

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	LONGHORN	
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Case Information					

Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	

Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					

Customer					
Customer Address					
City/State/Country/Zip					

Dealer		EARNHARDT		JEEP DODGE RAM	Dealer Phone	
Dealer Address						

Dealer			AZ		U
Dealer		Sales District		Service District	L

Subject	brakes engage while trying to tow				
Synopsis	no diagnosis				
Customer Anomaly	Brakes				
	Warning Light Anomaly				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		Warning Light
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
	Open
	Closed
09/29/20	Closed

**Initial Description**

Corporate, Survey By-Pass, No Diagnosis, Default, Default, Survey By Pass - No Diagnosis, Survey By Pass - No Diagnosis  
 Product, Brakes, Unknown, Other, Unknown, Brakes- Inquiry, brakes engage while trying to tow

**Case Comments**

Date	Comment
	Briefly summarize why the customer is contacting [REDACTED]. Customer states hooked up 4 trailers and every time the brakes engage and wants to know how he can fix it Briefly summarize what the customer is expecting: Customer seeking a button or something he can press to make it so when he hooks up a trailer his brakes do not engage. Agent advised customer to go to the dealership and they will be able to assist.

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM		CREW CAB 4X4
Customer Provided VIN		Line of Business	CAC		Customer Assistance Center

Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Teleph	Reason	New problem
Mileage		Market	U	Language	

Contact Email		Contact Ph		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					

Customer					
Customer Address					
City/State/Country/Zip					

Dealer				Dealer Ph	
Dealer Address					
Dealer Z				Service District	J

Subject	undiagnosed issue with integrated brake controller				
Synopsis					
Customer Anomaly	Brakes				
	Warning Light Anomaly				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	2	Brake Warning Light
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
02/0	Open
02/22/2017	Closed
09/29/2018	Closed

**Initial Description**

Corporate, Survey By-Pass, No Response / Unable To Reach, Default, Default, No Response / Unable To Reach, No Response / Unable To Reach  
 Corporate, Ram Care Inbound, Program Benefits and Features, Default, Default, Ram Care - Program Benefits and Features, seeking information on Ram  
 program  
 Corporate, Hard Copy Manual Order, Default, Default, Default, Hard Copy Manual Order, hard copy manuals  
 Product, Brakes, Unknown, Other, Unknown, Brakes- Inquiry, undiagnosed issue with integrated brake controller

**Case Comments**

Date	Comment
	Customer had wanted a . Agent explained the RAM Program and that the Longhorn is the trim and he is part of the program.
	An order for printed owner materials has been placed with our fulfillment house The following items have been selected: Owners Manual Diesel Supplement Diesel Warranty Uconnect
	Customer had a sales dispute with another . Customer found that the R was very very good. He was just unhappy that he didn't get the model he wanted - he said they just weren't available. Customer wants a Case Manager for his ongoing problems. The integrated brake controller mounted on the vehicle - setting it on the Uconnect screen. Brakes are supposed to work as designed. He has read on Forums that other people have had the same problems. Customer was advised that his case is confidential and that we cannot comment on what is recommended in forums since we do not advise customers to get their technical advice from forums. Customer wanted to share experiences from other vehicles he owned. Agent advised customer we only show this vehicle in his name on our system and although we do appreciate that car owners' experiences are important to them, we prefer to focus on any issue that we can help the customer with on the vehicle they now own, Customer is taking the truck in to the . Agent advised she would follow-up with the . Agent offered to look up in the owner's manual for the customer to see what could be found on his issue and is wondering if after reading the owner's manuals which Agent just sent to him, he would be clearly on the operation of the features. Customer also thought that would help. The Sales is away. He took it to another but he prefers the people at the .
	- customer says that he loves his vehicle and that he has gotten more help from RAM than on any other vehicle he has owned

Date	Comment
	Status update provided via email to the following email address: [REDACTED] Regarding case [REDACTED] VIN [REDACTED] Hello Mr. [REDACTED], Congratulations on the purchase of your new [REDACTED]! We would like to also welcome you to the [REDACTED] Program. As a [REDACTED] owner, you are auto-enrolled in this program. You receive many benefits for a [REDACTED] that we hope you will take advantage of, including: ? [REDACTED] membership at no cost ? Dedicated 24/7 [REDACTED] customer support by calling [REDACTED] ? VIP treatment at select [REDACTED] events across [REDACTED] ? [REDACTED] ?Star? for program designation ? [REDACTED] Oil Changes and [REDACTED] tire rotations per year for [REDACTED] (at no charge) ? Trip Interruption coverage for Hotels and any Expenses incurred during a repair ? [REDACTED] rental coverage and Expanded Rental [REDACTED] ? Concierge - VIP treatment ? Personalized Owner App & Site Experience Go online to [REDACTED] Welcome and information ? click on the appropriate link for Existing [REDACTED] Member or New to [REDACTED] By creating an account you will unlock all of the benefits and even get VIP treatment at select [REDACTED] events across [REDACTED] and Same Day rental coverage! You can also download mobile apps that help you learn about your vehicle, directly from the brand website [REDACTED] at any time you have any questions about your new [REDACTED] or the [REDACTED] Program, please give us a call at [REDACTED]. We are here for you [REDACTED]. We are also available via email by utilizing the ?Contact Us? feature on the brand website [REDACTED]. Thank you for choosing to be part of the [REDACTED] family! Sincerely, [REDACTED] Premium Case Manager End of Status Update
	Vehicle is at the dealership - [REDACTED] Update triggered by [REDACTED]
	*****OUTBOUND CALL***** [REDACTED]
	[REDACTED] in Service said they did order a brake controller for the customer. [REDACTED] advised that they finished the diagnosis. Customer came in [REDACTED] and after testing he took back the vehicle. [REDACTED] the brake controller will be installed - just after lunch the customer will bring back the vehicle. They will check the blower and the output and then customer will hook up his huge trailer. That was part of the customer's concern. His trailer is [REDACTED]. There is a setting for heavy and light tow - customer is within the parameters. Customer told to check his trailer brakes as well. [REDACTED]. He also had some software updates - a TCM was updated.
	*****OUTBOUND CUSTOMER CALL***** [REDACTED] and [REDACTED]
	Customer wasn't going to hook up until [REDACTED]. The brake controller was installed but customer hasn't done the rest yet. Customer will call the [REDACTED] on [REDACTED]. Customer has to check his trailer brakes - that has already been done. What they use is a blower to plug into the back of the pickup, then they put power to that plug and if that blower turns, they know that power is going into it. they just don't know how much - it is supposed to be [REDACTED] and they only get [REDACTED]. They did a flash on the Transmission module and customer thinks they may have had an impact.
	If the brakes don't [REDACTED] he is going to go back to [REDACTED]. CM explained about needing to leave his vehicle at the [REDACTED] and about needing to speak to a Service Manager or Service Director about the possibility of opening an engineering case if the issue is not resolved after he goes back to the [REDACTED]. Customer is okay with that if that is necessary but he feels that first the procedures would have to be performed as explained and then he will see. *****ECCI***** S/PD [REDACTED]
	*****OUTBOUND CALL***** [REDACTED]
	+ 3 for Service - [REDACTED] was advised of customer's comments. [REDACTED] says the [REDACTED] are not getting any codes for any updates - they are getting nothing on the trailer brakes module. Customer is coming in [REDACTED] and was told the [REDACTED] want his trailer hooked up so they can examine it. [REDACTED] thinks it may be something to do with the trailer itself and is going to have his SM Mike look at it. - CM can call back [REDACTED] for another update.
	*****OUTBOUND CALL***** [REDACTED] - [REDACTED] advised customer did come back with his trailer. They were able to show the customer his [REDACTED] M is operating correctly as per specs from [REDACTED], as regards the output. Most likely there is something going on with his trailer. They showed the customer a like vehicle to show him this. Customer appeared satisfied when he left the [REDACTED].
	***** [REDACTED] CUSTOMER CALL ***** [REDACTED] and [REDACTED] for customer that are following-up to ensure everything is now okay, and will make [REDACTED] to reach him, and that he can also call [REDACTED] back at his convenience. Gave the contact information including the case # and the Direct Extension for the [REDACTED]. (((If customer calls back, just go over what the [REDACTED] R said in lines [REDACTED] and indicate can close case)))
	*****OUTBOUND CUSTOMER CALL***** [REDACTED] and [REDACTED] for customer on the [REDACTED] which answered to [REDACTED] - that this was [REDACTED] we were provided for Mr. Danny [REDACTED] and that we are trying to reach him for follow-up on his case.
	Status update provided via email to the following email address: [REDACTED] Regarding case [REDACTED] LONGHORN 4X4 Mr. [REDACTED], I'm contacting you to ensure everything is resolved to your satisfaction. We confirmed with your Dealer [REDACTED] that your [REDACTED] M is operating correctly as per specs from [REDACTED] as regards the output. If everything is to your satisfaction, there is no need for you to call us back or reply to this email. However, I will leave your case open for [REDACTED] days prior to closing it. Sincerely, [REDACTED] Case Manager [REDACTED] Extension [REDACTED] End of Status Update
	Vehicle has qualified for [REDACTED] program. Refer to AnswerCONNECT for handling procedures.
	Email from [REDACTED] - Regardless of the brand [REDACTED] or [REDACTED] if the vehicle has H and qualifies for Enhanced Customer Satisfaction they are to be handles here. - Answerconnect [REDACTED] reassign to [REDACTED]
	*****Received Voice Mail from customer [REDACTED] ***** - wanted to thank us very much for our help with the Brake Controller

Email(s)

Date	Subject	Regarding case
		LONGHORN
From	To	Sent Date/Time
Regarding case [REDACTED]		
[REDACTED] LONGHORN 4X4		
Mr. [REDACTED],		
I'm contacting you to ensure everything is resolved to your satisfaction. We confirmed with your Dealer [REDACTED] that your [REDACTED] operating correctly as per specs from [REDACTED] as regards the output. If everything is to your satisfaction, there is no need for you to call us back or reply to this email.		
However, I will leave your case open for [REDACTED] days prior to closing it.		
Sincerely,		
[REDACTED] Case Manager [REDACTED] Extension [REDACTED]		

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	CREW CAB 4X4	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
<b>Batch Case Information</b>					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip	NA				
Customer					
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address	ALLENTOWN				
Dealer Zone	Mid Atlantic			Service District	E
Subject	goodwill service contract				
Synopsis	MVP Contract Created for customer satisfaction				
Customer Anomaly					
Contact Reason		Warranty Information Request		Customer Anomaly	
Reason Code	After Sales - Information & Assistance requests - Warranty - Warranty - General information				

**Case Status History**

Create Date	Status
03/20/2017	Open
03/20/2017	Closed
09/29/2018	Closed

**Initial Description**

Corporate, Warranty Coverage, Default, Default, Default, Request for Warranty Coverage Information, goodwill service contract

**Case Comments**

Date	Comment
	Vehicle was custom ordered and delivered to dealership, vehicle would not start, traction control light was on, communication with star, tech was advised to replace ABS module. new ABS module would not communicate. turned out there were in the harness that were swapped and incorrectly installed from factory. customer was very upset and did not want to wait to order another vehicle. i offered to a added care plus with deductible for his concern. customer was pleased with offer and took delivery of the vehicle.
	Plan code
	Contract created.

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	
Body		Vehicle			
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Case Information					

Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	

Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source		Customer	
City/State/Country/Zip					

Customer	
Customer Address	
City/State/Country/Zip	

Address		Phone	
Zone		Service District	M

Subject	brakes do not have enough stopping power at lower speeds		
Synopsis	Customer contact made Customer outlined concerns and agent referred customer to dlr for diagnosis.		
Customer Anomaly	Brakes		
	Warning Light Anomaly		
Contact Reason	Technical Issue With Vehicle	Customer Anomaly	2
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details		

**Case Status History**

Create Date	Status
03/22/20	Open
03/23/20	Closed
09/29/20	Closed

**Initial Description**

Corporate, Survey By-Pass, No Diagnosis, Default, Default, Survey By Pass - No Diagnosis, Survey By Pass - No Diagnosis  
 Corporate, Outbound, Survey Follow-Up, Continuous Quality Insight, Default, Continuous Quality Insight, Continuous Quality Insight  
 Product, Transmission / Transaxle, Unknown, Improper Shift, Default, Transmission / Transaxle - Improper Shift, hesitation/delay when shifting gears  
 Product, Brakes, Unknown, Other, Unknown, Brakes- Inquiry, brakes do not have enough stopping power at lower speeds

**Case Comments**

Date	Comment
	Survey Record Received - DATE : Survey Number : Quality Survey ID Number: Survey Date : VIN Complete 17 : Comments :
	Did Customer specify Email or Phone: No Customer?s Preferred Method of Contact: Phone or Email Preferred call back number is: Preferred Email address: Mileage Updated? Yes code: Summarize Customer concern: Shifts at wrong times, Hesitation or delay when shifting between gears, Brake pedal feels mushy/soft, Brakes do not have enough stopping power; brake pedal requires too much effort.
	***OUTBOUND CUSTOMER CONTACT*** Agent contacted customer at customer states there is a hesitation or delay when shifting gears, which has happened since he purchased the vehicle, however he believes it may just need to be worked in a bit more and he will put some more miles on it and if it persists he will schedule an appointment with the dlr for a diagnosis. Customer also states that the brakes do not have enough stopping power at lower speeds, potentially creating a safety concern. Agent advised customer to bring the vehicle to a dlr for further diagnosis, and that an email would be sent with the ram customer care number for future reference.
	Status update provided via email to the following email address: thank you for your recent completion of the survey regarding your and we appreciate the feedback that you have provided to us. If at any time, you should require any assistance, please contact RAM Customer Care directly at Thank you for choosing RAM. End of Status Update

**Email(s)**

Date	Subject
	thank you for your recent completion of
From	To
	Sent Date/Time
thank you for your recent completion of the survey regarding your and we appreciate the feedback that you have provided to us. If at any time, you should require any assistance, please contact RAM Customer Care directly at Thank you for choosing RAM.	



Date	Comment
[REDACTED]	Status update provided via email to the following email address: [REDACTED] Hello [REDACTED], I am following up with you regarding the concerns that you brought to our attention concerning the brakes, check engine light, vibration issues at idle and the headrest issue. Have you brought these issues to a dealers attention? I do see that you were at the dealership on [REDACTED]. Sincerely, [REDACTED] Premium Care End of Status Update
[REDACTED]	*****Inbound Customer Email*****
[REDACTED]	Begin Customer Message reviewed; Please call me on my cell to discuss. [REDACTED] We did go to [REDACTED] on [REDACTED] to have our oil changed. End of Reviewed Customer message
[REDACTED]	*****[REDACTED] Customer Cal [REDACTED]***** CM called to speak with the customer and the concerns they are experiencing with their vehicle Customer was unavailable at this time and the CM left a VM for a return call.
[REDACTED]	*****[REDACTED] Customer Cal [REDACTED]***** CM called to follow up with the customer regarding their vehicle concerns. Customer was unavailable at this time and the CM left a VM requesting a return call with an update.
[REDACTED]	***** Survey by pass-No Customer Response.

**Email(s)**

Date	[REDACTED]	Subject	Please call me on [REDACTED] to discuss. [REDACTED]
From	[REDACTED]	To	Sent Date/Time [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	Please call me on [REDACTED] to discuss.
[REDACTED]	[REDACTED]	[REDACTED]	We did go to [REDACTED] o [REDACTED] to have our oil changed.

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	
Body		Vehicle			
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Case Information					

Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Teleph	Reason	New problem
Mileage		Market	U	Language	

Contact Email		Contact Ph		Contact Mobile	
Caller Address		Source		Customer	
City/State/Country/Zip					

Customer	DEBBIE
Customer Address	
City/State/Country/Zip	

Dealer		Dealer Ph	
Dealer Address	2747 N MILITARY HWY		
	NORFOLK	VA	23518 5606
Dealer Z	Mid Atlantic	District	Service District L

Subject	Continuous Quality Insight
Synopsis	customer has not responded, advised by email to take vehicle to dealership and contact Customer Assistance.
Customer Anomaly	
Contact Reason	Existing Case Open Customer Anomaly
Reason Code	After - Information & Assistance requests - Customer Care - No further action needed - Closed

**Case Status History**

Create Date	Status
03/27/20	Open
03/30/20	Closed
09/29/20	Closed

**Initial Description**

Corporate, Survey By-Pass, No Response / Unable To Reach, Default, Default, No Response / Unable To Reach, No Response / Unable To Reach  
 Corporate, Outbound, Survey Follow-Up, Continuous Quality Insight, Default, Continuous Quality Insight, Continuous Quality Insight

**Case Comments**

Date	Comment
	Survey Record Received - DATE : Survey Number : Quality Survey ID Number : Survey Date : VIN Complete 17 : Comments :
	Did Customer specify Email or Ph (Yes/No) Yes Customer's Preferred Method of Contact: ph or email Preferred call back number is: Preferred Email address: Mileage Updated? (Yes/No) Yes Dealer code: Summarize Customer concern: Hesitation or delay when shifting between gears. Brakes do not have enough stopping power; brake pedal requires too much effort. Speakers rattle. /AWD controls are not in a good location. /AWD controls are not simple or intuitive. Vehicle exhibits poor visibility and night/exterior lighting insufficient.
	CUSTOMER CONTACT: unable to leave message as voice mail did not pick up.
	CUSTOMER CONTACT: left message on at for customer to call back with any questions or concerns regarding the survey.
	Status update provided via email to the following email address: My name is and I am following up on a survey that you recently completed regarding your . I have attempted to contact you at however we have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Customer Assistance at . End of Status Update

**Email(s)**

Date	Subject
From	To
	Sent Date/Time
	My name is and I am following up on a survey that you recently completed regarding your . I have attempted to contact you at however we have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Customer Assistance at .



**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM		CREW CAB 4X4
Customer Provided VIN		Line of Business	CAC		Customer Assistance Center
<b>Batch Case Information</b>					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer		BROWNING DODGE CHRYSLER JEEP RAM		Dealer Phone	
Dealer Address					
Dealer Zone				Service District	M
Subject	Customer trailer brake is not working				
Synopsis					
Customer Anomaly	Brakes				
	Warning Light Anomaly				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	2	Brake Warning Light
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
04/0	Open
04/09/2017	Closed
09/29/20	Closed

**Initial Description**

Corporate, Survey By-Pass, No Diagnosis, Default, Default, Survey By Pass - No Diagnosis, Survey By Pass - No Diagnosis  
 Product, Brakes, Unknown, Other, Unknown, Brakes- Inquiry, Customer trailer brake is not working

**Case Comments**

Date	Comment
	Briefly summarize why the customer is contacting [REDACTED] customer was transferred from U connect Brandy Trailer brake is not working. Agent offered to find the nearest [REDACTED] customer declined Agent asked support and was told to Advise to take it to [REDACTED] we will need to find a [REDACTED] R in his area but customer was not willing to provide any information and then Customer hang up and said uyou can not help me as You can not provide technical support Briefly summarize what the customer is expecting: technical support as the trailer brake was not working

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	
Body		Vehicle			
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage	511 Miles	Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer			S	Dealer Phone	
Dealer Address					
ID					
Dealer Zone	West	Sales District		Service District	F
Subject	customer seeking information about Hill Descent Control				
Synopsis	Customer seeking information about the downhill descent feature. Agent advised customer as per OM pages				
Customer Anomaly					
Contact Reason		Launch Of New Vehicle Information	Customer Anomaly		
Reason Code	Sales - Information & Assistance requests - Marketing - Vehicle commercial info - Product launch				

**Case Status History**

Create Date	Status
04/	Open
04/	Closed
09/29/20	Closed

**Initial Description**

Corporate, Survey By-Pass, No Diagnosis, Default, Default, Survey By Pass - No Diagnosis, Survey By Pass - No Diagnosis  
 Corporate, Product Information, Default, Default, Default, Request for Product Information, customer seeking information about Hill Descent Control

**Case Comments**

Date	Comment
	An order for printed owner materials has been placed with our fulfillment house The following items have been selected: Owner's Manual Diesel Supplement Diesel Warranty Uconnect
	Briefly summarize why the customer is contacting : Customer seeking information about the downhill descent feature. Customer would also like to know if they can add the date on radio or EVIC system. Customer is also curious what the OFF light with squiggles would be for between the TOW/HAUL option and HILL DESCENT CONTROL. Briefly summarize what the customer is expecting: Above information ****AGENT ADVISED**** Agent advised customer as per OM pages Agent advised customer there is no way to add date on this radio. Agent advised customer we couldn't find anything specific about that light in OM, but it sounds like ABS brakes, but advised customer to take it to for further clarification.

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	
Body		Vehicle	RAM		
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address					
			LA		
Dealer Zone	Southwest	Sales District		Service District	R
Subject	Sensors				
Synopsis	Sent to				
Customer Anomaly	Brakes				
	Warning Light Anomaly				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	2	Brake Warning Light
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
04/	Open
04/	Closed
09/29/20	Closed

**Initial Description**

Product, Brakes, Anti-Lock Brake System, ABS Lamp On/Flashing, Default, ABS Lamp On/Flashing, Sensors

**Case Comments**

Date	Comment
	Briefly summarize why the customer is contacting : Customer called because it seems to not give a beep with the front sensors but does with the back ones and was wondering what to do about it Briefly summarize what the customer is expecting: Working crash sensors Agent advised: Recommend going to R to get a diagnosis
	Edit to because it is a and still way under warranty this should be covered as long as it is not an outside influence.

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	
Body		Vehicle			
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Case Information					

Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	

Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source			

Customer	
Customer Address	
City/State/Country/Zip	

Dealer		RAM	Dealer Phone	
Dealer Address			95667 5332	
Dealer			Service District	H

Subject	/AWD control response is not reliable
Synopsis	Survey By Pass - No Diagnosis
Customer Anomaly	Gears & Transmission
	Automatic Gearbox
Contact Reason	Technical Issue With Vehicle
Customer Anomaly	Automatic Gearbox Issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

**Case Status History**

Create Date	Status
05/02/20	Open
05/04/20	Closed
09/29/20	Closed

**Initial Description**

Corporate, Survey By-Pass, No Diagnosis, Default, Default, Survey By Pass - No Diagnosis, Survey By Pass - No Diagnosis  
 Corporate, Product Suggestions, Other, Default, Default, Product Suggestions - Other, Tow haul should not reset when trailer is still attached  
 Corporate, Product Suggestions, Electrical, Default, Default, Product Suggestions - Electrical, cruise should not eliminate odometer  
 Corporate, Outbound, Survey Follow-Up, Continuous Quality Insight, Default, Continuous Quality Insight, Continuous Quality Insight  
 Product, Brakes, Anti-Lock Brake System, ABS Lamp On/Flashing, Default, ABS Lamp On/Flashing, ABS light flashing downhill  
 Product, Transmission / Transaxle, Unknown, Improper Shift, Default, Transmission / Transaxle - Improper Shift, /AWD control response is not reliable

**Case Comments**

Date	Comment
	CQI Survey Record Received - DATE : Survey Number : Quality Survey ID Number: Survey Date : VIN Complete 17 : CQI Comments - Towhaul mode
	Did Customer specify Email or Phone: Yes Customer's Preferred Method of Contact: Yes, by phone or e-mail Preferred call back number is: Preferred Email address: Mileage Updated? Yes Dealer code: Summarize Customer concern: /AWD control response is not reliable, Hand brake/parking brake does not adequately hold vehicle .odometer
	**** OUTBOUND CUSTOMER CONTACT ( ) **** Customer has not had a chance to take to DLR as far as issue DLR states it needs time to mess and the more you use the easier it will get. Customer is going to monitor but did want noted. Customer has hurt his back and had had ABS light come on when towing and going down hill but DLR not able to duplicate. When customer get back on feet he is going to take trailer as well and have DLR look at.
	Status update provided via email to the following email address: Thanks for taking the time to speak with me about your survey concerns. If you require further assistance from RAM, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling RAM Customer Assistance at . Thanks for choosing RAM! End of Status Update

**Email(s)**

Date		Subject	Thanks for taking the time to speak with me about
From		To	Sent Date/Time
Thanks for taking the time to speak with me about your survey concerns. If you require further assistance from RAM, please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling RAM Customer Assistance at . Thanks for choosing RAM!			

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	CREW CAB 4X4	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
<b>Batch Case Information</b>					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Chat	Reason	New problem
Mileage		Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer			JEEP RAM	Dealer Phone	
Dealer Address					
			VA	20111 2220	
Dealer		Sales District		Service District	P
Subject					
	Customer seeking information on operation of vehicle Agent provided information found in manuals and referred customer to DLR for assistance with reset Customer disconnected before any further assistance could be provided				
Customer Anomaly					
Contact Reason		FCA Company Contact Info Request		Customer Anomaly	
Reason Code		- Information & Assistance requests - Corporate - Corporate - Contacts			

**Case Status History**

Create Date	Status
05/	Open
05/	Closed
09/29/20	Closed

**Initial Description**

Corporate, Survey By-Pass, No Response / Unable To Reach, Default, Default, No Response / Unable To Reach, No Response / Unable To Reach  
 Corporate, Product Information, Default, Default, Default, Request for Product Information, Request for Product Information  
 Corporate, Chat, Information, Default, Default, Chat - Information.

**Case Comments**

Date	Comment
	Trailer Brake Status Indicator Light This light indicates the trailer electrical connection status. If no electrical connection is detected after the ignition is turned on, pushing the GAIN adjustment button or sliding the manual brake control lever will display the GAIN setting for 10 seconds and the "Trailer Brake Status Indicator Light" will not be displayed. If a fault is detected in the trailer wiring or the Integrated Trailer Brake (ITBM), the "Trailer Brake Status Indicator Light" will flash. GAIN Adjustment Buttons (+/-) Pushing these buttons will adjust the brake control power output to the trailer brakes in . The GAIN setting can be increased to a maximum of 10 or decreased to a minimum of 0 (no trailer braking). GAIN The GAIN setting is used to set the trailer brake control for the specific towing condition and should be changed as towing conditions change. Changes to towing conditions include trailer load, vehicle load, road conditions and weather. Adjusting GAIN NOTE: This should only be performed in a traffic free environment at speeds of . 1. Make sure the trailer brakes are in good working condition, functioning normally and properly adjusted. See your trailer dealer if necessary. 2. Hook up the trailer and make the electrical connections according to the trailer manufacturer's instructions. 3. When a trailer with electric/EOH brakes is plugged in, the trailer connected message should appear in the instrument cluster display (if the connection is not recognized by the ITBM, braking functions will not be available), the GAIN setting will illuminate and the correct type of trailer must be selected from the instrument cluster display options. 4. Push the UP or DOWN button on the steering wheel until "TRAILER TOW" appears on the screen. 5. Push the RIGHT arrow on the steering wheel to enter "TRAILER TOW". 6. Push the UP or DOWN buttons until the Trailer Brake Type appears on the screen. 7. Push the RIGHT arrow and then push the UP or DOWN buttons until the proper Trailer Brake Type appears on the screen. 8. In a traffic-free environment, tow the trailer on a dry, level surface at a speed of 20-25 mph (30-40 km/h) and squeeze the manual brake control lever completely. 9. If the trailer wheels lockup (indicated by squealing tires), reduce the GAIN setting; if the trailer wheels turn freely, increase the GAIN setting. Repeat steps 8 and 9 until the GAIN setting is at a point just below trailer wheel lockup. If towing a heavier trailer, trailer wheel lockup may not be attainable even with the maximum GAIN setting of 10. (and RAM OM) well you found the section on gain which I never could... thanks for finding that. Not sure why I missed it. Its not a problem (and I hate to quit this chat and start another if I can't find the edit function... want to hold/handle a wh

Date	Comment
	<p>Hi, my name is [REDACTED]. How may I help you? [REDACTED]: Hi, I can't find in any manual the full instructions for setting up the [REDACTED] (I have [REDACTED]). Particularly, can I edit the trailer names to custom labels or maybe choose from a pull down... something better than " [REDACTED] " etc... I saw some forums which seemed to indicate other labels were available, but not sure for my model/year. [REDACTED]: What I would need to do is get you over to a Ram Agent for further assistance, as you have [REDACTED] ed [REDACTED] Connect Web Support. Would you like me to transfer you over? [REDACTED]: yes please, thanks [REDACTED]. You're welcome, [REDACTED] please. [REDACTED] disconnected ("Transferred to Queue"). Hi, my name is [REDACTED]. How may I help you? [REDACTED]: Hi, did my earlier message convey? [REDACTED]: Hello [REDACTED]: I copied it for you. [REDACTED]: I can see your previous message [REDACTED]: I can't find in any manual the full instructions for setting up the [REDACTED] (I have [REDACTED]). Particularly, can I edit the trailer names to custom labels or maybe choose from a pull down... something better than " [REDACTED] " etc... I saw some forums which seemed to indicate other labels were available, but not sure for my model/year. [REDACTED]: oh, okay... [REDACTED]: and [REDACTED]: thanks for checking [REDACTED]: So you are looking for the instructions to set up the [REDACTED] ? [REDACTED]: and in particular if you have it available the answer to the edit labels question please. [REDACTED]: Maybe you have it canned or can send a link? [REDACTED]: I am not sure what labels you are inquiring about [REDACTED]: on dash, main screen the trailer name labels in the menu [REDACTED]: Trailers 1-4 [REDACTED]: I have seen there should be more explicit labels you can set for [REDACTED] trailer [REDACTED]: Like "utility", etc [REDACTED]: Do you mind holding while I look into this for you [REDACTED]: please do, thanks [REDACTED]: Thank you [REDACTED]: Thank you for holding [REDACTED]: I did find some information regarding the trailer brakes, I found it on [REDACTED] of the owners manual [REDACTED]: I'll check, but I think that is very basic as I have read, searched the manual several times for various info. It is very lacking. will you please hold while I check or can you copy/paste here the section you think pertinent? [REDACTED]: Is this the right document? [REDACTED]: Manual Brake Control Lever Slide the manual brake control lever to the left to activate power to the trailer's electric brakes independent of the tow vehicle's brakes. If the manual brake control lever is activated while the brake is also applied, the greater of the [REDACTED] determines the power sent to the trailer brakes. The trailer and the vehicle's brake lamps will come on when either vehicle braking or manual trailer brakes are applied.</p>
	<p>ile I check? [REDACTED]: I can hold [REDACTED]: I searched the manual for "edit" with only [REDACTED]. I read the area around the page you found for brake gain and don't see any ref to my question. I may be using the wrong key words. I did that before: looked for "bias" instead of "gain" which is why I never found the section you did. [REDACTED]: any suggestion? Do I need to ask service about this or can you continue to look/escalate? [REDACTED]: I will search for "utility" just to see if that helps... [REDACTED]: I would suggest speaking with the service department, as the tech's at out dealerships will be able to provide you with detailed information about it. [REDACTED]: please look at pdf [REDACTED] manual page... not sure.. [REDACTED]? [REDACTED]: a chart with various trailer names? [REDACTED]: can you check how I get to that function on my vehicle? on the [REDACTED] not on the dash/multifunction display, rght? [REDACTED]: It is under "understanding your inst. panel. [REDACTED]: Do you mind holding a moment? [REDACTED]: maybe not available on a [REDACTED] bigger display required? [REDACTED]: ok. [REDACTED]: I can hold. [REDACTED]: Thank you [REDACTED]: I do apologize I am not finding a way to get that set up [REDACTED]: I will have to suggest you speak with the service department [REDACTED]: I am VERY disappointed in RAM CS for the [REDACTED] or [REDACTED] time. Sorry you are in the crosshairs, but I have never had such poor CS in a long long time and I spent more for this truck than I have for anything else, ever, less my house. can you not escalate this for research and have someone email me??? [REDACTED]: I will take these manual pages to my truck tonight and will contact [REDACTED] I have to. [REDACTED]: Our service tech's are factory trained, they are in the best position to assist. They have the technical training [REDACTED]: I do appreciate you finding the section on gain. [REDACTED] disconnected ("Concluded by End-user").</p>

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	
Body		Vehicle			
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer	S REPAIR				
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone			WI	54665 1149	
				Service District	I
Subject	Brakes- Inquiry				
Synopsis	What was the customer's concern? issue with trailer brakes What steps did you take to handle the concern? referred to dealership for a diagnosis. What was the final result of the customer's concern, was it resolved? customer will bring vehicle and trailer				
Customer Anomaly	Brakes Warning Light Anomaly				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	2	Brake Warning Light
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
05/	Open
05/	Closed
09/29/20	Closed

**Initial Description**

Corporate, Survey By-Pass, No Diagnosis, Default, Default, Survey By Pass - No Diagnosis, Survey By Pass - No Diagnosis  
 Product, Brakes, Unknown, Other, Unknown, Brakes- Inquiry, Brakes- Inquiry

**Case Comments**

Date	Comment
	Customer calling due to an issue with the trailer brakes. Advised to bring the vehicle in for a diagnosis. Has been to dealership already. Agent contacted dealership and spoke to . Dealer Code: Dealer Name : Phone : vehicle works with a trailer at the dealership. May be an issue with the trailer. Customer will bring the vehicle and his trailer to the dealership for them to do a diagnosis.
	Sent to team lead for survey by-pass due to no diagnosis and under warranty.

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	
Body		Vehicle			
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone					
Subject	unresolved check engine light				
Synopsis	Customer states vehicle is running fine now. OK to close case at this time.				
Customer Anomaly	Engine Warning Light MIL				
Contact Reason		Technical Issue With Vehicle		Customer Anomaly	Check engine light is on
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
05/	Open
06/	Closed
09/29/20	Closed

**Initial Description**

-Product,Unknown,Unknown,No Start,Default,Product will not Start,intermittent no start  
 -Product,Engine,Unknown,Check Engine Lamp On/Flashing,Default,Check Engine Lamp On/Flashing,unresolved check engine light

**Case Comments**

Date	Comment
	Briefly summarize why the customer is contacting [redacted]. Customer stated she has had concerns with a check engine light. Customer stated that her son, [redacted] took it to another [redacted] in WY but they told him it was fine to drive with the check engine light on. Customer stated that her son got into the truck and it would not start. Customer advised that he waited for Roadside Assistance but eventually got it started. Customer stated that the vehicle is currently at [redacted] being diagnosed. Briefly summarize what the customer is expecting: To have vehicle replaced and a rental Agent advised that [redacted] goal is to repair the vehicle and offered to assist with repairs and a rental. Customer accepted at this time. Agent contacted [redacted] who advised that the technician is currently working on the truck and no updates or not known how long it will stay at the [redacted]. Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business [redacted]. Preferred Morning/Midday call back number is [redacted]. Preferred Afternoon/Evening call back number is [redacted]. Customer email address for case updates: [redacted]. Reassigned to [redacted].
	****DEALER CONTACT**** Agent called [redacted] @ [redacted] and spoke with [redacted] in service who advised that the vehicle just came in but they have not been able to diagnosis it yet. Agent advised that she was a [redacted] and would authorize [redacted] rental and would send the file to CM for further assistance / follow up. [redacted] asked agent to email [redacted].
	Status update provided via email to the following email address: [redacted]. Hi [redacted]. As discussed, I have approved (2) [redacted] days rental for [redacted] and will be forwarding the file to CM for further assistance/follow up. File [redacted] / [redacted] # [redacted]. Thanks for getting her set up with a rental. [redacted] & Resolution. End of Status Update
	***** [redacted] Value Updated***** Estimated [redacted] Amount: [redacted] Provided By: [redacted] Days Authorized: 2
	****CUSTOMER CONTACT**** Agent called [redacted] @ [redacted] and customer is very upset because the vehicle stopped working on her son while he was driving it. It is not the [redacted] that they have had to take the vehicle to the dealership with issues and they keep telling them that it is safe to drive. Agent agreed that this would be very frustrating. Agent advised she would like to send the file to our Senior CM team for further follow up/assistance. Customer states that everyday that the vehicle is down her son is losing work needed to pay for the vehicle. Customer seeking assistance with: Vehicle cuts off while driving. Customer expecting: Issue resolved / rental/ and possible replacement. Agent advised will escalate to case manager. Follow up will occur within [redacted] by COB customer time. Preferred phone number: [redacted]. Earliest call time: 9 Latest call time: 9 Updates via text: Yes Updates via email: Yes Vehicle location: Dealership Date and Time of Appointment: N/A Confirmed appointment with: [redacted] Customer in rental: Yes Authorized by: [redacted] authorized [redacted] rental through email/DM notes. [redacted] start date: [redacted]

Date	Comment
[REDACTED]	Begin Customer Message reviewed: The customer was taken to a local Enterprise and they were unable to provide a deposit which is required by Enterprise to rent a vehicle. We are going to try again [REDACTED] w to put them into a car. End of Reviewed Customer message
[REDACTED]	Customer called back to state that she is not in rental care as yet, as Dealer is requesting Customer's insurance information. Customer stated that dealer called her "[REDACTED] before closing." Agent informed Customer of information contained in [REDACTED] above), and stated that request would be made for CM to contact Customer next day.
[REDACTED]	*****Case Management-[REDACTED] 70**** Loyalty Snapshot OOW: No MVP: No Household: New 4, Used 1
[REDACTED]	***** Create Prep Sheet ***** Prep sheet was saved successfully.
[REDACTED]	Writer spoke to [REDACTED] was ordered and hope to get. Order should be in [REDACTED] with [REDACTED]
[REDACTED]	CONTACT UPDATE - Customer was contacted [REDACTED] at [REDACTED] time Customer was provided with agent's extension: [REDACTED] Introduced myself. She told me that the dealership contacted her [REDACTED] and she didn't have her information handy when they called her, she isn't happy with the vehicle, they don't feel safe in it. I let her know that she would need to contact the GM at the dealership and see if they will work with her. I will email her my contact information and NCDS information.
[REDACTED]	Writer tried to email customer and the email isn't working, tried to call customer back, no answer and no voicemail available.
[REDACTED]	Writer will f/u with customer on [REDACTED] and with dealership to find out if part has come in and if they have been communicating with [REDACTED]
[REDACTED]	Writer spoke to [REDACTED], the parts truck just came in and he hasn't been notified about the part coming in. The service advisor is [REDACTED]
[REDACTED]	Writer spoke to [REDACTED] in the service department he states they will get the repair done on [REDACTED]
[REDACTED]	Writer spoke to customer she is [REDACTED] drive from the dealership. Let her know the repairs will be done on [REDACTED]. Writer requested a different email and we tried [REDACTED] and it wouldn't go through. She says she is frustrated they are [REDACTED] on foot, meaning [REDACTED] as well.
[REDACTED]	Customer called in seeking to find out what can be done regarding the rental. Customer states that they were supposed to bring the rental back [REDACTED] but the [REDACTED] had closed and would like to know what more can be done to assist. Agent advised the customer that she will need to work with the CM regarding the rental situation and advised that we will have the case updated so that the CM is aware that she had called in and we will have the CM contact her back.
[REDACTED]	*****Rental Value Updated***** Estimated Rental Amount: [REDACTED] Provided By: [REDACTED] Days Authorized: 1
[REDACTED]	Added [REDACTED] extra day for rental. Writer called the customer because I could see that she had called in. The dealership is telling her that they wouldn't be ready until [REDACTED].
[REDACTED]	The customer was able to get a rental car. If they call by [REDACTED] to 3 hours to flagstaff dealership, they told her it may not be done by [REDACTED]. She will hitch a ride to pick up the vehicle. Customer alleges that it is a 5 hour drive.
[REDACTED]	Customer Lena call to speak to CM [REDACTED], transferred the call to ext. [REDACTED]
[REDACTED]	Customer made it to flagstaff and they had the vehicle repaired. The SM found another problem. The dealership has ordered the part, it won't be ready until [REDACTED] but they will still need to keep it to make sure it is working fine
[REDACTED]	*****Rental Value Updated***** Estimated Rental Amount: [REDACTED] Provided By: [REDACTED] Days Authorized: [REDACTED]
[REDACTED]	Writer took a call from customer and she let me know that the vehicle won't be ready until [REDACTED] because of back order part
[REDACTED]	Writer spoke to [REDACTED] they have changed out the [REDACTED] system took it out for a test drive, and a message came over about a steering issue. They have ordered the steering part and expect it in [REDACTED]. They will need to continue to test drive the vehicle to make sure there isn't any other issues. Writer gave [REDACTED] the RA/Case number and told him I could only cover [REDACTED].
[REDACTED]	Addendum to line [REDACTED]. Customer states that [REDACTED] has been in a rental as of [REDACTED]. Because of the information I have provided another 9 days total of [REDACTED].
[REDACTED]	Customer seeking rental assistance because Customer vehicle broke down and son was on his way to work. This dealership is not close to their home. Their Son needed a rental to continue to go to work. Contacted Service Manager, [REDACTED] at [REDACTED] discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized [REDACTED] of rental per Warranty guidelines Rental authorization will be processed by [REDACTED]
[REDACTED]	Customer calls to speak with their case manager. Writer transferred the call to [REDACTED] at ext: [REDACTED].
[REDACTED]	Status update provided via email to the following email address: [REDACTED] ASAP call back request. End of Status Update
[REDACTED]	Writer spoke to [REDACTED], they are still working on the vehicle they replaced the [REDACTED] and the vehicle is still sending out a code. They are now checking all the wires to see if there is a short.
[REDACTED]	Writer received a voicemail from the customer. call back number is [REDACTED]
[REDACTED]	Writer spoke to the customer. Let her know that we will be tapping into the internal technicians. Customer let me know that they picked up their vehicle [REDACTED] to [REDACTED]. Possibly extend the rental.
[REDACTED]	Writer spoke to [REDACTED] requesting they open a star case to get this issue resolved a lot faster.
[REDACTED]	customer called in wanting to speak to CM agent transferred through to CM
[REDACTED]	*****Rental Value Updated***** Estimated Rental Amount: [REDACTED] Provided By: [REDACTED] Days Authorized: 2
[REDACTED]	Writer spoke to [REDACTED], requesting additional [REDACTED] of rental. Customer seeking rental assistance because vehicle was not starting engine light is on. Contacted Service Manager, [REDACTED] to [REDACTED] discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized [REDACTED] of rental per Warranty guidelines Rental authorization will be processed by [REDACTED]
[REDACTED]	Writer took a call from customer she is concerned about the fact she doesn't have her vehicle back and they are about to run out of rental time. Writer confirmed [REDACTED] for rental for customer and to give the service department more time to work on the vehicle.
[REDACTED]	Writer spoke to [REDACTED] he states they sent a message to [REDACTED], [REDACTED] their field tech. has been contacted but no feedback. There has not been any other assistance from the star case.
[REDACTED]	[REDACTED] will ask his SM to assist with rental. He will call back
[REDACTED]	Writer received a call back from [REDACTED], they have approved [REDACTED] for rental. His technician has been working with star. His technician will be in on [REDACTED] to continue working on the vehicle.
[REDACTED]	*****Rental Value Updated***** Estimated Rental Amount: [REDACTED] Provided By: Dealer Days Authorized: 5
[REDACTED]	Customer seeking rental assistance because dealership is working with Star on diagnosis and repairs. Contacted Service Manager, [REDACTED] at [REDACTED] to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized [REDACTED] of rental per Warranty guidelines Rental authorization will be processed by dealer
[REDACTED]	Writer contacted [REDACTED]. Spoke with [REDACTED]. SA advised that they now have the AM, the [REDACTED], the Tech, the Tech advisor and STAR all involved with this case. They are working to figure out the diagnosis. SA advised customer is currently in a rental provided by Enterprise. Writer advised will follow up [REDACTED]
[REDACTED]	Writer contacted customer. Advised I am new case specialist. Advised lines [REDACTED]. Customer asked about continuance of rental due to the fact that vehicle has been at the [REDACTED] so long. Writer advised will look into further authorization for rental.

Date	Comment
██████████	Writer attempted to email contact information to customer at ██████████. Message advised email address is invalid. Writer contacted customer who advised to use ██████████. This also came up with same message for invalid email address.
██████████	Writer contacted ██████████. Spoke with ██████████ SA advised vehicle has been repaired and he will be calling customer for pick up. Writer inquired as to what turned out to be the problem. SA advised they checked a lot of things and he is still writing everything up. SA will contact writer to advise and also to advise when customer was put into rental.
██████████	Writer contacted customer. Advised vehicle is ready to go. Customer advised that her son just took the rental vehicle to go to work in ██████████. Customer states she will wait for a call from ██████████. Customer advised they have been in rental since ██████████. Writer advised will follow up ██████████.
██████████	Writer contacted ██████████ SA advised that customer has picked up vehicle. SA also advised that customer's son still has the rental vehicle and customer has been advised that they will be responsible for rental after ██████████ which is when the vehicle was completed and ready for pick up. Was the customer in a rental? Yes, ██████████ as of ██████████. Did the customer have a co-pay? No, Under Warranty What is the RO #? ██████████ Does the SM have the CAIR #? ██████████ Review and Confirm the DM Notes with the SM while on the phone. Does the SM have everything needed from Customer Care to process the claim? Yes Mileage: Unknown
██████████	*****Rental Value Updated***** Estimated Rental Amount: ██████████ Provided By: Dealer Days Authorized: ██████████
██████████	Customer ██████████ G requested to speak to Case Specialist - transferred to ██████████
██████████	Customer called in. Advised she picked up vehicle on ██████████ and returned rental on ██████████. Writer advised of ██████████ close and survey.
██████████	CLOSED LOOP UPDATE - customer contacted ██████████ to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer.
██████████	C██████████ called in. Needed to confirm what is showing on rental. Writer advised we are showing ██████████ covered by ██████████ an ██████████ by FCA for a total of ██████████. Also advised DM notes are on the case.

**Email(s)**

Date	Subject	To	Sent Date/Time
██████████	ASAP call back request.	██████████	05/25/2017 23:50 PM
ASAP call back request.			

**New Customer Assistance Inquiry Record (CAIR)#**

VIN		Model Year		Brand	
Body		Vehicle			
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Letter	Reason	New problem
Mileage		Market	LI	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	Q
Subject	brake harness				
Synopsis	DLR provided GW for parts not covered				
Customer Anomaly	Brakes				
	Warning Light Anomaly				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	2	Brake Warning Light
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
05/22/2017	Open
05/25/2017	Closed
06/01/2017	Reopen
06/02/2017	Closed
09/29/2018	Closed

**Initial Description**

-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code  
 -Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code  
 -Corporate,Default,Default,Default,  
 -Corporate,Default,Default,Default,  
 -Product,Electrical,Power Windows,Other,Unknown,Power Window - Inquiry,Power Window - Inquiry  
 -Product,Electrical,Power Windows,Other,Unknown,Power Window - Inquiry,Power Window - Inquiry  
 -Product,Brakes,Unknown,Other,Unknown,Brakes- Inquiry,brake harness  
 -Product,Brakes,Unknown,Other,Unknown,Brakes- Inquiry,brake harness

**Case Comments**

Date	Comment
	Briefly summarize why the customer is contacting [redacted]. Customer states that dealer is refusing to do warranty work on vehicle. Previously has had brake harness and power window switch replaced at dealer and now [redacted] a year later requires same repairs but dealer will not cover. Briefly summarize what the customer is expecting: mopar parts [redacted] unlimited miles *Agent called dealer spoke with SA [redacted] advised parts should be covered under MOPAR however would have to call back and speak with [redacted] for information on why its not being covered. Reason for Dealer Contact: [redacted] unavailable need to know why parts not covered under mopar Dealer Code: [redacted] Dealer Personnel Required: [redacted] Customer's Preferred Method of Contact: [redacted] Customer Phone Number (Morning): [redacted] Customer Phone Number (Evening): [redacted] Customer Email address: n/a Reason for assigning to Resolution Team: Unable to get ahold of SA Assigned to [redacted]
	*****DEALER CONTACT***** Agent contacted [redacted] ([redacted]) at [redacted] and spoke with the receptionist in service who indicated that SA Mark is currently not available and to contact back [redacted]
	*****CUSTOMER CONTACT***** Agent contacted [redacted]. Customer was unaware he had a case open however noted that he will be bringing his vehicle in under warranty. Agent advised she would follow up [redacted]. The [redacted] rep was there [redacted] and approved coverage
	*****DEALER CONTACT***** Agent contacted [redacted] ([redacted]) at [redacted] and waited on hold for [redacted] for [redacted] and disconnected.
	*****DEALER CONTACT***** Agent contacted [redacted] ([redacted]) at [redacted] and spoke with SA [redacted] who verified that they provided GW on the part as it was out of basic warranty. SA noted that vehicle has been repaired and picked up.
	*****CUSTOMER CONTACT***** Agent contacted [redacted]. Agent verified that his vehicle has been repaired and so far working fine.
	POSTMARK DATE [redacted], DATE RECEIVED: [redacted]

Date	Comment
[REDACTED]	<p>..... [REDACTED] / [REDACTED]-Moss Act Letter from [REDACTED]  [REDACTED] dated [REDACTED] [REDACTED] Phone: [REDACTED] Concern: Unspecified Per [REDACTED] reassigned  to [REDACTED] for their review and handling. .... OWNER IS NOW REPRESENTED  BY AN ATTORNEY. NO FURTHER CAC AGENT CONTACT TO BE MADE DIRECTLY W/ THIS OWNER.</p>
[REDACTED]	<p>[REDACTED] FORWARD TO WARRANTY LITIGATION. PAG</p>
[REDACTED]	<p>status update: Customer called in to report that the Message on dash check break wire harness light came on again as it is for [REDACTED]  now it has to do with trailer break. But at this case I cannot write any update here. Customer stated that it has not even a month since  last repair Agent advised customer to go back to the DLR for check wire harness light and call us for any assistance</p>

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	
Body		Vehicle			
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Case Information					

Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Uconnect	Reason	New problem
Mileage		Market	U	Language	

Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					

Customer					
Customer Address					
City/State/Country/Zip					

Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District	TX	Service District	F

Subject	trailer not connected message.				
Synopsis	customer states trailer brakes not working message Agent advised customer to contact dealer Customer needs to get diagnosis				
Customer Anomaly	Brakes Warning Light Anomaly				
Contact Reason		Technician Issues With		Customer	Brake Warning Light
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
05/24/20	Open
05/24/2017	Closed
09/29/20	Closed

**Initial Description**

Corporate, Survey By-Pass, No Diagnosis, Default, Default, Survey By Pass - No Diagnosis, Survey By Pass - No Diagnosis  
Product, Brakes, Unknown, Other, Unknown, Brakes- Inquiry, trailer not connected message.

**Case Comments**

Date	Comment
	The customer contacted because they get a trailer brake not connected message and would like to know what it would be for as it appears they have trailer brakes. They are hooked up with hydraulic brakes. The customer expects to have the trailer brakes working. The agent advised the customer to bring the vehicle to the dealership to get a diagnosis on the trailer brake issue.

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	
Body		Vehicle			
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Case Information					

Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	

Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
City/State/Country/Zip					

Customer					
Customer Address					
City/State/Country/Zip					

Dealer		Dealer Phone			
Dealer Address					
Dealer Zone		Sales District		Service District	8

Subject	trailer brake light is on				
Synopsis	Customer called in with trailer brake light issue. Agent looked up the same information customer had in the owners manual. Customer stated he was going to the R to have issue address				
Customer Anomaly	Electronics Gear Electronics				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		Vehicle transmission shifting
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
05/29/20	Open
05/29/2017	Closed
09/29/2018	Closed

**Initial Description**

-Product,Electrical,Unknown,Other,Default,Electrical Inquiry,trailer brake light is on

**Case Comments**

Date	Comment
	Briefly summarize why the customer is contacting : Customer called in stating his trailer brake light was on . Agent looked up the information in the owners manual . Customer stated he would go the R to have issue addressed. Briefly summarize what the customer is expecting: Customer is seeking information on his dash lights.



<i>From</i>		<i>To</i>	<i>Sent Date/Time</i>	
My name is [REDACTED],	and I am following up on a survey that you recently completed regarding your [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are [REDACTED] we have to learn of problems and opportunities desired by customers. Given the many variables we are unable to diagnose your vehicles problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from [REDACTED] please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling [REDACTED] Customer Assistance at [REDACTED]

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	DODGE
Body		Vehicle			
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
<b>Batch Case Information</b>					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer		MIG CHRYSLER DODGE JEEP RAM		Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	Q
Subject	vehicle shudders when brakes are applied				
Synopsis					
Customer Anomaly	Brakes				
	Warning Light Anomaly				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	2	Brake Warning Light
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
06/0	Open
06/0	Closed
09/29/20	Closed

**Initial Description**

Corporate, Survey By-Pass, No Diagnosis, Default, Default, Survey By Pass - No Diagnosis, Survey By Pass - No Diagnosis  
 Product, Brakes, Anti-Lock Brake System, ABS Lamp On/Flashing, Default, ABS Lamp On/Flashing, vehicle shudders when brakes are applied

**Case Comments**

Date	Comment
	Customer seeking to know why the vehicle seems to shudder and jump when the brakes are applied with or without towing a trailer. customer states that he took the vehicle to the selling but was advised that they could not duplicate the issue, Agent advised the customer to set up an appointment with a local as the customer was unable to at the time of the call due to towing a horse trailer, customer will call back to have the information sent to a CM for unable to duplicate unresolved issue. SBP - No diagnosis

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year		Brand	
Body		Vehicle	RAM		
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
				Phone	
Address					
			ID		
		Sales District		Service District	F
Subject	, trailer break not connected in instrumen panel				
Synopsis	Customer inquiry and how to adjust trailer brakes plus and minus needs to adjust advised strong use plus symbol and negative if too strong and causing to skid . Also getting break not connected showing in instrument panel . Offered to contact an				
Customer Anomaly	Brakes Warning Light Anomaly				
Contact Reason		Technical Issue With Vehicle		Customer Anomaly	Warning Light
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

#### Case Status History

Create Date	Status
06/08/2017	Open
06/08/2017	Closed
09/29/2018	Closed

#### Initial Description

-Product,Brakes,Unknown,Other,Unknown,Brakes- Inquiry,, trailer break not connected in instrumen panel

#### Case Comments

Date	Comment
	Briefly summarize why the customer is contacting : Customer inquiry and how to adjust trailer brakes Briefly summarize what the customer is expecting: assistance ***agent advised Customer inquiry and how to adjust trailer brakes plus and minus needs to adjust advised strong use plus symbol and negative if too strong and causing to skid . Also getting break not connected showing in instrument panel and needs t access trailer brake to make sure is on . Offered to contact and declined . customer stated they will call . Also advised if its the trailer brake module would need to go to the dealer. If its the connectivity (him hooking it up/plugging it in) then there is nothing we can do, its not in the owners manual will go to dlr .

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	DODGE
Body		Vehicle			
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
<b>Batch Case Information</b>					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer			RAM	Dealer Phone	81
Dealer Address					
Dealer Zone		Sales District		Service District	Y
Subject	Continuous Quality Insight				
Synopsis	CQI survey - no response				
Customer Anomaly					
Contact Reason		Existing Case Open		Customer Anomaly	
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

**Case Status History**

Create Date	Status
06/09/20	Open
06/20/20	Closed
09/29/20	Closed

**Initial Description**

Corporate, Survey By-Pass, No Response / Unable To Reach, Default, Default, No Response / Unable To Reach, No Response / Unable To Reach  
 Corporate, Outbound, Survey Follow-Up, Continuous Quality Insight, Default, Continuous Quality Insight, Continuous Quality Insight

**Case Comments**

Date	Comment
	CQI Survey Record Received - DATE : Survey Number : Quality Survey ID Number: Survey Date : VIN Complete 17 : CQI Comments : tpms system recalibration
	Did Customer specify Email or Phone: (Yes/No) Yes Customer?s Preferred Method of Contact: phone or email Preferred call back number is: Preferred Email address Mileage Updated? (Yes/No) No Dealer code: Summarize Customer concern: Speakers are not loud enough; Brakes do not have enough stopping power; brake pedal requires too much effort; Steering wheel vibrates excessively while driving; Other (tire pressure monitoring system, not everyone wants run tires that requires now I'm with struck a dash light on and code because I'm running on the new tires. Dealer unwilling to recalibrate, unacceptable)
	*** CUSTOMER CONTACT - Unable to leave a message on customer?s voicemail on at for customer to call back to with any questions or concerns they may have regarding the survey. Phone line opened, silence and then disconnected. ***
	CUSTOMER CONTACT - Left message on customer?s voicemail on for customer to call back to with any questions or concerns they may have regarding the survey. ***
	Status update provided via email to the following email address My name is and I am following up on a survey that you recently completed. I have attempted to contact you at however we have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are we have to learn of problems and opportunities desired by customers. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. If you require further assistance from please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Customer Assistance at End of Status Update

**Email(s)**

Date	Subject
	My name is and I am following up on a survey
From	To
	Sent Date/Time

My name is [REDACTED] and I am following up on a survey that you recently completed. I have attempted to contact you at [REDACTED], however we have been unsuccessful. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bringing this matter to our attention. Comments like yours are [REDACTED] way we have to learn of problems and opportunities desired by customers.

Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

If you require further assistance from [REDACTED], please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling [REDACTED] Customer Assistance at [REDACTED].

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	LONGHORN 4X4	
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Case Information					

Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	

Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source		Customer	
City/State/Country/Zip					

Customer	
Customer Address	
City/State/Country/Zip	

Dealer		Dealer Phone	
Dealer Address			

Dealer Zone	West	District		Service District	9
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Subject	not enough stopping power				
Synopsis	cqi closing cair directed to dealership				
Customer Anomaly	Brakes				
	Warning Light Anomaly				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	2	Brake Warning Light
Reason Code	After - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
06/	Open
06/26/2017	Closed
09/29/20	Closed

**Initial Description**

Corporate, Survey By-Pass, No Diagnosis, Default, Default, Survey By Pass - No Diagnosis, Survey By Pass - No Diagnosis  
 Corporate, Outbound, Survey Follow-Up, Continuous Quality Insight, Default, Continuous Quality Insight, Continuous Quality Insight  
 Product, Brakes, Unknown, Other, Unknown, Brakes- Inquiry, not enough stopping power

**Case Comments**

Date	Comment
	CQI Survey Record Received - DATE : Survey Number : Quality Survey ID Number: Survey Date : VIN Complete 17 : CQI Comments
	Did Customer ask for call back? YES Did Customer specify Email or Phone? NO Customer's Preferred Method of Contact: PHONE/EMAIL Preferred call back number is Preferred Email address: Mileage Updated? YES Dealer code: Summarize Customer concern: Brakes do not have enough stopping power; brake pedal requires too much effort.
	****CUSTOMER CONTACT: MR voicemail for call back ***** Agent unable to reach customer left
	****CUSTOMER CONTACT: MR *****
	Agent spoke to customer who states that he will be going to dealership for this concern. Customer states his wife just got back from a trip and she feels the same regarding the brakes. Customer states that they love this ram as they ordered the vehicle exactly as they wanted it. Agent will send to the customer the assistance line for future needs or concerns. *****
	Status update provided via email to the following email address: If you require further assistance from please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Customer Assistance at and the next agent will be happy to assist you End of Status Update

**Email(s)**

Date	Subject	If you require further assistance from please
From	To	Sent Date/Time
If you require further assistance from please contact us and we will be happy to assist you in resolving your vehicle concerns. You may contact us back by calling Customer Assistance at and the next agent will be happy to assist you		

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM		CREW CAB 4X4
Customer Provided VIN		Line of Business			Customer Assistance Center
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address					
				97701 4832	
Dealer Zone	West	Sales District		Service District	D
Subject	customer calling in regards to see status of truck at dealer				
Synopsis	looking for status of vehicle call dealer resolved at this time				
Customer Anomaly					
Contact Reason		Warranty Information Request		Customer Anomaly	
Reason Code	After Sales - Information & Assistance requests - Warranty - Warranty - General information				

**Case Status History**

Create Date	Status
06/22/2017	Open
06/22/20	Closed
09/29/2018	Closed

**Initial Description**

-Dealer,Service/Body Shop,Personnel,Other,Unknown,Service Personnel Inquiry,customer calling in regards to see status of truck at dealer

**Case Comments**

Date	Comment
	Briefly summarize why the customer is contacting : truck at dealer abs lights on dealership giving a hard time over fixing the truck. Briefly summarize what the customer is expecting: to see if there truck is being worked on yet ****AGENT ADVISED **** agent called dealership to see what the status of the truck was they did inform agent that is was currently being worked on.

<b>New Customer Assistance Inquiry Record (CAIR)</b>					
VIN		Model Year		Brand	RAM
Body		Vehicle	RAM		CAB 4X4
Customer Provided VIN		Line of Business			Customer Assistance Center
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Fax	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer	26898	HUDSON VALLEY CHRYSLER DODGE JEEP		Dealer Phone	
Dealer Address					
Subject	Doesn't operate properly				
Synopsis	Repaired not satisfied provided NCDS info				
Customer Anomaly	Electronics				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		Vehicle transmission shifting
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

#### Case Status History

Create Date	Status
06/23/2018	Open
07/2018	Closed
07/2018	Reopen
07/2018	Closed
09/29/2018	Closed

#### Initial Description

-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code  
 -Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Corporate - Reimbursement  
 Product,Electrical,Lamps and Switches,Intermittent or Inoperative,Default,Lamps and Switches - Intermittent or Inoperative,There are other electrical issues that the customer is experiencing  
 -Product,Engine,Unknown,Check Engine Lamp On/Flashing,Default,Check Engine Lamp On/Flashing,Check Engine Lamp On/Flashing  
 -Product,Brakes,Unknown,Other,Unknown,Brakes- Inquiry,Trailer brakes stopped working  
 -Product,Electrical,Speedo/Gauges/Ometer/EIC,Intermittent or Inoperative,Default,Speedo/Gauges/Ometer/EIC - Intermittent/Inoperative,Doesn't operate properly

#### Case Comments

Date	Comment
	<p>Briefly summarize why the customer is contacting [REDACTED] because he's having reoccurring issues with the vehicle in which the speedometer doesn't work, the engine check light is on, the trailer brakes doesn't work, and there's other electrical issues that's going on with the vehicle. The customer states that the vehicle has already been to the [REDACTED] in regards to these issues but they never get resolved. Customer states that he's been losing customers and money due to the issues that he's experiencing with the vehicle. Customer doesn't feel safe or comfortable driving the vehicle, in which he's about ready to turn over the vehicle to the [REDACTED].</p> <p>summarize what the customer is expecting: to received assistance and a resolution to the issues that he's been experiencing.</p> <p>***** Agent reviewed the customers information and found that the customer has been to the [REDACTED] on multiple occasions in regards to the issues that he's been experiencing. Agent contacted the [REDACTED] to schedule the customer with another appointment at the [REDACTED] but didn't receive a response. Agent informed the customer of the situation and suggested to contact another [REDACTED] R but the customer wants to work with the [REDACTED]. Agent advised the customer that we won't be able to escalate his case to [REDACTED] to receive a case specialist until he gets an appointment at the [REDACTED]. Customer stated that he will contact us back once he schedule's an appointment. Survey By Pass: No Diagnosis</p>

Date	Comment
[REDACTED]	Customer called to inform [REDACTED] the vehicle is now at the [REDACTED]. Customer states that he is having concerns about the vehicle that he thinks that this is a safety issue. Customer is thinking about considering giving the vehicle back and wants someone to get in touch with him and assist him with fixing the vehicle. [REDACTED] R reviewed with TL: [REDACTED] Customer advised that they will be contacted within [REDACTED] by [REDACTED] their time Customer email address for case updates: [REDACTED] Preferred morning/midday call back number is [REDACTED] Preferred afternoon/evening call back number is [xxx-xxx-xxxx] Who has possession of the vehicle? Dealer Customer's preferred dealer: [REDACTED] Part number required: [Part number] Reassigned to [REDACTED]
[REDACTED]	Customer calling as he has not heard back from a case manager yet. Apologized case was not escalated correctly but it can be escalated correctly [REDACTED] and to allow time for a case manager to contact him. Customer seeking assistance with: vehicle to be fixed. Customer expecting: vehicle to be fixed. Agent advised will escalate to case manager. Follow up will occur within [REDACTED] by [REDACTED] customer time. Preferred phone number: [REDACTED] Earliest call time: anytime Latest call time: anytime Updates via text: no Updates via email: no Vehicle location: [dealership Date and Time of Appointment: there now Confirmed appointment with: [Dealer and Dealer Contact] Customer in rental: Y/N Authorized by: Rental start date: [Date] Customer did not want to wait for a call back and requested a supervisor. Advised case will be handled correctly and to allow time for case manager to review file and contact him. customer insisted on speaking to a supervisor now. Call was transferred to [REDACTED]
[REDACTED]	***Live Supervisor Call*** Customer states his vehicle is currently at the dealership and this is the [REDACTED]. Customer states the [REDACTED] time they performed a re-flash, [REDACTED] something with the ABS and currently they advised the vehicle is throwing codes and a technician is driving it. Customer confirmed the dealership has provided alternate transportation.
[REDACTED]	***CUSTOMER [REDACTED]*** Wanted to know why he hasn't gotten a call back yet from a CM. Agent advised the customer that his file is already in the right department and he should be getting a call back by the end of business [REDACTED] regarding his issues.
[REDACTED]	Status update provided via email to the following email address: [REDACTED] As per our conversation [REDACTED] Mr. [REDACTED] you have requested that we send you your case number Case number: [REDACTED] You can give us a call at anytime and use that case number as a reference regarding your case and we can give you an update on it. End of Status Update
[REDACTED]	Customer called back still waiting for CM callback. Customer is livid because he has not yet been contacted by anyone at [REDACTED] unless he calls [REDACTED]. The dealer called him [REDACTED] to tell him his vehicle is ready. Due to the number of times this has been said to him already, he is not satisfied. Customer emphatically demands contact from CM. Agent had [REDACTED] send email to [REDACTED] to ensure customer gets a call back [REDACTED]
[REDACTED]	***** Review ***** Case Escalated to [REDACTED] ***** Reviewed Warranty History which determined this case should be escalated to [REDACTED] for case management.
[REDACTED]	CASE HAS BEEN ASSIGNED TO [REDACTED] CASE MANAGE [REDACTED]. IF CUSTOMER CALLS IN PLEASE HAVE THEM CALL CM [REDACTED] [REDACTED]. THANK YOU.
[REDACTED]	[REDACTED] User Comment by [REDACTED]: >>Made attempt to r [REDACTED] dealer [REDACTED] but unable to r [REDACTED] h line continued to ring<<
[REDACTED]	[REDACTED] User Comment by [REDACTED]: Placed initial call to customer. [REDACTED] stating that their case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my number for a return call and advised I would call again.
[REDACTED]	Dealer calling [REDACTED] - frustrated customer hasn't returned vehicle. customer told dealer [REDACTED] told him to not come pick up the car and to keep rental. - agent advised it would be best handled with CM on file. transferred to [REDACTED]
[REDACTED]	[REDACTED] User Comment by [REDACTED]: >>Returned to SA [REDACTED] at dealer [REDACTED] who states vehicle has been repaired since [REDACTED] but customer has advised he was told by [REDACTED] that he did not have to pick up vehicle. Dealer verified RO info. Advised rental will no longer be covered after [REDACTED] <<
[REDACTED]	[REDACTED] User Comment by [REDACTED]: Placed initial call to customer. I explained that their case has been escalated to me for special handling and I would like to assist with vehicle concerns. I provided my name and number. - >>Customer states purchased vehicle the [REDACTED] and and has had to take it to the dealer [REDACTED] for issues. Customer states dealer has now called him and advised him to pick up vehicle but he does not feel it is safe. Apologized to customer for issues and explained resolution process. Advised would be happy to review for resolution but unable to guarantee a certain resolution at this time. Advised since dealer has advised vehicle is repaired I must request that he pick up vehicle and return rental while I continue my review. Customer inquired how long does review take advised there is no set time but will follow up every [REDACTED] days until a decision is reached. Customer became irate and started using profanity and requested to speak with a supervisor advised will submit request for supervisor to contact him within [REDACTED] customer states he wants to speak with someone now and will hold transferred to [REDACTED] <<
[REDACTED]	Customer called in to speak to Supervisor [REDACTED] Customer stated that he left a voicemail but is expecting to hear from the supervisor as soon as possible. Agent advised the customer that it does [REDACTED] days in order for a supervisor to r [REDACTED] him.
[REDACTED]	***** called customer per their request for a supervisor call, customer stated that he is not going to talk to his CM any more, customer stated that he is not going to test drive it to see if it is repaired and he said that he is going to put a post it note on the dash if he dies then call [REDACTED]. and I advised that was extreme and he said how long is it going to take, and I advised that I don't have a black and white answer, and he said how can that be ok, and I advised that [REDACTED] case is different, and that we are working on the process, and the said that is not ok, and I he wanted to know how long just say [REDACTED], and I said [REDACTED] and he said that is unrealistic and I advised that I knew he wouldn't like that either, but really there is no good answer unless it is right now, and he said that he is paying payments, and I advised that if he doesn't get a buyback we can look a compensation for time out of the vehicle, or extended service policy for peace of mind, but we need to know if the vehicle is repaired, and he said that he hoped to hear from someone in [REDACTED]. *****
[REDACTED]	Customer calling to speak to someone other then CM. Agent advised Customer that he would need to speak to his CM or her supervisor. Customer states that he was expecting to hear from his CM and has not heard anything. Customer states that he has left multiple messages for CM. Agent advised Customer that the best option is to wait to hear from his CM. Customer asked for Agent's supervisor. Agent advised Customer that the supervisor has the same empowerments and resources and would providing the same information. Customer asked to speak to someone other then CM. Agent advised Customer that the Agent would only be able to transfer the Customer to his CM. Customer declined transfer to CM.
[REDACTED]	Customer calling to get an Update as he was expecting a call back [REDACTED] and did not received it Agent advised that She will update the case as customer is requesting a Call back at Answer ID [REDACTED]. For customer or dealer contacts you may provide the following number: [REDACTED]. Customer states he spoke with the CM [REDACTED]. Customer spoke states that our department. Customer states he tried to get in contact with the CM and 10 VM for [REDACTED] and [REDACTED].
[REDACTED]	Agent advised that customer that he can call [REDACTED] for to get an hold of that Dept.
[REDACTED]	Customer understood and thanked for the number
[REDACTED]	customer called and [REDACTED] for me to call him back at his direct line. Called the customer at [REDACTED]: [REDACTED] for the customer to call me back at my direct line.
[REDACTED]	customer called back and [REDACTED] for me to call him back Called the customer at [REDACTED]: customer stated that he drove the vehicle it messed up and was taken back to the dealership. I advised that I will call the dealership and find out what is going on and call back [REDACTED] to and see what our next steps are. he said that he is not holding his breath,



**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	
Body		Vehicle			
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		District		Service District	B
Subject	has been replaced				
Synopsis	Final Resolution Customer filed 3rd party process				
Customer Anomaly	Fuel System				
	Fuel Tank				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		Fuel tank/gas tank issue
Reason Code	After - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
06/27	Open
09/2	Closed
09/29/2018	Closed

**Initial Description**

-Dealer,By-Pass,Default,Default,Default,Close Loop Exception Reason Code,Close Loop Exception Reason Code  
 -Dealer,Service/Body Shop,Transaction,Problem Not Resolved,Default,Service Problem Not Resolved,Service Problem Not Resolved  
 -Dealer,Service/Body Shop,Transaction,Repeated Trips Required,Default,Repeated Trips for Service Required,Repeated Trips for Service Required  
 -Corporate,Survey By-Pass,Default,Default,Default,Survey By-Pass,Survey By-Pass  
 -Corporate,Outbound,Survey Follow-Up,Continuous Quality Insight,Default,Continuous Quality Insight,Continuous Quality Insight  
 -Product,Engine,Unknown,Check Engine Lamp On/Flashing,Default,Check Engine Lamp On/Flashing,Check Engine Lamp On/Flashing  
 -Product,Fuel System,Fuel Tank,Other,Default,Fuel Tank Inquiry,has been replaced

**Case Comments**

Date	Comment
	Survey Record Received - DATE : Survey Number : Quality Survey ID Number: Survey Date : VIN Complete 17 : Comments : I asked the dealer if this would be a different gas tank they said no same gas tank we were told to just put in all it. That doesn't sit well with me. I have already lost of work because I had to bring my truck back. If this gas tank fails it's another day off. I don't get time off so losing pay every time. This should not happen to a truck that is not even unless something is wrong with it. The check engine light came on and said transmission temperature warning and I paid for a truck that has been to the dealer
	Did Customer specify Email or Phone: (Yes/No) Yes Customer's Preferred Method of Contact: phone or email Preferred call back number is: Preferred Email address: Mileage Updated? (Yes/No) Yes Dealer code: Summarize Customer concern: I asked the dealer if this would be a different gas tank they said no same gas tank we were told to just put install it. That doesn't sit well with me. I have already lost of work because I had to bring my truck back. If this gas tank fails it's another day off. I don't get time off so losing pay every time. This should not happen to a truck that is not even unless something is wrong with it. The check engine light came on and said transmission temperature warning and
	CUSTOMER CONTACT: left message on for customer to call back with any questions or concerns regarding the survey.
	CUSTOMER CONTACT: Spoke with customer who stated that he had the gas tank replaced at 1100 miles, also at the check engine light came on with a code for the gas cap being loose, the dealership replaced the gas tank again. Customer stated that now at the check engine light is on again but no other warning lights are on. Customer stated that he contacted the dealership and they advised him to bring the vehicle in on. Agent advised the customer that we will be sending his case to our Specialist Team for further assistance with this ongoing issue.
	Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Updates via text: Y Updates via email: Y Vehicle location: [Customer] Date and Time of Appointment: Confirmed appointment with: Customer in rental: no Re-assign to
	***** Create Prep Sheet ***** Prep sheet was saved successfully.

Date	Comment
[REDACTED]	***** Case Management - [REDACTED] 88 3 ***** OOW: basic- IN for another [REDACTED] or [REDACTED]; powertrain- IN for another [REDACTED] MVP: Active AACP5N (auto appearance) Household: 1 new, 0 used
[REDACTED]	Writer spoke with [REDACTED] who advised that the fuel tank has been replaced [REDACTED] already and has been a previous issue. [REDACTED] this is not the current issue. [REDACTED] the customer dropped off the vehicle due to a check engine light, not a gas cap light. [REDACTED] SA [REDACTED] the check engine light was on due to a previous code that was stored and service cleared the code and advised customer to drive vehicle around to see if light came back on. [REDACTED] customer dropped off the vehicle [REDACTED] (customer had to pick it up on [REDACTED] because he needed it over the weekend) for techs to test drive and see if the check engine light comes back on. Writer advised CM will follow up on [REDACTED]
[REDACTED]	Writer contacted customer [REDACTED] and advised of information per lines [REDACTED]. Customer expressed dissatisfaction with vehicle and brand but was willing to give it another shot. [REDACTED] customer, he requested some oil changes due to the trouble he has had having to take work off several times. Writer advised an oil change SC can be locked into, but we want to make sure his truck is repaired to customer's satisfaction [REDACTED]. Writer advised CM will follow up on [REDACTED]
[REDACTED]	[REDACTED] E called to speak to CS [REDACTED] ( [REDACTED] EXT: [REDACTED] ). Caller was warm transferred to the CS [REDACTED]
[REDACTED]	Writer spoke with customer who advised that he did pick up his vehicle from the [REDACTED] who customer alleges the [REDACTED] stated they were unable to duplicate the issue, customer advised that he drove [REDACTED] and the check engine light came back on. Customer advised that his expectation is that he does not want the vehicle anymore and advised that he is tired of going back and forth to the [REDACTED] R to get his vehicle fixed. CM advised she would do some research and reach out to the [REDACTED] and see what they feel the n[REDACTED] step is and if they can figure out what the check engine light is.
[REDACTED]	Agent attempted to contact dealer Service Manager [REDACTED], however, [REDACTED] not available. Left message for a return call at [REDACTED]. Left message for [REDACTED]
[REDACTED]	Agent attempted to contact customer, however, customer was not available. Left message for a return call at [REDACTED]
[REDACTED]	Customer was informed that by making this request they are NOT actually filing [REDACTED] law or any related process. Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take place within [REDACTED]. The outcome of the review does NOT determine [REDACTED] Law eligibility. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Who has possession of the vehicle? (Owner) Reassigned to [REDACTED]
[REDACTED]	Writer spoke with customer who advised he has a check engine light on and is refusing to go back to the [REDACTED] and he stated he doesn't care if something happens to the truck because of the check engine light he is not going without his truck [REDACTED]
[REDACTED]	***** Review ***** Case Escalated to [REDACTED] ***** Reviewed Warranty History which determined this case should be escalated to [REDACTED] for case management.
[REDACTED]	*** [REDACTED] with the [REDACTED] Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact her directly at [REDACTED]. Thank you. ***
[REDACTED]	Status update provided via email to the following email address: [REDACTED] I am with the [REDACTED] resolution team. My contact information is: Phone number is [REDACTED] My hours of business [REDACTED] through [REDACTED]. If you have any questions please feel free to contact me. Thank You, [REDACTED] End of Status Update
[REDACTED]	Called dealership [REDACTED]; spoke to [REDACTED] and updated RO information. He stated that as soon as the customer left the CEL came back on and he has not had time for the customer to bring it back in for service, but he will be bringing it in to continue service. Called customer [REDACTED], placed initial call to customer. I explained that this case has been escalated to me for special handling and I am calling to find out what is going on. I provided my hours and a number for questions via email. He states that he called [REDACTED] he asked him about another light that came on too, it said service electronic brake control and then it went off. He after a long talk agreed to taking it back in for service on [REDACTED], I told him I would make the appointment for him and also confirm with [REDACTED] that I would also be opening a [REDACTED] R case for support escalation, follow up [REDACTED]
[REDACTED]	Called dealership [REDACTED]; LVM to update RO information, follow up [REDACTED]
[REDACTED]	***** Following Corporate Resource has been contacted ***** TAPS on [REDACTED]
[REDACTED]	Called dealership [REDACTED]; spoke to [REDACTED] and updated RO information and was advised the customer was put in a rental. [REDACTED] and there are no updates at this time. SA agreed to work with and communicate with [REDACTED] and will not release the vehicle until they have communicated about the current concern. Called customer [REDACTED], LVM letting the customer know that there is no current updated, I did advise him that I opened support escalation to get in touch with some higher level [REDACTED] TECH's and would follow up [REDACTED]
[REDACTED]	CAIR ESCALATION UPDATE SEE [REDACTED] CASE [REDACTED] FOR INFORMATION
[REDACTED]	CAIR ESCALATION UPDATE SEE [REDACTED] CASE [REDACTED] FOR INFORMATION
[REDACTED]	Customer calling to see if there was any update on the case. Agent advised customer of case [REDACTED] and that she should hear back from agent [REDACTED] soon.
[REDACTED]	Status update provided via email to the following email address: [REDACTED] Hello Sir [REDACTED] our conversation, please send me the document that states your Name, VIN and monthly payment amount of your vehicle and fax it to: [REDACTED] Attention: [REDACTED] End of Status Update
[REDACTED]	Called dealership [REDACTED]; spoke to [REDACTED] and updated the RO/RENTAL information and stated that the rental is covered and the customer just picked it up [REDACTED], follow up [REDACTED]. Called customer [REDACTED], he states that his vehicle is back in his possession. I asked if he would agree to test drive it until this time [REDACTED] to see if all repairs are final, he agreed. I requested his payment information in the meantime, stated that I would review it for a goodwill gesture and stated how much I appreciated his patience and loyalty. He stated that he may be out of town when I call back and to please call [REDACTED] [REDACTED], follow up [REDACTED]
[REDACTED]	CAIR ESCALATION CLOSURE SEE [REDACTED] CASE [REDACTED] FOR INFORMATION
[REDACTED]	Status update provided via email to the following email address: [REDACTED] Hello, [REDACTED] our conversation, please send me the document that states your Name, VIN and monthly payment amount of your vehicle and fax it to: [REDACTED] Attention: [REDACTED] End of Status Update
[REDACTED]	Called customer's wife for documentation and she stated that she could get it to me [REDACTED]. I told her I would review for the documentation via fax and follow up [REDACTED]

Date	Comment
[REDACTED]	Called customer [REDACTED], spoke to the customer and I inquired when he would be submitting his statement and asked him if we could agree on a date. He stated that he wanted more then a payment and wants oil changes too, due to the fact that his vehicle was dirty when he got it back from the dealership and the inconvenience of taking time off work. I stated that I was offering him a goodwill gesture due to his patience and loyalty, he stated it was not good enough and wanted to talk to my supervisor and I stated that I made these decisions, not anyone else. He stated that he would try to work something out with the dealership. I stated that if I didn't get his documentation by this time [REDACTED] that I would be closing his case. follow up [REDACTED].
[REDACTED]	Received documentation, process CRO.
[REDACTED]	Status update provided via email to the following email address: [REDACTED] Hello Sir, Attached you will find your offer letter and release form, as we discussed. Please fax to: [REDACTED] "Attention: [REDACTED] Case [REDACTED] As always, feel free to call me with any questions. Thank you, [REDACTED] Below documents are also attached to the email: [REDACTED] [REDACTED] End of Status Update
[REDACTED]	Called customer [REDACTED], spoke to the customer briefly about the offer. I told him that he could expect it via email and that it was good for [REDACTED] and I would call him this time [REDACTED] and follow up [REDACTED].
[REDACTED]	Called customer [REDACTED], LVM for the customer requesting a call back and to see if he will accept the CRO. I asked him to please give me a call back and let me know and that I would be closing his case on Monday if I do not hear back from him (case closed), follow up [REDACTED].
[REDACTED]	CUSTOMER HAS QUESTIONS REGARDING CRO
[REDACTED]	Call customer [REDACTED], spoke to the customer regarding the CRO and he is not sure if he wants to accept it or not. I told him it was up to him and we were offering it as a goodwill gesture for his number of days down and loyalty, he stated that he just wasn't sure and he would get back to me. follow up [REDACTED].
[REDACTED]	-

**Email(s)**

Date	[REDACTED]	Subject	Hello Sir, Attached you will find your offer le
From	[REDACTED]	To	Sent Date/Time [REDACTED]
			<p>Hello Sir,</p> <p>Attached you will find your offer letter and release form, as we discussed.</p> <p>Please fax to:</p> <p>[REDACTED]</p> <p>"Attention: [REDACTED]</p> <p>Case [REDACTED]</p> <p>As always, feel free to call me with any questions.</p> <p>Thank you,</p> <p>[REDACTED]</p>

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	
Body		Vehicle	RAM		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer		Dealer Phone			
Dealer Address					
Dealer			93534 6302		
Dealer		District		Service District	K
Subject	Continuous Quality Insight				
Synopsis	customer was advised to take vehicle to dealership. Ram Customer Assistance number provided.				
Customer Anomaly					
Contact Reason		Existing Case Open		Customer Anomaly	
Reason Code	After - Information & Assistance requests - Customer Care - No further action needed - Closed				

**Case Status History**

Create Date	Status
07	Open
07	Closed
09/29/2018	Closed

**Initial Description**

Corporate, Outbound, Survey Follow-Up, Continuous Quality Insight, Default, Continuous Quality Insight, Continuous Quality Insight

**Case Comments**

Date	Comment
	Survey Record Received - DATE : Survey Number : Quality Survey ID Number: Survey Date : VIN Complete 17 : Comments - Ram Quality service
	Did Customer specify Email or Phone: Yes Customer's Preferred Method of Contact: Phone or Email Preferred call back number is: Preferred Email address: Mileage Updated? Yes Dealer code: Summarize Customer concern: Malfunction Indicator Lamp (MIL) lights are present while using Electronic Center ( ) messaging does not make sense/no added value
	**** Customer Contact **** Agent contacted customer. Customer stated electronic braking system warning light came on, customer also stated when driving that he service light would come on, Vehicle brought to dealership wiring harness broken during vehicle manufacturing pinched between cab and chassis. Customer stated vehicle has been fully repaired now. Agent offered change 4 tire rotation package due to inconvenience customer accepted
	**MVP ADDED
	**** Customer Contact **** Agent contacted customer advised the Oil change and tire rotation package has been added to his vehicle and he can use them at any dealership

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	RAM
Body		Vehicle		CREW CAB 4X4	
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Case Information					

Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	

Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source		Customer	
City/State/Country/Zip	S				

Customer	
Customer Address	
City/State/Country/Zip	

Dealer		S		RAM	Dealer Phone	
Dealer Address						
Dealer Zone				Service District	M	

Subject	trailer brake issue				
Synopsis	Survey By Pass - No Diagnosis				
Customer Anomaly	Brakes				
	Warning Light Anomaly				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	2	Brake Warning Light
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
07	Open
07	Closed
09/29/2018	Closed

**Initial Description**

Corporate, Survey By-Pass, No Diagnosis, Default, Default, Survey By Pass - No Diagnosis, Survey By Pass - No Diagnosis  
 Product, Brakes, Unknown, Other, Unknown, Brakes- Inquiry, trailer brake issue

**Case Comments**

Date	Comment
	Briefly summarize why the customer is contacting [redacted]. Customer called stating that he's experiencing issues with his trailer brake. Briefly summarize what the customer is expecting: trailer brake issue to be resolved Agent advised customer to have the vehicle serviced at the [redacted] ** Survey Bypass ** no diagnosis reassigned to [redacted]
	customer called in because they wanted to know why they could not have the rights to the software to help install their trailer brake agent advised that it is because we do not give that type of software to customers

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	
Body		Vehicle			
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Email	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer					
Dealer Address					
Dealer Zone					
Sales District					
Service District					
Subject	Request for Production Figures				
Synopsis					
Customer Anomaly					
Contact Reason		Special Vehicles Or Production Figures	Customer Anomaly		
Reason Code	Sales - Information & Assistance requests - Product - Vehicle features - Special series and/or production details				

**Case Status History**

Create Date	Status
07	Unworked
07	Open
07	Closed
09/29/2018	Closed

**Initial Description**

-Corporate,Production Figures,Default,Default,Default,Request for Production Figures,Request for Production Figures

**Case Comments**

Date	Comment
	***** EMAIL BRIEF DESCRIPTION CONTENT ***** How many trucks like mine were built ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Date	Comment
	<p>Dear [REDACTED]: Thank you for contacting the [REDACTED]. We have previously advised that production numbers for the [REDACTED] model year have not yet been released to the public. Please check back at a later time. This information may be available in [REDACTED]. This is the full build sheet: *GJ Leather Trimmed Bucket Seats -X9 Black [REDACTED] Protection Group ADV Sport Appearance Group [REDACTED] Monotone Paint BADP [REDACTED] Amp Alternator [REDACTED] Maintenance Free Battery BNBS Electronic Stability Control BRTS Anti-Lock [REDACTED] Disc Brakes CACP Bucket Seats CADP High Back Seats CAJP Ventilated Front Seats CGDS Front Height Adjust Shoulder Belts [REDACTED] Supplemental Side Air Bags [REDACTED] Advanced Multistage Front Air Bags [REDACTED] Supplemental Frt Seat Side Air Bags [REDACTED] Supp. Side Curtain Frt/Rr Air Bags CKES Floor Covering Carpet CLES Front &amp; Rear Floor Mats [REDACTED] 4 Adjustable Cargo Tie-Down Hooks CMAP Heated Front Seats CSPS Driver/Passenger Assist Handles [REDACTED] Rear 60/40 Split Folding Seat CTMS Deluxe Door Trim Panel CUPP Full Length Upgraded Floor Console [REDACTED] Behind the Seat Storage / Bin [REDACTED] Chrome Accent Shift Knob [REDACTED] Overhead Console w/Garage Dr Opener DBAC All Automatic Transmissions [REDACTED] Automatic [REDACTED] Transmission DJNS [REDACTED] # Front Axle [REDACTED] Elec Shift-On-The-Fly Transfer Case [REDACTED] Axle Ratio DRQS [REDACTED] Wheel Rear Axle DSA Anti-Spin Differential Rear Axle [REDACTED] Conventional Differential Frt Axle [REDACTED] Turbo Diesel Engine GACS Tinted Glass Windows GBBS Tinted Windshield Glass GFES Rear Power Sliding Window GNCS Sun Visors w/Illum Vanity Mirrors GNKS Rear View Auto Dim Mirror GPH Power Fold Bik Tri Tow Mirror W/Mem GVBC All Vehicles W/Power Mirrors GXDP Remote Proximity Keyless Entry GXMS Remote Keyless Entry GXXS Sentry Key Theft Deterrent System [REDACTED] Keyless Go HAFS Air Cond ATC w/Dual Zone Control HGBS Dash Liner Insulation HGFS Floor Tunnel Insulation [REDACTED] Electroluminescent Instr Cluster JBBS Instrument Panel Woodgrain Bezel [REDACTED] Primary Speedometer JFEP Ram Active Air JFJS Temperature &amp; Compass Gauge JHAS Var Intermittent Windshield Wipers [REDACTED] Dual Note Electric Horns JJJS [REDACTED] Auxiliary Power Outlet [REDACTED] Auxiliary Power Outlet JKYS Power Accessory Delay JLAP NAV-Capable! See Dealer for Details JLPP GPS Antenna Input JPBS Power Locks JPWP Power Lumbar Adjust JPZP Heated [REDACTED] Pwr Front Windows, [REDACTED] Up &amp; Down JRFP Pwr [REDACTED] Mem Drvr [REDACTED] Seats LAEP Premium Tail Lamp - Black LAZS Vehicle Information Center LBSC Glove Box Lamp [REDACTED] Front Door Accent Lighting [REDACTED] Rear Door Accent Lighting LCJS LED Interior Lighting LDAS Underhood Lamp LEBP Ext. Mirrors w/Supplemental Signals LECP Exterior Mirrors Courtesy Lamps LEGP Trailer Tow Mirrors LELS Radio/Driver Seat/Mirror Memory LEMP Exterior Mirrors w/Memory LERP Power-Folding Mirrors LETS Traveler/Mini Trip Computer [REDACTED] Black MIC Exterior Mirrors LHES Rear Dome w/On/Off Switch Lamp LMGS Automatic Headlamps LMMP Bi-Function Projector H/Lamp Black LNJS Fog Lamps LPD Ctr Stop Lamp w/Cargo View Camera LPLP LED Bed Lighting LSAS Security Alarm MBAP Painted Front Bumper MBCP Painted Rear Bumper MCMS Body Color Headlamp Filler Panel MDAS Front License Plate Bracket MFKP Body Color Grille w/Blk Wave Insert MGFP Ram [REDACTED] Badge - Flat Black MMLS Body Color Fender Flares MNKP Body Color Door Handles MPLS Black-Out Tape MP9P Delete Wheel Spats MSQP Cummins Diesel Badge - Flat Black MXBS Front Air Dam [REDACTED] Flat Black Badge [REDACTED] Black Ram Head Tailgate Badge NAS [REDACTED] Emissions NENP Diesel Exhaust Brake NFTS [REDACTED] Fuel Tank NHJP Exterior Mirrors w/Heating Element NHMS Speed Control NHNP Electronically Controlled Throttle NHSP Heated Steering Wheel NMCS Heavy Duty Engine Cooling NZCP Current Generation Eng Controller PWQ Pearl White QWQS Pearl White RAAC All Radio Equipped Vehicles [REDACTED]</p>
	<p>ect 3C with [REDACTED] Display [REDACTED] Alpine Speakers w/Subwoofer RDDP Fixed Long Mast Antenna RDZP Steering Wheel Mounted Audio Ctrls RFLP [REDACTED] Touchscreen Display RSD [REDACTED] Satellite Radio RSUP Audio Jack Input for Mobile Devices [REDACTED] Remote [REDACTED] Port [REDACTED] Remote [REDACTED] 3 Port - Charge Only [REDACTED] Media Hub ([REDACTED] Aux) [REDACTED] ect Access [REDACTED] All VP3 Radios SBES Power Steering SCVS Leather Wrapped Steering Wheel SDBS Heavy Duty Suspension SFBS Front Heavy Duty Shock Absorbers SGBS Rear Heavy Duty Shock Absorbers SHAS Front Stabilizer Bar SUAS Tilt Steering Column TBBS Full Size Spare Tire TBMS Tire Carrier Winch TEAP LT285/60R20E OWI On/Off Road Tires TZFP Firestone Brand Tires [REDACTED] Black Painted Alum Wheels [REDACTED] Steel Spare Wheel [REDACTED] All Aluminum Wheels [REDACTED] P Black Wheel Center Hub XACS ParkView Rear Back-up Camera [REDACTED] ParkSense FT/RR Park Assist System XALP Selective [REDACTED] (UREA) [REDACTED] Non Adjustable Pedals XBM Remote Start System XBNP Tip Start [REDACTED] RamBox Cargo Management System XCMP Vendor Painted [REDACTED] XEAP Tow Hooks XEFP Transfer Case Skid Plate Shield [REDACTED] Wiring Harness [REDACTED] V Receiver Hitch XFUS Trailer Tow w/4 [REDACTED] Connector Wiring XGDS Universal Garage Door Opener XGMS Tire Pressure Monitoring Display XHCS Trailer Brake Control XJJJ Locking Tailgate [REDACTED] Body Color Fuel Filler Door XKDS 'Why Buy' Label XLNS [REDACTED] Language XMCP Bed Cargo Divider/Extender</p>
	<p>XMF Spray in Bedliner XRBP Integrated Voice Command w/Bluetooth [REDACTED] Seat Parts Module [REDACTED] Instrument Panel Parts Module [REDACTED] Door Parts Module [REDACTED] Front End Parts Module [REDACTED] Tire &amp; Wheel Parts Module [REDACTED] Radio Service [REDACTED] For Details, Visit [REDACTED] P For More Info. Call [REDACTED] 6 Mo. Trial (Registration Required) YAAS Build To Mkt. Specifications YEP Manuf Statement of Origin [REDACTED] of Diesel ZAAP Spring - Left Front ZBZP Spring - Left Rear ZNAP Spring - Right Front ZPZP Spring - Right Rear [REDACTED] GVW Rating - [REDACTED] FAM: DJ TRACKING: [REDACTED] MY: [REDACTED] FAM: DJ TRACKING: [REDACTED] MY: [REDACTED] Dealer Retail [REDACTED] Customer Preferred Package [REDACTED] Customer Preferred Package [REDACTED] Sales Tracking [REDACTED] Tracking [REDACTED] Vendor Painted [REDACTED] Tracking [REDACTED] Truck Assembly Plant [REDACTED] Drive ([REDACTED] / [REDACTED]) [REDACTED] Vehicle Specifications [REDACTED] Saved Favorites [REDACTED] Mega Cab [REDACTED] Vehicle Family [REDACTED] Vehicle Order [REDACTED] Tracking [REDACTED] Label [REDACTED] Ship to State Code [REDACTED] Sold to State Code Thanks again for your email. Sincerely, [REDACTED] Customer Service Representative [REDACTED] US</p>

**New Customer Assistance Inquiry Record (CAIR)#**

<b>VIN</b>		<b>Model Year</b>		<b>Brand</b>	RAM
<b>Body</b>		<b>Vehicle</b>	RAM	LONGHORN	
<b>Customer Provided VIN</b>		<b>Line of Business</b>		Customer Assistance Center	
<b>Batch Case Information</b>					
<b>Open Date</b>		<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>		<b>Origin</b>	Telephone	<b>Reason</b>	New problem
<b>Mileage</b>		<b>Market</b>	U	<b>Language</b>	
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>City/State/Country/Zip</b>					
<b>Customer</b>					
<b>Customer Address</b>					
<b>City/State/Country/Zip</b>					
<b>Dealer</b>				<b>Dealer Phone</b>	
<b>Dealer Address</b>	1124 MURFREESBORO RD				
	FRANKLIN		TN	37064 3007	
<b>Dealer Zone</b>		<b>District</b>		<b>Service District</b>	S
<b>Subject</b>	Brakes not working as they should				
<b>Synopsis</b>	Customer calling because his brakes did not work as well as they should have and he wants information on light electric vs. heavy electric brakes. Agent advised customer to use heavy electric brakes when towing a load				
<b>Customer Anomaly</b>	Brakes Warning Light Anomaly				
<b>Contact Reason</b>		Technical Issue With Vehicle	<b>Customer Anomaly</b>		Warning Light
<b>Reason Code</b>	After - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
07	Open
07	Closed
09/29/20	Closed

**Initial Description**

-Corporate,Product Information,Default,Default,Default,Request for Product Information,Heavy electric brakes  
-Product,Brakes,Unknown,Other,Unknown,Brakes- Inquiry,Brakes not working as they should

**Case Comments**

Date	Comment
	Briefly summarize why the customer is contacting : Customer calling because he is towing a heavy load and had to brake hard, but he feels like the brakes did not work as well as they should have. Customer found a setting on the radio for light electric or heavy electric brakes and wanted more information on those. Briefly summarize what the customer is expecting: Customer is expecting information. **Agent Actions** Agent advised customer that the heavy electric brakes should be used when he is towing a load s as per of the owner's manual.

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	CREW CAB	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Letter	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer			RAM	Dealer Phone	4
Dealer Address	12430				
	CLARKSVILLE		MD	21029 2200	
Dealer Zone	Mid Atlantic	Sales District		Service District	O
Subject	Outbound Recall Follow Up				
Synopsis					
Customer Anomaly					
Contact Reason		Existing Case Open		Customer Anomaly	
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

**Case Status History**

Create Date	Status
07	Open
07	Closed
09/29/20	Closed

**Initial Description**

Corporate, Survey By-Pass, Outbound Recall Follow Up, Default, Default, Outbound Recall Follow Up, Outbound Recall Follow Up

**Case Comments**

Date	Comment
	EMAIL SENT TO [REDACTED] I am attempting to contact you about your [REDACTED] WHEEL TRUCK WITH INTEGRATED BRAKE CONTROLLER. Do you still have this vehicle? Is there a phone number that I can reach you at? -
	RESPONSE RECEIVED FROM THE CUSTOMER Yes I still have it. It is nearly new. -
	EMAIL SENT TO [REDACTED] am reaching out to you regarding the below complaint. Do you still have concerns, or has the problem been resolved? I HAVE A [REDACTED] WHEEL TRUCK WITH INTEGRATED BRAKE CONTROLLER. IT WAS HOOKED UP TO MY [REDACTED] AND NO MATTER HOW I SET THE CONTROLLER, FOR EITHER BRAKING STRENGTH OR TRAILER SELECTION TYPE, IT PROVIDES IMPERCEPTIBLE BRAKING TO THE TRAILER. IT NEARLY PUSHED ME RIGHT THROUGH AN INTERSECTION AT [REDACTED] BECAUSE THERE WAS NO BRAKING. THIS OCCURRED ON A [REDACTED] LEVEL GRADE AND I WAS SLOWED AT THE TIME FOR AN APPROACHING RED LIGHT. TRUCK IS RATED TO TOW MUCH MORE. I DISCONNECTED FACTORY UNIT AND PUT IN AN AFTERMARKET AND IT WORKED EXACTLY AS IT SHOULD, WHICH SHOULD RULE OUT [REDACTED] THE TRAILER AND TRUCK WIRING AS IT USES THE SAME WITH JUST AN PLUG SWITCHED FROM INTERNAL BRAKE CONTROLLER TO AFTERMARKET. I HAVE SEEN MANY POSTINGS ABOUT THIS ON THE INTERNET AND IT SEEMS [REDACTED] HAS A STAR CASE ON THIS AS WELL [REDACTED]. I FEEL THIS CAN PUT ANY DRIVER IN A VERY BAD OR DEADLY SITUATION VERY QUICKLY. I HAD [REDACTED] A [REDACTED] AND A [REDACTED] RAM [REDACTED] TRUCKS WITH THE SAME CONTROLLER AND TOWING THE SAME TRAILERS AND THERE WERE NO ISSUES AT ALL. I WILL BE TAKING THIS TO A DEALER IN ABOUT [REDACTED], BUT ALL POSTINGS I HAVE SEEN SHOW NO RESOLUTION FROM [REDACTED] ON THIS PROBLEM. I THINK IT IS IMPERATIVE THAT THIS GETS REVIEWED BEFORE SOMEONE GETS KILLED BY THIS. [REDACTED] Subject Matter Expert [SME] Case Manager Rental Team - [REDACTED] -
	EMAIL RECEIVED FROM THE CUSTOMER Yes I definitely still have the problem. I actually wired in an aftermarket brake controller for now since this OEM unit is dangerous. The changes made to [REDACTED] this and the exhaust brake since [REDACTED] model year should cause the engineers to be fired. There were no issues with the [REDACTED] system. I can't imagine why they would have 'improved' it. I have had some health issues and have not had it to a dealer yet, but this seems to be a much bigger problem than just my truck by talking to others with these later model years and reviewing information on many web forums with those who tow often. Most all have resorted to aftermarket controllers. I also did file a complaint with the [REDACTED]. Thanks [REDACTED] -
	EMAIL SENT TO CUSTOMER AT [REDACTED] order for us to assess your concern, I would like you to take your vehicle into the dealership for a diagnosis. Would you be willing to do so? [REDACTED] Subject Matter Expert [SME] Case Manager Rental Team - [REDACTED] Automobiles -
	Waiting for email back from customer. If writer has not heard by [REDACTED], writer will attempt to contact customer again. -
	Status update provided via email to the following email address: [REDACTED] order for us to assess your concern, I would like you to take your vehicle into the dealership for a diagnosis. Would you be willing to do so? [REDACTED] Subject Matter Expert [SME] Case Manager Rental Team - [REDACTED] End of Status Update
	-

Email(s)

Date	[REDACTED]	Subject	In order for us to assess your concern, I would
From	[REDACTED]	To	[REDACTED]
<p>In order for us to assess your concern, I would like you to take your vehicle into the dealership for a diagnosis. Would you be willing to do so?</p> <p>[REDACTED]</p> <p>Subject Matter Expert [SME] Case Manager Rental Team - [REDACTED]</p>			

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	
Body		Vehicle			
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Roadside Assistance	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source		Customer	
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Roadside Towing - Brakes				
Synopsis					
Customer Anomaly					
Contact Reason		Existing Case Open		Customer Anomaly	
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

**Case Status History**

Create Date	Status
07	Open
07	Closed
09/29/20	Closed

**Initial Description**

Corporate, Roadside Services, Warranty, Brakes, Default, Roadside Towing - Brakes, Roadside Towing - Brakes

**Case Comments**

Date	Comment
	Roadside Assistance Contacted - DATE : Road Side File Created FOR WARRANTY VEHICLE PROBLEM AT: VEHICLE TAKEN TO: COVERED BRAKE LIGHT ARE ON THE DEALER CODE

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	
Body		Vehicle			
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address	1618 N ROOSEVELT BLVD				
	KEY WEST	FL	33040 7254		
Dealer Zone		Sales		Service	T
Subject	Continuous Quality Insight				
Synopsis	Temporary closed due to no room at the dealer for				
Customer Anomaly					
Contact Reason		Existing Case Open		Customer Anomaly	
Reason Code	After Sales - Information & Assistance requests - Customer Care - No further action needed - Closed				

**Case Status History**

Create Date	Status
07	Open
09/06/2017	Closed
09/29/20	Closed

**Initial Description**

Corporate, Outbound, Survey Follow-Up, Continuous Quality Insight, Default, Continuous Quality Insight, Continuous Quality Insight

**Case Comments**

Date	Comment
	Survey Record Received - DATE : Survey Number : Quality Survey ID Number: Survey Date : VIN Complete 17 : Comments - Airbag light text messaging
	- mailbox full.
	- phone went from you have reach the VM of then started beeping like a busy tone.
	**OUTBOUND ** Agent reached out to customer to inquire about survey. Customer states that they are having issues with the airbag light coming on and off. Customer also states that the phone sometimes does not work properly with the radio, and that they are also having issues with the electronic brakes in the vehicle. Agent acknowledged customers concerns and offered to reach out to customer on the line with the R to set service appointment. Appointment was scheduled for for.
	Customer seeking assistance with: Airbag light, electronic brake, and radio issues Customer expecting: Vehicle to be repaired Agent advised will escalate to case manager. Follow up will occur within by COB customer time. Preferred phone number: Earliest call time:n/a Latest call time:n/a Updates via text: Updates via email: Vehicle location: Customer Date and Time of Appointment: Confirmed appointment with: N/A Customer in rental:N Authorized by: N/A Rental start date: N/A
	***** Create Prep Sheet ***** Prep sheet was saved successfully.
	***** Case Management ***** Loyalty Snapshot: OOW: no MVP: no Household:2 new 1 used
	Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at
	Status update provided via email to the following email address: Hello, this is your case specialist. This email is confirmation that your case, was successfully escalated to me. My office hours are ? (Mountain Time). My contact information is EXT : If you don't reach me and you need immediate assistance please contact my associate at End of Status Update
	Agent attempted to contact customer, however, customer was not available. Left message for a return call at CONTACT UPDATE - Customer was contacted at Customer was provided with agent's
	Agent attempted to contact dealer Service Manager Julie, however, SM not available. Left message for a return call at
	Agent attempted to contact customer, however, customer was not available. Left message for a return call at
	Status update provided via email to the following email address: Hi this is with Customer Care. I tried to reach out to you about your but I was only able to leave a message. If you have any questions please call me at ex If I don't hear from you I will call you on Thank you for choosing and have a great day End of Status Update
	Writer called dealer spoke to SA stated ORC module ordered not showing back order

Date	Comment
	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension
	Status update provided via email to the following email address: Hi this is with Customer Care. I tried to reach out to you about your but I was only able to leave a message. If you have any questions please call me at ex I don't hear from you I will call you on Thank you for choosing and have a great day End of Status Update
	Writer called dealer spoke to PM +++ PARTS INFORMATION +++ Dealer Code Ordering Part: Part Number: aa Part Description: orc Order Number: Order Date: Order Type: Current ETA? Is the vehicle off-road? N Is the customer in a rental due to parts? n/a +++ END PARTS INFORMATION +++
	Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension
	Status update provided via email to the following email address: Hi this is with Customer Care. I tried to reach out to you about your but I was only able to leave a message. If you have any questions please call me at ex I don't hear from you I will call you on Thank you for choosing and have a great day End of Status Update
	*****95W PARTS UPDATE ***** Writer checked and found part status as PST. ETA for part is *****END OF UPDATE *****
	*****OUTBOUND CALL TO ***** Requesting reorder part under special CM contacted dir West at: states that the PM will reorder part as special and use the last 6 of the VIN as order *****END OF OUTBOUND CALL *****
	*****96W PARTS UPDATE ***** Writer checked and found part status as BO. Found part currently has no ETA. *****END OF UPDATE *****
	***** Following Corporate Resource has been contacted ***** PARTS EXPEDITING for Pa Order on
	*****95W TRIAGE TEAM***** Following Corporate Resource has been contacted ***** DATE SUPPORT ESCALATED PART NUMBER PART DESCRIPTION: MODULE ORDER NUMBER:: ORDER TYPE: SPECIAL HANDLING NUMBER OF DEALERS WITH PART/D2D OPTION: 16 CUSTOMER IN RENTAL (Y OR N): No WHO AUTHORIZED RENTAL: START DATE OF RENTAL: N/A CAIR CM: ASSIGNED TO FOR TRACKING: Dealer Code Ordering Part: ORDER DATE *****END OF TRIAGE*****
	Waiting for response Requesting D2D CAIR #: ; P/N ; BUYING ; ORDER# 2 ; VIN : Good Afternoon, Please process the following D2D: Selling CODE #? Selling Contact Person:? Selling Phone #: Selling Email:
	***** START OF SUPPORT ESCALATION by ***** Update from for **** Part Order# Forced d2d to supplying dealer , will update with tracking once accepted. ***** END OF SUPPORT ESCALATION ***** by
	***** START OF SUPPORT ESCALATION by ***** Update from for **** Part Order# CARRIER TRAKG #: ***** END OF SUPPORT ESCALATION ***** by
	Label Created On:
	Delivered On: At: Front Desk Received By:
	***Part arrived as per ****
	Agent attempted to contact dealer however, SM not available. Left message for a return call at extension
	Writer called dealer spoke to SM stated they will be calling customer to bring in drop off
	Writer called customer informed appointment
	Order# FOR PN: IS RESOLVED
	Writer called customer to verify appointment SA has not called
	Writer called dealer spoke to WA no appointment in system. A stated they only have 1 tech at this time so this may be the delay
	Writer called customer informed appointment not in system
	Agent attempted to contact dealer however, not available. Left message for a return call at extension
	Writer called dealer spoke to SA stated they are out for repair and suggested another dealer on the mainland
	Writer called customer informed till the dealer can see him CLOSED LOOP UPDATE - customer contacted to confirm repairs. All of the customer's concerns as documented in the reason codes have been addressed with the customer. Thank you for allowing Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a customer.
	Was the customer in a rental? n If yes, how many days? Did the customer have a co-pay? n If yes, how much? What is the RO #? no repairs Does the SM have the CAIR #? If no, provide it. Review and Confirm the DM Notes with the SM while on the phone. Does the have everything needed from Customer Care to process the claim? Verified mileage from RA in
	approved to close

Email(s)

Date	Subject	Hi this is with Customer Care. I trie
From	To	Sent Date/Time
		Hi this is with Customer Care. I tried to reach out to you about your but I was only able to leave a message. If you have any questions please call me at ex I don't hear from you I will call you on Thank you for choosing and have a great day

**New Customer Assistance Inquiry Record (CAIR)**

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	REG CAB 4X4	
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Case Information					

Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	

Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source		Customer	
City/State/Country/Zip					

Customer	
Customer Address	
City/State/Country/Zip	

Dealer		Dealer Phone	
Dealer Address			
Dealer Zone		District	WI
		Service District	D

Subject	brake sensor light		
Synopsis			
Customer Anomaly	Brakes		
	Warning Light Anomaly		
Contact Reason	Technical Issue With Vehicle	Customer Anomaly	2
			Brake Warning Light
Reason Code	After - Complaint - Product - Vehicle concern - Additional details		

**Case Status History**

Create Date	Status
08/	Open
08/3	Closed
09/29/20	Closed

**Initial Description**

Corporate, Survey By-Pass, No Response / Unable To Reach, Default, Default, No Response / Unable To Reach, No Response / Unable To Reach  
 Product, Brakes, Anti-Lock Brake System, ABS Lamp On/Flashing, Default, ABS Lamp On/Flashing, brake sensor light

**Case Comments**

Date	Comment
	Briefly describe customer reason for contact: Customer called inquiring about issues he is experiencing with his vehicle. Customer stated that whenever he has his camper and trailer connected to his vehicle, the brake sensor light pops up on his dashboard. Agent assisted customer with reaching out to local dealer and speaking with whom stated that it is the after market harness on the vehicle that is pulling too much power when the customer has both trailer and camper attached at the same time; Agent advised customer of SM notes. Customer stated that the harness was recommended by to where he purchased the camper from. Customer is requesting a supervisor call back because he is not
	happy with results. Agent advised customer supervisor call back is. Customer disconnected call
	***Outbound Call to Customer*** Contacted customer at and received no response.
	***Outbound Call to Customer***
	Contacted customer at and received no response.
	***Outbound Call to Customer*** Contacted customer at and received no response.

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year		Brand	RAM
Body		Vehicle	RAM		CAB 4X4
Customer Provided VIN		Line of Business			Customer Assistance Center
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	New problem
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer			RAM	Dealer Phone	
Dealer Address			MS		
Dealer Zone					Q
Subject	Computer issues with the dashboard flashing and dinging				
Synopsis	Repairs complete				
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	13	Vehicle transmission shifting issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

### Case Status History

Create Date	Status
08/	Open
09/06/20	Closed
09/29/20	Closed

### Initial Description

-Product,Electrical,Unknown,Defective,Default,Electrical - Defective,Computer issues with the dashboard flashing and dinging

### Case Comments

Date	Comment
	Briefly summarize why the customer is contacting [REDACTED]: Customer is contacting [REDACTED] because he has brought in his truck [REDACTED] to the [REDACTED] R to get his computer system and dashboard fixed. Customer states that the whole dashboard flashes and dings when the vehicle is on. Customer states that the whole dashboard has been replaced, but continues to experience issues with it. Customer says that [REDACTED] told him to call us since they don't have a fix for him and are having trouble diagnosing his problem. - Briefly summarize what the customer is expecting: Customer is expecting to get his vehicle fixed as soon as possible as he needs it for work. - Agent advised: Agent advised the customer that they would be escalating his case up to Case Management and he would receive a Case Manager to assist him further in getting the vehicle fixed. Agent advised the customer that it is a 1 business day callback from his Case Manager. - Customer seeking assistance with: Customer has been having repeat issues with his computer system and the dashboard flashing and dinging when vehicle is on. Customer expecting: Customer is seeking to have his vehicle repaired. Agent advised will escalate to case manager. Follow up will occur within [REDACTED] by COB customer time. Preferred phone number: [REDACTED] Earliest call time: [REDACTED] Latest call time: [REDACTED] Updates via text: Y [REDACTED] Updates via email: Y [REDACTED] Vehicle location: [REDACTED] Date and Time of Appointment: At [REDACTED] Confirmed appointment with: At [REDACTED] Customer in rental: Y Authorized by: [REDACTED] Rental start date: [REDACTED] Reassigned to [REDACTED] -
	Approved-[REDACTED]
	***** Create Prep Sheet ***** Prep sheet was saved successfully.
	***** Case Management - [REDACTED] ***** Basic: [REDACTED] or [REDACTED] Powertrain: [REDACTED] or [REDACTED] Miles MVP: no Household: 69 NEW
	Writer called Customer informed to call this number [REDACTED]
	Writer called customer informed that the vehicle is at dealership. a couples ago. Customer informed the lights kept turning on, the speedometer keeps going crazy. Reordered computer it lasted [REDACTED] and started doing it again. Dealership has had it [REDACTED] Writer informed will contact dealership and figure out diagnoses and next steps. Writer informed there is a star case open on this and the internal techs are communicating back and forth trying to get this figured out. Writer will follow up [REDACTED]
	Writer called [REDACTED] informed that the dealership number is [REDACTED]

Date	Comment
[REDACTED]	Writer called [REDACTED] working on vehicle. [REDACTED] informed writer that that it has been into the dealer [REDACTED] for this same issue. [REDACTED] 2 or [REDACTED] s the [REDACTED], and 2 to [REDACTED] the [REDACTED]. SA [REDACTED] h informed it keeps throwing codes when customer brings it in. [REDACTED] going to continue working with star to fix this issue. Writer will follow up [REDACTED]
[REDACTED]	Writer called [REDACTED] Informed the odometer cluster goes crazy. [REDACTED] informed Colt meter is showing the right amount of voltage. [REDACTED] a informed that they have connect computer to vehicle, and have only been able to duplicate it for a short time so they are not able to duplicated long enough to figure out the issue. [REDACTED] informed writer that they have been test driving it everyday, and it takes [REDACTED] to [REDACTED] before it acts up. [REDACTED] will continue to test drive vehicle, and try to duplicate.
[REDACTED]	Agent attempted to contact customer, however, customer was not available. Left message for a return call at [REDACTED] [REDACTED]. Writer called customer informed talked to [REDACTED] [REDACTED] that they are trying to duplicate the issue long enough to figure out the repairs they need to fix vehicle. Writer will follow up with updates [REDACTED]
[REDACTED]	*****Email sent to AM***** I have a request for technical assistance: Instrument cluster. Action requested: I am requesting for a field tech to come look at this vehicle. Concern: Instrument cluster goes crazy. This has been happening since the customer purchased this vehicle. The Dealership replaced the PCM on [REDACTED]. Case has been open [REDACTED] now. [REDACTED] due to no communication with dealership it closed. [REDACTED] Case is active now. First [REDACTED] case Id: [REDACTED] opened on [REDACTED]. [REDACTED] Case Id: [REDACTED] opened on [REDACTED]. The dealership has duplicated this happening while test driving vehicle, but it has not happened long enough for them to Diagnose the issue. [REDACTED] informed me it happens after driving 15 to [REDACTED]. CAIR #: [REDACTED] VIN #: [REDACTED] Desc: [REDACTED] Odometer: [REDACTED] Customer: [REDACTED] R Fleet Contact: [REDACTED] DEALER: [REDACTED] Contact: [REDACTED]
[REDACTED]	*****Email sent by the AM***** Hello [REDACTED], it is obvious by looking at the [REDACTED] case and the scan report that there is a problem with the BUS communication on this vehicle. I suggest that the technician work with [REDACTED] identify where the BUS is failing.
[REDACTED]	Writer talk [REDACTED] informed he test drive vehicle [REDACTED] before vehicle acted up once it did it was for [REDACTED]. [REDACTED] wants him to test the connector on the left front of the fender, and module test and se what one fails [REDACTED] look into things further. Writer will follow up 7-[REDACTED].
[REDACTED]	Writer called Customer informed that the tech is working with star on his vehicle. Writer informed that he is testing different components to find the root of the problem. Write informed is going to leave the communication between the dealership and [REDACTED] to find problem. Writer will follow up [REDACTED].
[REDACTED]	Writer called [REDACTED] put a module on it [REDACTED] and after that the vehicle started happening a short while after that. [REDACTED] that you have to drive a long distance before it acts up, and when it does this is not happening long enough to diagnose this problem. Writer informed [REDACTED] continue to work with [REDACTED] figuring out issue. Writer stated that star has not had an update since [REDACTED] and needs to here back on progress. Writer will follow up [REDACTED]
[REDACTED]	Writer called Customer informed the dealership is still communicating with star trying to resolve problem and find diagnosis. Writer will follow up [REDACTED]
[REDACTED]	*****Email sent to AM [REDACTED] ***** I have an update on this. I called [REDACTED] she informed me that you have to drive the vehicle a long distance in order to get it to act up. Once it does it is only for a [REDACTED] and stops so they are unable to diagnose this problem?
[REDACTED]	Writer called [REDACTED] going to drive it with the computer on it and see what it brings up either [REDACTED] or [REDACTED]. [REDACTED] that they put customer in a loner vehicle. Writer will follow up [REDACTED]
[REDACTED]	Agent attempted to contact customer, however, customer was not available. Left message for a return call at [REDACTED] [REDACTED]. Writer called Customer informed is connecting computer to vehicle and test driving it to see what comes up. Writer will follow up [REDACTED]
[REDACTED]	Writer called [REDACTED] ordering a part for ABS module to see if it is going to correct it. [REDACTED] that that codes are being thrown for the ABS Module so it should fix the problem. Writer asked for the parts information. +++ PARTS INFORMATION +++ Dealer Code Ordering Part: [REDACTED] Part Number: [REDACTED] Part Description: ABS Module Order Number: in warehouse Order Date [REDACTED] Order Type: Current ETA? Will be there [REDACTED] Is the vehicle off-road? yes Is the customer in a rental due to parts? yes +++ END PARTS INFORMATION +++
[REDACTED]	Writer called customer informed that Dealership saw that the ABS module needed to be replaced. Dealership got part ordered ETA on this will be [REDACTED]. Writer will follow up [REDACTED]
[REDACTED]	Writer called [REDACTED] put ABS Module in vehicle test drove it there are no issues. Customer is picking vehicle up [REDACTED] drive it over the weekend. Writer will follow up [REDACTED]. Was the customer in a rental? yes loner Did the customer have a co-pay? no What is the RO [REDACTED] Does the SM have the CAIR [REDACTED] Review and Confirm the DM Notes with the SM while on the phone. no Does the SM have everything needed from Customer Care to process the claim?no Mileage: [REDACTED]
[REDACTED]	Agent attempted to contact customer, however, customer was not available. Left message for a return call at [REDACTED] [REDACTED]. Writer called customer informed that the ABS Module was replaced. Writer wants customer to pick vehicle up and test drive through the weekend and Writer will follow up [REDACTED]
[REDACTED]	Writer called [REDACTED] informed customer has picked vehicle up and has had no problems with it.
[REDACTED]	*****Customer Email Address Updated***** Following email address is added for communication or survey with the customer: [REDACTED]
[REDACTED]	Writer called customer informed talked to [REDACTED] and she stated that the customer picked it up on [REDACTED]. Customer informed yes he did and vehicle is running great. Writer informed that the case will be closing, a survey will be sent we would love for him to complete this.

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.