

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
Batch Case Information			
Open Date	CAIR Type	Regular	Status
Close Date	Origin	Telephone	Reason
Mileage			Language
Contact Email	Contact Phone		Contact Mobile
Caller Address			Source
City/State/Country/Zip			Customer
Customer			
Customer Address			
State/Country/Zip			
Dealer		Dealer Phone	
Dealer Address			
Dealer Zone		Service District	K
Subject	Technical assistance		
Synopsis	Repairs are complete		
Customer Anomaly	Wheels / Tires		
	Wheels		
Contact Reason	Technical Issue With Vehicle	Customer Anomaly	Vehicle wheel issue (rims)
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details		

Case Status History

Create Date	Status
07	Open
07	Suspended
08/04/2020	Open
08/20/2020	Closed

Initial Description

Technical assistance

Case Comments

Date	Comment
	***** MOPAR EMAIL ***** Good Morning, Please see the attached technical assistance request for here in Thanks Respectfully, Office: Cell: Email.
	A front wheel bearing assembly has failed with this unit. We&# are requesting that this repair be covered under the warranty provided by Please send any follow-up questions to
	*****OUTBOUND DEALER CONTACT ***** CM called the dealership and spoke to the The SA confirmed that the repairs were covered under warranty. The SA advised that the driver brought the vehicle in for a death wobble concern and the ABS light came on. The SA advised the repairs would be covered under warranty but the driver blasted on social media and he didn't understand why. CM advised she would be calling the customer later and verify everyone was aware that the repairs were covered under warranty.
	*****OUTBOUND CUSTOMER CONTACT ***** Cell: CM called the customer but had to leave a voicemail. CM advised she would send an email shortly.
	*****OUTBOUND CUSTOMER EMAIL ***** Good afternoon Mr . I had left you a voicemail but I wanted to have a discussion over the phone if possible. Or if email correspondence is better let me know. I will follow up Thank you,
	*****OUTBOUND CUSTOMER CONTACT ***** CM called the customer as he had left the CM a voicemail with his cell phone number. had to leave the customer a voicemail again
	*****OUTBOUND CUSTOMER CONTACT ***** CM called the customer to advise that all of the issues that needed to be addressed were covered under the manufacturer's warranty. CM also mentioned she wanted to let the customer know that the driver had blasted on social media and the dealership didn't understand why when everything had been rectified at no cost to the customer. Customer states he wanted the name and was going to call the dealership himself to extend an apology. CM advised she would send the customer of the invoice for him to review and if anything else needed to be addressed the CM would be following up
	*****OUTBOUND CUSTOMER EMAIL ***** Good morning , I was doing a follow up and confirming if anything else needed to be addressed ? Let me know Thank you,
	*****OUTBOUND CUSTOMER CONTACT ***** CM called the customer to see if anything else needed to be addressed with the vehicle. Customer states the ABS light came on and he figured that part should have been covered under the warranty. CM advised it should but she could verify with the dealership. asked if the customer could have a driver drop the truck off to the dealership again and the CM would follow up Customer confirmed that would be fine.
	*****OUTBOUND DEALER CONTACT ***** CM called the dealership and talked to CM advised the customer was still having issues with the ABS light coming on. The SA advised for the customer to come to the dealership as soon as possible and ask for
	*****OUTBOUND CUSTOMER EMAIL ***** Good morning , Did your staff have time to run the vehicle back over to the dealership the other day? Thank you.
	*****OUTBOUND CUSTOMER EMAIL ***** Good morning, I was just doing a follow up regarding the vehicle issue. Did have a chance to go by the dealership for the ABS light concern ? Thank you,
	*****OUTBOUND CUSTOMER EMAIL ***** The truck should be at the shop. Do you need anything else from us on this action?
	*****OUTBOUND DEALER CONTACT ***** CM called the dealership and talked to the SA who advised that had already gone home. CM asked if there was a work order or if the vehicle was parked at the moment. The SA confirmed it may be better to talk to when he was back at the dealership
	*****OUTBOUND DEALER CONTACT ***** CM called the dealership and talked to the The SA confirmed that the customer had come back but only for They were able to clear the codes but the customer would be bringing the vehicle back as he was very busy. asked if the SA had an email and she could send a quick message to him if the customer decided to come The SA provided
	*****OUTBOUND CUSTOMER EMAIL ***** Hi The dealership said the driver could only stay for a the other day, but they were able to clear the codes. The driver had advised he would come back in a week as he was fairly busy. I can follow up with you. If it is possible, can you loop in the driver so he can let me know when he would be going back to the dealership so I can let the dealership know ahead of time ? Thank you,

Sorry about the missed calls. Please give me a call at either number in my signature block.

Thanks,

Respectfully,

Manager - Fleet Services

[cid:]

[redacted] https://[redacted] 0x564dac4b91e64c49! [redacted]
[redacted] https://[redacted] 5548e5:0x564dac4b91e64c49 [redacted]
[redacted] https://[redacted] 0x564dac4b91e64c49! [redacted] 3d35.
[redacted] https://[redacted] 5548e5:0x564dac4b91e64c49 [redacted]

Office: [redacted]
Cell: [redacted]
Email: [redacted]
ARI Log-In Link<<https://arinights.arifeet.com/ariaccessweb2/loginform.aspx?returnurl=%2fariaccessweb%2f>>

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From: US Customer Care <[redacted]>
Sent: [redacted]
To: [redacted]
Subject: [redacted] [ref: [redacted]]

EXTERNAL EMAIL

Good afternoon Mr. [redacted]

I had left you a voicemail but I wanted to have a discussion over the phone if possible. Or if email correspondence is better let me know. I will follow up [redacted]

Thank you,

[redacted]

[redacted] Manager
[redacted] Ext. 302094 [redacted] .imageServer?oid=00D0000001qsDF&esid=0183Z00000kdYcz]

ref: [redacted]

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New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM		CAB 4X4
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	
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				Dealer Phone	
Dealer Address	9051 EAST COLONIAL DRIVE				

Dealer Zone				Service District	E
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Subject ABS Indicator

Synopsis dealer replaced the HCU due to internal failure.

Customer Anomaly Electronics
Dashboard Electronics

Contact Reason Technical Issue With Vehicle **Customer Anomaly** issues

Reason Code After Sales - Compliant - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

ABS Lights on Cluster

Case Comments

Date	Comment
	Customer called in stating that they are on vacation and the vehicle started having ABS Indicator light on the cluster and the customer is not able to use the Cruise Control. Customer states that he took the vehicle to a [redacted] in [redacted] ***** Customer was advised that the dealership would not be able to get the part for [redacted] due to a back order. Customer is not sure how to proceed. ***** Customer states that the business is no longer owned and the ownership info needs to be changed to the customer's name. CM advised that the registration is needed to be able to update the account info. *****
	[redacted] called the customer to advise that the document was received. CM advised customer that he will now be listed as the [redacted]. [redacted] noted that the customer should explain with future assistance that he was the owner of Pool Creations and just updated the ownership on retirement.
	[redacted] called the [redacted] and spoke with SA [redacted] and discussed the parts that this vehicle would need. CM noted that the customer lived [redacted] away and there was no way that I could get their vehicle with the camper transported and the easiest thing would be to see if this customer's vehicle repaired so they could get back to [redacted]. [redacted] stated that he will try to get the part info and will email CM. CM advised that CM [redacted] would also be added to the emails. ***** CM updated website with the customer's information. CM advised the customer that this would now show that they are the [redacted] when they are now retired and no longer own the Pool Business. ***** [redacted] called the customer to advise that the case was sent to CM [redacted] but CM was currently waiting on an email from SA [redacted] (which would also be sent to [redacted] and information from the Parts team. CM noted that CM wanted to send the case early enough so [redacted] have time to follow up with the customer [redacted]
	Customer contacting in to follow up with ABS Indicator case assistance status. Writer advised customer that would pass on the message for CM to follow up. Reference [redacted]
	Customer chatted in wanting an update on their case as it has not been resolved. Customer is wanting a contact from CM.
	***** In-Service Date: [redacted] Original Owner: [redacted] Vehicle purchase loyalty: [redacted] Multiple Repairs/ Previous related repairs: no R.O's since [redacted] MVP plans: BUSINESS LINK ALTERNATE TRANSPORTATION Other: ***** REPAIR HISTORY***** RO#: N/A RO Details: N/A *****
	**EMAIL SENT TO [redacted] * Good morning.? I was wondering what is going on with this truck? How can I help?
	Customer left a voicemail advising that he had not heard from anyone regarding their vehicle. CM called and left a message that CM [redacted] was working the case and should be contacting the customer. CM called [redacted] and obtained the needed part# [redacted]
	**OUTBOUND CONTACT ** [redacted] [redacted] - Writer spoke with parts who advised that there is no order for this customer. - Doesn't show an order ever been in.
	[redacted] Email came in.. are you handling this case as it will not be at my [redacted]. Also you have a relationship with them at this point
	Vehicle has arrived at dealership [redacted] and attended by dealer employee
	customer is back in [redacted] at this time, and truck is currently at [redacted] getting diagnosed.
	Customer has his oil changes done else where due to the fact that he wants to use [redacted]
	repairs have been completed, and truck is fixed.

Email(s)

Date	[redacted]	Subject	Ram Registration Case [redacted] [ref: 00D]01qsDF_5003Z15148J.ref1
From	[redacted]	To	[redacted] Sent Date/Time [redacted]

Dear [redacted],

It was a pleasure speaking with you [redacted].

As we discussed, please take a photo of the registration and attach the document to the email. You must REPLY to the email.

Once the document has been received, I will update your ownership information.

Thank you.

[redacted] Manager
[redacted] Care
[redacted]
Extension [redacted]
ref: [redacted].ref

Date	[redacted]	Subject	Re: Registration Case [redacted] [ref: [redacted].ref]
From	[redacted]	To	[redacted]
		Sent Date/Time	[redacted]

Sent from [redacted] Mobile
Get the new [redacted]
On [redacted] US Customer Care <[redacted]> wrote:

Dear [redacted],

It was a pleasure speaking with you [redacted].

As we discussed, please take a photo of the registration and attach the document to the email. You must REPLY to the email.

Once the document has been received, I will update your ownership information.

Thank you.

[redacted] Manager
[redacted] Care
[redacted]
Extension [redacted]
ref: [redacted].ref

Date	[redacted]	Subject	Re: Registration Case [redacted] [ref: [redacted].ref]
From	[redacted]	To	[redacted]
		Sent Date/Time	[redacted]

[redacted] thank you for all the time you spent with us in trying to help get our truck fixed. Your expertise was greatly appreciated. We are still waiting for a call from your counterpart and wish you could have Continued.

Regards
[redacted] and [redacted]

Sent from [redacted] Mobile
Get the new [redacted]
On [redacted] US Customer Care <[redacted]> wrote:

Dear [redacted],

It was a pleasure speaking with you [redacted].

As we discussed, please take a photo of the registration and attach the document to the email. You must REPLY to the email.

Once the document has been received, I will update your ownership information.

Thank you.

[redacted] Manager
[redacted] Care
[redacted]
Extension [redacted]
ref: [redacted].ref

Date	[redacted]	Subject	Initial Contact [ref: [redacted].ref]
From	[redacted]	To	[redacted]
		Sent Date/Time	[redacted]

Dear [REDACTED]

Thank you for allowing RAM Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is [REDACTED]

The [REDACTED] Case Management telephone number: [REDACTED]

My direct extension: [REDACTED]

My work hours are: [REDACTED] [REDACTED] [REDACTED]

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

[REDACTED]

----- Original Message -----

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: Re: [REDACTED] Registration Case [REDACTED] [re: [REDACTED]:ref]

[REDACTED] thank you for all the time you spent with us in trying to help get our truck fixed. Your expertise was greatly appreciated. We are still waiting for a call from your counterpart and wish you could have Continued.

Regards

[REDACTED] and [REDACTED]

Sent from [REDACTED]

Get the new [REDACTED]: mail.mobile.aol.com

On [REDACTED] US Customer Care <[REDACTED]> wrote:

Dear [REDACTED]

It was a pleasure speaking with you [REDACTED]

As we discussed, please take a photo of the registration and attach the document to the email. You must REPLY to the email.

Once the document has been received, I will update your ownership information.

Thank you.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Care

SRT [REDACTED]

Extension [REDACTED]

ref: [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM	
Body		Vehicle			CAB 4X4	
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		
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			Ram	Dealer Phone		
Dealer Address						
Dealer Zone					Service District	M
Subject	Repeat Issue - Needs to have the concern resolved					
Synopsis	Case reopened, email rec'd, [redacted] telephoned cx, lvm, no response.					
Customer Anomaly	Steering / Suspension Steering Housing					
Contact Reason		Service Problem Not Resolved	Customer Anomaly		Steering housing issues	
Reason Code	After Sales - Complaint - Network - Treatment in workshop - Service Problem Not Resolved					

Case Status History

Create Date	Status
07 [redacted]	Open
09/03/2020 [redacted]	Closed
09/05/2020 [redacted]	Open
09/1 [redacted]	Closed

Initial Description

Main issue is with the steering - the wheels rattle when hes driving, the truck is dangerous to drive. Please see the previous cases and determine the next plan of action for this file, customer is completely disappointed in the way [redacted] has handled the concern.

Case Comments

Date	Comment
	****INBOUND CALL FROM CUSTOMER*** Inbound call from customer on phone number [redacted] Customer contacted agent looking to speak with his case manager [redacted] on case number [redacted] Customer states that him and [redacted] set up for him to take his vehicle into the dealer on [redacted] and wants to know why his case is closed. Customer states that the vehicle is at the dealer and has been waiting on some kind of communication from his CM. Customer stated that [redacted] promised she can help but not hearing his case is closed. Customer has had many open cases and has been to [redacted] and no one seems to be able to fix the issue - customer is getting no help from dealer, no one is returning his calls. Customer has reached out to an attorney and the attorney is more than willing to take this case as he is confident that [redacted] have to answer to this kind of treatment of the customer and how they have dealt with the vehicle concerns. Main issue is with the steering - the wheels rattle when hes driving, the truck is dangerous to drive. Please see the previous cases and determine the next plan of action for this file, customer is completely disappointed in the way [redacted] has handled the concern. Agent advised customer that agent will document case and open up a new case for him. Customer stated that at this point he just want to let the attorney deal with this matter. Customer stated that due to no email or return call that does not mean that she should not close his case .
	--Outbound to Dealer-- I called dealer and spoke to [redacted] and the vehicle hasn't been to [redacted] I asked him to confirm the number he had on file for the customer. and its the same number we have for him. --Outbound to Customer-- I called the customer [redacted] and the line is busy and will not allow a vm to be left. --Sent email asking customer to reach me back.
	--Inbound from Customer-- Customer called and left me a vm asking for a call back. I called back [redacted] and the phone line is ringing busy and I am unable to leave a vm.
	--Outbound to Customer-- I called [redacted] and the line is ringing busy and will hang up not allowing to leave a vm.
	--Outbound to [redacted] -- Called a [redacted] no success and unable to leave a vm. --Reached out to my TL to see if he gets a busy tone when he calls.
	--Inbound from Customer-- He was very argumentative and is advising he has an attorney and is going to subpoena me to come to court. He began to curse and I advised him to have a good day. I was able to at least verify that the number I been calling is correct. --Sent IM to my TL requesting to remove myself as cm.
	--Outbound to Dealer-- Spoke to [redacted] is scheduling and she advised the customer missed his appointment on [redacted] The vehicle is not there.
	****INBOUND CALL FROM CUSTOMER*** Inbound call from customer on phone number [redacted] Customer contacted agent and stated that the CM [redacted] was very rude and disrespectful and argumentative . Customer states that he was trying to explain to CM [redacted] the reasons he was told why his case was closed. Customer stated he did inform CM that she was a compulsive liar and he made [redacted] and he apologizes about it . Agent advised customer that agent can put in for a supervisor call back. Customer stated that [redacted] stated that she will have herself removed from the case. Customer stated he just wants his vehicle fixed. Customer states that the dealer figured out the problem and they can have the parts to fix the vehicle dealer just want to hear from the CM or [redacted]
	Outbound [redacted] Call: [redacted] TL attempted to call customer 4 [redacted] [redacted] the call went straight to a busy tone. TL sent customer an e-mail requesting a good phone number to contact them at. TL will reach out as soon as a good phone number is provided.
	The customer missed his supervisor calls according to the notes the customer stated that he was not contacted. I verified the number and got a [redacted] and advised the customer to wait or another call back,
	Customer called again. Corrected [redacted] R info.
	Outbound [redacted] Call: [redacted] TL was unable to reach Customer for a [redacted] Call. [redacted] advising them that the CM would be notified of the correct dealer and that they were waiting on an update from [redacted] also requested a call back if customer had any further questions.
	customer calling to return cal from [redacted] per previous notes speak of correct [redacted] - customer stated he did not want to continue to work with CM ([redacted]) *** confirmed [redacted] /informed customer I would update case/ reach out to current CM, prev. [redacted], and Specialist for correct [redacted] (to confirm follow-up request will be provided) *** customer stated VM from [redacted] was not lear - wanted to know if [redacted] customer care is going to call [redacted] and work it out with them (customer wants to know his options and next steps) *** provided customer with [redacted] best contact number: [redacted]
	OB Cx CM sent Intro email.
	[redacted] upset that he never got the call from the [redacted] and now wants to speak with [redacted]s boss. [redacted] upset as he stated that he has not been getting any support and that no one wants to call and talk to the [redacted] stated that they keep getting the round around and that he wants to hear form [redacted] boss before he goes to the dir to pick up the vehicle and then drives to the attorneys office. [redacted] tired of getting the run around and waiting as this has been going on for [redacted] Wants a call back from [redacted]s boss within the [redacted] Just wants his steering component fixed and that's it. Advised [redacted] I will send an alert to [redacted] and [redacted] that he wants to speak with [redacted] Boss. Upset with the treatment from [redacted] and [redacted] mainly [redacted] Stated that everyone else he has spoke with have been good to work with. [redacted] stated that he wants [redacted] drug tested as she could not remember which dealer to call and showing lack of confidence in her position.
	**OB [redacted] ** CM dialed [redacted] spoke to [redacted] cx reported slack in steering-did not report rattle in wheels while driving. [redacted] advised the drag link needs to be replaced and failure does not meet recall [redacted] which requires an adjustment at the sleeve. Cx vehicle failed at the joint at pittman arm where there is excessive slack which has caused the steering to be off center. [redacted] advised will call CM back with warranty pricing.

Dear Mr. [REDACTED]

Hello again this is [REDACTED] with [REDACTED]. For some reason every time I call there is a busy tone from your phone and it hangs up and doesn't allow me to leave a voice mail. Every correspondence is logged in our system for issues such as this. I did receive your voice mail. I didn't close your case because of a rental. I closed the case because you didn't make your appointment and I made several attempts to reach you by phone and email with no success. I will continue to try and reach you today. I have also made my supervisor aware of your case.

Kind Regards,
[REDACTED]
Ext: [REDACTED]

----- Original Message -----
From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Repeat Issue - Needs to have the concern resolved [ref: [REDACTED]:ref]

Dear Mr. [REDACTED]

Hello again this is [REDACTED] with [REDACTED]. I am reaching back out because there is a new open case for you. I closed your previous one because I made several attempts to reach you and couldn't. I called the dealer [REDACTED] as well and was advised that you missed your appointment. I even asked them to verify that I am calling the correct number to reach you. I called [REDACTED] as well and haven't been able to reach you. Please when you have time please give me a number that you can be reached at.

Kind Regards,
[REDACTED]
Ext: [REDACTED]
ref: [REDACTED]:ref

Date	[REDACTED]	Subject	Customer Care [ref: [REDACTED]:ref]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello Mr. [REDACTED]

My name is [REDACTED]. I am a supervisor at the [REDACTED]. I just wanted to reach out to you by e-mail as I tried to call the phone number we have on file for you [REDACTED] separate times [REDACTED] and each time it went to a busy tone. At your earliest convenience please reply to this e-mail with the best phone number for me to reach you and I will give you a call as soon as possible.
Click to d

Thank You for choosing [REDACTED]

[REDACTED]
[REDACTED] Team Lead
Case Number: [REDACTED]

----- Original Message -----
From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Repeat Issue - Needs to have the concern resolved [ref:_00Dj01qsDF_5003Z15I7L:ref]

Dear Mr. [REDACTED]

Hello again this is [REDACTED] with [REDACTED]. For some reason every time I call there is a busy tone from your phone and it hangs up and doesn't allow me to leave a voice mail. Every correspondence is logged in our system for issues such as this. I did receive your voice mail. I didn't close your case because of a rental. I closed the case because you didn't make your appointment and I made several attempts to reach you by phone and email with no success. I will continue to try and reach you today. I have also made my supervisor aware of your case.

Kind Regards,
[REDACTED]
Ext: [REDACTED]

----- Original Message -----
From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Repeat Issue - Needs to have the concern resolved [ref: [REDACTED]:ref]

Dear Mr. [REDACTED]

Hello again this is [REDACTED] with [REDACTED]. I am reaching back out because there is a new open case for you. I closed your previous one because I made several attempts to reach you and couldn't. I called the dealer [REDACTED] as well and was advised that you missed your appointment. I even asked them to verify that I am calling the correct number to reach you. I called [REDACTED] as well and haven't been able to reach you. Please when you have time please give me a number that you can be reached at.

Kind Regards,
[REDACTED]
Ext: [REDACTED]
ref: [REDACTED]:ref

Date	[REDACTED]	Subject	Re: [REDACTED] Customer Care [ref: [REDACTED]:ref]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Please call again. I received nothing.

[Redacted]

On [Redacted] US Customer Care <[Redacted]> wrote:

> Hello Mr. [Redacted]

> My name is [Redacted] I am a supervisor at the [Redacted]
> I just wanted to reach out to you by e-mail as I tried to call the phone
> number we have on file for you [Redacted] four separate times this
> morning and each time it went to a busy tone. At your earliest convenience
> please reply to this e-mail with the best phone number for me to reach you
> and I will give you a call as soon as possible.
> Click to d

> Thank You for choosing [Redacted].

> [Redacted]
> [Redacted] Team Lead
> Case Number: [Redacted]

> ----- Original Message -----
> From: [Redacted] Customer Care [Redacted]
> Sent: [Redacted]
> To: [Redacted]
> Subject: RE: Repeat Issue - Needs to have the concern resolved [
> ref: [Redacted]:ref]

> Dear Mr. [Redacted]

> Hello again this is [Redacted] with [Redacted] For some reason every time I call there
> is a busy tone from your phone and it hangs up and doesn't allow me to
> leave a voice mail. Every correspondence is logged in our system for issues
> such as this. I did receive your voice mail. I didn't close your case
> because of a rental. I closed the case because you didn't make your
> appointment and I made several attempts to reach you by phone and email
> with no success. I will continue to try and reach you today. I have also
> made my supervisor aware of your case.

> Kind Regards,
> [Redacted] Ext: [Redacted]

> ----- Original Message -----
> From: US Customer Care [Redacted]
> Sent: [Redacted]
> To: [Redacted]
> Subject: Repeat Issue - Needs to have the concern resolved [
> ref: [Redacted]:ref]

> Dear Mr. [Redacted]

> Hello again this is [Redacted] with [Redacted] I am reaching back out because there is
> a new open case for you. I closed your previous one because I made several
> attempts to reach you and couldn't. I called the dealer [Redacted]
> as well and was advised that you missed your appointment. I even asked them
> to verify that I am calling the correct number to reach you. I called two
> times [Redacted] as well and haven't been able to reach you. Please when
> you have time please give me a number that you can be reached at.

> Kind Regards,
> [Redacted] Ext: [Redacted]
> ref: [Redacted]:ref

Date	[Redacted]	Subject	Re: [Redacted] Customer Care [Redacted]:ref]
From	[Redacted]	To	[Redacted] Sent Date/Time [Redacted]

Hello [REDACTED]
 Call back at [REDACTED]
 Thank you.

[REDACTED]

On [REDACTED] US Customer Care <[REDACTED]> wrote:

> Hello Mr. [REDACTED]
 >
 > My name is [REDACTED] I am a supervisor at the [REDACTED]
 > I just wanted to reach out to you by e-mail as I tried to call the phone
 > number we have on file for you [REDACTED] four separate times this
 > morning and each time it went to a busy tone. At your earliest convenience
 > please reply to this e-mail with the best phone number for me to reach you
 > and I will give you a call as soon as possible.
 > Click to d
 >
 > Thank You for choosing [REDACTED].
 >
 > [REDACTED]
 > [REDACTED] Team Lead
 > Case Number: [REDACTED]
 >

----- Original Message -----
 > From: US Customer Care [REDACTED]
 > Sent: [REDACTED]
 > To: [REDACTED]
 > Subject: RE: Repeat Issue - Needs to have the concern resolved [REDACTED]
 > ref: [REDACTED]:ref]
 >
 > Dear Mr. [REDACTED]
 >
 >
 > Hello again this is [REDACTED] with [REDACTED]. For some reason every time I call there
 > is a busy tone from your phone and it hangs up and doesn't allow me to
 > leave a voice mail. Every correspondence is logged in our system for issues
 > such as this. I did receive your voice mail. I didn't close your case
 > because of a rental. I closed the case because you didn't make your
 > appointment and I made several attempts to reach you by phone and email
 > with no success. I will continue to try and reach you today. I have also
 > made my supervisor aware of your case.
 >
 > Kind Regards,
 > [REDACTED]
 > [REDACTED] Ext: [REDACTED]
 >
 >
 > ----- Original Message -----
 > From: US Customer Care [REDACTED]
 > Sent: [REDACTED]
 > To: [REDACTED]
 > Subject: Repeat Issue - Needs to have the concern resolved [REDACTED]
 > ref: [REDACTED]:ref]
 >
 > Dear Mr. [REDACTED]
 >
 >
 > Hello again this is [REDACTED] with [REDACTED]. I am reaching back out because there is
 > a new open case for you. I closed your previous one because I made several
 > attempts to reach you and couldn't. I called the dealer [REDACTED]
 > as well and was advised that you missed your appointment. I even asked them
 > to verify that I am calling the correct number to reach you. I called two
 > times [REDACTED] as well and haven't been able to reach you. Please when
 > you have time please give me a number that you can be reached at.
 >
 >
 > Kind Regards,
 > [REDACTED]
 > [REDACTED] Ext: [REDACTED]
 > ref: [REDACTED]:ref]
 >
 >

Date	[REDACTED]	Subject	Re: [REDACTED] Customer Care [ref: [REDACTED]:ref]
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Dear Mr. [REDACTED],

Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is [REDACTED] I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is [REDACTED]

The [REDACTED] Case Management telephone number: [REDACTED] and my direct extension: [REDACTED] My work hours are: [REDACTED] Eastern Standard Time [REDACTED]

After I review the details of your case, I will be calling you at your preferred number within [REDACTED]

Please don't hesitate to make contact if you have any questions or concerns.

Thank you for your patience and co-operation!

[REDACTED]
 [REDACTED] Specialist
 ref: [REDACTED]:ref]

Date	07/20/2020	Subject	[REDACTED] CREW [REDACTED] # [REDACTED] ref: 00DJ01qsDF_5003Z151/L:ref]
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New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle		CREW CAB 4X4	
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	
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		FI	Dealer Phone	
Dealer Address	14375 S TAMIAMI TRL			
	FORT MYERS		FL	33912 1943
Dealer Zone				

Subject	VEHICLE CONCERN				
Synopsis	confirmed with customer				
Customer Anomaly	Brakes				
	Automatic Braking System ()				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		S Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07	Open
07	Suspended
07	Open
07	Suspended
07	Open
07	Closed

Initial Description

LIGHT ON

Case Comments

Date	Comment
	Why the customer is contacting INDICATOR ON, PUMP HAS TO BE REPLACED, NOT COVERED UNDER WARRANTY What the customer is seeking: COST ASSISTANCE WITH REPAIR BASIC WARRANTY Expired (Odometer)A CUSTOMER QUALIFIES FOR GOODWILL ASSISTANCE Customer's preferred phone number: earliest call time: ANY Latest call time: ANY Updates via email: YES Vehicle Location: Customer in rental: NO If yes, rental authorized by: Rental start date: Agent advised that the case will be escalated to a Specialist and that follow up will occur within
	SA called to get an update on repairs. Please call back at Wiring and abs pump hydrolic pump and heatshrink 921.31 labor OK with DM notes Called customer at no answer left message with update can cover all but so customer would have copay Called customer he advised he did get the message and gave the go ahead Spoke with ran overlay completed and picked up
	Sent custoerm email to check up.
	Called customer at no answer left message
	Called customer at he advised running fine and thanked and disconnected.

Email(s)

Date		Subject	VEHICLE CONCERN C ? [ref: .ref]
From		To	Sent Date/Time

Hello Mr.

This is with case management reaching out to check up. I just wanted to see how everything is after pick up? Please reply directy to email so that I may receive your reply. I will follow up another day have a great day and stay safe.

Regards

Case Manager

P EXT

ref: ref

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year		Brand	RAM
Body		Vehicle	RAM		CAB 4X4
Customer Provided VIN		Line of Business	CAC		Customer Assistance Center
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Chat	Reason	
Mileage	0 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address					Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer			JEEP DODGE RAM	Dealer Phone	
Dealer Address	9051 EAST COLONIAL DRIVE				
	ORLANDO	FL	32817 4176		
Dealer Zone				Service District	E
Subject	Customer Assistance				
Synopsis					
Customer Anomaly					
Contact Reason		Company Contact Info Request		Customer Anomaly	
Reason Code	- Information & Assistance requests - Corporate - Corporate - Contacts				

Case Status History

Create Date	Status
07	New
07	Open
07	Closed

Initial Description

Chat Started: () Chat Origin: Brand Chat Agent () Hi, my name is () Customer Care, How may I help you? () Visitor: We have been getting a service light and audio tone while driving. We contacted customer service and have taken it to a dealership. We are not able to resolve this and are traveling which makes it worse as if the ABS fails we could be in danger of having an accident. Our vin is () We have a () Ram and currently have a camper on the bed. () Hello () i&#m sorry to hear you are having this issue. If you confirm your address, telephone number, and email, I will be more than happy to look into this for you. (4m 54s) Visitor: () or () (5m 1s) Visitor: () Thank you for confirming, i&#m looking into this for you now. () Visitor: Thank you (9m) Thank you for holding, I appreciate your patience. I do see this case is currently with case management. You will need to work with your case manager regarding this case. I have made a note that you are requesting follow up contact from them. I will also provide you with their contact information i&#m sorry for the concern that the vehicle has been having and do hope it is resolved very soon. The contact information for your case manager is: () ext () Visitor: We were told they would contact us () and we waited until () To reach out as no one has attempted to contact us. () I have made a request for the case manager to contact you. They will be in touch with you very soon regarding the case. I do see here that the case was escalated further and this may have been what caused the delay in contact, i&#m sorry about that. () is there anything else I might be able to look into for you at this time? () I am also seeing the case manager sent an email that requires for you to respond with the registration of the vehicle. That email may have gone to the spam or junk box of your email if you did not see it yet. () Visitor: Apparently not at this time. Thankfully we aren't on the highway right now. This could be serious and I am really concerned () I am actually seeing that the registration was sent so everything is good to go there. The Case Manager will be in contact regarding the vehicle. () Visitor: The registration was sent as you can see the agent we spoke to was out of () and supposedly an agent from () was going to contact us. No communication at all () I have made an urgent request for the case manager to contact you. They will be in touch with you very soon regarding the case. I do see here that the case was escalated further and this may have been what caused the delay in contact, i&#m sorry about that. (9s) Visitor: We will hopefully get some kind of a response soon as when we drive it we get a constant beep along with cutting off my cruise control () The case manager will definitely be in touch and i&#m very sorry for the issues that the is having, I can definitely understand the concern there. () Visitor: Thank you for checking on this for us. Hoping we have a response () No problem it was my pleasure assisting. Thank you for contacting RAM Customer Care and thank you for choosing RAM! We appreciate having you in the RAM family (6s) () Have a wonderful evening and take care! () Visitor: You too. We just want to travel and arrive home safe. () Thank you! The case manager will make sure that the issue with the vehicle is resolved so you can get back to enjoying your vehicle without any concerns.

Case Comments

Date	Comment
	Customer chatted in wanting an update on their case as it has not been resolved. Customer is wanting a contact from CM. Agent documented the request for contact on customers open case with CM.

Live Chats

Date	
	<p style="text-align: center;">Chat Started: [REDACTED] ([REDACTED])</p> <p style="text-align: center;">Chat Origin: [REDACTED] Ram Brand Chat</p> <p style="text-align: center;">Agent [REDACTED]</p> <p>[REDACTED]: Hi, my name is [REDACTED] with Ram Customer Care, How may I help you?</p> <p>(3m 40s) Visitor: We have been getting a service light and audio tone while driving. We contacted customer service and have taken it to a dealership. We are not able to resolve this and are traveling which makes it worse as if the ABS fails we could be in danger of having g an accident. Our vin is [REDACTED]. We have a [REDACTED] Ram and currently have a camper on the bed.</p> <p>[REDACTED]: Hello [REDACTED], i'm sorry to hear you are having this issue. If you confirm your address, telephone number, and email, I will be more than happy to look into this for you.</p> <p>([REDACTED]s) Visitor: [REDACTED] or [REDACTED] [REDACTED]</p> <p>([REDACTED]s) Visitor: [REDACTED]</p> <p>([REDACTED]s) [REDACTED]: Thank you for confirming, i'm looking into this for you now.</p> <p>([REDACTED]s) Visitor: Thank you</p> <p>(5m [REDACTED]s) [REDACTED]: Thank you for holding, I appreciate your patience. I do see this case is currently with case management. You will need to work with your case manager regarding this case. I have made a note that you are requesting follow up contact from them. I will also provide you with their contact information I'm sorry for the concern that the vehicle has been having and do hope it is resolved very soon. The contact information for your case manager is: [REDACTED] ext. [REDACTED]</p> <p>([REDACTED]s) Visitor: We were told they would contact us [REDACTED] and we waited until [REDACTED] To reach out as no one has attempted to contact us.</p> <p>([REDACTED]s) [REDACTED]: I have made a request for the case manager to contact you. They will be in touch with you very soon regarding the case. I do see here that the case was escalated further and this may have been what caused the delay in contact, i'm sorry about that.</p> <p>([REDACTED]s) [REDACTED]: Is there anything else I might be able to look into for you at this time?</p> <p>([REDACTED]s) [REDACTED]: I am also seeing the case manager sent an email that requires for you to respond with the registration of the vehicle. That email may have gone to the spam or junk box of your email if you did not see it yet.</p> <p>([REDACTED]s) Visitor: Apparently not at this time. Thankfully we aren't on the highway right now. This could be serious and I am really concerned</p> <p>([REDACTED]s) [REDACTED]: I am actually seeing that the registration was sent so everything is good to go there. The Case Manager will be in contact regarding the vehicle.</p> <p>([REDACTED]s) Visitor: The registration was sent as you can see the agent we spoke to was out of [REDACTED] and supposedly an agent from [REDACTED] was going to contact us. No communication at all</p> <p>([REDACTED]s) [REDACTED]: I have made an urgent request for the case manager to contact you. They will be in touch with you very soon regarding the case. I do see here that the case was escalated further and this may have been what caused the delay in contact, i'm sorry about that.</p> <p>([REDACTED] 9s) Visitor: We will hopefully get some kind of a response soon as when we drive it we get a constant beep along with cutting off my cruise control</p> <p>([REDACTED]s) [REDACTED]: The case manager will definitely be in touch and i'm very sorry for the issues that the is having. I can definitely understand the concern there.</p> <p>(19m 16s) Visitor: Thank you for checking on this for us. Hoping we have a response</p> <p>([REDACTED]s) [REDACTED]: No problem it was my pleasure assisting. Thank you for contacting RAM Customer Care and thank you for choosing RAM! We appreciate having you in the RAM family</p> <p>([REDACTED] 6s) [REDACTED]: Have a wonderful evening and take care!</p> <p>([REDACTED]s) Visitor: You too. We just want to travel and arrive home safe.</p> <p>([REDACTED] 49s) [REDACTED]: Thank you! The case manager will make sure that the issue with the vehicle is resolved so you can get back to enjoying your vehicle without any concerns.</p>
Date	
[REDACTED]	

New Customer Assistance Inquiry Record (CAIR)					
VIN		Model Year		Brand	RAM
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	
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		AUTONATION CHRYSLER DODGE JEEP RAM		Dealer Phone	
Dealer Address					
Dealer Zone					
Subject	Dashboard Lights				
Synopsis	Customer was recommended to get a diagnosis and then consider their options from there.				
Customer Anomaly					
Contact Reason		Vehicle Warranty Plan Coverage	Customer Anomaly		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Customer states that their ABS light, traction control light and service anti lock brake system light is on.

Customer wants to know if he still has any active warranties on the vehicle.

Case Comments

Date	Comment
	Customer states that their ABS light, traction control light and service anti lock brake system light is on. Customer wants to know if he still has any active warranties on the vehicle. Agent advised that they have powertrain warranty, diesel engine warranty, corrosion, major comp emissions warranty and roadside assistance on the vehicle. Customer wants to know if the suspected repairs can fall under those warranties. Agent advised we have no way to know for sure and advised customer to schedule an appointment with their DLR. Agent offered to transfer, customer stated they will contact them. Customer understood the information.

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle		CREW CAB 4X4	
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	
Mileage		Market	U	Language	English

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

Customer	THE				
Customer Address					
City/State/Country/Zip			SC		

Dealer		Dealer Phone	
Dealer Address			

Dealer Zone	
--------------------	--

Subject	ABS
Synopsis	
Customer Anomaly	Brakes Automatic Braking System (ABS)

Contact Reason	Technical Issue With Vehicle	Customer Anomaly	S Issues
-----------------------	------------------------------	-------------------------	----------

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details
--------------------	--

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Customer called about the ABS

Case Comments

Date	Comment
	Customer called about the ABS says the light came on says that he was out of warranty when it happened customer says this has been happening with other agent advised that it has been documented customer says that water has been getting in the vehicle has been on the floor.

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	DODGE
Body		Vehicle		CREW CAB 4X4	
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	
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		Sandy Sansing Chrysler Dodge Jeep		Dealer Phone	
Dealer Address	6348 HIGHWAY 90				
	MILTON		FL	32570 4520	
Dealer Zone	Southeast	Sales District		Service	
Subject	ABS light came on				
Synopsis	no customer contact.				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

called in stating his ABS light came on but the R in his area can't see the vehicle for

Case Comments

Date	Comment
	called in stating the ABS light came on. stated his wife was the one that's driving and the ABS light came on and off a times stated he contacted his local and they had an appointment but the T is worried as his wife drives the vehicle and if something happens he will have to hold and the responsible Agent assisted the T by finding a local R in his area with a sooner appointment Agent contacted see if an appointment could be schedule , but the service department was not available at this time . Agent provided case number and number to try and call at a later time when appointment is scheduled
	CM contacted the customer but they did not answer. CM left a voicemail and will call back later. CM will send the customer an email.
	contacted the dr confirm if the vehicle has been to the dr. Service department was busy. CM will try to call back later.
	contacted the customer but they did not answer. CM left a voicemail and will call back later. CM contacted the customer did not answer. CM sent will call the customer on
	CM contacted the dr and spoke with Shawn stated that the vehicle is not at the dr.
	contacted the customer but they did not answer. CM left a voicemail and will call back later. CM contacted the customer did not answer. CM sent and email stating that the case is being closed due to no contact.

Email(s)

Date		Subject	Initial Contact [ref:]
From		To	Sent Date/Time

Dear

Thank you for allowing Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is
 The (east) Case Management telephone number:
 My direct extension:
 My work hours are:
 I will contact you within of your appointment by telephone to discuss your case.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

(case specialist)

Thank you for being customer.
 ref:

Date		Subject	case close [ref:]
From		To	Sent Date/Time

Dear [REDACTED]

Due to no customer contact your case is being closed. If you have any questions or any concerns please call back.

[REDACTED] (case specialist)

ref: [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	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	Telephone	Reason	
Mileage		Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer	SAMS LLC				
Customer Address					
City/State/Country/Zip					
Dealer			RAM	Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	F
Subject	Vehicle concern				
Synopsis	Repair completed				
Customer Anomaly	Brakes Automatic Braking System (ABS)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		ABS Issues
Reason Code	Alter Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Customer has lights coming on in vehicle for ABS System

Case Comments

Date	Comment
	Customer having issues with vehicle ABS System lights came on in vehicle, lights just keep coming on the vehicle is not driving differently. Customer will need to make appointment for diagnosis of the vehicle. Customer has an appointment for his diagnosis on [redacted] Customer has CCS of 15 and an LS of [redacted] Warranty expired for mileage but not time sending for possible GW consideration. Customer Requesting to be called at this number when reaching out [redacted]
	Vehicle has arrived at dealership [redacted] RAM and attended by dealer employee
	OUTBOUND TO CST CM spoke to cst who advised that [redacted] the lights started coming on ABS, but was surprised when advised that vehicle was not in Warranty. Cst stating that when they purchased vehicle had [redacted] on it and thought that would have been taken into consideration with the Warranty. CM advised that understand, but that goes from the ISD regardless of amount of miles on vehicle. CM advised that will be contacting [redacted] for further information and then will review for possible GW assistance.
	CM sent email to SA [redacted] asking for the actual diagnosis and the [redacted] consideration.
	[redacted] received email reply from SA with WP. door bezel broke drivers door inside door panel part [redacted] bezel labor [redacted] part [redacted] tax [redacted] Total [redacted] warranty price The technician diagnosed the abs concern and found abs pump failed internally . needs pump estimate below part [redacted] pump price [redacted] fluid tax [redacted] total [redacted] labor
	OUTBOUND TO CST CM spoke to Cst and advised that have received requested information from [redacted] CM advised that will be offering GW assistance . and advised that there will be a [redacted] Cst copy. Cst accepted. CM advised that will advise SA. CM advised that will follow repair and will follow up on completion because closing case and can be contacted with any questions or concerns. Cst thanked CM.
	CM emailed copy of [redacted] to SA.
	CM sent email to Cst stating that following up after recent repair and that at this time closing case.

Email(s)

Date		Subject	FOLLOW-UP [ref [redacted]]
From		To	[redacted] Sent Date/Time [redacted]

Dear [redacted]

Case: [redacted]
Vin: [redacted]

I am just following up after your recent repair.

I will be going ahead and closing this case, but if there are any issues related to this recent repair within the [redacted] can reach back out to me and I will reopen this case.

Thank you again for being part of our RAM FAMILY.

[redacted]
[redacted] SPECIALIST
Ext: [redacted]
ref: [redacted] ref

New Customer Assistance Inquiry Record (CAIR)						
VIN		Model Year		Brand	RAM	
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	Chat	Reason		
Mileage		Miles	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				Dealer Phone		
Dealer Address						
Dealer Zone		Sales District		Service District	R	
Subject	Warranty & Maintenance Information					
Synopsis	warranty info					
Customer Anomaly						
Contact Reason		Brand Website Content	Customer Anomaly			
Reason Code	Sales - Information & Assistance requests - Websites - Brand Websites - Contents					

Case Status History

Create Date	Status
07	New
07	Open
07	Closed

Initial Description

Chat Started: [redacted] - [redacted] Chat Origin: [redacted] Non Premium Brandsite Chat Agent [redacted] ([redacted]) [redacted] Hi, my name is [redacted] [redacted] Customer Care. How may I help you? ([redacted]) Visitor: My RAM has [redacted] that have come on. ([redacted]) Visitor: For that I can get you over to a Ram advisor is that okay? ([redacted]) Visitor: Based on conversations with my local dealer there is a high degree of certainty that it is the ABS pump. I am trying to determine if this will be covered by warranty ([redacted]) Visitor: No problem I can look into that for you, can I get the last 8 of the vehicle identification number and the email address of the account please? ([redacted]) Visitor: [redacted] ([redacted] 36s) Visitor: [redacted] ([redacted]) [redacted] Now that VIN shows under a different name is that the correct VIN [redacted] ([redacted] 8m 22s) Visitor: Typo. My apologies. [redacted] ([redacted] 8m 35s) [redacted] No worries one moment to pull it up ([redacted] 9m 40s) [redacted] Can you verify your name, address, city, zip code and phone number as well as current mileage for confirmation? ([redacted]) Visitor: [redacted] ([redacted]) Pass [redacted] ([redacted]) Visitor: [redacted] ([redacted]) Visitor: [redacted] (plus or [redacted] ([redacted]) [redacted] Thank you just a few moments to look it up for you ([redacted]) Visitor: For the warranty your basic warranty has expired by mileage and your power train warranty expires on [redacted] or [redacted] or whichever comes first ([redacted]) [redacted] Just need to see what ABS pump is under ([redacted]) [redacted] Don't see it listed under the power train part so you may want to ask the dealer to confirm if the ABS pump is covered under your powertrain warranty ([redacted] 20m 16s) Visitor: the dealer recommended i check with you. Apparently the part is failing in many model trucks similar to mine. The part is being back ordered at [redacted] due to the high volume of failures. Dealer even mentioned that it should be a recall item. ([redacted]) [redacted] Recalls are done through [redacted] are the ones that send out the recalls on vehicles ([redacted]) Visitor: is only the dealer able to confirm which group the ABS pump is under? ([redacted]) [redacted] Finally found it and it is under the basic warranty which is expired by mileage on your vehicle ([redacted]) Visitor: What mileage did the basic expire at? ([redacted]) [redacted] ([redacted]) Visitor: The light first went off at [redacted] i have the vehicle action alert via email. with the part being such a common failure is there any way to appeal this? The part is obviously flawed and should not fail this early in service life on such a common basis. ([redacted]) [redacted] You would need to speak to the dealer on that and see if they would help you out as so close to end of basic otherwise if you get it repaired j=keep the receipt and if it does go to a recall you would be able to apply for possible reimbursement ([redacted] 30m 15s) Visitor: ok ([redacted]) [redacted] Wish I had better answer for you ([redacted]) Visitor: me too. ([redacted]) Visitor: thanks for the info. ([redacted]) [redacted] You are very welcome. Should you have any further questions or concerns with your [redacted] Owner account, please contact us back at that time. We are available by chat [redacted] [redacted] Thank you for using [redacted] [redacted] Have a nice day and stay safe!

Case Comments

Date	Comment
	Customer came on chat looking for information on warranty of vehicle agent advised customer that just outside of basic warranty and should work with dealer

Live Chats

Date	
	<p style="text-align: center;">Chat Started: [REDACTED] ([REDACTED])</p> <p style="text-align: center;">Chat Origin: [REDACTED] Non Premium Brandsite Chat</p> <p style="text-align: center;">Agent: [REDACTED]</p> <p>[REDACTED] Hi, my name is [REDACTED] with [REDACTED] Customer Care, How may I help you?</p> <p>([REDACTED]) Visitor: My RAM has [REDACTED] (that have came on).</p> <p>([REDACTED]) [REDACTED] For that I can get you over to a Ram advisor is that okay?</p> <p>([REDACTED]) Visitor: Based on conversations with my local dealer there is a high degree of certainty that it is the ABS pump. I am trying to determine if this will be covered by warranty</p> <p>([REDACTED]) [REDACTED] No problem I can look into that for you, can I get the last 8 of the vehicle identification number and the email address of the account please?</p> <p>([REDACTED]) Visitor: [REDACTED]</p> <p>(5m) Visitor: [REDACTED]</p> <p>([REDACTED]) [REDACTED] Now that VIN shows under a different name is that the correct VIN [REDACTED]?</p> <p>([REDACTED]) Visitor: Typo. My apologies. [REDACTED]</p> <p>([REDACTED]) [REDACTED] No worries [REDACTED] moment to pull it up</p> <p>([REDACTED]) [REDACTED] Can you verify your name, address, city, zip code and ph [REDACTED] number as well as current mileage for confirmation?</p> <p>([REDACTED]) Visitor: [REDACTED]</p> <p>(10m 34s) Visitor: [REDACTED]</p> <p>([REDACTED]) Visitor: [REDACTED] (plus or [REDACTED])</p> <p>([REDACTED]) [REDACTED] Thank you just a few moments to look it up for you</p> <p>([REDACTED]) [REDACTED] For the warranty your basic warranty has expired by mileage and your power train warranty expires on [REDACTED] or [REDACTED] or whichever come</p> <p>([REDACTED]) [REDACTED] Just need to see what ABS pump is under</p> <p>([REDACTED]) [REDACTED] Don't see it listed under the power train part so you may want to ask the dealer to confirm if the ABS pump is covered under your powertrain warranty</p> <p>([REDACTED]) Visitor: the dealer recommended i check with you. Apparently the part is failing in many model trucks similar to mine. The part is being back ordered at [REDACTED] due to the high volume of failures. Dealer even men [REDACTED] that it should be a recall item.</p> <p>([REDACTED]) [REDACTED] Recalls are done through [REDACTED] the [REDACTED] that send out the recalls on vehicles</p> <p>([REDACTED]) Visitor: is only the dealer able to confirm which group the ABS pump is under?</p> <p>([REDACTED]) [REDACTED] Finally found it and it is under the basic warranty which is expired by mileage on your vehicle</p> <p>([REDACTED]) Visitor: What mileage did the basic expire at?</p> <p>([REDACTED]) [REDACTED] [REDACTED]</p> <p>([REDACTED]) Visitor: The light [REDACTED] went off at [REDACTED] i have the vehicle action alert via email. with the part being such a common failure is there any way to appeal this? The part is obviously flawed and should not fail this early in service life on such a common basis.</p> <p>([REDACTED]) [REDACTED] You would need to speak to the dealer on that and see if they would help you out as so close to end of basic otherwise if you get it repaired j=keep the receipt and if it does go to a recall you would be able to apply for possible reimbursement</p> <p>([REDACTED]) Visitor: ok</p> <p>([REDACTED]) [REDACTED] Wish I had better answer for you</p> <p>([REDACTED]) Visitor: me too.</p> <p>([REDACTED]) Visitor: thanks for the info.</p> <p>([REDACTED]) [REDACTED] You are very welcome. Should you have any further questions or concerns with your [REDACTED] Owner account, please contact us back at that time. We are available by chat [REDACTED] [REDACTED] Thank you for using [REDACTED] Have a nice day and stay safe!</p>
Date	

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	
Body		Vehicle		CREW CAB 4X4	
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	
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		Dealer Phone			
Dealer Address	2033 E MAIN ST				
	TORRINGTON CT				
Dealer Zone		Sales District		Service District	Y
Subject	VEHICLE CONCERN>>>abs control and unit				
Synopsis	CM offered assistance with repairs. Vehicle was returned, no concerns since getting it back.				
Customer Anomaly	Electronics Dashboard Electronics				
Contact Reason		Technical Issue With Vehicle		Customer Anomaly	electronic issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/20/2020	Open
07/20/2020	Suspended
08/05/2020	Open
08/11/2020	Suspended
08/20/2020	Open
08/25/2020	Suspended
09/04/2020	Open
10/01/2020	Suspended
10/01/2020	Open
10/01/2020	Suspended
10/01/2020	Open
10/01/2020	Closed

Initial Description

cust called in regards to the abs control and unit with the dashboard lights with the chime going off all the time

Case Comments

Date	Comment
07/20/2020	cust called in regards to the abs control and brake unit with the dashboard lights with the chime going off all the time, was traveling from fl to ct picked up from service with it still started to do the problem, he see a lot of recalls having this issue want to know what would do about this issue and with having to pay not cst no recalls would like to get a call back in regards to this issue dlr is updated on file
08/05/2020	**OUTBOUND CUSTOMER CONTACT** CM contacted to get an update on the vehicle status. CM was advised that the customer called and spoke on the phone however they did not diagnose the vehicle. CM was advised that the customer wants the vehicle to have a recall pertaining to his concern.
08/11/2020	****GOODWILL QUALIFIER**** In-Service Date: Original Owner: Yes Mileage: Vehicle purchase loyalty: Previous related repairs: No MVP plans: No
08/20/2020	**OUTBOUND CUSTOMER CONTACT** CM looking to discuss the file. CM left contact information and case number for follow up.
08/25/2020	**INBOUND CUSTOMER CONTACT** - Customer called in to speak with his CM. He stated that he needs his vehicle repairs. When driving with the cruise control on, it will shout off when the light comes on, there will be a chiming that will stay on. Customer stated that he didn't feel this was safe to have the vehicle driving like this. He stated that he brought the vehicle to his guy. The guy said he could order the parts and to bring it to a. He went a and they had a kid work on the vehicle that didn't know what he was doing. Customer would like to know what to do from here. - CM advised that i would note everything and try to get him over to his CM. then transferred the customer over.
09/04/2020	**OUTBOUND CUSTOMER CONTACT** CM spoke with the customer and the customer reiterated what he advised CM. CM advised the customer in order to go forward the vehicle would have to be diagnosed to determine if the concern is what the customer's friend advised. Once a diagnosis is in place CM advised they will contact the to get all of the necessary information to ensure we look into cost assistance and getting any necessary parts in.
10/01/2020	**OUTBOUND CUSTOMER CONTACT** CM for the customer looking to see when his appointment was. left contact information for follow up.
10/01/2020	**INBOUND CUSTOMER CONTACT** Customer advising his appointment is for at North West Hills on the
10/01/2020	**OUTBOUND CUSTOMER CONTACT** CM for the customer to advise that VM was received. advised they will follow up with the customer no later than the after the diagnosis the vehicle.
10/01/2020	**OUTBOUND CUSTOMER CONTACT** CM tried to contact - possible phone issues.
10/01/2020	**OUTBOUND CUSTOMER CONTACT** CM called to confirm if the vehicle was dropped off for their appointment.
10/01/2020	**OUTBOUND CUSTOMER CONTACT** CM tried calling the and CM got a message saying all circuits were busy and to try again later.
10/01/2020	**OUTBOUND CUSTOMER CONTACT** CM called and spoke with and was advised that the was without power for advised that they have called the customer and looking to reschedule their appointment.
10/01/2020	**OUTBOUND CUSTOMER CONTACT** CM called customer and he advised that they were without power for CM advised to reschedule an appointment that works best for them and M will follow up with the to get diagnosis information. CM advised to call back if their appointment was or before, if not CM advised they will follow up
10/01/2020	**OUTBOUND CUSTOMER CONTACT** CM asking if the customer rescheduled appointment. left contact information for follow up. CM advised they will follow up on
10/01/2020	**INBOUND CUSTOMER CONTACT** Customer advising his appointment is for with the on file.

Date	Comment
	OUTBOUND CUSTOMER CONTACT [redacted] N [redacted] E [redacted] contacted the customer to see if the appointment date was still a go and the customer advised that they had to cancel due to being short a tech. [redacted] asked if they rescheduled and they have rescheduled for [redacted] advised they will follow up before their appointment to ensure its still a go. CM advised in the mean time to reach out if he had any questions or concerns.
	Case to be suspended as appointment is not until [redacted]
	OUTBOUND CUSTOMER CONTACT [redacted] N [redacted] E [redacted] LVM locking to see if the customer was still able to bring the vehicle in for their appointment.
	Vehicle has arrived at dealership [redacted] G and attended by dealer employee
	OUTBOUND CUSTOMER CONTACT [redacted] I [redacted] I [redacted] emailed SM [redacted] to see if they have a diagnosis as of yet or find out when they will be looking into it.
	OUTBOUND CUSTOMER CONTACT [redacted] I [redacted] I [redacted] emailed Sm [redacted] get an update on the vehicle.
	OUTBOUND CUSTOMER CONTACT [redacted] N [redacted] E [redacted] LVM of the information from the [redacted] CM advised waiting for confirmation on some information before moving forward. CM advised they will follow up
	CM sent Sm [redacted] an email seeing if he would be willing to take DM notes with a customer co-pay
	OUTBOUND CUSTOMER CONTACT [redacted] N [redacted] E [redacted] LVM for the customer advising there is an update on the file. CM left contact number for follow up. [redacted] for repair total - [redacted] co-pay
	OUTBOUND CUSTOMER CONTACT [redacted] N [redacted] E [redacted] Writer contacted customer in regards to GW offer. Writer advised customer of [redacted] copay Customer states he really appreciates the offer and will accept the offer. Customer would like to know when his vehicle needs to go in for the repair Writer advised customer that CM would follow up with the dealership then reach back out to customer
	CM emailed SM and advised customer to pay [redacted] and CM to put DM notes in on [redacted] for coverage.
	[redacted] N is requesting review of cost assistance for assistance for replacement of the hydrolic pump Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customer's proof of payment is: Customer is seeking cost assistance; no payment has been made at this time. *****GOODWILL QUALIFIER***** In-Service Date: [redacted] Original Owner: Yes Mileage: [redacted] Vehicle purchase loyalty: [redacted] Previous related repairs: No MVP plans: No Authorized [redacted] Dealership: [redacted] Dealer Opinion: [redacted] The dealership is suggesting having assistance for replacement of the hydrolic pump to remedy the current issue. Due to the vehicle being only [redacted] and low miles BREAK DOWN Total [redacted] Specialist is seeking cost assistance of [redacted] on assistance for replacement of the hydrolic pump Total for repair [redacted]
	OUTBOUND CUSTOMER CONTACT [redacted] N [redacted] E [redacted]
	OUTBOUND CUSTOMER CONTACT [redacted] I [redacted] I [redacted] emailed CM to see if there is an update on the file. CM sent DM notes for coverage.
	CM emailed [redacted]
	OUTBOUND CUSTOMER CONTACT [redacted] N [redacted] E [redacted] spoke with the customer and he advised no one has contacted him saying the part was in. CM advised they will follow up with the [redacted] and find out where the parts.
	OUTBOUND CUSTOMER CONTACT [redacted] I [redacted] I [redacted] emailed [redacted] and asked if the part was ordered and if he received my email with the DM notes.
	OUTBOUND CUSTOMER CONTACT [redacted] I [redacted] I [redacted] emailed CM to get an update on if the part has come in.
	OUTBOUND CUSTOMER CONTACT [redacted] I [redacted] I [redacted] emailed SM to get an update on if the part has come in.
	OUTBOUND CUSTOMER CONTACT [redacted] I [redacted] I [redacted] CM spoke with parts and was advised the part is showing in [redacted] CM advised they will check back in a [redacted]
	OUTBOUND CUSTOMER CONTACT [redacted] I [redacted] I [redacted] received email from [redacted] and was advised that the part has arrived and the customer has an appointment for next [redacted] for replacement.
	OUTBOUND CUSTOMER CONTACT [redacted] I [redacted] I [redacted] emailed CM to confirm if appointment was [redacted] and to see how part install is.
	OUTBOUND CUSTOMER CONTACT [redacted] I [redacted] I [redacted] received email from [redacted] and customer has an appointment for [redacted] for part install.
	OUTBOUND CUSTOMER CONTACT [redacted] N [redacted] E [redacted] contacted the customer and he confirmed his appointment install is on [redacted]. CM advised they are on vacation [redacted] so a co-worker will follow up with him. CM advised they will follow up with the [redacted] on [redacted] him on [redacted] see how everything is after getting the vehicle back.
	Vehicle has arrived at dealership [redacted] G and attended by dealer employee
	CM to follow up on [redacted]
	OUTBOUND CUSTOMER CONTACT LARRY WHALEN [redacted] E [redacted] - Customer states that he currently has the vehicle back and is driving it. Customer would like a call back from his CM on [redacted] [redacted] advised the request would be put in.
	OUTBOUND CUSTOMER CONTACT [redacted] N [redacted] E [redacted] spoke with the customer and he advised that the [redacted] wants him to drive the vehicle a [redacted] before they close out the ticket and determine if the secondary part is required. CM advised they will follow up [redacted] and see how everything is before closing out the file.
	Vehicle has arrived at dealership [redacted] G and attended by dealer employee
	OUTBOUND CUSTOMER CONTACT [redacted] N [redacted] E [redacted] called customer and he advised that everything is running great. He has to contact the [redacted] and advised that he had no concerns. CM advised that they will be closing the file and if he has any further issues to contact CM.

Email(s)

Date	Subject	From	To	Sent Date/Time
	VEHICLE CONCERN>>abs control and unit [ref: [redacted] ref]	[redacted]	[redacted]	[redacted]
Good Morning [redacted]				
This is [redacted] from [redacted]. I spoke with parts and the part is in transit. I will continue to monitor it and let you know as soon as I hear anything.				
Best Regards,				
[redacted]				
ref: [redacted] ext: [redacted] ref				

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year		Brand	RAM
Body		Vehicle		CREW CAB 4X4	
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	
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		AUTONATION CHRYSLER		Dealer Phone	
Dealer Address					
21777 KATY FREEWAY					
Dealer		Sales District		Service District	F
Subject					
Replacement					
Synopsis					
Customer was unhappy that we didn't offer to BB their veh. Customer became irate and disconnected call. No further assistance required.					
Customer Anomaly					
Contact Reason		Dispute Resolution - Buyback/Lemon Law		Customer Anomaly	
Reason Code					
After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request					

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Customer seeking to replace the vehicle.

Case Comments

Date	Comment
	Customer called in stating that the vehicle is at the dealer for the same issue. Customer stated that the brakes locked up while his was driving on the highway at [redacted] with his son. Customer stated that he immediately took the vehicle to the dealer where it is awaiting diagnostic testing. Customer stated that the vehicle is unsafe to drive and would like to have it replaced. Customer seeking rental assistance while the vehicle is at the dealer. Customer's callback information: [redacted] anytime.
	Dispute Resolution Review **Case Escalated to CRT** Reviewed warranty history at customer request. Writer determined this should be escalated to CRT for case management. Assigned case to CRT
	*OUTBOUND call to the customer using phone # [redacted] on [redacted] CM spoke with customer and introduced themselves as [redacted] handling case. Customer states that they've had an on-going issue with the vehicle where it decelerates on it's own intermittently. Customer states that before they also had an issue with the ABS light would come on. They stated they have a video of the issue. Customer states that they were going [redacted] They replaced the Hydro and control module. Customer states [redacted] they were in the car with their son and getting on the highway, and at [redacted] were no lights on, and it stopped again, it felt about [redacted] but could've been [redacted] They were told by [redacted] named Israel the balance was off on the tire, and that the steering dampner was off. Customer called it the death wobble and stated they don't want to the [redacted] to get this confused with that concern. Customer states the issue is something electronically, and they think the concern happens when it rains. Customer states that the vehicle is unsafe condition. Customer states they just got the tires and previous to the tires. Customer pays [redacted] for veh. Customer asked for a time-frame for the case and about a loaner. CM stated the time-frame for reviewing a customer's request for BB varies, since no case is the same, and we have to look into how long it takes to diagnose the vehicle and if parts need to be ordered. CM verified the customer's info on file. CM stated we would send them an e-mail with our contact info and case #.
	Inbound call customer The customer is requesting a call back asap. The customer states the SA contacted him and informed him that they were not able to duplicate the brake issue and wants him to come pick up the vehicle. The customer states he is not putting himself at risk, as this is the [redacted] the issue happened to him with the ABS system. The issue occurred at [redacted] once and at [redacted] The customer states this is a safety issues that he does not feel comfortable with getting the vehicle back I advised I will inform your CM of your call and to call you back.
	*OUTBOUND call to the [redacted] using phone # on [redacted] around * [redacted] spoke to the [redacted]. The SA Israel was stated to not be in [redacted] but would be in [redacted]. The phone operator advised that the only repair made was to replace the steering dampner. The brake concern was not duplicated. *OUTBOUND call to the customer using phone# [redacted] Click to dial [redacted] on [redacted] CM spoke to the customer. CM stated that we received their message from my colleague and their e-mails. [redacted] stated we spoke with the dealership and was advised that the steering dampner was replaced in the vehicle. CM stated we understand they still have concerns with the safety of the vehicle. CM encouraged the customer to request a test drive with the tech to see if they can duplicate their concerns still. Customer stated that the issue is intermittent and the [redacted] knows that. Customer states that the steering dampner has nothing to do with their concerns, and that the [redacted] and the [redacted] is just buying time. [redacted] stated that they their recommendation is to either request to do a test drive, or to seek a [redacted] regarding their veh concerns. Customer states that they are appalled and that state our customer service is lacking. Customer states that they will buy a dashcam and scream as loud as they can if they die in the vehicle. Customer disconnected the phone line.
	INTERNAL NOTE: Customer requested to have veh replaced. The vehicle was repaired with a steering dampner and brake concern could not be duplicated. Customer did not want to accept the vehicle back from the [redacted]. CM stated that our recommendation would be to drive the veh to see if they can duplicate any of their present concerns, or ask to do a ride-along or test drive with the dealer to see if their concerns were rectified. The customer stated that the issue is intermittent and that they did not want to drive an unsafe veh to see if they can duplicate the concern. The customer becomes irate and disconnected the call. No further assistance needed on the case.

Email(s)

Date	Subject	
	Case Manager Follow-up Case [redacted] [ref: [redacted] :ref]	
From	To	Sent Date/Time

Case#: [REDACTED]

Good afternoon Mr. [REDACTED]

I appreciate you for taking the time to speak with me [REDACTED]. I am sorry for your experience with your [REDACTED] 4X4 at this time. I will be reviewing your case to see how I'm able to assist you.

I wanted to send you a follow-up e-mail, so you had my direct contact information. Your case was escalated to my department and assigned to me, so I will be working with you for the duration of your case. My role as a CRS is to handle more challenging cases and look into different options on how to assist the owner.

My typical office hours are [REDACTED] between [REDACTED] time. If you have any questions in the meantime, please don't hesitate to contact me back. My phone number is [REDACTED] or you can reply directly to this e-mail to reach me.

Kind regards,

[REDACTED]
 [REDACTED]
 Customer Retention Specialist
 Phone: [REDACTED]
 ref: [REDACTED]ref

Date	[REDACTED]	Subject	Re: RAM Case Manager Follow-up Case [REDACTED] 3 [ref: [REDACTED]:ref]
From	[REDACTED]	To	[REDACTED] [Sent Date/Time [REDACTED]]

Hello [REDACTED]

Thank you for your call [REDACTED]. Also to follow up, my resolution request is a firm replacement.

For this issue I have had my truck in the shop [REDACTED] now and visited the dealership [REDACTED] because of the light not being present at the time of arriving at the dealership, and the other right after the first time it happened on the highway. [REDACTED] (at [REDACTED]) should be able to verify these dealership visits for these issues.

My family is no longer comfortable in this vehicle and I respectfully request a way to replace this vehicle in a fair way.

Regards,
 [REDACTED]

Sent from my [REDACTED]

> On [REDACTED] at [REDACTED] US Customer Care <[REDACTED]> wrote:
 >
 > Case#: [REDACTED]
 >
 > Good afternoon Mr. [REDACTED]
 >
 > I appreciate you for taking the time to speak with me [REDACTED]. I am sorry for your experience with your [REDACTED] 4X4 at this time. I will be reviewing your case to see how I'm able to assist you.
 >
 > I wanted to send you a follow-up e-mail, so you had my direct contact information. Your case was escalated to my department and assigned to me, so I will be working with you for the duration of your case. My role as a CRS is to handle more challenging cases and look into different options on how to assist the owner.
 >
 > My typical office hours are [REDACTED] between [REDACTED] time. If you have any questions in the meantime, please don't hesitate to contact me back. My phone number is [REDACTED] or you can reply directly to this e-mail to reach me.
 >
 > Kind regards,
 >
 > [REDACTED]
 > [REDACTED]
 > Customer Retention Specialist
 > Phone: [REDACTED]
 >
 > ref: [REDACTED]ref

Date	[REDACTED]	Subject	Re: RAM Case Manager Follow-up Case [REDACTED] 3 [ref: [REDACTED]:ref]
From	[REDACTED]	To	[REDACTED] [Sent Date/Time [REDACTED]]

Hello [REDACTED]

I just tried to reach you at the number below, so I left a voicemail. [REDACTED] at [REDACTED] just called me and informed me that my truck is ready to be picked up - that they exchanged the steering dampener and they couldn't find anything related to the brakes again, which I said just like the [REDACTED] I reported it - then [REDACTED] did find the issue supposedly and replaced the ABS module and hydraulic control module, and here we are. He agreed.

I do not have a means to collect the vehicle if I wanted to, and [REDACTED] I do not feel safe driving this vehicle, especially since [REDACTED] stated they could not find or replicate the issue again.

Please return my call as soon as possible.

Regards,

[REDACTED]
[REDACTED]

Sent from my [REDACTED]

> On [REDACTED] at [REDACTED] US Customer Care <[REDACTED]> wrote:

> Case#: [REDACTED]

> Good afternoon Mr. [REDACTED]

> I appreciate you for taking the time to speak with me [REDACTED]. I am sorry for your experience with your [REDACTED] 4X4 at this time. I will be reviewing your case to see how I'm able to assist you.

> I wanted to send you a follow-up e-mail, so you had my direct contact information. Your case was escalated to my department and assigned to me, so I will be working with you for the duration of your case. My role as a CRS is to handle more challenging cases and look into different options on how to assist the owner.

> My typical office hours are [REDACTED] between [REDACTED] time. If you have any questions in the meantime, please don't hesitate to contact me back. My phone number is [REDACTED] or you can reply directly to this e-mail to reach me.

> Kind regards,

> [REDACTED]
> [REDACTED] ([REDACTED])
> Customer Retention Specialist

> Phone: [REDACTED]

> [REDACTED]
> [REDACTED]

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	
Body		Vehicle	RAM	CREW CAB CHASSIS 4X4	
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	
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		Dealer Phone			
Dealer Address					
Dealer Zone		Service		W	
Subject	Good will assistance				
Synopsis	closed				
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
	Open
	Closed

Initial Description

Customer seeking good will assistance for repairs to his vehicle. Customer stated that its the modules that need to be changed out and customer is over his mileage.

Case Comments

Date	Comment
	Customer seeking assistance with coast assistance for the modules in his vehicle. Customer advise its the anti break light that came on, needs to be replaced. Customer does merit good will, customer vehicle is currently at [redacted] Writer advise the customer that case will be sent up for further review on case. A CM will reach out in [redacted]
	--Outbound to Dealer-- Spoke to [redacted] he advised that th vehicle needs a Hydraulic contro unit. this needs to be replaced before we can check the ABS module. Warranty Pricing is [redacted] parts and labor. Spoke to [redacted] parts and the part hasn't been ordered yet but he said he will have it VOR'd by [redacted] and I can call then for part details. sm email: [redacted]
	--Sent DM note to [redacted]
	--Outbound to [redacted] -- Explained to him we are splitting the cost of the HCU and if we need an ABS we will discuss splitting that cost as well. Verified his email and advised of my intro email and advised I will look in to expediting his HCU on [redacted]
	Outbound to Dealer-- Spoke to [redacted] and he advised that he placed the order on VO [redacted]. I will call him back [redacted] see if it went through. CM contacted dealership, spoke to [redacted] who provided part order information: Part: [redacted] Order: [redacted]. ETA: No Eta Repair/Accessory: repair Rental:No VOR:
	-Outbound to Dealer- Spoke to [redacted] and he advised that the order is at the [redacted] and eta is [redacted]
	--Emailed customer dealers update on part eta [redacted]
	--Outbound to Dealer-- Spoke to [redacted] in parts and he advised that the vehicle is ready, he is not sure if the customer has been advised.
	--Outbound to Dealer-- Spoke to [redacted] in service and he advised the vehicle is ready and was picked up on [redacted]
	--Outbound to Customer-- Customer said he is not home and that is wufe picked up the vehicle. He provided me her number: [redacted] I called her and left a message advising this was a courtesy call and I was wondering how the vehicle is handling. I provided my number and extension as well.
	--Outbound to Customer-- [redacted] I called and had to leave a vm to find out how the vehicle is handling. I provided my number and extension.

Email(s)

Date		Subject	Good will assistance [ref: [redacted] :ref]
From		To	[redacted] Sent Date/Time [redacted]

Dear Mr. [redacted]

Thank you for allowing [redacted] an opportunity to address your concern. Our primary focus is your satisfaction.

My name is [redacted] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is : [redacted]
 The [redacted] : [redacted]
 My direct extension: [redacted]
 My work hours are: [redacted]

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

[redacted]
 ref: [redacted] ref

Date		Subject	RE: Good will assistance [ref: [redacted] :ref]
From		To	[redacted] Sent Date/Time [redacted]

Dear [REDACTED]

Hello again this is [REDACTED] with [REDACTED]. Here you will find the attached dm note for [REDACTED]'s HCU. Also I spoke to [REDACTED] and I will call him back [REDACTED] y and get part order details and see about escalating the order then.

Kind Regards,
[REDACTED]

[REDACTED] Ext: [REDACTED]

----- Original Message -----

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Good will assistance [ref:_00Dj01qsDF_5003Z16DjFb:ref]

Dear Mr. [REDACTED]

Thank you for allowing [REDACTED] an opportunity to address your concern. Our primary focus is your satisfaction.

My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is : [REDACTED]
[REDACTED] : [REDACTED]
My direct extension: [REDACTED]
My work hours are: [REDACTED]

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

[REDACTED]
ref: [REDACTED] ref

Date	Subject	RE: Good will assistance [ref: [REDACTED] :ref]
From	To	Sent Date/Time

Dear [REDACTED]

Hello again this is [REDACTED] with [REDACTED]. I reached out to the dealer and was advised that your parts eta is [REDACTED]. I will follow up with the dealer and do the same with you.

Kind Regards,
[REDACTED]

----- Original Message -----

From: [REDACTED]
US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Good will assistance [ref: [REDACTED] :ref]

Dear [REDACTED]

Hello again this is [REDACTED] with [REDACTED]. Here you will find the attached dm note for [REDACTED]'s HCU. Also I spoke to [REDACTED] and I will call him back [REDACTED] y and get part order details and see about escalating the order then.

Kind Regards,
[REDACTED]

[REDACTED] Ext: [REDACTED]

----- Original Message -----

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Good will assistance [ref:_00Dj01qsDF_5003Z16DjFb:ref]

Dear Mr. [REDACTED]

Thank you for allowing [REDACTED] an opportunity to address your concern. Our primary focus is your satisfaction.

My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is : [REDACTED]
[REDACTED] : [REDACTED]
My direct extension: [REDACTED]
My work hours are: [REDACTED]

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

[REDACTED]
ref: [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	
Body		Vehicle		REG CAB CHASSIS 4X4	
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	
Mileage		Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address					Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer					Dealer Phone
Dealer Address					
Dealer Zone				Service District	L
Subject	VEHICLE CONCERN>> ABS Pump				
Synopsis	R offered cost assistance with repair - no further concerns.				
Customer Anomaly	Engine OTHER				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/20/2020	Open
08/1/2020	Suspended
08/1/2020	Open
08/24/2020	Closed

Initial Description

Code diagnostic code.

Case Comments

Date	Comment
07/20/2020	ABS light came on dash. Appointment at [redacted] R stating its out of warranty. Customer states due to Covid shutdown he could not make it in due to closed. Customer seeking assistance with: Another appointment for Friday [redacted] [Abs Pump motor//Code [redacted] diagnostic code.]. Customer expecting: [Original Owner/[redacted] Preferred phone number: [redacted] Updates via email. Customer older, does not have email service. Vehicle location: [Customer took vehicle back from dir after recall completed. Now has out of warranty repair just outside of basic warranty [redacted]
08/01/2020	****GOODWILL QUALIFIER**** In-Service Date: [redacted] Original Owner: Yes Mileage: [redacted] Vehicle purchase loyalty: [redacted] Previous related repairs: No MVP plans: No
08/01/2020	**OUTBOUND CONTACT** [redacted] CM called [redacted] and customer did not have the diagnosis completed since he feels he should not have to pay for diagnosis because he is just out of warranty. CM confirmed customer has a new appointment on the [redacted]
08/01/2020	**OUTBOUND CUSTOMER CONTACT** [redacted] E I [redacted] M looking to discuss the file. CM left contact number, case number and ext for follow up.
08/01/2020	cx calling to reach cm
08/01/2020	**OUTBOUND CUSTOMER CONTACT** [redacted] E I [redacted] M for customer advising that they will contact the [redacted] on their appointment date. CM advised they will follow up no later than [redacted]
08/01/2020	Vehicle has arrived at dealership [redacted] by dealer employee
08/01/2020	**INBOUND CONTACT** [redacted] y called to give an update for customer's vehicle
08/01/2020	**CONTACT** [redacted] CM spoke with [redacted] and was advised that the vehicle requires a hydraulic control unit. However they are working with [redacted] as the vehicle may require the module as well but will not know that until the hydraulic control unit is installed. [redacted] advised the warranty cost involved is [redacted] total. CM called [redacted] back and after a discussion CM was advised that they will need to put the part in, close out the R/O and have the customer drive the vehicle in order to determine if it will require a module. CM advised they will offer cost assistance on this repair with a [redacted] deductible.
08/01/2020	**OUTBOUND CUSTOMER CONTACT** [redacted] E I [redacted] M for the customer advising there is an update on the file. CM left contact number for follow up.
08/01/2020	**OUTBOUND CONTACT** [redacted] CM spoke with SM [redacted] and they offered customer assistance on the part with a [redacted] deductible. part is showing ETA for the [redacted] CM advised the R will need a couple days for install and for the customer to drive the vehicle before knowing if it requires the secondary part.
08/01/2020	**OUTBOUND CUSTOMER CONTACT** [redacted] E I [redacted] CM called customer and [redacted] advising of update from [redacted] CM advised they will follow up [redacted]
08/01/2020	**CONTACT** [redacted] CM called [redacted] and spoke with [redacted] and was advised that the part just came in and they have contacted the customer to schedule an appointment. Customer will need to drive [redacted] before knowing if the vehicle will require the secondary part.
08/01/2020	**OUTBOUND CUSTOMER CONTACT** [redacted] E I [redacted] M called customer and [redacted] advising that the [redacted] is looking for a call to assist with an appointment. CM advised they will follow up [redacted]
08/01/2020	**CONTACT** [redacted] CM called [redacted] R to see if the vehicle was finished. CM was advised by [redacted] that the customer has an appointment for [redacted] for part instal. Customer then has to drive it for a bit and that will determine if it requires the secondary part.
08/01/2020	**CUSTOMER CONTACT** [redacted] E I [redacted] M for the customer advising they will follow up [redacted] after the appointment. CM left contact number if customer had any questions or concerns in the mean time.
08/01/2020	**OUTBOUND CUSTOMER CONTACT** [redacted] E I [redacted] M for call back
08/01/2020	**CONTACT** [redacted] CM spoke with [redacted] in Service and was advised that they have not heard from the customer and the light had gone out with the repair and no current issue. CM to close file.

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle		CAB	
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	
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		CHRYSLER DODGE	RAM	Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	F
Subject	vehicle concern				
Synopsis	refer to dealer				
Customer Anomaly	Brakes Automatic Braking System (ABS)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	161	ABS Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

customer state dashboard warning light service anti clock brake , customer state they have to replace abs pump

Case Comments

Date	Comment
	Briefly summarize what the customer said: customer calling vehicle at customer state dashboard warning light service anti clock brake , customer state they have to replace abs pump. Agent inform customer abs pump under basic warranty ran out have to be diagnose at dealer ship call back once diagnose and we can review for possible assistant

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle		CREW CAB 4X4	
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	
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			RAM	Dealer Phone	
Dealer Address					
5901 MADISON AVE					
TAMARAC					
FL					
33321 6412					
Dealer Zone					9

Subject	warrant				
Synopsis					
Customer Anomaly					
Contact Reason		Limited Lifetime Powertrain Warranty Coverage	Customer Anomaly		

Reason Code After Sales - Complaint - Warranty - Warranty - Limited Lifetime Powertrain Warranty

Case Status History

Create Date		Status
		Open
		Closed

Initial Description

Customer states abs light has been on for a few [REDACTED] Would like to know current warranty.

Case Comments

Date	Comment
[REDACTED]	Customer concerned that ABS module needs to be repaired and currently vehicle out of basic warranty. Customer does meet goodwill parameters [REDACTED] [REDACTED] Explained to customer he has to be at the dealer with a diagnosis to proceed.

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand		
Body		Vehicle		LONGHORN CREW CAB 4X4		
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		
Mileage		Miles	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				Dealer Phone		
Dealer Address						
Dealer Zone		Sales District		Service District	L	
Subject	BACKORDERED PARTS > ABS					
Synopsis	vehicle has been repaired and customer is satisfied					
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
	Open
	Closed

Initial Description

customer called in parts on back order

Case Comments

Date	Comment
	customer called in parts on back order. Customer has the vehicle What the customer is seeking: parts on back order Vehicle Concern: brakes needs to be repaired Customer's preferred phone number: [REDACTED] Customer availability to receive calls: anytime Would the customer like updates via email: n Does the vehicle have a diagnosis that was performed within the past [REDACTED] Date and Time of Appointment/Diagnosis: [REDACTED] Confirmed Appointment with: Is the Customer in a rental: n If yes, rental authorized by: Rental start date: Agent advised that the case will be escalated to a Specialist and that follow up will occur within 1 business day. Does the Vehicle have [REDACTED] Is the vehicle [REDACTED] n If vehicle is [REDACTED] or [REDACTED] was TL notified that case needs override? n
	In-Service Date: [REDACTED] Original Owner:??Yes Mileage:?? [REDACTED] Vehicle purchase loyalty:?? [REDACTED] Previous related repairs: No MVP plans: No Other: No open recalls.
	***** DEALER CONTACT***** [REDACTED] CM called parts and spoke with PA [REDACTED] to get part information for customer and PA provided name ABS Controller Part Number: [REDACTED] Order Number: [REDACTED] confirmed it is on special and stated that the ETA is [REDACTED], but stated with the information he sees that this is not a good ETA and feels that it will keep getting pushed back. CM thanked [REDACTED] for this information and inquired if customer is in a rental and he stated he does not believe so, no.
	Part number: [REDACTED] Order number: [REDACTED] Order type: Special DLR code: [REDACTED] ETA: [REDACTED] Rental: No
	***** POD EMAIL***** CM sent Parts Pod an email stating: I just gathered part information from Parts at this Dealership and they are stating that the ETA is [REDACTED] but does not feel it will be there [REDACTED] and will get pushed back. Just wanted to let you know and inquire if I can send it up. Please let me know. Part number: [REDACTED] Order number: [REDACTED] Order type: Special DLR code: [REDACTED] ETA: [REDACTED] Rental: No
	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] CM called customer to follow up and advised that she is aware that the the ABS controller is on backorder and customer confirmed that is what the dealership told him and his is a bit worried because he has the truck and the abs light is on and he has his vehicle. CM thanked customer for confirming he has the vehicle and assured customer that she has gathered the part information and as escalated to our internal parts team to seek assistance and will follow up the very moment we have an update. CM apologized for the the frustration and inconvenience and customer stated that it was not CM's fault and thanked her for her help and confirmed email and street address on file.
	CM sent intro email.
	*****PART UPDATE***** [REDACTED] P/N [REDACTED] (ANTI-LOCK BRAKE SYSTEM CONTROL), ORDER [REDACTED] REL TO [REDACTED] ON [REDACTED]
	*****INBOUND PARTS POD EMAIL***** Parts Pod emailed back stating: No need to escalate this one, it REL TO [REDACTED] - should be shipping soon. I will throw a task on the case though to ensure it does ship within the [REDACTED] - we've had manpower issues at our [REDACTED], which has led to longer wait times for items to ship.
	*****OUTBOUND PARTS POD EMAIL***** CM sent Parts Pod an email stating: Awesome thank you so much!
	*****PART UPDATE***** DLR [REDACTED] P/N [REDACTED] (ANTI-LOCK BRAKE SYSTEM CONTROL), ORDE [REDACTED] TRACKING # [REDACTED] - Scheduled Delivery: [REDACTED] Estimated Time by [REDACTED] *****B/O Parts Task Completed. Reassigned to [REDACTED] to follow up with DLR to confirm delivery. If further assistance needed, please obtain new order information, complete Part Order Detail and assign a new task to Parts [REDACTED]
	*****C [REDACTED] DEALER CONTACT***** [REDACTED] CM called Parts to confirm delivery and PA [REDACTED] confirmed the part came in and the SA's Father so he is taking care of the customer.
	*****OUTBOUND CUSTOMER CONTACT***** [REDACTED] CM called customer to follow up and advised that she has good news and that the part has arrived and is waiting on an ETA. Customer stated that is great news and no one has informed him as of yet. Customer asked CM how is she so happy when she gets yelled at and treated poorly and told CM that he was an old GM for [REDACTED] so he understands completely. CM thanked customer for his kind words and understanding and told him it means more than he knows. Customer stated that CM is so kind and informative and asked if there was a survey he can fill out. CM stated that there may might be a chance he can get one, but also stated that he could speak with CM supervisor and give her a kudos. Customer stated that he would be happy to do that. CM stated that she would set it up for after the case is done and customer stated that he would do it now if she would like. CM stated that she would set it up for her supervisor to call him [REDACTED] and customer agreed. CM thanked customer and customer stated that he hopes no one treats her mean for many years. CM thanked customer for the kind words and told him it made her day. Customer asked if CM spoke with the [REDACTED] as of yet and CM stated that she was going to call right away to get the ETA and if they are going to call the customer and customer told [REDACTED] to tell SA how great he is and call him back. CM stated that she would do so and will follow up.
	***** DEALER CONTACT***** [REDACTED] CM called [REDACTED] to advise the part is in and inquired when she should be contacting him to schedule an appointment and informed her as per the customers request to let her know how great he is and SA stated that she would call on her way home because it's her dad. CM and SA chuckled and CM asked if she knew how long the repairs would take and SA stated a [REDACTED] and she would just give him her car. CM thanked SA for the informaton.
	***** CUSTOMER CONTACT***** [REDACTED] CM called customer to follow up and advised that she spoke with his [REDACTED] that is his daughter. Customer stated that is correct and CM advised as per the dealership update posted below and stated that she would follow up with him after his appointment to ensure satisfaction. Customer asked about the survey again and [REDACTED] stated that the survey is randomized and stated that she would still send the follow up for her supervisor to call him back [REDACTED] for the [REDACTED] customer agreed and thanked [REDACTED] for taking the time with him.

Date	Comment
	Customer has requested a Kudos callback Preferred evening number: Reason for request: Customer very pleased with CM's assistance so far. CAIR assigned to: CSR has informed customer a Kudos callback request has been made, and the customer will receive a callback as soon as possible.
	****SUPERVISOR CONTACT***** N RAM TL contacted customer to discuss file. Customer said was wonderful, answered every thing he need or found out for him. He would hire her in a minute and suggested that she should be moved into training or a leadership role to create more people just like her, I agreed with Mr.Olsen and thanked him for taking the time to provide such great feedback .
	****DEALER CONTACT***** CM called dealer and spoke with SA to seek customers appointment date and was advised it is for CM stated that she would follow up to see how everything went and SA agreed.
	****CUSTOMER CONTACT***** for customer thanking him for his kind words and stated that she would follow up with him on
	****OUTBOUND CUSTOMER CONTACT***** N RAM contacted customer to follow up in regards to vehicle repair and customer satisfaction Customer states he had to reschedule until because he had a personal matter come up. CM advised customer that she would follow up Friday afternoon. Customer states that he is extremely pleased with previous CM and that new CM is very pleasant as well. Customer is looking forward to vehicle being repaired on Friday
08/07/2020	****DEALER CONTACT***** C CM called dealer and spoke with SA to seek customers vehicle repair. SA explained that vehicle has been repaired and she would be bringing it to the customer tonight (customer is her father) explained that AM authorized repair under goodwill so everything has been taken care of
	****OUTBOUND CUSTOMER CONTACT***** N RAM contacted customer to follow up in regards to vehicle repair and customer satisfaction Customer was unavailable however M left a voicemail for customer
	****OUTBOUND CUSTOMER CONTACT***** N RAM contacted customer to follow up in regards to vehicle repair and customer satisfaction Offering customer - - 3 Oil Changes - 3 Tire Rotations - Customer was unavailable however CM left a voicemail for customer
	****OUTBOUND CUSTOMER CONTACT***** N RAM contacted customer to follow up in regards to vehicle repair and customer satisfaction Offering customer - - 3 Oil Changes - 3 Tire Rotations - Customer was unavailable however CM left a voicemail for customer
	****OUTBOUND CUSTOMER CONTACT***** N RAM contacted customer to follow up in regards to vehicle repair and customer satisfaction Offering customer - - 3 Oil Changes - 3 Tire Rotations - Customer is extremely grateful for the oil changes and tire rotations .
	****OUTBOUND CUSTOMER CONTACT***** N RAM contacted customer to discuss file, advising another contact will be made in
	****SUPERVISOR CONTACT***** RAM TL contacted customer to discuss file. advising another contact attempt will be made in
	*** outbound supervisor contact *** - Final attempt Advsied customer to call if additional assistance is required, thanked customer for feedback
	CLOSED LOOP UPDATE - no need for additional follow-up.

Email(s)

Date	Subject	Case Number	[ref:]

Good Morning

I hope this email finds you well.

My name is and I have been assigned as your Case Manager.

Here is some information that will be helpful for you to have:

- Your case number is
- The Case Management telephone number is.
- My direct extension:

If you have any questions or concerns please do not hesitate to contact me back.

Thank you truly for your time

Case Manager
ref: ref

Date	Subject	Case Number	[ref:]

Hello

I am sending you this email regarding the closure of your Case with Case Management.

As discussed I was able to add the Service Contract onto your vehicle for the Oil Changes and Tire Rotations. The Contract Number is

As mentioned my Supervisor will be reaching out to you as well.
I would like to provide you with my contact information should you have any questions or concerns in the future.
Your Case Number is:

The Case Management Telephone Number is:

My Direct Extension is:

Thank you for allowing Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. 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. ask that you take the time to complete the survey so we 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.

It has been a pleasure working with you, all the best

Case Manager
Phone: ref: ref

Date	Subject	Case Number	[ref:]

Hello [REDACTED].

I am sending you this email regarding the closure of your Case with [REDACTED] Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [REDACTED]

The [REDACTED] Case Management Telephone Number is: [REDACTED]

My Direct Extension is: [REDACTED]

Thank you for allowing [REDACTED] Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. 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. [REDACTED] ask that you take the time to complete the survey so we can 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 [REDACTED] customer.

It has been a pleasure working with you, all the best

[REDACTED] [REDACTED] Case Manager

Phone: [REDACTED]
ref: [REDACTED] ref

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	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
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		HERITAGE	RAM H	Dealer Phone	
Dealer Address					
Dealer				Service District	E
Subject	Warranty				
Synopsis	vehicle repaired / customer satisfied				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

warranty request

Case Comments

Date	Comment
	service light on for abs. Need abs control unit Hydraulic control unit. Customer warranty expired on and barely over by mileage. Is is satisfactory. Vehicle is already currently at the service dlr on file. Customer requesting goodwill consideration.
	***** In-Service Date: Original Owner: Yes Mileage: Vehicle purchase loyalty: 1 New 1 Used Multiple Previous related repairs: No MVP plans: The vehicle has no active Service Contracts Basic Warranty: Expired (Time) Powertrain Warranty: or LS: 0 Recalls: No Incomplete Recall Information Available ***** - **OUTBOUND DEALERSHIP CONTACT** - **OUTBOUND CUSTOMER CONTACT** CM LVM LVM
	INBOUND CUSTOMER CONTACT Customer called back to speak with CM. Agent got her over for further assistance.
	INBOUND CUSTOMER CONTACT CM advised of dealer notes and will be in touch once we speak with dealer.
	Customer calling in and looking for an update on the case. Agent advised will leave a message with the CM for a call back.
	dealer returning CM call. Dealership would like for CM to give him a call
	Customer calling in and looking to speak to the CM customer has been calling and dealership is calling and not receiving calls back
	OUTBOUND DEALERSHIP CONTACT Hydraulic control unit went back early on the vehicle, they were just outside of basic warranty, which would have covered the unit. Warranty pricing: Parts: Break Fluid: Labor Total CM is advising of above notes and how CM is assisting with cost assistance - requesting review of cost assistance for repair of the Hydraulic REPAIR Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customer's proof of payment is: Date of Repair: In-Service Date: Original Owner: Yes Mileage: Vehicle purchase loyalty: 1 New 1 Used Multiple Previous related repairs: No MVP plans: The vehicle has no active Service Contracts Basic Warranty: Expired (Time) Powertrain Warranty: or LS: 0 Recalls: No Incomplete Recall Information Available Authorized Dealership: Dealer Opinion: Customer is just outside of their warranty, it would have been covered if within basic, the part should have not gone out so soon Parts: Break Fluid: Labor Total diagnosis Specialist is seeking cost assistance of with a customer co-pay of on assistance for repair of
	OUTBOUND CUSTOMER CONTACT CM contacted customer to inquire how everything is with her vehicle since she got it back , customer stating that all is good and she is satisfied , CM understood and advised that it will be noted and her case will be closed , but should she have any further issues not to hesitate to contact us back , customer understood.

New Customer Assistance Inquiry Record (CAIR)				
VIN		Model Year		Brand
Body		Vehicle	RAM	CREW CAB 4X4
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center
Batch Case Information				
Open Date		CAIR Type	Regular	Status
Close Date		Origin	Telephone	Reason
Mileage		Market	U	Language
Contact Email		Contact Phone		Contact Mobile
Caller Address				Source
City/State/Country/Zip				Customer
Customer				
Customer Address				
City/State/Country/Zip				
Dealer				Dealer Phone
Dealer Address				
Dealer Zone		Sales District		Service District
				B
Subject	Abs/esc lights coming randomly sometimes to stay			
Synopsis	Per [redacted], vehicle repaired and picked up. No response from the customer throughout entire case.			
Customer Anomaly	Electronics			
	Electronic [redacted] (ESC)			
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details			

Case Status History

Create Date	Status
[redacted]	Open
[redacted]	Closed

Initial Description

PER CST: [redacted] 8 with only [redacted]. Will be my [redacted]. The beeping then the power loss and no cruise control [redacted]. I dropped off my [redacted] Ram 2500 HD at my local Dealership, low and behold it's 2 to 3 weeks out for the [redacted]. Am I ok to drive it that long???? I've got to get back and forth to work...

Case Comments

Date	Comment
[redacted]	PER CST: [redacted] 8 with only [redacted]. Will be my [redacted]. The beeping then the power loss and no cruise control [redacted]. I dropped off my [redacted] Ram 2500 HD at my local Dealership, low and behold it's 2 to 3 weeks out for the [redacted]. Am I ok to drive it that long???? I've got to get back and forth to work...
[redacted]	Customer seeking assistance with: Abs/esc lights coming randomly sometimes to stay Customer expecting: Technical Assistance/Part Delay Agent advised will escalate to case manager. Follow up will occur within [redacted] by COB customer time. Vehicle Mileage: [redacted] Preferred phone number: [redacted] Updates via email: [redacted] Date and time of appointment: [redacted] Confirmed appointment with: Dealership [redacted] PER CST: I dropped off my [redacted] [redacted] at my local Dealership, low and behold it's 2 to 3 weeks out for the [redacted]. Am I ok to drive it that long???? I've got to get back and forth to work...
[redacted]	***OUTBOUND [redacted] CALL*** CM spoke with the SM and he stated that they are waiting on an ABS module. CM requested to speak with someone from the Parts dept. [redacted] was provided the Part Order Details by [redacted]. Hydraulic Control Unit Part- [redacted] Order- [redacted] ETA- [redacted]. The part was already released from PDC.
[redacted]	***OUTBOUND CUSTOMER CALL*** The call went to VM. CM left VM requesting a call back. CM will send an email to the customer with their case details and update.
[redacted]	***OUTBOUND [redacted] CALL*** The call went to an operator stating the the user for the VM box is full.
[redacted]	***OUTBOUND CUSTOMER CALL*** The call went straight to VM. CM left VM requesting a call back. [redacted] also left a detailed VM with the latest update on the case. [redacted] will make 1 last attempt to contact the customer [redacted] and if there is still no response this case will be closed.
[redacted]	[redacted] shows that the vehicle was repaired and returned back to the customer.
[redacted]	***OUTBOUND CUSTOMER CALL*** The call went to VM. CM left VM requesting a call back if further assistance is needed. [redacted] noted in VM that this is the last attempt to make contact with the customer and in our system it shows that the vehicle was repaired and returned to him. CM welcomed the customer to call back if there is any questions or concerns.

Email(s)

Date	[redacted]	Subject	[redacted] Initial Contact [ref: [redacted] ref]
From	[redacted]	To	[redacted] Sent Date/Time [redacted]

Dear [redacted]

Thank you for allowing RAM Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is [redacted] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is [redacted]
 The [redacted] Case Management telephone number: [redacted]
 My direct extension: [redacted]
 My work hours are: [redacted] Eastern Standard Time [redacted]

The part is scheduled to arrive at the Dealership [redacted] to repair your vehicle.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

[redacted] Case Specialist

[Links to Brand Websites and other resources]
 ref: [redacted] ref

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	LONGHORN		
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	
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		RAM		Dealer Phone	
Dealer Address					

Dealer Zone		Sales District		Service District	F
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Subject Customer Concern

Synopsis Customer was advised that we do not reimburse the deductible because the claim was already issued by [REDACTED], so we already paid for the repairs.

Customer Anomaly

Contact Reason [REDACTED] Request For Goodwill Reimbursement **Customer Anomaly**

Reason Code After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill

Case Status History

Create Date	Status
[REDACTED]	Open
[REDACTED]	Closed

Initial Description

Customer was seeking reimbursement for ABS repair

Case Comments

Date	Comment
[REDACTED]	Agent called the customer to find out why he was requesting reimbursement for the ABS module repair. Customer stated that the ABS light came on and he had contacted his issue, and the customer was advised that the part was on b/o. Customer stated that the dealership charged him the [REDACTED] deductible and provided this number to call seeking reimbursement. Customer was advised that we don't reimburse the deductible. Customer was advised that [REDACTED] already paid for the claim, so we are doubling on the claim. Customer was advised that if there is a recall later on, he can seek reimbursement but at the moment we cannot.

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	
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		DESSERT		Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	J
Subject	abs light				
Synopsis	No response from				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		S Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07	Open
07	Closed
08/04/2020	Open
08/1	Closed

Initial Description

customer has had truck at same dlr for abs light issue and had to take it back within as the light came back on

Case Comments

Date	Comment
	cci because his abs light keeps coming on, at first it was a speed sensor and they replaced it. he took it there and times the light came back on within it has happened and whenever they take it to get an oil change they just keep changing the speed sensor and if not fixing the issue. i checked and seen that the cx only had the vehicle in for the abs and that was back in december he said it came back on within or two. he pretty much wants to complain about the dlr as they never call him back and when he calls he is never able to reach somebody. and feels as if they cant fix issue.
	Customer called back in and stated that he's been waiting for call back since (it seemed like the CM returned the case back to previous REP) The call dropped. Agent reached back to the customer. Customer asked to speak with a Supervisor because the dealership is not helping him.
	Supervisor Outbound Call: Customer states super frustrated stated first agent was suppose to escalate case on and never did. Also with customer has been asked to come pick up vehicle that it has been fixed and when customer picks up vehicle the same issue occurs. Vehicle at dealer now customer seeking rental extension, technical assistance and parts expediting. informed customer that part is out and customer is going out of town and dealer wants customer to return rental. Customer needs to keep rental has no other vehicle. Informed customer we would be escalating case for assistance and that CM would reach out day to the dealer for update and customer.
	called to speak to SA says vehicle is at Wheel hub bearing was replaced picked up. the ABS light came back on brought it back found metal particles on wheel speed sensor. Replaced sensor. picked up vehicle then came back the with ABS light. diagnosed loss of communication from engine harness. ordered harness 8/4 overnight order waiting on part. in rental. says they are covering rental until repairs complete. is leaving the state and would like to keep rental until then. said he should be back on. R says they will only cover rental until the repairs are complete. SA says the Sensor replaced back in December this is the it was replaced. claims light came on 3 weeks after repair in but did not bring the problem to the attention until now.
	spoke to TL and received approval to let the know he has until tuesday to return vehicle then cost is out of pocket
	CM called at No answer left VM with contact info
	YEAR: CURRENT MILEAGE: RESTRICTIONS: N PRIOR DM NOTES: N ISD: RECALLS: 0 WARRANTY OWNER: VEHICLE: CONCERN: ABS light IF SO START DATE: Y
	CM called to speak to SA not available left written message with reception
	CM called No answer left VM with contact info
	CM attempted to call could not get through signal was busy.
	CM sent external email to SA and SM requesting update
	CM called No answer left VM with contact info
	CM called to speak to SA says T picked up vehicle CM asked SA to verify number SA says number is
	CM closing case due to no response via phone or email. CM verified contact number from SA at

Email(s)

Date	Subject
	abs light [ref: 00Dj01qsDF_5003Z16Ebls.ref]
From	To
Sent Date/Time	

Hello,
Thank you for allowing [redacted] an opportunity to address your concern. Our primary focus is your satisfaction.
My name is [redacted] I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The [redacted] Case Management telephone number is [redacted]
My direct extension is [redacted]
My work hours are: [redacted] [redacted] [redacted]
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation.
Sincerely,
[redacted]
ref: [redacted] ref

Date	[redacted]	Subject	abs light [ref: [redacted] .ref]
From	[redacted]	To	[redacted] Sent Date/Time [redacted]

Hello,
Thank you for allowing [redacted] an opportunity to address your concern. Our primary focus is your satisfaction.
My name is [redacted] I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The [redacted] Case Management telephone number is [redacted]
My direct extension is [redacted]
My work hours are: [redacted] [redacted] [redacted]
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation.
Sincerely,
[redacted]
ref: [redacted] ref

Date	[redacted]	Subject	RE: abs light [ref: [redacted] .ref]
From	[redacted]	To	[redacted] Sent Date/Time [redacted]

Hello,
This is [redacted] from [redacted]. I have tried contacting you at [redacted] with no response. If this is not the correct phone number for you please provide me with your best contact number.
Sincerely
[redacted]
[redacted] Ext [redacted]
ref: [redacted] ref

Date	[redacted]	Subject	RE: abs light [ref: [redacted] .ref]
From	[redacted]	To	[redacted] Sent Date/Time [redacted]

Hello,
This is [redacted] from [redacted]. I have tried contacting you at [redacted] with no response. If this is not the correct phone number for you please provide me with your best contact number.
Sincerely
[redacted]
[redacted] Ext [redacted]
ref: [redacted] ref

Date	[redacted]	Subject	RE: abs light [ref: [redacted] .ref]
From	[redacted]	To	[redacted] Sent Date/Time [redacted]

Hello,
This is [redacted] from [redacted]. I have tried contacting you at [redacted] with no response. If this is not the correct phone number for you please provide me with your best contact number.
Sincerely
[redacted]
[redacted] Ext [redacted]
ref: [redacted] ref

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	
Batch Case Information					

Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage				Language	English

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	H
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Subject BuyBack Inquiry

Synopsis Customer seeking Buyback/Lemon Law, referred to NCDS to make a formal inquiry.

Customer Anomaly

Contact Reason		Dispute Resolution - Buyback/Lemon Law	Customer Anomaly	
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Reason Code After Sales - Complaint - Product - Dispute Resolution - Lemon Law Request

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

having a lot of issues

Case Comments

Date	Comment
	Customer inquiry** Having issues with new truck already had to put in shop due to ABS light. Has to put it back n shop again because when he cranks it and its in park it wont shift into drive, its stuck in park. Also, noticing a ticking sound whenever truck is running for . Also exhaust brake comes on randomly when he doesn't have the button pushed. Some of the bolts and nuts are already rusted. Has on truck and already having a ton of issues, paid for truck outright. Cant afford to put into shop and not have a vehicle. Requesting a BuyBack. ***Agent advised -Customer has a recent diagnosis in the last 14 . Or Customer has an appointment at an FCA dealer for diagnosis Yes retrieved vehicle from the shop on . -Does the customer need a rental? Yes -Verify servicing dealer BC-Dealer code . Account Name . Phone . Address . -Confirm best contact method and time Best contact method is phone anytime after .
	Dispute Resolution Review Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case-handling guidelines. Do not return this case to Dispute Resolution (LLQ) queue Assigned case to Specialist. Review next steps in Case Activity. Provide feedback on handling to your Team Leader.
	OUTBOUND CALL - DLR LVM for the dlr to call the CM back on to discuss the customers case.
	OUTBOUND CALL - CUSTOMER Customer stated the dlr will not be able to look at it till mins after start up. Customer stated the issue is intermittent and and the exhaust brake as its adding to high mins after start up. Customer worried about the concerns with a newer vehicle. Customer stated he has been talking to a salesman and was told to push for . Customer has been speaking to a lawyer and would like to pursue or . M stated he will provide the information for Arbitration as they can examine his eligibility as well and should he get declined he may reach out to the CM after. CM stated he understands the issues the customer has been experiencing and his need for a reliable vehicle. CM stated though we do not handle he is free to call back should he require assistance elsewhere such as pursuing repairs.

Email(s)

Date		Subject	Case [ref: :ref]
From		To	Sent Date/Time

Dear ,

Thank you for allowing RAM Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is

The Case Management telephone number:

My direct extension:

My work hours are: Eastern Standard Time

After I review the details of your case, I will be calling you at your preferred number within

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation.

Regards,

ref: ref

Date		Subject	RE: Case [ref: :ref]
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From	To	Sent Date/Time
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Here is the contact information for Arbitration and as I stated if they deem you ineligible please give us a call back and we will be more than happy to pursue repair efforts at your instruction. Thank you for your time Mr. [REDACTED] and I wish you the best sir.

[REDACTED]
or
[REDACTED] option 5

----- Original Message -----
From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Case [REDACTED] 4 ([REDACTED])

Dear [REDACTED],

Thank you for allowing RAM Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is [REDACTED]

The [REDACTED] Management telephone number: [REDACTED]

My direct extension: [REDACTED]

My work hours are: [REDACTED] Eastern Standard Time [REDACTED]

After I review the details of your case, I will be calling you at your preferred number within [REDACTED]

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation.

Regards,
[REDACTED]

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle		CREW CAB 4X4	
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	
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		AUTONATION CHRYSLER DODGE		Dealer Phone	
Dealer Address					

Dealer Zone		District		Service District	F
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Subject VEHICLE PROBLEM

Synopsis No further action needed

Customer Anomaly External Lights Indicators

Contact Reason Technical Issue With Vehicle **Customer Anomaly** External indicator light issue

Reason Code After - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Customer called and stated he will be taking vehicle to dealership

Case Comments

Date	Comment
	Customer purchased vehicle and customer called and stated that his ABS light comes on. Customer stated he will be taking vehicle to dealership for diagnostic test and will call back

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle		CREW CAB 4X4	
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	
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				Dealer Phone	
Dealer Address					
Dealer Zone		Sales		Service	J
Subject	abs highdraulic pump				
Synopsis	Warranty repairs complete and confirmed				
Customer Anomaly					
Contact Reason		Not Available/Backordered		Customer Anomaly	
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

cst tom called in regards to the abs light and traction control but diagnosed as the pump, order part states it will be in [redacted] requesting to expedite the part vehicle is at the dlr now dlr states ok to drive but wanted to see if we could get part faster

Case Comments

Date	Comment
	cst tom called in regards to the abs light and traction control but diagnosed as the pump, order part states it will be in [redacted] requesting to expedite the part vehicle is at the dlr now dlr states ok to drive but wanted to see if we could get part faster
	Repeat issue: N Star tickets open: N Recalls: N Prior [redacted] DM notes: None R/O History: Vehicle location: CST Vehicle Concern: Backordered parts Is the customer in a rental: N Parts on B/O? Y
	*** to *** Lane/Parts [redacted]
	*** to CST*** [redacted] Advised I had parts info and m working on getting them expedited
	****PARTS PDC UPDATE**** PART: [redacted] (ABS Module) ORDER: [redacted] ETA: N/A Reaching out to PE Team for assistance with part. Unable to upgraded because order has already released to the PDC on [redacted] ETA to the dealer is [redacted]
	****PARTS PDC UPDATE**** PART: [redacted] (ABS Module) ORDER: [redacted] OMC [redacted] As of [redacted] order REL TO PDC (NAT) ETA: Tentative 5-7 Business days
	PART: [redacted] Current ETA: [redacted] REL TO PDC
	****PARTS PDC UPDATE**** PART: [redacted] (ABS Module) ORDER: [redacted] As of [redacted] order SHIPPED PDC ETA [redacted] No tracking number available at this time.
	*** to CST*** [redacted] Advised parts have been shipped Will contact again once they have arrived at [redacted]
	Parts Update PART: [redacted] (ABS Module) Current ETA: [redacted]
	Parts Update PART: [redacted] (ABS Module) Current ETA: [redacted] STOCK IS IN-TRANSIT FROM SUPPLIER
	Parts Update PART: [redacted] (ABS Module) Current ETA: [redacted] STOCK IS IN-TRANSIT FROM SUPPLIER
	Parts Update PART: [redacted] (ABS Module) Current ETA: [redacted] STOCK IS IN-TRANSIT FROM SUPPLIER No new ETA
	Parts Update PART: [redacted] (ABS Module) Current ETA: [redacted] Description: INVOICED-PDC
	Parts Update PART: [redacted] (ABS Module) No new ETA
	*** to *** [redacted] Parts are in CST needs to make appointment
	*** to CST*** [redacted] No answer left VM about making appointment
	Vehicle has arrived at dealership [redacted] E and attended by dealer employee
	*** to *** [redacted] Vehicle completed [redacted]
	*** to CST*** [redacted] Repairs are complete and vehicle is driving good
	*** to CST*** [redacted] No answer Closing case

Email(s)

Date	Subject	Sent Date/Time
	abs highdraulic pump [ref: [redacted]:ref]	

Hello [REDACTED].

Thank you for allowing [REDACTED] an opportunity to address your concern. Our primary focus is your satisfaction.

My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is [REDACTED]

The [REDACTED] Case Management telephone number: [REDACTED] and my direct extension: [REDACTED] My work hours are: [REDACTED]
Standard time [REDACTED] [REDACTED]

After I review the details of your case, I will be calling you at your preferred number within [REDACTED] y.

Please don't hesitate to make contact if you have any questions or concerns.

Thank you for your patience and co-operation!

[REDACTED]
[REDACTED] Specialist
EXT [REDACTED]
ref: [REDACTED] ref

Date	[REDACTED]	Subject	abs highdraulic pump ref: [REDACTED] ref [REDACTED]
From	[REDACTED]	To	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Sent Date/Time			

Hello [REDACTED].

Thank you for allowing [REDACTED] an opportunity to address your concern. Our primary focus is your satisfaction.

My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is [REDACTED]

The [REDACTED] Case Management telephone number: [REDACTED] and my direct extension: [REDACTED] My work hours are: [REDACTED]
Standard time [REDACTED] [REDACTED]

After I review the details of your case, I will be calling you at your preferred number within [REDACTED] y.

Please don't hesitate to make contact if you have any questions or concerns.

Thank you for your patience and co-operation!

[REDACTED]
[REDACTED] Specialist
EXT [REDACTED]
ref: [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	LONGHORN CREW CAB 4X4	
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	
Mileage		Market	U	Language	English

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

Customer	
Customer Address	
State/Country/Zip	

Dealer		OF		Dealer Phone	
Dealer Address	215 W EMMITT AVE				

Dealer Zone		Sales District		Service District	Q
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Subject	Goodwill				
Synopsis					
Customer Anomaly					
Contact Reason		Request For Goodwill Reimbursement	Customer Anomaly		

Reason Code	After Sales - Complaint - Product - Reimbursement request - Compensation/Goodwill				
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Case Status History

Create Date	Status
	Open
	Closed

Initial Description

ABS light came on and it is an ABS control module that is bad and customer said its only [redacted] and he is hoping for some cost assistance.

Case Comments

Date	Comment
	ABS light came on and it is an ABS control module that is bad and customer said its only [redacted] and he is hoping for some cost assistance. They already had to change the computer on it . Vehicle has been diagnosed and it is going to cost [redacted] and he is a very loyal customer and he is hoping we can help with the costs, Reassigning to Specialist.
	In-Service Date: [redacted] Original Owner:yes Mileage: [redacted] Vehicle purchase loyalty: [redacted] Previous related repairs: yes Basic Warranty August [redacted] Expired (Odometer) Powertrain Warranty [redacted] or [redacted] Miles Open Recalls:3
	**** OUTBOUND CUSTOMER CONTACT**** [redacted] Click to dial [redacted] ***** CM attempted to contact customer, however, customer was not available. left message for a return call
	**** INBOUND CUSTOMER CONTACT**** [redacted] Click to dial [redacted] ***** CM advised CST CM is reaching out to the [redacted] and we will see what we can do to assist
	email sent to SM
	*****INBOUND CUSTOMER CONTACT***** Customer called in locking to speak with CM. Agent advised CM was currently unavailable but agent offered to assist in any way. Cst states he spoke with the [redacted] and the SM emailed CM with information. Agent advised the cst that agent will notify the CM.
	*****INBOUND CUSTOMER CONTACT***** Customer called in locking to speak with CM. CM advised that his CM was currently unavailable but a notification would be put through for the CM to call back as soon as possible.
	**** OUTBOUND CUSTOMER CONTACT**** [redacted] Click to dial [redacted] ***** CM called out to the CST and offered a 100 dollar copy for the repair and advised will email [redacted]
	waiting for parts
	cm called out to the [redacted] and they advised the part just got in [redacted] for the repairs they havent started just yet
	**** OUTBOUND CUSTOMER CONTACT**** [redacted] Click to dial [redacted] ***** CM attempted to contact customer, however, customer was not available. left message for a return call
	**** OUTBOUND CUSTOMER CONTACT**** [redacted] Click to dial [redacted] ***** CM called out to the [redacted] and [redacted] R advised that he is supposed to go in [redacted] fro the repair
	CM called out tot eh [redacted] and they advised vehicle is repaired and returned
	**** OUTBOUND CUSTOMER CONTACT**** [redacted] Click to dial [redacted] ***** [redacted] attempted to contact customer, however, customer was not available. Left message for a return call
	**** OUTBOUND CUSTOMER CONTACT**** [redacted] Click to dial [redacted] ***** CM contacted the customer, Cm had to [redacted] requesting a call back to see how everything is going with the vehicle.

Email(s)

Date		Subject	Goodwill [ref: 00Dj01qsDF. 5003Z16FB0U:ref]		
From		To		Sent Date/Time	
Dear [redacted]					
My name is [redacted] and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:					
· Your case number is [redacted]					
· The [redacted] Case Management telephone number is: [redacted]					
· My direct extension: [redacted]					
· My work hours are: [redacted] - [redacted] Eastern Standard Time [redacted] [redacted]					
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!					
ref: [redacted] ref					

Date		Subject	Goodwill [ref: [redacted]:ref]		
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From	us [redacted]	To	[redacted]	Sent Date/Time	[redacted]
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Dear [redacted],

My name is [redacted] and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

- Your case number is [redacted].
- The [redacted] Case Management telephone number is: [redacted]
- My direct extension: [redacted]
- My work hours are: [redacted] – [redacted] Eastern Standard Time [redacted] [redacted]

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
ref: [redacted].ref

Date	[redacted]	Subject	RE: [redacted] [ref: [redacted]:ref]		
From	[redacted]	To	[redacted]	Sent Date/Time	[redacted]

Hello [redacted] did receive an email from the service manager and we are looking at wht we can do to assist

----- Original Message -----
From: US Customer Care [redacted]
Sent: [redacted]
To: [redacted]
Subject: [redacted] [ref: [redacted]:ref]

Dear [redacted],

My name is [redacted] and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

- Your case number is [redacted].
- The [redacted] Case Management telephone number is: [redacted]
- My direct extension: [redacted]
- My work hours are: [redacted] – [redacted] Eastern Standard Time [redacted] [redacted]

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
ref: [redacted].ref

Date	[redacted]	Subject	RE: [redacted] [ref: [redacted]:ref]		
From	[redacted]	To	[redacted]	Sent Date/Time	[redacted]

Hello [redacted] did receive an email from the service manager and we are looking at wht we can do to assist

----- Original Message -----
From: US Customer Care [redacted]
Sent: [redacted]
To: [redacted]
Subject: [redacted] [ref: [redacted]:ref]

Dear [redacted],

My name is [redacted] and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

- Your case number is [redacted].
- The [redacted] Case Management telephone number is: [redacted]
- My direct extension: [redacted]
- My work hours are: [redacted] – [redacted] Eastern Standard Time [redacted] [redacted]

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
ref: [redacted].ref

Date	[redacted]	Subject	RE: [redacted] [ref: [redacted]:ref]		
From	[redacted]	To	[redacted]	Sent Date/Time	[redacted]

Hello [redacted] did receive an email from the service manager and we are looking at wht we can do to assist

----- Original Message -----
From: US Customer Care [redacted]
Sent: [redacted]
To: [redacted]
Subject: [redacted] [ref: [redacted]:ref]

Dear [redacted],

My name is [redacted] and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

- Your case number is [redacted].
- The [redacted] Case Management telephone number is: [redacted]
- My direct extension: [redacted]
- My work hours are: [redacted] – [redacted] Eastern Standard Time [redacted] [redacted]

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
ref: [redacted].ref

Date	[redacted]	Subject	Re: [redacted] [ref: [redacted]:ref]		
From	[redacted]	To	[redacted]	Sent Date/Time	[redacted]

Do you know how much longer it's going to be before we know something?

I had my vehicle looked out on [REDACTED]

It will be [REDACTED] weeks very soon.

Thank you,

[REDACTED]

Sent from my [REDACTED]

> On [REDACTED] at [REDACTED] US Customer Care <[REDACTED]> wrote:
>
> □
> Hello [REDACTED] did receive an email from the service manager and we are looking at wht we can do to assist
>
> ----- Original Message -----
> From: US Customer Care ([REDACTED])
> Sent: [REDACTED]
> To: [REDACTED]
> Subject: [REDACTED] [ref: [REDACTED]]
>
> Dear [REDACTED]
>
> My name is [REDACTED] and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
>
> · Your case number is [REDACTED]
>
> · The [REDACTED] Case Management telephone number is: [REDACTED]
>
> · My direct extension: [REDACTED]
>
> · My work hours are: [REDACTED]
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
> ref: [REDACTED]ref
>

Date	[REDACTED]	Subject	Re: [REDACTED] [ref: [REDACTED]] [ref: [REDACTED]]
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Hello [REDACTED] am trying to see what i can do and i am trying to see if we can put it through the dealer or if we have to do reimbursement

----- Original Message -----
From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: [REDACTED] [ref: [REDACTED]] [ref: [REDACTED]]

[REDACTED]

Do you know how much longer it's going to be before we know something?

I had my vehicle looked out on [REDACTED]

It will be [REDACTED] weeks very soon.

Thank you,

[REDACTED]

Sent from my [REDACTED]

> On [REDACTED] at [REDACTED] US Customer Care <[REDACTED]> wrote:
>
> □
> Hello [REDACTED] did receive an email from the service manager and we are looking at wht we can do to assist
>
> ----- Original Message -----
> From: US Customer Care ([REDACTED])
> Sent: [REDACTED]
> To: [REDACTED]
> Subject: [REDACTED] [ref: [REDACTED]] [ref: [REDACTED]]
>
> Dear [REDACTED]
>
> My name is [REDACTED] and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
>
> · Your case number is [REDACTED]
>
> · The [REDACTED] Case Management telephone number is: [REDACTED]
>
> · My direct extension: [REDACTED]
>
> · My work hours are: [REDACTED]
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
> ref: [REDACTED]ref
>

Date	[REDACTED]	Subject	Re: [REDACTED] [ref: [REDACTED]] [ref: [REDACTED]]
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Hello [REDACTED] am trying to see what i can do and i am trying to see if we can put it through the dealer or if we have to do reimbursement

----- Original Message -----
 From: [REDACTED]
 Sent: [REDACTED]
 To: [REDACTED]
 Subject: Re: [REDACTED] [ref: [REDACTED]:ref]

[REDACTED]

Do you know how much longer it's going to be before we know something?

I had my vehicle looked out on [REDACTED]

It will be [REDACTED] weeks very soon.

Thank you,
 [REDACTED]

Sent from my [REDACTED]

> On [REDACTED] at [REDACTED] US Customer Care <[REDACTED]> wrote:
 > ?
 > Hello [REDACTED] did receive an email from the service manager and we are looking at wht we can do to assist
 > ----- Original Message -----
 > From: US Customer Care ([REDACTED])
 > Sent: [REDACTED]
 > To: [REDACTED]
 > Subject: [REDACTED] [ref:_00D]01qsDF_5003Z16FB0U:ref]
 > Dear [REDACTED]
 > My name is [REDACTED] and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
 > · Your case number is [REDACTED]
 > · The [REDACTED] Case Management telephone number is: [REDACTED]
 > · My direct extension: [REDACTED]
 > · My work hours are: [REDACTED] – [REDACTED] Eastern Standard Time [REDACTED] [REDACTED]
 > Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!
 > ref: [REDACTED]ref

Date	[REDACTED]	Subject	Re: [REDACTED] [ref: [REDACTED]:ref]
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

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.