

Document Recieved from Customer

Case Number: [REDACTED]

Date Received: 2016-04-22 11:31:50.424190

Files Not Recieved: 0

CUSTOMER CAIR PREP-SHEET**GENERAL INFORMATION**

| | | | |
|--|-------------------------------|--|-----------------------|
| Case Manager: | Nyisha | | |
| CAIR Number: | ██████████ | Customer: | ██████████ |
| Vehicle: | 2016 RAM 3500 LONGHORN 4X4 | | |
| Customer Email: | N/A | COIN Updated? | Yes |
| Customer Text #: | No | | |
| What is the reason the case is being opened? | Alignment pulling to the left | | |
| What does the customer want from FCA? | To get issue resolved | | |
| Who has the vehicle? | Owner | Is the customer in rental? | No |
| Does situation fall within the Warranty Goodwill Administration Process? | No | | |
| Has vehicle been diagnosed? | Yes | If yes, what dealer performed the diagnosis? | 43864 |
| Original Owner? | Yes | Owner History: | # New: 5 # Used: 1 |

VEHICLE INFORMATION

| | | | | | | | |
|---|----------------|-----------------------------------|-----|----------------------|-----------------|---------|------------|
| Current mileage? | 11698 | Does it look accurate/make sense? | Yes | WCC | 536 | ISD | 10/23/2015 |
| MVP Contract? (Mechanical, Maintenance, Other)? | Active POCS24N | | | | | | |
| 3 rd Party Service Contract? | No | Extended Warranty? | No | | | | |
| VIP | Yes | GPOP | Yes | Restriction? | No | Recall? | No |
| Reason Codes Appropriate? | Yes | Active/Recent STAR cases? | No | Previous DM Notes? | Choose an item. | | |
| 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? | Dealer | If other, specify | |
| What Answer Connect Articles will be used? | | | |
| What information am I missing and what questions do I need to ask? | What is the point of failure, how long will the repairs take and is the customer in a rental? | | |
| What are my intentions/thoughts/direction? | To assist with repairs and open a STAR case if needed | | |

CURSORY LEMON LAW REVIEW

| | | | |
|--|-----|--|-----------------|
| State: | FL | What is the alleged defect? | |
| Is this a Final Repair Attempt (FRA) state? | Yes | # 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? | Yes | # 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? Choose an item. | | Number of days down if known? | |
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