

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-04-22 21:16:03.255385

Files Not Recieved: 0

CASE MANAGER WORKSHEET

GENERAL INFORMATION

Case Manager:	Elly		
CAIR Number:		Customer:	
Vehicle:	2015 RAM 3500 ST 4X4		
Customer Email:			
What is the reason the case is being opened?	The customer's upper and lower ball joints needed to be replaced. The customer's tires are extremely worn out due to the upper and lower ball joints going bad.		
What does the customer want from FCA?	The customer is seeking cost assistance with the repairs.		
Who has the vehicle?	Dealer	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?	60431
Original Owner?	Yes	Owner History: # New:	11
		# Used:	0

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense?	No	WCC	536	ISD	
MVP Contract? (Mechanical, Maintenance, Other)?	None				
3 rd Party Service Contract?	None		Extended Warranty?	No	
VIP	Yes	GPOP	No	Restriction?	No
		Recall?	No		
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:	N/A				

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	
What Answer Connect Docs will be used?	Unresolved/Intermittent/Cannot Duplicate Repair Issues – Case Management <div style="background-color: black; width: 100px; height: 15px; margin-top: 5px;"></div>		

CASE MANAGER WORKSHEET

What information am I missing and what questions do I need to ask?

Dealer:
 What is the current mileage?
 Is it a Manufacture's Defect?
 Was it caused by abuse or neglect?
 Will repairs be covered under warranty?
 How long will it take for the repair to be completed?
 Do you have any loaner vehicles available?
 Can we authorize rental for this customer?
 What is your preferred method of contact, phone or email?
 Offer your NIC/email and contact information.
 Customer:
 When did this issue first occur?
 Is this issue weather affected?
 Does the issue happen when driving at a certain MPH?
 How often is this occurring?
 Is the issue more prominent after the vehicle has been sitting overnight, or idle for a certain period of time?
 What is your preferred method of contact, phone or email?
 What would you like to see happen? (expectations)
 Provide your contact information to customer

What are my intentions/thoughts/direction?

Look into assisting the customer with the upper and lower ball joint repairs.

LEMON LAW REVIEW

Does this vehicle appear to meet state LL requirements? **No**

Does it appear there a confirmed defect? Choose an item.

State:

If yes, what is the defect(s)?

FRA state?

Is the defect covered under the manufacturer's warranty?
 Choose an item.

Business vehicle? Choose an item.

Number of repair attempts? Choose an item.

of allowed repair attempts within the specified period?
 Choose an item.

Total number of days out of service Choose an item.

of allowed days out of svc within the specified period?
 Choose an item.

Does the defect substantially impair the vehicle's use, value, or safety? Choose an item.

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What is the reason the case is being opened?	The customer's upper and lower ball joints needed to be replaced. The customer's tires are extremely worn out due to the upper and lower ball joints going bad.		
What does the customer want from FCA?	The customer is seeking cost assistance with the repairs.		
Who has the vehicle?	Dealer	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?	60431
Original Owner?	Yes	Owner History: # New:	11
		# Used:	0

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense?	No	WCC	536	ISD	██████████
MVP Contract? (Mechanical, Maintenance, Other)?	None				
3 rd Party Service Contract?	None		Extended Warranty?	No	
VIP	Yes	GPOP	No	Restriction?	No
				Recall?	No
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:	N/A				

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	
What Answer Connect Docs will be used?	Unresolved/Intermittent/Cannot Duplicate Repair Issues – Case Management ██████████		

CASE MANAGER WORKSHEET

<p>What information am I missing and what questions do I need to ask?</p>	<p>Dealer: What is the current mileage? Is it a Manufacture’s Defect? Was it caused by abuse or neglect? Will repairs be covered under warranty? How long will it take for the repair to be completed? Do you have any loaner vehicles available? Can we authorize rental for this customer? What is your preferred method of contact, phone or email? Offer your NIC/email and contact information.</p> <p>Customer: When did this issue first occur? Is this issue weather affected? Does the issue happen when driving at a certain MPH? How often is this occurring? Is the issue more prominent after the vehicle has been sitting overnight, or idle for a certain period of time? What is your preferred method of contact, phone or email? What would you like to see happen? (expectations) Provide your contact information to customer</p>
<p>What are my intentions/thoughts/direction?</p>	<p>Look into assisting the customer with the upper and lower ball joint repairs.</p>

LEMON LAW REVIEW

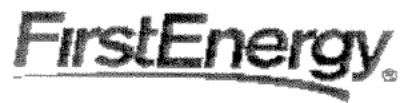
<p>Does this vehicle appear to meet state LL requirements? No</p>	<p>Does it appear there a confirmed defect? Choose an item.</p>
<p>State:</p>	<p>If yes, what is the defect(s)?</p>
<p>FRA state?</p>	<p>Is the defect covered under the manufacturer’s warranty? Choose an item.</p>
<p>Business vehicle? Choose an item.</p>	<p>Number of repair attempts? Choose an item.</p>
<p># of allowed repair attempts <u>within</u> the specified period? Choose an item.</p>	<p>Total number of days out of service Choose an item.</p>
<p># of allowed days out of svc <u>within</u> the specified period? Choose an item.</p>	<p>Does the defect substantially impair the vehicle’s use, value, or safety? Choose an item.</p>

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-05-09 14:29:31.577033

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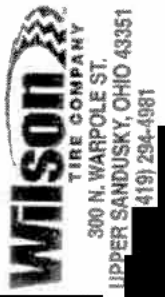
Fax Transmission

FirstEnergy Corp.
76 South Main Street
Akron, OH 44308-1890

The information contained in this facsimile transmission may be confidential and privileged pursuant to the attorney-client privilege and the work product doctrine. Disclosure to anyone other than the named recipient, or an authorized agent thereof, is strictly prohibited. If this transmission was received in error, please immediately notify us by telephone, and return the transmission to the above address via U.S. Mail. Thank you.

To: 
Fax: 
From: 
Fax: 
Time: 10:09:41 on 09-MAY-2016
Subject: Message from KM_227

1775 S. SENECA CR 1
TIFFIN, OHIO 44883
(419) 448-8650



14889 STATE HWY 31
KENTON, OHIO 43326
(419) 674-4715

SOLD TO
55516

ADDRESS

QUAN.	CREDIT APPROVED BY			PAID ON ACCOUNT	CHARGE	DESCRIPTION	UNIT FED. TAX	UNIT PRICE	AMOUNT	WORK DONE BY	SOLD BY
	CREDIT	CASH									
1						235/80R17 Noreon Nidon AT 170			166.00		111
1						500000			9.00		
1						500000			1.00		
									170.00		
									48.12		
									182.33		

UNIT CERTIFICATE OF EXEMPTION

The undersigned hereby certifies that the articles of tangible personal property purchased under this certificate were purchased:
 For use or consumption directly in the production of tangible personal property for sale by: () Farming; () Manufacturing; () Processing; () Political Subdivision of Ohio; () Transportation for Hire;
 () Other (Specify): _____ () For Resale.

RETORQUE LUG BOLTS AFTER 50 TO 100 MILES.

MILEAGE

Merchandise shall be the property of WTC until paid.

BY _____

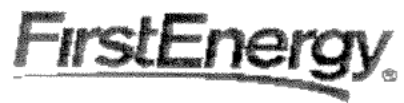
ALL CLAIMS & RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL

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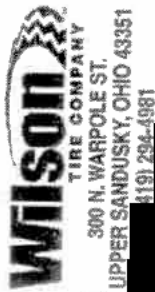


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Fax: 
From: 
Fax: 
Time: 10:09:41 on 09-MAY-2016
Subject: Message from KM_227



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TIFFIN, OHIO 44883
(419) 448-8650

14889 STATE HWY 31
KENTON, OHIO 43326
(419) 674-4715



300 N. WARPOLE ST.
UPPER SANDUSKY, OHIO 43351
(419) 294-4981



SOLD TO

5/5/16

ADDRESS

QUAN.	CREDIT APPROVED BY	CREDIT	CASH	PAID ON ACCOUNT	CHARGE	TERMS: A Minimum of \$1.00 each month or INTEREST at the ANNUAL PERCENTAGE RATE of 18% (1% per month) added after 30 days.	UNIT FED. TAX	UNIT PRICE	AMOUNT	WORK DONE BY	SOLD BY
1			✓						166.60		ALL
1									9.00		
1									1.00		
									170.60		
									48.12		
									182.33		

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 () Other (Specify): _____ () For Resale.

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 _____ MILEAGE

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BY _____

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