOOK FORWARD TO SERVING YOU IN THE FUTURE.

TOTAL LABOR.... 114.95
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 8.40
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.52
TOTAL INVOICE \$ 123.87

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The Chrysler, Jeep, Ram, Dodge Company 44-24-2000 C 100-1121

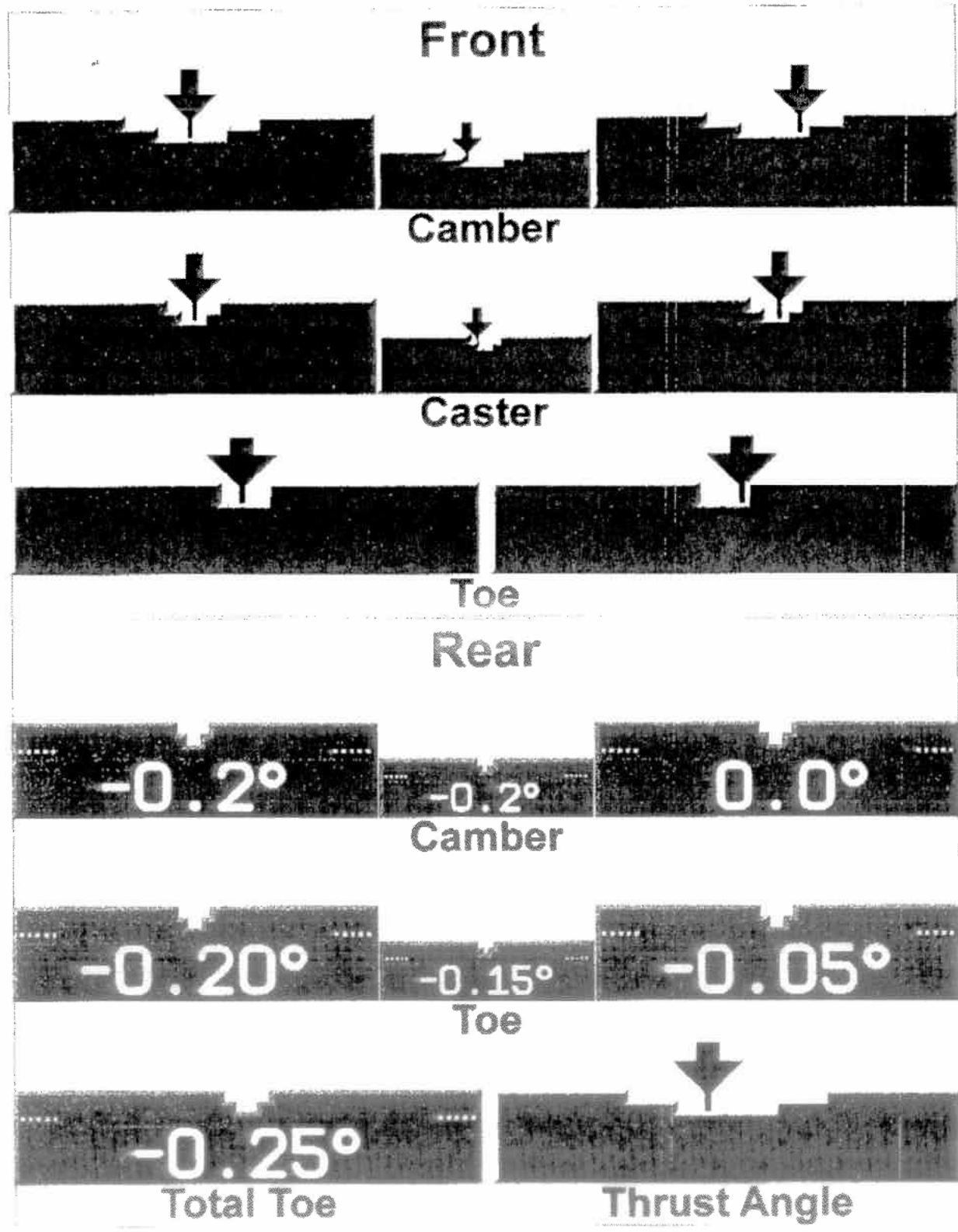
Work Order:
Last Name:
First Name:
VIN:
Year:
Technician:
Odometer:
Date



290 ANDREW
25164
2/11/16 4:19 PM

Case

Dodge / Ram / SF
Current



Document Recieved from Customer

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0017745274

TANNERmotors



703 Washington St., P.O. Box 484, Brainerd, Minnesota 56401 (218) 829-3597

Case

CUSTOMER NO	WILLIAM AYDT	294	2330	02/16/16
LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO
		25,169	BLACK/	142290
YEAR / MAKE / MODEL	DEPT / SUPPLY DATE	DEPT / SUPPLY MILES		
14/RAM/3500/3500 LARMIE CC 4X4	05/13/15	38		
SELLING DEALER NO			PRODUCTION DATE	
			02/16/16	
COMMENTS				
MO: 25169				

LABOR & PARTS	CHZ	STEERING	HOURS	TECH(S)	CHZ
CUSTOMER STATES TRUCK NEEDS ROTATE AND ALIGNMENT ADVISE PERFORMED FRONT END ALIGNMENT					
JOB # 1 TOTAL LABOR & PARTS					114.95
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	D	DISPOSAL FEE		1.50	
JOB # A	SS	SHOP SUPPLIES		6.90	
TOTAL - MISC				8.40	
TOTALS					

MILEAGE OUT	
AUTHORIZATION CODE	
ZONE	DEALER CODE
53	37269

 * NEXT RECOMMENDED SERVICE: *
 * 03/15/2016 / 28169 MI 00CHZZ03 *LUBE OIL FILTER *

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The Chrysler, Jeep, Ram, Dodge Company 44-2428996 CC-1860320 G-100-1121

DISCOUNT TIRE

discounttire.com

STATE: MO ST: MO ZIP: 63101

CUSTOMER INFORMATION	VEHICLE INFORMATION	STORE LOCATION					
[REDACTED]	[REDACTED]	1008 WASHINGTON BLVD ST. LOUIS, MO 63101 PHONE: 314 588 0412 MGR: REYHAN P HOWARD CITY: ST. LOUIS					
MAKE	MODEL	YEAR	TIRE SIZE	DESCRIPTION	F.E.T.	PRICE	AMOUNT

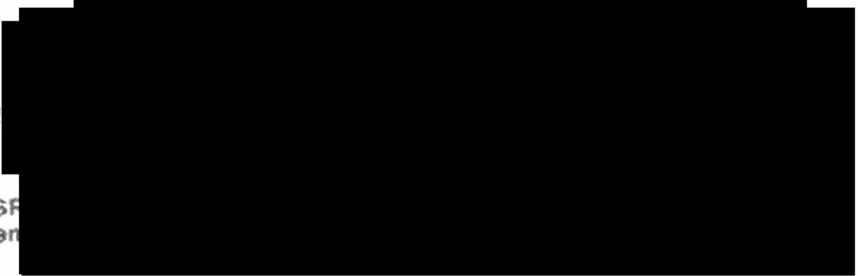
[REDACTED]							
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Work Order:
Last Name:
First Name:
VIN:
Year:
Technician:
Odometer:
Date

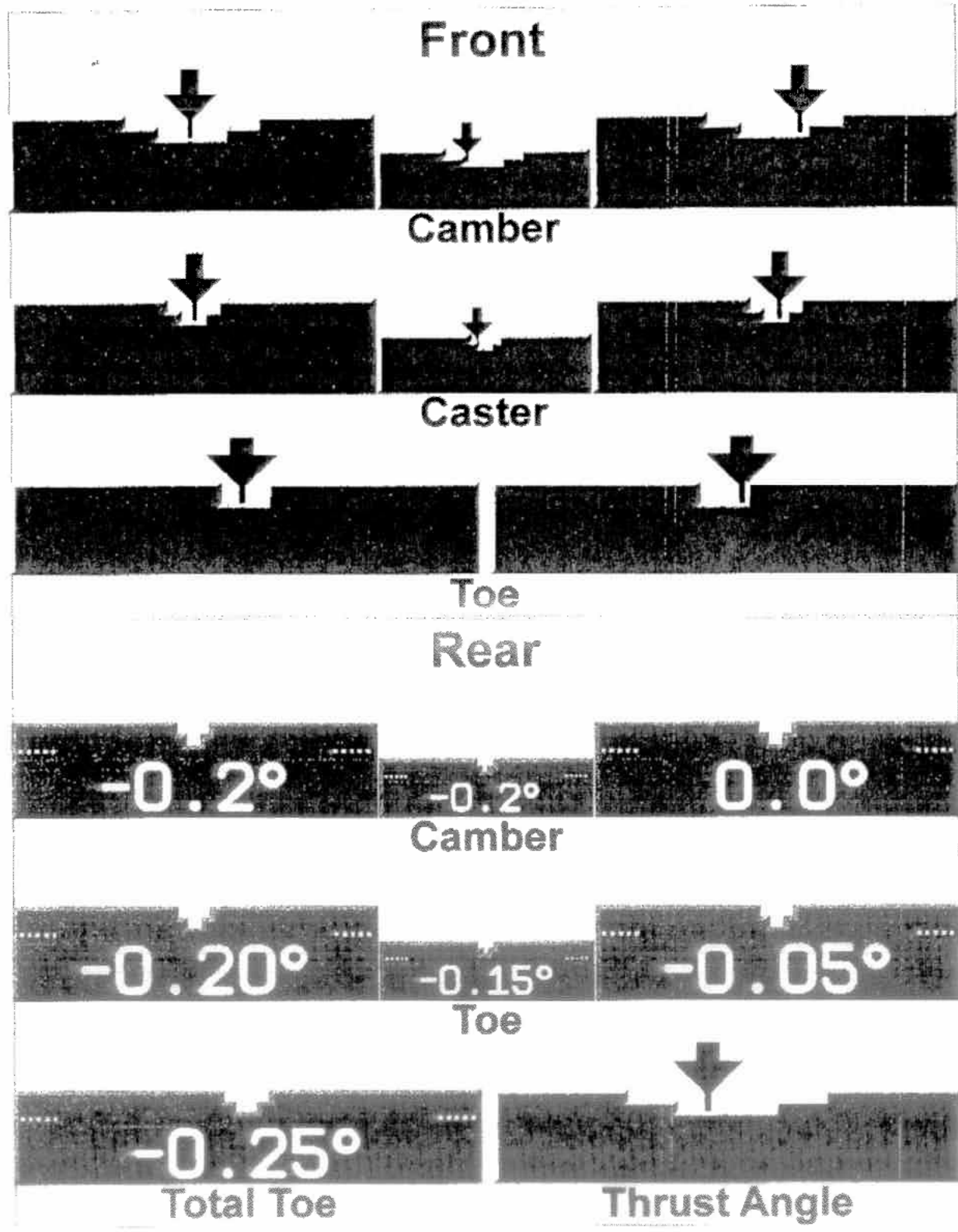


290 ANDREW
25164
2/11/16 4:19 PM

Case



Dodge / Ram / SF
Current



Document Recieved from Customer

Case Number: [REDACTED]

Date Received: 2016-03-21 13:39:15.568495

Files Not Recieved: 0



Fax Cover Sheet

Date 3-15-16 Number of pages 4 (including cover page)

To: [Redacted]
Name [Redacted]
Company [Redacted]
Telephone [Redacted]
Fax [Redacted]
Comments [Redacted]

From: [Redacted]
Name [Redacted]
Company [Redacted]
Telephone [Redacted]

ATTN:

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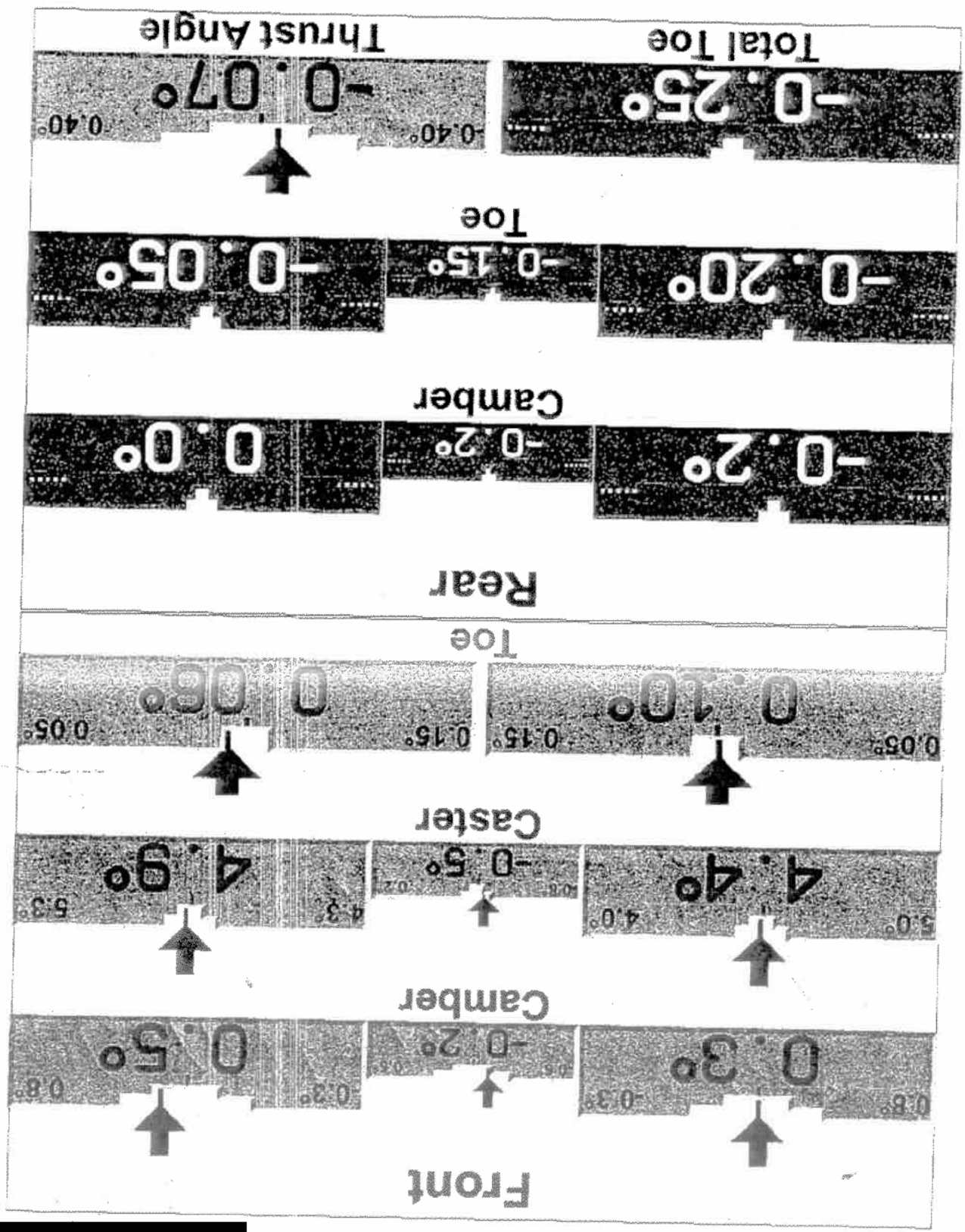
001745PM

WORK ORDER:
 Last Name:
 First Name:
 VIN:
 Year:
 Technician:
 Odometer:
 Date:

14
 280 ANDREW
 25164
 2/11/16 4:19 PM

Case

Dodge / Ram / SRT 2013-16 Ram 3500 4x4
 Current Measurements



TANNER Motors

Dodge CHRYSLER Jeep RAM

703 Washington St., P.O. Box 484, Brainerd, Minnesota 56401 (218) 829-3597

Case #

CUSTOMER NO.		[REDACTED]	
LABOR RATE		294	
YEAR / MAKE / MODEL		14/RAM/3500/3500 LARMTF CC 4YA	
MILEAGE		2330	
COLOR		25,169 BLACK/	
DELIVERY DATE		05/13/15	
FLYING DEALER NO.		[REDACTED]	
PRODUCTION DATE		02/16/16	
INVOICE NO.		142290	
DELIVERY MILES		38	
MO: 2516			

CUSTOMER STATES TRUCK NEEDS ROTATE AND ALIGNMENT
ADVISE PERFORMED FRONT END ALIGNMENT

JOB # 1 TOTAL LABOR & PARTS 114.95
MISC - CODE - DESCRIPTION CONTROL NO. TOTAL - MISC 8.40

JOB # A DISPOSAL FEE 1.50
JOB # A SHOP SUPPLIES 6.90
TOTAL - MISC 8.40

THANK YOU FOR CHOOSING US FOR ALL YOUR VEHICLE SERVICE NEEDS. YOU MIGHT BE RECEIVING A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER CONCERNING YOUR RECENT VISIT. PLEASE TAKE A FEW MINUTES AND COMPLETE THE SURVEY, THIS IS OUR "REP ORT CARD" AND VERY IMPORTANT TO US. IF YOU ARE NOT 100% SATISFIED, PLEASE CALL BOB, LAURA, BILL OR BRANDON AT 218-454-3647 AND WE WILL DO OUR UTMOST TO ENSURE THAT YOUR EXPERIENCE WITH US IS SUPERIOR! THANK YOU FOR YOUR BUSINESS AND WE LOOK FORWARD TO SERVING YOU IN THE FUTURE.

TOTAL LABOR	114.95
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	8.40
TOTAL MISC DISC	0.00
TOTAL TAX	0.52

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ZONE	53
DEALER CODE	37269

AUTHORIZATION CODE	
--------------------	--

MILEAGE OUT	
-------------	--

MO: 2516

INVOICE DATE	02/16/16
LABOR RATE	294
YEAR / MAKE / MODEL	14/RAM/3500/3500 LARMTF CC 4YA
MILEAGE	2330
COLOR	25,169 BLACK/
DELIVERY DATE	05/13/15
FLYING DEALER NO.	[REDACTED]
PRODUCTION DATE	02/16/16
DELIVERY MILES	38
INVOICE NO.	142290

CUSTOMER NO. [REDACTED]

703 Washington St., P.O. Box 484, Brainerd, Minnesota 56401 (218) 829-3597

TANNER Motors Dodge CHRYSLER Jeep RAM

DISCOUNT TIRE

discounttire.com

DOB

DATE: 03-15-2016 TIME: 2:47 PM

CODE	CC	QTY	SIZE	DESCRIPTION	FET	PRICE	AMOUNT
05880				2014 RAM 3500 QUALLY 17"BASE ALL MILEAGE: 87,350			
				TORQUE SPECS: 145			
				WORK ORDER#			
				1555 ANNAPOLIS LANE N PLYMOUTH PHONE: 763-559-5412 010 REYHAN P HOWARD			
				MN 55441-571			
				STORE LOCATION			

35365 NRM	2	LTR35 / 80	R17	150R ET BSM 5M	M/32	226.00	452.00
				WARRANTY: MILEAGE-70,000 SEE REVERSE SIDE FOR WARRANTY DETAILS			
				COMMENT: SOLT PATTERN: 8-165.1			
				COMMENT: INFLATION P: 70 R: 65			
30224 NRM	2	WASTE TIRE		DISPOSAL FEE	.20	3.00	6.00
30219 NRM	2	INSTALLATION &		LIFETIME SPIN BALANCING	.00	16.00	32.00
30666 NRM	2	LIFETIME ROTATION		REPAIRS INCLUDED	.00	.00	.00
86643 NRM	2	DIL V565		1012 T10 SNAP-IN	.00	8.00	16.00
				TPMS RBK VALVE KIT V565			
				COMMENT: ***REPLACE REAR OUTLERS***			
				COMMENT: ***TWO NEW TIRES ON FRONT***			
				COMMENT: ***FRONTS WILL BECOME REAR OUTLERS***			

Since you have purchased fewer than four tires (on wheels), we will mount the new tires on the rear of your vehicle for best safety and handling.

Michelin Flat Tire Assistance - 1-888-553-4327

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Fax [Redacted]
Comments [Redacted]

From: [Redacted]
Name [Redacted]
Company [Redacted]
Telephone [Redacted]

ATTN:

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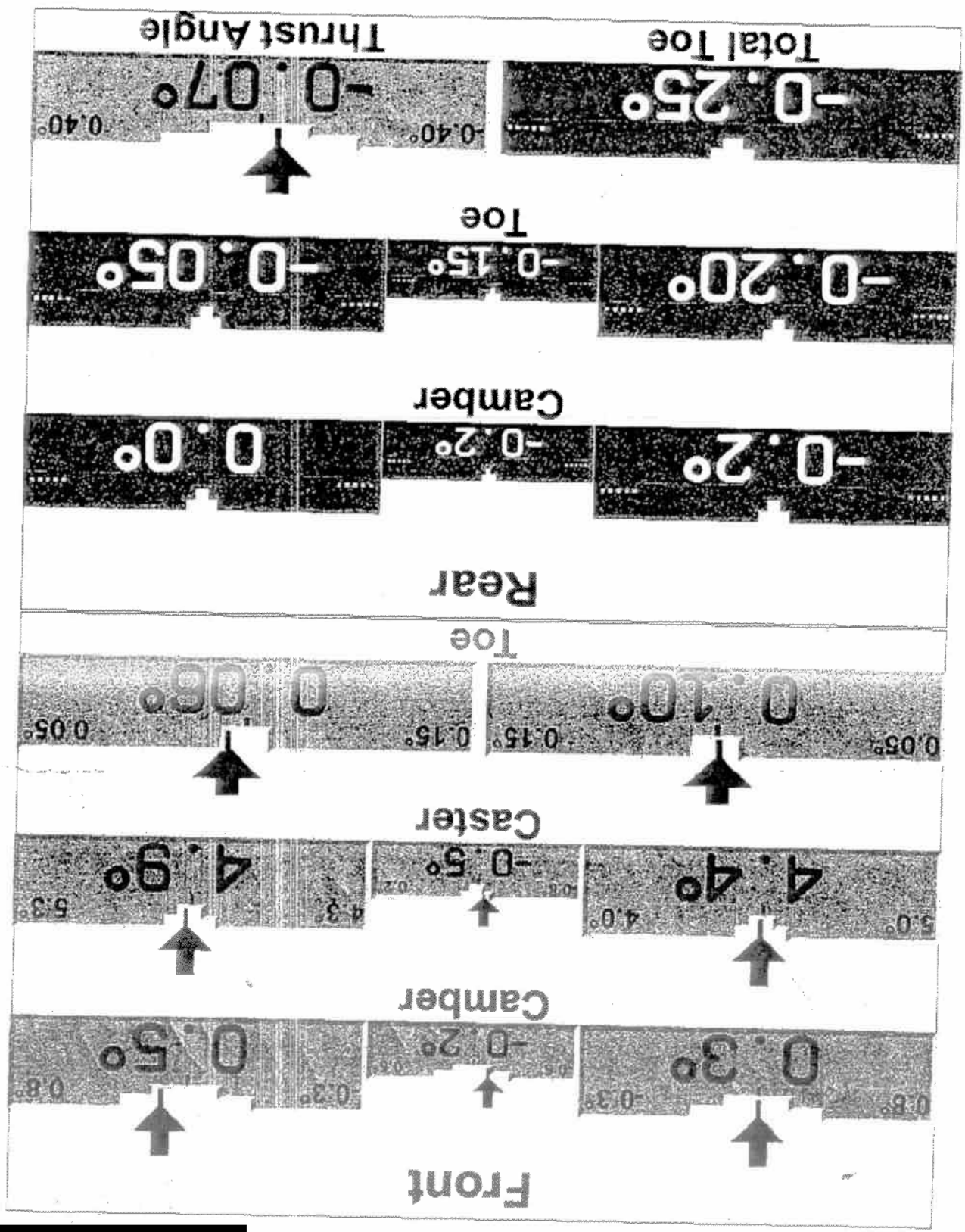
001745PM

Work Order:
 Last Name:
 First Name:
 VIN:
 Year:
 Technician:
 Odometer:
 Date:

290 ANDREW
 25164
 2/11/16 4:19 PM

Case

Dodge / Ram / SRT 2013-16 Ram 3500 4X4
 Current Measurements



TANNER MOTORS

Dodge **CHRYSLER** **Jeep** **RAM**

703 Washington St., P.O. Box 484, Brainerd, Minnesota 56401 (218) 829-3597

Case #

CUSTOMER NO.		LABOR RATE	294	LABOR RATE	2330	LABOR RATE	2330
YEAR / MAKE / MODEL	14/RAM/3500/3500 LARME SS 4X4	INVOICE DATE	02/16/16	INVOICE DATE	02/16/16	INVOICE DATE	02/16/16
DELIVERY MILES	142290	DELIVERY DATE	05/13/15	DELIVERY DATE	05/13/15	DELIVERY DATE	05/13/15
FLYING DEALER NO.		FLYING DEALER NO.		FLYING DEALER NO.		FLYING DEALER NO.	
PRODUCTION DATE		PRODUCTION DATE		PRODUCTION DATE		PRODUCTION DATE	
COMMENTS	[REDACTED]						

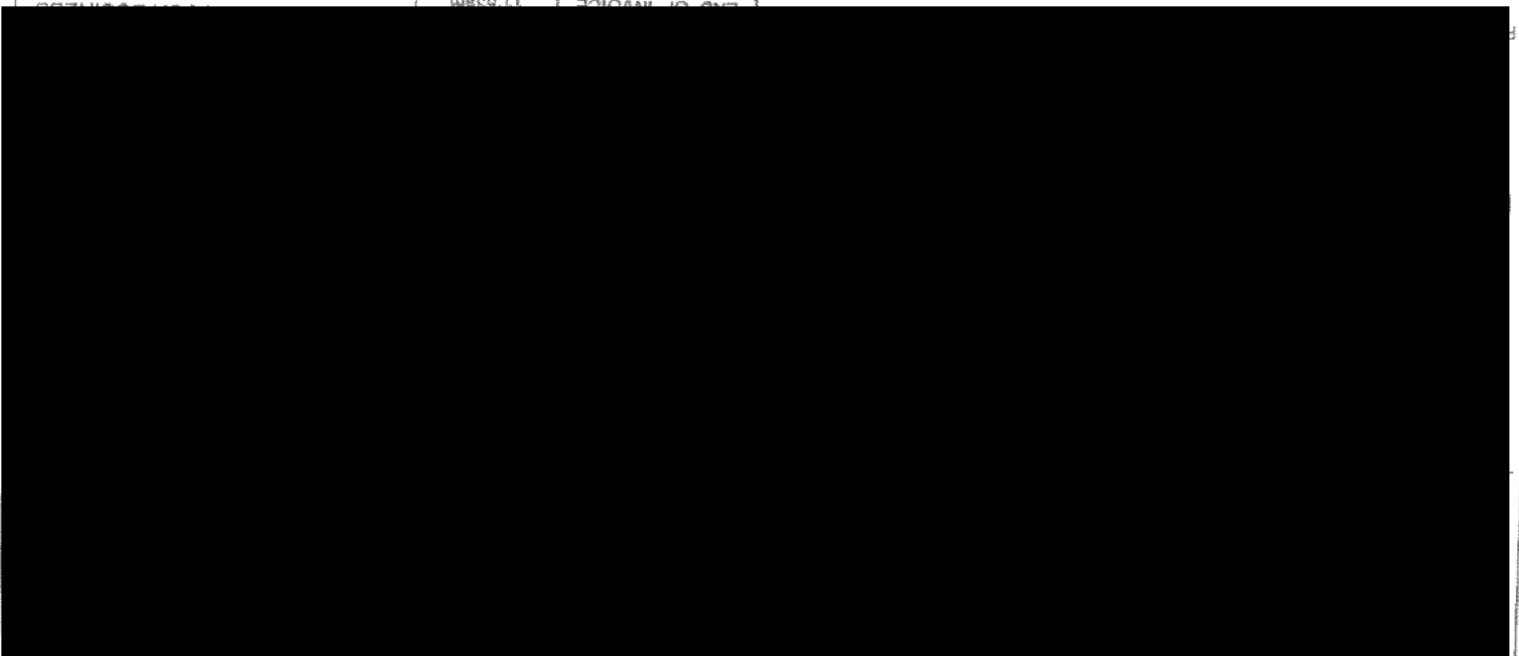
CUSTOMER STATES TRUCK NEEDS ROTATE AND ALIGNMENT
ADVISE PERFORMED FRONT END ALIGNMENT

MISC - CODE - DESCRIPTION - CONTROL NO. - TOTAL LABOR & PARTS 114.95
 JOB # A D DISPOSAL FEE
 JOB # A SS SHOP SUPPLIES
 TOTAL - MISC 8.40

AUTHORIZATION CODE	37269
ZONE	53
DEALER CODE	37269

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Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-03-30 15:27:10.110483

Files Not Recieved: 0

CASE MANAGER WORKSHEET**GENERAL INFORMATION**

Case Manager:	Jacob Skaug		
CAIR Number:	██████████	Customer:	████████████████████
Vehicle:	2014 RAM 3500 LARAMIE 4X4		
Customer Email:	N/A		
What is the reason the case is being opened?	Front tires wore prematurely		
What does the customer want from FCA?	Cost assistance with the front tires.		
Who has the vehicle?	Owner	Is the customer in rental?	Don't Know
Does situation fall within the Warranty Goodwill Administration Process?	Yes		
Has vehicle been diagnosed?	Yes	If yes, what dealer?	37269- TANNER MOTORS
Original Owner?	Yes	Owner History: # New:	1 # Used: 0

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense?	Yes	WCC	536	ISD	██████████
MVP Contract? (Mechanical, Maintenance, Other)?	None				
3 rd Party Service Contract?	PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.			Extended Warranty?	No
VIP	Yes	GPOP	No	Restriction?	No
				Recall?	Yes
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	No
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	Yes
If yes for Tech Connect, note:	No need as it has been determined that the vehicle need tires				

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	N/A
What Answer Connect Docs will be used?	Goodwill		
What information am I missing and what questions do I need to ask?	Could the issue with the tires could have been prevented by customer? Possible What caused the tires to wear they did? Loose adjustment sleeve allowed to adjust by itself.		
What are my intentions/thoughts/direction?	Possible partial reimbursement on tires.		

LEMON LAW REVIEW

Does this vehicle appear to meet state LL requirements? No	Does it appear there a confirmed defect? Yes
State: MN	If yes, what is the defect(s)? Faulty tires
FRA state? Yes	Is the defect covered under the manufacturer's warranty? No
Business vehicle? Yes	Number of repair attempts? 2
# of allowed repair attempts <u>within</u> the specified period? 4	Total number of days out of service 3 days
# of allowed days out of svc <u>within</u> the specified period? 6+	Does the defect substantially impair the vehicle's use, value, or safety? No

3/1/2016

Customer Call:

Customer needs to save money to purchase in order to send in for reimbursement.
Customer was advised that the case will close until funding for the tires is available.
Customer will call back when ready to pursue reimbursement.

Case was returned to agent on 3/18/2016

3/18/2016

Paperwork has been received by both Fax and has been scanned in.
Two separate faxes were received and one was not legible.
Agent is currently working on getting the legible copy put on the system.

Customer contact:

Agent attempted to contact customer [REDACTED], Agent advised that there were two faxes received and one was legible and other was not. It is the non-legible copy that has been attached to the case. Agent is working on getting the legible copy attached and will follow-up on 3/22.

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Original Owner?	Yes	Owner History: # New:	1 # Used: 0

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense?	Yes	WCC	536	ISD	05/13/2015
MVP Contract? (Mechanical, Maintenance, Other)?	None				
3 rd Party Service Contract?	PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.			Extended Warranty?	No
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				Recall?	Yes
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	No
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	Yes
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