

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2016-05-25 12:51:53.800645**

**Files Not Recieved: 0**

**CUSTOMER CAIR PREP-SHEET****GENERAL INFORMATION**

Case Manager:	Tommy		
CAIR Number:	██████████	Customer:	██████████
Vehicle:	2015 Ram 3500		
Customer Email:	██████████	COIN Updated?	2/16/2015
		Customer Text #:	No
What is the reason the case is being opened?	Transmission issues		
What does the customer want from FCA?	Wants issue resolved		
Who has the vehicle?	DLR	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?	No		
Has vehicle been diagnosed?	No	If yes, what dealer performed the diagnosis?	45675
Original Owner?	Yes	Owner History:	# New: 1
			# Used: 1

**VEHICLE INFORMATION**

Current mileage?	8303	Does it look accurate/make sense?	Yes	WCC	536	ISD	2/16/2015
MVP Contract? (Mechanical, Maintenance, Other)?	39846316 Active WA770N 7 YEARS / 70,000 MILES - \$100 DEDUCTIBLE						
3 <sup>rd</sup> Party Service Contract?	n/a				Extended Warranty?	No	
VIP	Yes	GPOP	No	Restriction?	Yes	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?	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?	n/a		
What information am I missing and what questions do I need to ask?	How many repairs, ETA, diagnosis, rental?		
What are my intentions/thoughts/direction?	Get issue resolved		

**CURSORY LEMON LAW REVIEW**

State:	California	What is the alleged defect?	Transmission
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?	Yes	According to GWA, # of similar/related repair attempts?	1
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?	Yes	Number of days down if known?	14 days

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