

9/16/25, 12:56 PM

INFORMATION REDACTED  
PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C.  
552(B)(6)

INRD-EA19004-12474.html

Sent from my iPhone

On May 6, 2021, at 1:03 PM, US Customer Care <uscustomecare@fcagroup.com> wrote:

[REDACTED]

Thank you for allowing Ram Customer Care to address your concern.

Unfortunately, we are unable to receive your documentation included in the last email. We suggest you resend it in this email as an attachment under JPEG, PDF or PNG format

You can also try faxing it to 877-768-5076, please include your case number [REDACTED] on the cover sheet. You are also welcome to mail in the documents, you should send copies (NOT originals) and please write the case number on the top of each document. Be

Stellantis Customer Care  
PO Box 21-8007  
Auburn Hills MI 48321-8007

Again, here are the list of documents we still need to continue processing your request:

- 1) A complete copy of the Repair Order from the dealer.
- 2) The necessary proof of payment reflecting the amount of repair. Documents acceptable as proof of payment are as follows:

Credit card receipt  
Credit card or bank statement  
Cancelled check (both sides)  
Cash register receipt (if paid cash)

Please do not hesitate to contact us for any questions or concerns. Thank you for your patience and cooperation!

Sincerely,

Dianne  
Reimbursement Specialist

