

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-07-05 10:11:56.774957

Files Not Recieved: 0

CASE MANAGER WORKSHEET

GENERAL INFORMATION

Case Manager:	Dominique Askew		
CAIR Number:	[REDACTED]	Customer:	[REDACTED]
Vehicle:	2015 RAM 3500 SLT 4X4		
Customer Email:	NOT LISTED		
What is the reason the case is being opened?	Customer called stating that the nut that holds the steering boards together fell off due to vibration and customer lost all steering, advising that the steering bars went down. Customer informed agent that he took his vehicle to the DLR and they informed him that the repair would be out of pocket as it would've normally fallen under the basic warranty.		
What does the customer want from FCA?	Customer seeking warranty information.		
Who has the vehicle?	DEALER	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?			Yes
Has vehicle been diagnosed?	Yes	If yes, what dealer?	08331- ERWIN CHRY-DODGE-JEEP INC
Original Owner?	Yes	Owner History: # New:	2
		# Used:	3

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense?	Yes	WCC	536	ISD	07/15/2015
MVP Contract? (Mechanical, Maintenance, Other)?	NONE				
3 rd Party Service Contract?	WILL ASK DLR		Extended Warranty?	No	
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?	No	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 Docs will be used?			
What information am I missing and what questions do I need to ask?	What is the current mileage? Was a diagnosis done on the vehicle? Was the concern customer cause or wear and tear? What are the customer's expectations from FCA? What is the best form of contact for the DLR and the customer? Is the DLR willing to accept Goodwill or are they willing to do Good will.		
What are my intentions/thoughts/direction?	Want to get vehicle repaired and get back to the customer!!!!		

LEMON LAW REVIEW

Does this vehicle meet state LL requirements? No	Is there a confirmed defect? Choose an item.
State:	If yes, what is the defect(s)?
FRA state?	Is the defect covered under the manufacturer's warranty? Choose an item.
Business vehicle? Choose an item.	Number of repair attempts? Choose an item.
# of allowed repair attempts <u>within</u> the specified period? Choose an item.	Total number of days out of service Choose an item.

Of allowed days out of svc within the specified period? Choose an item.

Does the defect substantially impair the vehicle's use, value, or safety? Choose an item.

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