

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-06-07 15:46:54.188615

Files Not Recieved: 0

CUSTOMER CAIR PREP-SHEET**GENERAL INFORMATION**

Case Manager:	Jessica Anderson		
CAIR Number:	██████████	Customer:	██████████
Vehicle:	2015 RAM 2500 SLT 4X4		
Customer Email: thompsonpd@twcny.rr.com	COIN Updated? Yes	Customer Text #:	
What is the reason the case is being opened?	steering		
What does the customer want from FCA?	Repairs completed		
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?	68991
Original Owner?	Yes	Owner History: # New: 2	# Used: 1

VEHICLE INFORMATION

Current mileage? Does it look accurate/make sense?	Yes	WCC	536	ISD	08/20/2015
MVP Contract? (Mechanical, Maintenance, Other)?	None				
3 rd Party Service Contract?				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?	Choose an item.
If yes for Tech Connect, note:					

TOOLS AND ACTIONS

Who will be the best person to contact first?	Customer	If other than DLR, specify	
What Answer Connect Articles will be used?			
What information am I missing and what questions do I need to ask?	Diagnosis, point of failure, repairs needed, general information on the frequency and any other issues		
What are my intentions/thoughts/direction?			

CURSORY LEMON LAW REVIEW

State:	NY	What is the alleged defect?	Steering
Is this a Final Repair Attempt (FRA) state?	No	# of allowed repair attempts <u>within</u> the specified period?	2
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?	No	# 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?	Yes	Number of days down if known?	

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