

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-03-24 17:32:20.684612

Files Not Recieved: 0

CUSTOMER CAIR PREP-SHEET**GENERAL INFORMATION**

Case Manager:	Greg		
CAIR Number:	██████████	Customer:	██████████
Vehicle:	2015 RAM 3500 LARAMIE		
Customer Email:	██████████	COIN Updated?	Yes
	██████████	Customer Text #:	No
What is the reason the case is being opened?	Steering wheel off center and trim peeling off		
What does the customer want from FCA?	Possible cost assistance		
Who has the vehicle?	Dealer	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?	Yes		
Has vehicle been diagnosed?	Don't Know	If yes, what dealer performed the diagnosis?	43718
Original Owner?	Yes	Owner History:	# New: 6 # Used: 1

VEHICLE INFORMATION

Current mileage?	6168	Does it look accurate/make sense?	Yes	WCC	536	ISD	05/30/2015
MVP Contract? (Mechanical, Maintenance, Other)?	Oilchanges						
3 rd Party Service Contract?	No			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:	Searched for misaligned steering wheels. No info.						

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	
What Answer Connect Articles will be used?	Unresolved concern		
What information am I missing and what questions do I need to ask?	POF, technical assistance, D2D unresolved		
What are my intentions/thoughts/direction?	Technical assistance		

CURSORY LEMON LAW REVIEW

State:	CO	What is the alleged defect?	Steering wheel misaligned
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?	0
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?	

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