

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2016-08-30 09:11:58.865436**

**Files Not Recieved: 0**

**CUSTOMER CAIR PREP-SHEET****GENERAL INFORMATION**

Case Manager:	Brittany Tichenor		
CAIR Number:	██████████	Customer:	██████████
Vehicle:	<b>2014 RAM 2500 LONGHORN 4X4</b>		
Customer Email:	██████████	COIN Updated?	yes
		Customer Text #:	██████████
What is the reason the case is being opened?	Going back to a dealer for the third time to get the sterering fixed due 86 N 08/08/2016 1:49:05 AM to the adjustment keeps coming loss and allowing the steering wheel to get of center to get this done the say I have to pay for another alignment due to being over 12000 miles there must be an issue with the ajustment nuts coming lose all the time I should not be paying for a repeat issue on this		
What does the customer want from FCA? Customer is needing to have his rear end repaired	For the problem to be fixed and completed		
Who has the vehicle?	Customer	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 performed the diagnosis?	AUTONATION CHRYSLER DODGE JEEP RAM
Original Owner?	Yes	Owner History: # New: 1	# Used:

**VEHICLE INFORMATION**

Current mileage?	15,195	Does it look accurate/make sense?	Yes	560	ISD	03/23/2016	
MVP Contract? (Mechanical, Maintenance, Other)? Business link alternate transportation							
					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 Articles will be used?			
What information am I missing and what questions do I need to ask? What's next at the dealer level			
What are my intentions/thoughts/direction? Help the customer get this resolved as it is a new vehicle			

**CURSORY LEMON LAW REVIEW**

State TX	What is the alleged defect? Rear end
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**CUSTOMER CAIR PREP-SHEET**

Is this a Final Repair Attempt (FRA) state? <b>Yes</b>	# of allowed repair attempts <u>within</u> the specified period? <b>6+</b>
Is this a vehicle registered to a business or used for business purposes? <b>No</b>	According to GWA, # of similar/related repair attempts? Choose an item.
Are business vehicles covered by the state lemon law? <b>Yes</b>	# of allowed days out of svc <u>within</u> the specified period? <b>30</b>
In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety? <b>Yes</b>	Number of days down if known?2

From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Sun Aug 07 14:58:35 EDT 2016  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

Front end repairs cost

Comments:  
-----

Going back to a dealer for the third time to get the steering fixed due to the adjustment keeps coming loose and allowing the steering wheel to get off center to get this done they say I have to pay for another alignment due to being over 12000 miles there must be an issue with the adjustment nuts coming loose all the time I should not be paying for a repeat issue on this truck considering contacting the lemon laws of TX to see what my rights are

Sender Information:  
-----

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

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Sender Information:  
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Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Aug 08 04:17:37 EDT 2016

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the RAM Customer Assistance Center.

We can understand the aggravation you must be experiencing with the issues and appreciate the time and effort you took to bring this matter to our attention.

Your email has been reviewed and has been forwarded to a more appropriate area for their attention and response. One of our Case Managers will contact you by phone within approximately one business day addressing your issue.

This escalation will provide the Dealership and yourself with a Case Manager who will review your concern and reach out to you. They will assist the Dealership in exhausting all available resources to have this issue addressed and resolved.

Our hope is that this referral will provide you the best opportunity to resolve your concerns.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Royal

Customer Service Representative

RAM Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:  
[REDACTED]

Original Message Follows:  
-----

US Customer Service - Ram Brand Site

Brief Description:

Front end repairs cost

Comments:

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VIN:

[REDACTED]

Mileage:

13506

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Fort worth

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

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Mileage:

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Servicing Dealer:

Title:

First Name:

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Last Name:

[REDACTED]

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[REDACTED]

Address 2:

City:

Fort worth

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

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