

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-07-26 19:06:19.887232

Files Not Recieved: 0

CUSTOMER CAIR PREP-SHEET

GENERAL INFORMATION

Case Manager:	SHARI BARRY		
CAIR Number:	[REDACTED]	Customer:	[REDACTED]
Vehicle:	2016 RAM 2500 LARAMIE 4X4		
Customer Email:	[REDACTED]	COIN Updated? Yes	Customer Text #:
What is the reason the case is being opened?	alignment		
What does the customer want from FCA?	Issue resolved		
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?	Yes	If yes, what dealer performed the diagnosis?	
Original Owner?	Yes	Owner History: # New: 2	# Used: 1

VEHICLE INFORMATION

Current mileage? Does it look accurate/make sense?	Yes	WCC	536	ISD	12/28/2015
MVP Contract? (Mechanical, Maintenance, Other)?	NA				
3 rd Party Service Contract?	NA	Extended Warranty?	No		
VIP	Yes	GPOP	No	Restriction?	No
Recall?	No	Active/Recent STAR cases?	No	Previous DM Notes?	No
Reason Codes Appropriate?	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?	Dealer	If other, specify	
What Answer Connect Articles will be used?			
What information am I missing and what questions do I need to ask?	Diagnosis		
What are my intentions/thoughts/direction?	Goodwill, rental		

CURSORY LEMON LAW REVIEW

State: GA	What is the alleged defect? Transfer case
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? No	According to GWA, # of similar/related repair attempts? 0
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?

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