

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2016-05-23 08:30:20.020587**

**Files Not Recieved: 0**

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

Case Manager:	Janeen		
CAIR Number:	██████████	Customer:	██████████
Vehicle:	2015 RAM 2500 LARAMIE 4X4		
Customer Email:	██████████	COIN Updated? Yes	Customer Text #: text/ email
What is the reason the case is being opened	popping noise on the steering.		
What does the customer want from FCA?	The vehicle to be repaired		
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?	Yes	If yes, what dealer performed the diagnosis?	45637/MID COUNTY CHRYSLER DODGE JEEP RAM
Original Owner?	Yes	Owner History: # New:	1 # Used: 0

**VEHICLE INFORMATION**

Current mileage? Does it look accurate/make sense?	Yes	WCC:	536	ISD:	: 02/25/2015
MVP Contract? (Mechanical, Maintenance, Other)?	none				
3 <sup>rd</sup> Party Service Contract?	NA	Extended Warranty?	No		
VIP	Yes	GPOP	No	Restriction?	Yes
				Recall?	No
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	Yes
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?	Customer	If other, specify	
What Answer Connect Articles will be used?	22276		
What information am I missing and what questions do I need to ask?	The vehicle to be repaired		
What are my intentions/thoughts/direction?	To reach the customer		

**CURSORY LEMON LAW REVIEW**

State:	tx	What is the alleged defect?	Rear of vehicle is slipping
Is this a Final Repair Attempt (FRA) state? <b>Yes</b>		# of allowed repair attempts <u>within</u> the specified period?	<b>0</b>
Is this a vehicle registered to a business or used for business purposes? <b>No</b>		According to GWA, # of similar/related repair attempts?	<b>0</b>
Are business vehicles covered by the state lemon law? <b>Yes</b>		# of allowed days out of svc <u>within</u> the specified period?	<b>30</b>
In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety? <b>No</b>		Number of days down if known?	None

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