

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-07-01 17:10:29.734418

Files Not Recieved: 0

CUSTOMER CAIR PREP-SHEET**GENERAL INFORMATION**

Case Manager:	Jennifer Duncan		
CAIR Number:	██████████	Customer:	██
Vehicle:	2014 RAM 3500 4X4		
Customer Email:	Need to obtain	COIN Updated?	Yes
		Customer Text #:	Yes
What is the reason the case is being opened?	Alignment issues		
What does the customer want from FCA?	Vehicle repaired for free		
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?	Don't Know	If yes, what dealer performed the diagnosis?	YORK GARY AUTOPLEX INC
Original Owner?	Yes	Owner History:	# New: 3 # Used: 3

VEHICLE INFORMATION

Current mileage?	49744	Does it look accurate/make sense?	Yes	WCC	536	ISD	07/19/2014
MVP Contract? (Mechanical, Maintenance, Other)?	No						
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?	No
Legal or Arb case?	No		Previous CAIRS?	Yes		Tech Connect detail?	Yes
If yes for Tech Connect, note:	Traction bar						

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	
What Answer Connect Articles will be used?	17160		
What information am I missing and what questions do I need to ask?	Why does this keep having to get this repaired.		
What are my intentions/thoughts/direction?	Is this customer caused		

CURSORY LEMON LAW REVIEW

State:	Arkansas	What is the alleged defect?	Traction/suspension bar
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?	Yes	According to GWA, # of similar/related repair attempts?	4
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?	Unknown

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