

Document Recieved from Customer

Case Number: [REDACTED]

Date Received: 2016-08-24 17:07:32.004652

Files Not Recieved: 0

CUSTOMER CAIR PREP-SHEET**GENERAL INFORMATION**

Case Manager:	Tommy					
CAIR Number:	██████████	Customer:	██████████			
Vehicle:	2015 Ram 2500					
Customer Email:	██████████	COIN Updated?	Yes	Customer Text #:	n/a	
What is the reason the case is being opened?	DEF smell in the vehicle					
What does the customer want from FCA?	To get issue resolved					
Who has the vehicle?	Customer		Is the customer in rental?	Yes		
Does situation fall within the Warranty Goodwill Administration Process?					Yes	
Has vehicle been diagnosed?	Yes	If yes, what dealer performed the diagnosis?				
Original Owner?	Yes	Owner History:	# New:	1	# Used:	0

VEHICLE INFORMATION

Current mileage?	140000	Does it look accurate/make sense?	Yes	WCC	536	ISD	02/28/2015
MVP Contract? (Mechanical, Maintenance, Other)?	None						
3 rd Party Service Contract?	n/a				Extended Warranty?	Yes	
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?	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?	Diagnosis, ETA, repairs, ETA, Point of failure?		
What are my intentions/thoughts/direction?	To get issue resolved		

CURSORY LEMON LAW REVIEW

State:	California	What is the alleged defect?	DEF
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?	5
Are business vehicles covered by the state lemon law?	No	# 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?	45

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