

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-05-12 12:28:09.907065

Files Not Recieved: 0

CUSTOMER CAIR PREP-SHEET**GENERAL INFORMATION**

| | | | |
|--|--|--|--------------------|
| Case Manager: | Amee Maesele | | |
| CAIR Number: | ██████████ | Customer: | ██████████ |
| Vehicle: | 2016 RAM 2500 LARAMIE 4X4 | | |
| Customer Email: | ██████████ | COIN Updated? | Customer Text #: |
| What is the reason the case is being opened? | Door hands, tie rod, spare tire, bumper? Rear tail light passenger headlight, passenger mirror | | |
| What does the customer want from FCA? | Repairs? | | |
| Who has the vehicle? | Customer? | Is the customer in rental? | Choose an item. |
| Does situation fall within the Warranty Goodwill Administration Process? | Yes | | |
| Has vehicle been diagnosed? | Choose an item. | If yes, what dealer performed the diagnosis? | |
| Original Owner? | Yes | Owner History: | # New: 1 # Used: 0 |

VEHICLE INFORMATION

| | | | | | | | |
|---|-------|-----------------------------------|-----------------|----------------------|-----------------|---------|------------|
| Current mileage? | 76010 | Does it look accurate/make sense? | Yes | WCC | 536 | ISD | 11/29/2015 |
| MVP Contract? (Mechanical, Maintenance, Other)? | None | | | | | | |
| 3 rd Party Service Contract? | n/a | | | Extended Warranty? | Choose an item. | | |
| VIP | Yes | GPOP | Choose an item. | Restriction? | No | Recall? | No |
| Reason Codes Appropriate? | Yes | Active/Recent STAR cases? | No | Previous DM Notes? | No | | |
| Legal or Arb case? | No | Previous CAIRS? | No | Tech Connect detail? | Choose an item. | | |
| 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? | | |
| What information am I missing and what questions do I need to ask? | | |
| What are my intentions/thoughts/direction? | | |

CURSORY LEMON LAW REVIEW

| | |
|--|--|
| State: | What is the alleged defect? |
| Is this a Final Repair Attempt (FRA) state? Choose an item. | # of allowed repair attempts <u>within</u> the specified period? Choose an item. |
| Is this a vehicle registered to a business or used for business purposes? Choose an item. | According to GWA, # of similar/related repair attempts? Choose an item. |
| Are business vehicles covered by the state lemon law? Choose an item. | # of allowed days out of svc <u>within</u> the specified period? Choose an item. |
| In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety? Choose an item. | Number of days down if known? |

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Are there any current issues with vehicle?

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