

<b>New Customer Assistance Inquiry Record (CAIR)</b>					
VIN		Model Year		Brand	RAM
Body		Vehicle			
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
<b>Batch Case Information</b>					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage	60,000	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		District			N
Subject	electronic braking system light on and off				
Synopsis	provided explanation				
Customer Anomaly	Body				
Contact Reason		Technical Issue		Anomaly	171
Reason Code	Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
	Open
	Closed

**Initial Description**

electronic braking system light on and off

**Case Comments**

Date	Comment
	Cx has electronic braking system light on and off and was asked to go to the dealer for diagnosis.

**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	180 GREYSTONE BLVD				
Dealer Zone		District			L
Subject	braking system / radio had a bubble on the screen				
Synopsis					
Customer Anomaly	Electronics Electronic Stability Control (ESC)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	162	ESC Issues
Reason Code	After - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
	Open
	Closed

**Initial Description**

Customer called that he is disappointed he owns dodges a long time and he does the maintenance. he took it to get oil change and the radio needs to be replaced and the dealer to pay pay the warranty but the is up and he has a deductible

the the light came on for the braking system and they finally set up appt for the radio and told the dealer about the braking system but they told him to keep the truck and he has to pay and he has the truck has low miles

**Case Comments**

Date	Comment
	Customer called that he is disappointed he owns dodges a long time and he does the maintenance. he took it to get oil change and the radio needs to be replaced and the dealer to pay pay the warranty but the is up and he has a deductible the the light came on for the braking system and they finally set up appt for the radio and told the dealer about the braking system but they told him to keep the truck and he has to pay and he has the truck has low miles The vehicle has no active Service Contracts he is concerned that he has to pay the deductible since the basic warranty is expred. the call dropped BASIC WARRANTY 36 Months or 0 Expired (Time) POWERTRAIN WARRANTY or 0 or Miles

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

VIN		Model Year		Brand	
Body		Vehicle		MEGA 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		Dealer Phone	
Dealer Address			

Dealer Zone		District		Service District	H
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Subject	ABS Light				
Synopsis	Parts Warranty				
Customer Anomaly					
Contact Reason		Vehicle Warranty Plan Coverage		Customer Anomaly	
Reason Code	After - Complaint - Warranty - Warranty - Coverage Information				

**Case Status History**

Create Date	Status
	Open
	Closed

**Initial Description**

Customer is calling in regards to ABS light that needs to be repair seeking assistance.

**Case Comments**

Date	Comment
	Customer call seeking to get assistance on the repair for the ABS light. Customer states that part was repair and was cover. Advise customer that case will be escalated to see if assistance can be offer. Customer is the original owner and low mileage. Customer is currently working with
	Dealer Code: In-Service Date: Mileage: Original Owner? Y Loyalty Score: Is vehicle within Warranty? Y, Powertrain Is customer in rental? N Parts on B/O? STAR Case? N Repeat Issue? Y Customer Concern/Issue/Request: GW Assistance
	to Dealer Sent email to as she was the SA on visit where they did replace some parts for the ABS, should still have Parts warranty if related, advised to confirm or if non-related to the parts before ABS Modulator Valve ABS Module
	OB to Dealer Reached out to Service, was able to confirm the one working on it, she advised that it would not work the same way with parts Warranty for Basic, once Basic expires, that's it, CM knows that it wouldn't matter, but will check it out
	Review Parts Warranty Statement from Mopar attached to Case
	OB to Dealer Reached out to Service, went back to and advised of the Document, sent it to her via she printed it out and would get with was put on hold for the time being, she came back and advised will be getting it covered under Parts Warranty per normal, good to go with Customer
	Email to Customer Advised that CM was able to get things straightened out with Dealer, as Customer was not to be charged for something covered under the Parts Warranty, they confirmed and would get that handled from there, sent closure email as ETA should be today as well, closing Case

**Email(s)**

Date		Subject	Customer Care, Case:
From		To	
		Sent Date/Time	
<p>Hello Mr. ,</p> <p>Thank you for taking the time to contact Customer Care. My name is and I am a Customer Care Specialist. I have assumed ownership of your case, and will be partnering with your regarding your inquiry.</p> <p>Once I gather some additional details, I will follow up with you within day to provide any next steps. I will remain in contact with you throughout the process. Should you have any questions before I reach out to you, please do not hesitate to contact me at Ext. .</p> <p>For your reference, your case number is . I look forward to working with you!</p> <p>Best wishes,</p> <p>Customer Care Specialist ref:_00Dj01qsDF_5003Z1JMQzt:ref</p>			

Date		Subject	RE: Customer Care, Case:
From		To	
		Sent Date/Time	

Good Evening [REDACTED]

I was to reach out to the Dealer and yourself on this by [REDACTED], but after a quick review, I did check the history, and it seems you did have the same Parts replaced back in [REDACTED] as per Parts Warranty, I reached out to the Dealer, and eventually was able to get this taken care of, the Radio they did a [REDACTED] for you, but as the ABS concern, that should be under the Parts Warranty, they did confirm this and will get that taken care of for you, so no need for further assistance on that from our end, at this time I will be closing out this Case from here, they were planning on getting it done by [REDACTED] but as far as the coverage for it, that's taken care of, as a reminder there will be a separate email for a survey if you wish to complete, but other than that, thank you and have a great weekend

Regards,

[REDACTED]  
[REDACTED] Customer Care Specialist  
[REDACTED]

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

From: US Customer Care ([REDACTED])

Sent: [REDACTED]

To: [REDACTED]

Subject: RAM Customer Care, Case: [REDACTED]

Hello Mr. [REDACTED]:

Thank you for taking the time to contact RAM Customer Care. My name is [REDACTED] and I am a Customer Care Specialist. I have assumed ownership of your case, and will be partnering with your [REDACTED] regarding your inquiry.

Once I gather some additional details, I will follow up with you within [REDACTED] business day to provide any next steps. I will remain in contact with you throughout the process.

Should you have any questions before I reach out to you, please do not hesitate to contact me at [REDACTED].

For your reference, your case number is [REDACTED]. I look forward to working with you!

Best wishes,

[REDACTED]  
[REDACTED] Customer Care Specialist  
ref:\_00Dj01qsDF\_5003Z1JMQzf:ref

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

<b>VIN</b>		<b>Model Year</b>		<b>Brand</b>	RAM
<b>Body</b>		<b>Vehicle</b>		CREW CAB 4X4	
<b>Customer Provided VIN</b>		<b>Line of Business</b>	CAC	Customer Assistance Center	
<b>Batch Case Information</b>					
<b>Open Date</b>		<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>		<b>Origin</b>	Brand Site	<b>Reason</b>	null
<b>Mileage</b>		<b>Market</b>	U	<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>City/State/Country/Zip</b>					
<b>Customer</b>					
<b>Customer Address</b>					
<b>City/State/Country/Zip</b>			NJ		USA
<b>Dealer</b>				<b>Dealer Phone</b>	
<b>Dealer Address</b>					
<b>Dealer Zone</b>				<b>Service District</b>	
<b>Subject</b>	App Customer Support Request				
<b>Synopsis</b>	Diagnosis and open recalls to be serviced				
<b>Customer Anomaly</b>	Moving Parts Pedals				
<b>Contact Reason</b>		Technical Issue With Vehicle		<b>Customer Anomaly</b>	issue
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
09/27	New
09/28/2021	Open
09/28/2021	Closed

**Initial Description**

I am experiencing 'u201cservice electronic braking system\u201d alert. It says to service ABS. This alert comes on for majority of time I am driving vehicle. In online forums this appears to be a recurring issue that RAM is aware of. It recommends contacting before taking to dealer to ensure charges are not incurred unnecessarily.

**Email(s)**

Date	Subject	
	Vehicle Concern & Open Recalls	
From	To	Sent Date/Time

Hello [REDACTED].

Thank you for contacting [REDACTED] Customer Care.

We are disappointed to learn of your concern with the various vehicle concerns regarding your [REDACTED]. I would like to assure you that I will do everything I can to assist you.

Based on the information that you have provided, the best plan of action would be for you to see [REDACTED] of our [REDACTED] for a diagnosis if you have not had [REDACTED] yet. Once there, if you have any further concerns, you are welcome to contact us again. For your convenience, I have provided contact information for [REDACTED] in your area below and I am happy to help you schedule an appointment if you like.

[REDACTED]  
[REDACTED] Away

[REDACTED]  
[REDACTED]

9:50 [REDACTED] Away

[REDACTED]  
[REDACTED]

Also, we understand the importance of maintaining the safety of your [REDACTED] and I am happy to provide you with the following recall information.

Recall Id  
[REDACTED]  
Recall Type  
Customer Satisfaction Notification  
Description  
OCCUPANT RESTRAINT CONTROL MODULE

Recall Id  
[REDACTED]  
Recall Type  
Safety Campaign  
Description  
REPROG [REDACTED] POWERTRAIN CONTROL MODULE

Recall Id  
V06  
Recall Type  
Safety Campaign  
Description  
[REDACTED] TRUCK DRAG LINK

Recall Id  
V44  
Recall Type  
Safety Campaign  
Description  
[REDACTED] TRUCK TAILGATE LATCH

Either dealership will be happy to assist you with getting this open recall serviced, within the terms of the recall at no charge to you.

Please do not hesitate to contact us if you need any further assistance by replying to this email.

Best wishes.

[REDACTED]  
[REDACTED] Customer Care  
ref. [REDACTED] ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	Vehicle Concern & Open Recalls		
<b>From</b>	[REDACTED]	<b>To</b>	[REDACTED]	<b>Sent Date/Time</b>	[REDACTED]

Hello [REDACTED].

Thank you for contacting [REDACTED] Customer Care.

We are disappointed to learn of your concern with the various vehicle concerns regarding your [REDACTED]. I would like to assure you that I will do everything I can to assist you.

Based on the information that you have provided, the best plan of action would be for you to see [REDACTED] of our [REDACTED] for a diagnosis if you have not had [REDACTED] yet. Once there, if you have any further concerns, you are welcome to contact us again. For your convenience, I have provided contact information for [REDACTED] in your area below and I am happy to help you schedule an appointment if you like.

[REDACTED] Away

[REDACTED]

[REDACTED] 9:50 [REDACTED] Away

[REDACTED]

Also, we understand the importance of maintaining the safety of your [REDACTED] and I am happy to provide you with the following recall information.

Recall Id  
[REDACTED]

Recall Type  
Customer Satisfaction Notification

Description  
OCCUPANT RESTRAINT CONTROL MODULE

Recall Id  
[REDACTED]

Recall Type  
Safety Campaign

Description  
REPROC [REDACTED] POWERTRAIN CONTROL MODULE

Recall Id  
[REDACTED]

Recall Type  
Safety Campaign

Description  
[REDACTED] TRUCK DRAG LINK

Recall Id  
[REDACTED]

Recall Type  
Safety Campaign

Description  
[REDACTED] TRUCK TAILGATE LATCH

Either dealership will be happy to assist you with getting this open recall serviced, within the terms of the recall at no charge to you.

Please do not hesitate to contact us if you need any further assistance by replying to this email.

Best wishes,

[REDACTED]  
[REDACTED] Customer Care  
ref. [REDACTED] ref

Date	Subject	
[REDACTED]	Regarding your Case [REDACTED] /? propos de votre dossier ([REDACTED] / Referente a su caso [REDACTED]	
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]

Dear [REDACTED],

Thank you for contacting [REDACTED] Customer Care.

Our records indicate that case number [REDACTED] closed.

If you require further assistance please contact us and we would be happy to assist.

Thank you and have a great day.

[REDACTED] Customer Care

[REDACTED]

Nous vous remercions d'avoir communiqué avec le service à la clientèle de [REDACTED].  
Selon nos renseignements, le dossier [REDACTED] a été clos.

Si vous avez besoin d'aide supplémentaire, n'hésitez pas à nous contacter. Nous nous ferons un plaisir de vous assister.

Nous vous remercions et vous souhaitons une excellente journée.

Le Service à la Clientèle de [REDACTED]

Estimado cliente,

Le agradecemos que haya contactado a [REDACTED].  
Nuestros registros indican que el número de caso [REDACTED] se encuentra concluido.

Si requiere de asistencia adicional, por favor comuníquese con nosotros por teléfono y con mucho gusto lo atendemos.

Muchas gracias y que tenga un excelente día.

Centro de Atención de [REDACTED]

Date	Subject	
[REDACTED]	Re: Vehicle Concern & Open Recalls	
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]

Hello [REDACTED]

I wanted to provide an update. I brought my vehicle in and they diagnosed the problem with the ABS control module. The module was replaced but the ABS light did come back on when I came to pick up the vehicle. The dealership ([REDACTED]) has requested I bring the vehicle back in [REDACTED] as they were surprised that the fix did not work. I informed them that I am not surprised because I have seen many posts in the [REDACTED] owners forum about this issue and it is widely known. I want to keep you posted on this as the problem is yet to be resolved.

Regards,

[REDACTED]

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

> Hello [REDACTED]

> Thank you for contacting [REDACTED] Customer Care.

> We are disappointed to learn of your concern with the various vehicle concerns regarding your [REDACTED]. I would like to assure you that I will do everything I can to assist you.

> Based on the information that you have provided, the best plan of action would be for you to see [REDACTED] of our authorized dealerships for a diagnosis if you have not had [REDACTED] yet. Once there, if you have any further concerns, you are welcome to contact us again. For your convenience, I have provided contact information for [REDACTED] in your area below and I am happy to help you schedule an appointment if you like.

> [REDACTED] Ram

> <<https://www.mopar.com/en-us/services/find-dealer/dealer.html?dealerCode=60844&locationSeq=000>>

> [REDACTED]

> [REDACTED] <[REDACTED]>

> <<https://www.mopar.com/en-us/services/find-dealer/dealer.html?dealerCode=42490&locationSeq=000>>

> 9.50 Miles [REDACTED]

> 481 Route 46 & Naughtright Road

> [REDACTED] <[REDACTED]>

> Also, we understand the importance of maintaining the safety of your [REDACTED] and I am happy to provide you with the following recall information.

> Recall Id

> [REDACTED]

> Recall Type

> Customer Satisfaction Notification

> Description

> OCCUPANT RESTRAINT CONTROL MODULE

> Recall Id

> [REDACTED]

> Recall Type

> Safety Campaign

> Description

> REPROG [REDACTED] POWERTRAIN CONTROL MODULE

> Recall Id

> [REDACTED]

> Recall Type

> Safety Campaign

> Description

> [REDACTED] D TRUCK DRAG LINK

> Recall Id

> [REDACTED]

> Recall Type

> Safety Campaign

> Description

> [REDACTED] D TRUCK TAILGATE LATCH

> Either dealership will be happy to assist you with getting this open recall serviced, within the terms of the recall at no charge to you.

> Please do not hesitate to contact us if you need any further assistance by replying to this email.\*

> Best wishes,

> [REDACTED]  
> [REDACTED] Customer Care

> ref: [REDACTED] ref

--  
[REDACTED] M.S.

**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		Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile		
Caller Address		Source		Customer		
City						
Customer						
Customer Address						
Dealer				Dealer Phone		
Dealer Address						
Dealer Zone					M	
Subject	Technical assistance					
Synopsis	1. vehicle concern 2. warranty repair 3. vehicle returned.					
Customer Anomaly	Engine OTHER					
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		engine issues	
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details					

**Case Status History**

Create Date	Status
09/27	Open
09/28/2021	Suspended
09/30/2021	Open
09/30/2021	Suspended
1	Open
1	Closed

**Initial Description**

Hey

Got another support request for you. This unit has been in and out of the shop for various reasons, so much so that it is really hindering our technician's ability to do his job. I pulled some of the historical maintenance info on this, but there also an issue with the ABS light being on, inoperative 4x4, and a cruise control problem.

It's being towed back to

Is there anything that you guys can do to get us some help with these repairs?

Equipment Number:

VIN:

Make:

Model:

Year:

Est. Mileage:

Thanks,

Respectfully,

**Case Comments**

Date	Comment
	Hey Got another support request for you. This unit has been in and out of the shop for various reasons, so much so that it is really hindering our technician's ability to do his job. I pulled some of the historical maintenance info on this, but there also an issue with the ABS light being on, inoperative 4x4, and a cruise control problem. It's being towed back to. Is there anything that you guys can do to get us some help with these repairs? Equipment Number: VIN: Make: Model: Year: Est. Mileage: Thanks, Respectfully,
	>> OUTBOUND DEALER CONTACT CM contacted for an update on the vehicle diagnosis / repair / Part Order status CM spoke to SA / SM connector is melting over the TPIM and this is a known issue TPIM causing fuel pump connector, wiring harness has melted and needs ABS sensor has been replaced twice in the past - no code. operating as designed. Did not have to order wiring harness or idler pulley should be there SA will need to contact customer with quote on entire repair.

Date	Comment
[REDACTED]	>> OUTBOUND CUSTOMER CONTACT [REDACTED] NO answer, no voicemail

Email(s)

Date	Subject	Technical assistance
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]
<p>Hello,</p> <p>My name is [REDACTED]. I am a Senior Specialist with [REDACTED]   Fleet Case Management. I am happy to assist in the resolution of the concern on file with our customer care office.</p> <p>I spoke with [REDACTED] at [REDACTED] who advised that he is preparing to contact you to confirm the concerns with the vehicle and repair steps.</p> <p>I attempted to contact you at the phone number on file and was unable to reach you. Please contact me regarding your case with [REDACTED].</p> <p>I have also looked into any Open / Incomplete RECALLS on vehicle: none</p> <p>Regards, [REDACTED] Senior Specialist [REDACTED] [REDACTED]   FLEET Case Management [REDACTED] (opt.3) ext. [REDACTED] ref. [REDACTED] ref</p>		

Date	Subject
From	To
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
<p>Hello [REDACTED]</p> <p>I attempted to contact you at the phone number on file and was unable to reach you. Please contact me regarding your case with [REDACTED].</p> <p>I am happy to keep this case open for [REDACTED] days to give you time to respond.</p> <p>Regards, [REDACTED] Senior Specialist [REDACTED] [REDACTED]   FLEET Case Management [REDACTED] (opt.3) ext. [REDACTED] [REDACTED] CUSTOMER CARE [REDACTED] ref. [REDACTED] ref</p>	

Date	Subject	RE:
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
<p>Good morning,</p> <p>I have been advised that the repair has been completed and the dealership has contacted you to pick up the vehicle. Please advise if you have the vehicle returned to you and if everything repaired to your satisfaction.</p> <p>Regards, [REDACTED] Senior Specialist [REDACTED] [REDACTED]   FLEET Case Management [REDACTED] (opt.3) ext. [REDACTED] Customer Care Line [REDACTED]</p> <p>----- Original Message ----- From: [REDACTED] Sent: [REDACTED] To: [REDACTED] Subject: [REDACTED]</p> <p>Hello [REDACTED]</p> <p>I attempted to contact you at the phone number on file and was unable to reach you. Please contact me regarding your case with [REDACTED].</p> <p>I am happy to keep this case open for [REDACTED] days to give you time to respond.</p> <p>Regards, [REDACTED] Senior Specialist [REDACTED] [REDACTED]   FLEET Case Management [REDACTED] (opt.3) ext. [REDACTED] [REDACTED] CUSTOMER CARE [REDACTED] ref. [REDACTED] ref</p>		

Date	Subject	RE:
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Good afternoon

I am sending you this email regarding the closure of your Case with [REDACTED]

The Case Number being closed is: [REDACTED]

\*\*\*\* PLEASE NOTE \*\*\*\*

You may not receive a response if you reply to this email as notifications on closed cases are limited.

If you have any concerns, please contact [REDACTED] [REDACTED]  
-or - please submit a MOPAR request form

Please note that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience.

Thank you for being a [REDACTED] customer and allowing me to assist you.

Regards,

[REDACTED]  
Senior Specialist [REDACTED]

[REDACTED] 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	Telephone	Reason	
Mileage	13,120 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	J
Subject	Reimbursement Request				
Synopsis	Check processed.				
Customer Anomaly					
Contact Reason		Warranty Repair Reimbursement		Customer Anomaly	
Reason Code	After Sales - Complaint - Warranty - Reimbursement request - Repair carried out and paid by Customer				

**Case Status History**

Create Date	Status
09/27	Open
09/27	Suspended
09/30/2021	Open
09/30/2021	Closed
09/30/2021	Open
09/30/2021	Closed
1	Open
1	Closed
1	Open
1	Closed

**Initial Description**

After updating records, customer is now asking for reimbursement of the warranty work he had.

**Case Comments**

Date	Comment
	After updating his records in Case No. [REDACTED] customer is now asking for reimbursement of the warranty work he had. CM emailed customer with the list of documents he needs to submit in order for us to further review and process his request. Conclusion: Waiting for customer's response and documents within [REDACTED] Case suspended.
	The case is now being reviewed for possible reimbursement. If the customer calls in, please advise them that the document/s (Repair Order and Proof of Payment) are needed.
	Dealer Code: [REDACTED] In-Service Date: [REDACTED] Mileage: [REDACTED] Original Owner? N Loyalty Score: 0 Is vehicle within Warranty? N, over 1 year and 3 months for Basic Warranty Is customer in rental? N Parts on B/O? N STAR Case? N Repeat issue? N Previous Related Cases/ [REDACTED] DM Notes: N/A Customer Concern/Issue/Request: Reimbursement request for the repair done on his vehicle's ABS hydraulic control unit
	Case Update: Customer already emailed back with the necessary documents for reimbursement. CM now proceeded with the reimbursement process. Please see reimbursement details below. REIMBURSEMENT BREAKDOWN: Parts: [REDACTED] (ABS hydraulic control unit) Labor: [REDACTED] (r&r ABS hydraulic control unit) Tax: [REDACTED] Subtotal: [REDACTED] Total amount to be reimbursed: [REDACTED] Documents: [REDACTED] - RO and POP [ ] Notes: -Brake service is a maintenance service and is non-reimbursable. -Shop supplies and miscellaneous charges are not covered under [REDACTED] policy. [ ] Reason for reimbursement: Customer paid for a repair done on his vehicle's ABS hydraulic control unit. The repair was done in the dealership last [REDACTED] [ ] Justification: Customer met the following [REDACTED] criteria and guidelines: Passed [REDACTED] criteria ISD: [REDACTED] Mileage during time of repair: [REDACTED] Has 2 [REDACTED] vehicles as per [REDACTED] Household History
	Case Update: Case reopened because customer emailed back appealing with the initial amount reimbursed. Customer states that he would like for the total charges to be reimbursed to him. However, as per policy, brake service and shop supplies are non-reimbursable, especially under [REDACTED]. The other repair he had was only considered [REDACTED] since customer's Basic Warranty has already expired [REDACTED]. Notes: When customer calls in, kindly advise him of the above-mentioned information. Customer's request was thoroughly reviewed under criteria and guidelines of [REDACTED] reimbursement assistance policy. Initial amount processed is considered final. Conclusion: Confirmed previous decision. Reimbursement processed with the same initial amount reimbursed. No further actions required. Case closed.
	Case Update: Case reopened because customer emailed back again today stating that it was the dealership who advised him to have the brake fluid exchange service. However, this service is not covered by any warranty plan and is non-reimbursable. At the same time, customer's request was also only reviewed under [REDACTED] policy. This means that reimbursement is not guaranteed especially the refund of the total charges the customer had. CM emailed customer again for the last time and advise him of these information. Notes: When customer calls in, kindly advise him of the above-mentioned information. Please refer as well to the previous case comments for further details. Conclusion: Confirmed previous decision. Reimbursement processed with the same initial amount reimbursed. Emailed customer regarding this update. Case closed.

**Email(s)**

Date	Subject	Sent Date/Time
	Request for Documents	

Dear Mr. [REDACTED]

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

This is to inform you that we have received your request for possible reimbursement and for us to review your claim, please submit the following documents:

1) A copy of the Repair Order from the dealer.

2) The necessary proof of payment. Documents acceptable as proof of payment are as follows:

- Repair order (stamped)
- Credit card receipt
- Credit card or bank statement
- Cancelled check ([REDACTED])
- Cash register receipt (if paid cash)

Your new case number is [REDACTED]. Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Regards,

[REDACTED]  
Reimbursement Specialist  
ref: [REDACTED] ref

Date	Subject	Re: Request for Documents
From [REDACTED]	To [REDACTED]	Sent Date/Time [REDACTED]

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

> Dear Mr. [REDACTED]

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

> This is to inform you that we have received your request for possible reimbursement and for us to review your claim, please submit the following documents:

> 1) A copy of the Repair Order from the dealer.

> 2) The necessary proof of payment. Documents acceptable as proof of payment are as follows:

- >  Repair order (stamped)
- >  Credit card receipt
- >  Credit card or bank statement
- >  Cancelled check ([REDACTED])
- >  Cash register receipt (if paid cash)

> Your new case number is [REDACTED]. Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

> Regards,

> [REDACTED]  
> Reimbursement Specialist  
> ref: [REDACTED] ref

Date	Subject	Reimbursement Request Update
From [REDACTED]	To [REDACTED]	Sent Date/Time [REDACTED]

Dear Mr. [REDACTED]

Thank you for contacting [REDACTED] Customer Care. We are happy to assist you with regards to your concern. Your satisfaction is important to us!

As a [REDACTED] courtesy and form of financial assistance, we are pleased to inform you that we have approved a total of [REDACTED] reimbursement (brake service and shop supplies not included) for a repair done on your vehicle's ABS hydraulic control unit [REDACTED]. This repair should have been covered under your vehicle's Basic Warranty which has already expired [REDACTED]. We will be sending the check to the mailing address on file for you. Please allow [REDACTED] for the check to arrive.

Please don't hesitate to contact us for any other concerns. Thank you for your continued business with [REDACTED].

Sincerely,

[REDACTED]  
Reimbursement Specialist  
ref: [REDACTED] ref

Date	Subject	Re: Reimbursement Request Update
From [REDACTED]	To [REDACTED]	Sent Date/Time [REDACTED]

I just bought this vehicle for a [REDACTED] dealership with a [REDACTED] CERTIFIED warranty, the full amount of [REDACTED] should be covered, not just [REDACTED]

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

> Dear Mr. [REDACTED]

> Thank you for contacting [REDACTED] Customer Care. We are happy to assist you with regards to your concern. Your satisfaction is important to us!

> As a [REDACTED] courtesy and form of financial assistance, we are pleased to inform you that we have approved a total of [REDACTED] reimbursement (brake service and shop supplies not included) for a repair done on your vehicle's ABS hydraulic control unit [REDACTED]. This repair should have been covered under your vehicle's Basic Warranty which has already expired [REDACTED]. We will be sending the check to the mailing address on file for you. Please allow [REDACTED] for the check to arrive.

> Please don't hesitate to contact us for any other concerns. Thank you for your continued business with [REDACTED].

> Sincerely,

> [REDACTED]  
> Reimbursement Specialist  
> ref: [REDACTED] ref

Date	Subject	Re: Reimbursement Request Update
From [REDACTED]	To [REDACTED]	Sent Date/Time [REDACTED]

From	To	Sent Date/Time
I just bought this vehicle for a [REDACTED] dealership with a [REDACTED] CERTIFIED warranty, the full amount of [REDACTED] should be covered, not just [REDACTED]		
> On [REDACTED] US Customer Care <[REDACTED]> wrote:		
> Dear Mr. [REDACTED]		
> Thank you for contacting [REDACTED] Customer Care. We are happy to assist you with regards to your concern. Your satisfaction is important to us!		
> As a [REDACTED] courtesy and form of financial assistance, we are pleased to inform you that we have approved a total of [REDACTED] reimbursement (brake service and shop supplies not included) for a repair done on your vehicle's ABS hydraulic control unit [REDACTED]. This repair should have been covered under your vehicle's Basic Warranty which has already expired [REDACTED]. We will be sending the check to the mailing address on file for you. Please allow [REDACTED] for the check to arrive.		
> Please don't hesitate to contact us for any other concerns. Thank you for your continued business with [REDACTED]		
> Sincerely,		
> [REDACTED]		
> Reimbursement Specialist		
> ref: [REDACTED] ref		

Date	Subject	Re: Reimbursement Request Update
From	To	Sent Date/Time
Did you receive my response to this email I sent on [REDACTED]? I just bought this vehicle from a [REDACTED] dealership with a [REDACTED] CERTIFIED warranty, the full amount of [REDACTED] should be covered, not just [REDACTED]. I expect the full amount of [REDACTED]		
> On [REDACTED] US Customer Care <[REDACTED]> wrote:		
> Dear Mr. [REDACTED]		
> Thank you for contacting [REDACTED] Customer Care. We are happy to assist you with regards to your concern. Your satisfaction is important to us!		
> As a [REDACTED] courtesy and form of financial assistance, we are pleased to inform you that we have approved a total of [REDACTED] reimbursement (brake service and shop supplies not included) for a repair done on your vehicle's ABS hydraulic control unit [REDACTED]. This repair should have been covered under your vehicle's Basic Warranty which has already expired [REDACTED]. We will be sending the check to the mailing address on file for you. Please allow [REDACTED] for the check to arrive.		
> Please don't hesitate to contact us for any other concerns. Thank you for your continued business with [REDACTED]		
> Sincerely,		
> [REDACTED]		
> Reimbursement Specialist		
> ref: [REDACTED] ref		

Date	Subject	Re: Reimbursement Request Update
From	To	Sent Date/Time
Apparently, the reason you say you can only pay the [REDACTED] is because the invoice shows that I (the customer) requested the brake service fluid exchange. I did not request this, the service department told me that it is something that has to be done when that part is replaced. So it is all part of the same warranty work. Please let me know if you are going to send the full amount of [REDACTED]. I sent [REDACTED] but have not gotten a response back yet.		
> On [REDACTED] US Customer Care <[REDACTED]> wrote:		
> Dear Mr. [REDACTED]		
> Thank you for contacting [REDACTED] Customer Care. We are happy to assist you with regards to your concern. Your satisfaction is important to us!		
> As a [REDACTED] courtesy and form of financial assistance, we are pleased to inform you that we have approved a total of [REDACTED] reimbursement (brake service and shop supplies not included) for a repair done on your vehicle's ABS hydraulic control unit [REDACTED]. This repair should have been covered under your vehicle's Basic Warranty which has already expired [REDACTED]. We will be sending the check to the mailing address on file for you. Please allow [REDACTED] for the check to arrive.		
> Please don't hesitate to contact us for any other concerns. Thank you for your continued business with [REDACTED]		
> Sincerely,		
> [REDACTED]		
> Reimbursement Specialist		
> ref: [REDACTED] ref		

Date	Subject	Reimbursement Request Update - [REDACTED]
From	To	Sent Date/Time
Dear Mr. [REDACTED]		
Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.		
Please be informed that your Case No. [REDACTED] has already been closed [REDACTED] with the completion of your reimbursement request. In light of your concern, please be advised that regardless of the cause, brake fluid exchange is not covered by any warranty plan and is non-reimbursable. At the same time, the said service is considered as a vehicle's regular maintenance service and is not related to any recall and/or extended warranty of your vehicle.		
Your reimbursement request was reviewed and processed in a form of financial assistance. This means that reimbursement of repairs under expired vehicle warranties are not guaranteed. However, the credentials of your records met some of the criteria and guidelines under Stellantis reimbursement assistance policy that made us able to consider your request. Kindly note that your request was thoroughly reviewed under our policies by a special team designated in reviewing and processing reimbursement claims.		
We hope that this response addressed your concern/s successfully. Please be advised that your Case No. [REDACTED] now closed to confirm the initial decision made to your request. Should you have further inquiries and concerns, please don't hesitate to reach our Customer Service Hotline at [REDACTED]		
Thank you and have a great day.		
Sincerely,		
[REDACTED]		
Reimbursement Specialist		
ref: [REDACTED] ref		

Date	Subject	Re: Reimbursement Request Update - [REDACTED] Review

From	To	Sent Date/Time
Just so I'm clear, you are sending me a check for [REDACTED] but not reimbursing me for the other [REDACTED]?		
> On [REDACTED] at [REDACTED] US Customer Care <[REDACTED]> wrote:		
>		
> Dear Mr. [REDACTED]		
>		
> Thank you for allowing RAM Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.		
>		
> Please be informed that your Case No. [REDACTED] has already been closed [REDACTED] with the completion of your reimbursement request. In light of your concern, please be advised that regardless of the cause, brake fluid exchange is not covered by any warranty plan and is non-reimbursable. At the same time, the said service is considered as a vehicle's regular maintenance service and is not related to any recall and/or extended warranty of your vehicle.		
>		
> Your reimbursement request was reviewed and processed in a form of financial assistance. This means that reimbursement of repairs under expired vehicle warranties are not guaranteed. However, the credentials of your records met some of the criteria and guidelines under Stellantis reimbursement assistance policy that made us able to consider your request. Kindly note that your request was thoroughly reviewed under our policies by a special team designated in reviewing and processing reimbursement claims.		
>		
> We hope that this response addressed your concern/s successfully. Please be advised that your Case No. [REDACTED] now closed to confirm the initial decision made to your request. Should you have further inquiries and concerns, please don't hesitate to reach our Customer Service Hotline at [REDACTED]		
>		
> Thank you and have a great day.		
>		
> Sincerely,		
>		
> Faith		
> Reimbursement Specialist		
>		
>		
> 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			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				Service District	0
Subject	Vehicle concern				
Synopsis	Issues resolved and no other problems. Happy with case being closed.				
Customer Anomaly	Interior Dashboard Trim				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		Interior dashboard issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
	Open
	Closed

**Initial Description**

Customer states the uconnect screen cracked and the screen has delaminated. Also his hydraulic acuator malfunction

**Case Comments**

Date	Comment
	Customer called, stating the molding around the uconnect screen has cracked. The screen has delaminated. Basic warranty expired. Customer has an appointment with dealer. Also customer states the cruise control button doesn't work properly. Customer is asking for GW assistance for the screen delamination. Original owner. Dealer
	***** UCM Case Prep ***** Radio Code. Application Version: Issue: delamination Previous Cases:
	outbound customer call customer is bringing the vehicle in to the dealership on the CM is to follow-up with the dealership then follow-up with the customer after vehicle has arrived at dealership P and attended by dealer employee
	***** OUTBOUND DEALER CONTACT***** CM reached out to service. No answer, left message to call CM back.
	*****OUTBOUND CUSTOMER CONTACT***** CM reached out to Customer who states they were out of town and had to cancel their appointment. CM advised to reschedule and we would reach out further
	Customer states while waiting on his screen his hydraulic actuator malfunctioned and now the system is throwing codes. Agent checked : Customer has LS Score Customer has CCS Score: 15 Customer also has 1 owner vehicle in household does not meet requirements for goodwill consideration But does meet the requirements under the Sending up for consideration for goodwill
	**voice of customer** best contact number case owners child calling in looking for a case update **ACTIONS TAKEN** looked into seeing if CM is available CM is busy and unable to take call informed customer that CM is unable to come to the phone sending CM a note to call customer back ASAP **NEXT STEPS** exciting case BEST CONTACT NUMBER* anytime of the day contact
	*****OUTBOUND CUSTOMER CONTACT***** CM reached out to Customer who advised they are out of town and their son was driving the vehicle. Customer states they experienced a catastrophic brake failure while driving and the vehicle is currently at the dealership. Customer states it has to do with the ABS system. CM advised at this time we are unable to assist with the brake concerns as we deal with the radios only. CM advised they would have CM reach out to the R further on
	Cx called for a follow up Agent advise cm will follow up as soon as possible.
	inbound customer call Customer was just looking to touch base, Customer had brought the vehicle in on CM is to follow-up with the dealership to verify the diagnosis
	*****OUTBOUND DEALER CONTACT***** CM reached out to SA who states the radio was preauthorized and ordered to repair when the Customer brought the vehicle in for a brake concern. SA states the authorized GW for the brake concern and completed the radio repair while the vehicle was at the SA states the vehicle was picked up
	*****OUTBOUND CUSTOMER CONTACT***** CM reached out to customer. Spoke with his son who confirmed radio was replaced and is working well, no other concerns.

**Email(s)**

Date		Subject	Concerns
From		To	Sent Date/Time
			00:44 AM

Good Afternoon/Evening,

My name is [REDACTED] and I have been assigned as your case manager.

Thank you for bringing your concerns to our attention. It is certainly something I would like to review further as our primary focus is your satisfaction.

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 cooperation!

Sincerely,  
[REDACTED]  
Uconnect Case Management  
[REDACTED] EXT. [REDACTED]  
ref: [REDACTED] ref

Date	Subject	RE:
[REDACTED]	[REDACTED] Concerns   [REDACTED]	[REDACTED]
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]

Good Afternoon/Evening,

My name is [REDACTED] and I have been assigned as your case manager.

Thank you for bringing your concerns to our attention. It is certainly something I would like to review further as our primary focus is your satisfaction.

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 cooperation!

Sincerely,  
[REDACTED]  
Uconnect Case Management  
[REDACTED] EXT. [REDACTED]  
ref: [REDACTED] ref

Date	Subject	RE:
[REDACTED]	[REDACTED] Concerns   [REDACTED]	[REDACTED]
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED] Customer Care- Advisor

----- Original Message -----  
From: [REDACTED] Customer Care [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: [REDACTED] Concerns | [REDACTED]

Good Afternoon/Evening,

My name is [REDACTED] and I have been assigned as your case manager.

Thank you for bringing your concerns to our attention. It is certainly something I would like to review further as our primary focus is your satisfaction.

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 cooperation!

Sincerely,  
[REDACTED]  
Uconnect Case Management  
[REDACTED] EXT. [REDACTED]  
ref: [REDACTED] ref

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

VIN		Model Year		Brand	
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	Chat	Reason	
Mileage	0 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		D and		Dealer Phone	
Dealer Address					
Dealer Zone		Sales		Service	L

Subject	Customer Assistance				
Synopsis					
Customer Anomaly					
Contact Reason		Vehicle Warranty Coverage		Customer Anomaly	
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

**Case Status History**

Create Date	Status
09/29/2021	Open
09/29/2021	Open
09/29/2021	Closed

**Initial Description**

Chat Started: ( ) Chat Origin: Brand Chat Agen ( ) Thank you for chatting with us, my ( ) with Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. ( ) hi there ( ) visitor: When is going to issue a SAFETY recall on the ram over the service electronic brake system message and the abs light and traction light going nuts?? I refuse to pay to get this fixed when it clearly is happening all over the place. Brakes are clearly a safety issue ( ) We do not issue the recalls, we are given the recalls by ( ) You can always check their website for recall information or upcoming recalls. ( 2m ) Visitor: A pickup with just should not need a new abs module ( ) We submit the issues to them, they do the testing , and check how many vehicle are involved. And if there is a certain amount then a recall is issued , so I can document the issues you are having and requesting a recall, and submit into the corporate offices for review ( ) Visitor: We got rid of a pickup because of the amount of recalls. The 3 is giving us just as many issues ( ) Visitor: Clearly by all the forums online this is a major issue. ( 5m 32s ) Visitor: Why should someone spend \$2500 out of pocket that they can hardly afford anyway for a recall to be issued shortly after ( ) If you do pay anything out of pocket for something that becomes a recall , we can submit for reimbursement. Just keep your receipts and then if the recall comes out, we can reimburse you. ( 7m 30s ) Visitor: Not impressed with the rams and considering looking at another pickup. Clearly they are rushing to get vehicles out and not making them very good any more. ( ) Visitor: And how long does it take to reimburse if a recall comes out of this issue ( ) for reimbursements, it is usually processed in then sent for check issuing and then mailed ( ) Visitor: When I buy a new vehicle I shouldn't have to worry when I am going to be stranded with my children and that's clearly been an issue with the last NEW we have bought ( ) Absolutely understand that, I wish i had better news for you But we just dont issue recalls from here, investigate and issue the recall if necessary. That is who we get the recalls from. ( ) Visitor: I can't believe how many issues of the same thing I am finding about but yet the tailgates get recalls. Safety should be number one concern ( ) Visitor: I am going to spend a of money trying to get this issue fixed because it's not under warranty and the dealership sucks at diagnosing issues, not to mention the fuel I will be out to drive there I am sure ( ) Visitor: Can you tell me if there was a front end recall that was fixed on this pickup before we purchased it? I entered the vin number when I went to live chat ( ) yes let me check for you ( ) just a drag link recall , it was completed ( ) Visitor: Perfect thanks ( ) Visitor: Can I change my address with for future recalls? ( ) yes absolutely ( ) Visitor: is that something you can do ( ) what is your email and home address ( ) or all I will fix that here ( ) Visitor: ( ) Visitor: ( ) Visitor: ( ) or all updated, so when recalls come out, they will be sent to your address ( 39s ) Visitor: Thank you ( 50s ) your welcome ( ) is there anything else I can help you with ? ( ) Visitor: I think that is it ( 6s ) Thank you for contacting Customer Care. Please chat with us again if you need further assistance. You can also look on our website ( ) Have a Great Day!

**Live Chats**

Date	
	<p style="text-align: center;">Chat Started: [REDACTED] ([REDACTED])</p> <p style="text-align: center;">Chat Origin: [REDACTED] Brand Chat</p> <p style="text-align: center;">Agent [REDACTED]</p> <p>( [REDACTED] ) Thank you for chatting with us, my name is [REDACTED] with [REDACTED] Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation.</p> <p>( [REDACTED] ) hi there [REDACTED]</p> <p>( [REDACTED] ) Visitor: When is [REDACTED] going to issue a SAFETY recall on the ram pickups over the service electronic brake system message and the abs light and traction light going nuts?? I refuse to pay to get this fixed when it clearly is happening all over the place. Brakes are clearly a safety issue</p> <p>( [REDACTED] ) We do not issue the recalls, we are given the recalls by [REDACTED] You can always check their website for recall information or upcoming recalls.</p> <p>( 2m [REDACTED] ) Visitor: A pickup with just [REDACTED] should not need a new abs module</p> <p>( [REDACTED] ) We submit the issues to them, they do the testing , and check how many vehicle are involved. And if there is a certain amount then a recall is issued , so I can document the issues you are having and requesting a recall, and submit into the corporate offices for review</p> <p>( [REDACTED] ) Visitor: We got rid of a [REDACTED] pickup because of the amount of recalls. The [REDACTED] 8 is giving us just as many issues</p> <p>( [REDACTED] ) Visitor: Clearly by all the [REDACTED] forums online this is a major issue.</p> <p>( [REDACTED] ) Visitor: Why should someone spend [REDACTED] out of pocket that they can hardly afford anyway for a recall to be issued shortly after</p> <p>( 0m [REDACTED] ) If you do pay anything out of pocket for something that becomes a recall , we can submit for reimbursement. Just keep your receipts and then if the recall comes out, we can reimburse you.</p> <p>( [REDACTED] ) Visitor: Not impressed with the [REDACTED] rams and considering looking at another pickup. Clearly they are rushing to get vehicles out and not making them very good any more.</p> <p>( [REDACTED] ) Visitor: And how long does it take to reimburse if a recall comes out of this issue</p> <p>( [REDACTED] ) for reimbursements, it is usually processed in [REDACTED] hen sent for check issuing and then mailed</p> <p>( [REDACTED] ) Visitor: When I buy a new vehicle I shouldn't have to worry when I am going to be stranded with my children and that's clearly been an issue with the last [REDACTED] we have bought</p> <p>( [REDACTED] ) Absolutely understand that, I wish i had better news for you [REDACTED] But we just dont issue recalls from here. [REDACTED] A has to investigate and issue the recall if necessary. That is who we get the recalls from.</p> <p>( [REDACTED] ) Visitor: I can't believe how many issues of the same thing I am finding about but yet the tailgates get recalls. Safety should be [REDACTED] d number one concern</p> <p>( [REDACTED] ) Visitor: I am going to spend a ton of money trying to get this issue fixed because it's not under warranty and the dealership sucks at diagnosing issues, not to mention the fuel I will be out to drive there I am sure [REDACTED]</p> <p>( [REDACTED] 26s ) Visitor: Can you tell me if there was a front end recall that was fixed on this pickup before we purchased it? I entered the vin number when I went to live chat</p> <p>( [REDACTED] ) yes let me check for you</p> <p>( [REDACTED] ) just a drag link recall , it was completed [REDACTED]</p> <p>( [REDACTED] ) Visitor: Perfect thanks</p> <p>( [REDACTED] ) Visitor: Can I change my address with [REDACTED] e for future recalls?</p> <p>( [REDACTED] ) yes absolutely</p> <p>( [REDACTED] ) Visitor: Is that something you can do</p> <p>( [REDACTED] ) what is your email and home address</p> <p>( [REDACTED] ) I will fix that here</p> <p>( [REDACTED] ) Visitor: [REDACTED]</p> <p>( [REDACTED] ) Visitor: [REDACTED]</p> <p>( [REDACTED] ) Visitor: [REDACTED]</p> <p>( [REDACTED] ) ok all updated, so when recalls come out, they will be sent to your address</p> <p>( [REDACTED] ) Visitor: Thank you</p> <p>( 16m 50s ) [REDACTED] youre welcome</p> <p>( [REDACTED] ) Is there anything else I can help you with [REDACTED] ?</p> <p>( 17m 0s ) Visitor: I think that is it</p> <p>( [REDACTED] ) Thank you for contacting [REDACTED] Please chat with us again if you need further assistance. You can also look on our website [REDACTED] Have a Great Day!</p>
Date	

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

<b>VIN</b>		<b>Model Year</b>		<b>Brand</b>	RAM
<b>Body</b>		<b>Vehicle</b>			
<b>Customer Provided VIN</b>		<b>Line of</b>		<b>Customer Assistance Center</b>	
<b>Batch Case Information</b>					
<b>Open Date</b>		<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>		<b>Origin</b>	Telephone	<b>Reason</b>	
<b>Mileage</b>	Miles	<b>Market</b>	U	<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>City/State/Country/Zip</b>					
<b>Customer</b>					
<b>Customer Address</b>					
<b>City/State/Country/Zip</b>					
<b>Dealer</b>				<b>Dealer Phone</b>	
<b>Dealer Address</b>					
<b>Dealer Zone</b>	Midwest			<b>Service District</b>	C
<b>Subject</b>	vehicle concern				
<b>Synopsis</b>	Customer needs recent diagnosis.				
<b>Customer Anomaly</b>	Engine OTHER				
<b>Contact Reason</b>		Technical Issue With Vehicle	<b>Customer Anomaly</b>	30	General engine issues
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
	Open
	Closed

**Initial Description**

Customer called regarding abs light coming on. Dealer fixed this issue then it cam back again after the vehicle

**Case Comments**

Date	Comment
	Informed customer he needs diagnosis for further assistance regarding his vehicle concerns.

**New Customer Assistance Inquiry Record (CAIR)#** **80708015**

<b>VIN</b>	██████████	<b>Model Year</b>	██████████	<b>Brand</b>	RAM
<b>Body</b>	██████████	<b>Vehicle</b>	██████████ CREW CAB 4X4		
<b>Customer Provided VIN</b>	██████████	<b>Line of Business</b>	CAC	Customer Assistance Center	
<b>Batch Case Information</b>					

<b>Open Date</b>	██████████	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	██████████	<b>Origin</b>	Telephone	<b>Reason</b>	
<b>Mileage</b>	██████████ Miles	<b>Market</b>	U	<b>Language</b>	English

<b>Contact Email</b>	██████████	<b>Contact Phone</b>	██████████	<b>Contact Mobile</b>	██████████
<b>Caller Address</b>				<b>Source</b>	Customer
<b>City/State/Country/Zip</b>					

<b>Customer</b>	██████████				
<b>Customer Address</b>	██████████				
<b>City/State/Country/Zip</b>					

<b>Dealer</b>	██████████	Ram of	██████████	<b>Dealer Phone</b>	██████████
<b>Dealer Address</b>	6811 HIGHWAY 92			30189 6508	██████████
<b>Dealer Zone</b>	██████████	██████████	██████████	<b>Service</b>	J

<b>Subject</b>	ABS system light kept going on and off				
<b>Synopsis</b>	to get diagnosis				
<b>Customer Anomaly</b>					
<b>Contact Reason</b>	██████████	Vehicle Warranty Plan Coverage	<b>Customer Anomaly</b>		
<b>Reason Code</b>	After Sales - Complaint - Warranty - Warranty - Coverage Information				

**Case Status History**

Create Date	Status
██████████	Open
██████████	Closed

**Initial Description**

No that isn't now on the warranty the light for ABS is staying on.

**Case Comments**

Date	Comment
██████████	customer called about GW for the ABS system because dealer said that it isn't covered under warranty any more, Agent let him know that if it's diagnosed at a dealer this can be escalated for GW

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

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	POWER WAGON 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					
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone				Service District	Y
Subject	Vehicle Concern				
Synopsis	Customer called for assistance CM was able to help with cost.				
Customer Anomaly	Electronics Dashboard Electronics				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
1	Open
1	Suspended
1	Open
1	Closed

**Initial Description**

Customer is calling in about a vehicle concern and the vehicle in-service date. The customer is stating there is a problem with the electronic brake system light that is coming on in the vehicle.

**Case Comments**

Date	Comment
	Customer is calling in about a vehicle concern and the vehicle in-service date. The customer is stating there is a problem with the electronic brake system light that is coming on in the vehicle. Customer was calling in also about the in-service date being wrong in our system. Customer is looking for assistance with this repair. Agent help the customer schedule an appointment with the dealership. Customer has appointment scheduled for [redacted] Agent informed customer that I would be sending this up to a CM and CM would be in contact with the customer within 1 business day.
	Dealer Code: [redacted] In-Service Date: [redacted] Mileage: [redacted] Original Owner? (Y/N) Y Loyalty Score: [redacted] Is vehicle within Warranty? Y/N (If no, by how much) no by [redacted] outside of basic warranty Is customer in rental? Y/N (If yes, what is rental start date) no Parts on B/O? Y/N (If yes, provide part number and order number) no STAR Case? Y/N (If yes, provide number) no Repeat issue? N Previous Related Cases/Goodwill/DM Notes: no Customer Concern/Issue/Request: he customer is stating there is a problem with the electronic brake system light that is coming on in the vehicle.
	*** Appointment is [redacted]
	***OUTBOUND DEALER CALL*** - CM contacted the [redacted] to speak with [redacted] CM left him a message and my direct number for callback.
	***INBOUND DEALER CALL*** - [redacted] called to speak with CM. He stated that the vehicle is there but he will not look at the vehicle until he has approval. - [redacted] advised that I am not able to look to assist with anything until I have a diagnosis. - He advised that he would let the customer know that he would need to pay the diagnosis.
	***INBOUND DEALER CALL*** - [redacted] called in to let CM know that they did look at the vehicle and the diagnosis is water leaks is [redacted] Rear window wouldn't go down, it was caused by a pinched wire. The break light being on was because they need a ABA module and controller. - CM advised that I would need the warranty pricing and then could look to assist. - SA will call back
	***INBOUND DEALER CALL*** - SA called back in and gave warranty costs. Part [redacted] Labor [redacted] Total [redacted] Co-Pay [redacted] - CM advised that I would call the customer and then sent him an email
	***OUTBOUND CUSTOMER CALL*** - CM contacted the customer to speak about the case and offer. CM left a VM for the customer to give me a call back to discuss.
	*** Customer called and left a VM. He stated that he feels this should be covered. He stated that the [redacted] told him this would be covered. He stated that the in-service date says August but he didn't buy the vehicle until [redacted] Customer hopes that this will be completely covered. He stated that he did not cause these issues.
	***OUTBOUND CUSTOMER CALL*** - CM contacted the customer again. Left a VM
	***INBOUND CUSTOMER CALL*** - Customer called in to speak with CM. He stated that he will not pay anything for this. He did not cause the issues. It is not his fault that the selling [redacted] put the wrong sell date. - CM advised that I am not able to change in-service dates. This is the offer I can give with the information I have. He will need to speak with his selling [redacted] CM advised that I would assist and customer is to pay [redacted] - Customer agreed to the [redacted] Stated he would be speak with his selling [redacted] another time
	***OUTBOUND EMAIL TO SA*** - I just spoke with the customer. He accepted, He will just got to his selling and try to get the [redacted] from them.
	***INBOUND EMAIL FROM SA*** - Sounds good, I will get parts on order.
	***OUTBOUND EMAIL TO SA*** - Could you advise the ETA on the parts. If you need assistance please let me know.
	***OUTBOUND EMAIL TO SA*** - Could I please get an ETA on this.
	***INBOUND EMAIL FROM SA*** - It's done, I think he picked up on [redacted]
	***OUTBOUND CUSTOMER CALL*** - CM contacted the customer to confirm he had the vehicle and if he was in need of further assistance at this time. CM left a VM for the customer to give me a call back.

**New Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

VIN	[REDACTED]	Model Year	[REDACTED]	Brand	RAM
Body	[REDACTED]	Vehicle	[REDACTED]	ST CREW CAB 4X4	
Customer Provided VIN	[REDACTED]	Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	[REDACTED]	CAIR Type	Regular	Status	Closed
Close Date	[REDACTED]	Origin	Telephone	Reason	[REDACTED]
Mileage	[REDACTED]	Market	U	Language	[REDACTED]
Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Customer Address	[REDACTED]	Source	Customer		
City/State/Country/Zip					
Customer	THE [REDACTED]				
Customer Address					
City/State/Country/Zip					
Dealer	[REDACTED]	[REDACTED]	Dealer Phone	[REDACTED]	
Dealer Address					
Dealer Zone	HOMESTEAD	FL	[REDACTED]	[REDACTED]	
Sales District	[REDACTED]	Service District	A		
Subject					
Synopsis					
Customer Anomaly					
Automatic Braking System (ABS)					
Contact Reason	[REDACTED]	Technical Issue With Vehicle	Customer Anomaly	161	[REDACTED] Issues
Reason Code					
After Sales - Complaint - Product - Vehicle concern - Additional details					

**Case Status History**

Create Date	Status
1 [REDACTED]	Open
1 [REDACTED]	Suspended
1 [REDACTED]	Open
1 [REDACTED]	Suspended
1 [REDACTED]	Open
1 [REDACTED]	Suspended
1 [REDACTED]	Open
1 [REDACTED]	Suspended
1 [REDACTED]	Open
1 [REDACTED]	Suspended
1 [REDACTED]	Open
1 [REDACTED]	Suspended
1 [REDACTED]	Open
1 [REDACTED]	Suspended
1 [REDACTED]	Open
1 [REDACTED]	Suspended
1 [REDACTED]	Open
1 [REDACTED]	Suspended
01/05/2022 [REDACTED]	Open
01/07 [REDACTED]	Closed

**Initial Description**

[REDACTED] HE GOT A SERVICE [REDACTED] AND [REDACTED] THAT FLASHED ON AND OFF AND THE TRACTION LIGHT AND [REDACTED] FLASHES. [REDACTED] PUMP MOTOR CONTROL IS FAILING

**Case Comments**

Date	Comment
[REDACTED]	Customer advised that he needs GW and that he was outside of warranty by [REDACTED] or so and now that it has been diagnosed he is now outside of warranty by miles [REDACTED] HE GOT A SERVICE [REDACTED] AND [REDACTED] THAT FLASHED ON AND OFF AND THE TRACTION LIGHT AND [REDACTED] FLASHES. [REDACTED] PUMP MOTOR CONTROL IS FAILING. Customer is within [REDACTED]. Customer needs his vehicle for work and stated this is his [REDACTED] he was a chevy guy and he does love it he just cant pay 3000 for brake. The part is also on back order so customer would need help with that as well Agent advised that she would escalate for consideration of GW that the [REDACTED] would call them and make a determination in [REDACTED] day
[REDACTED]	called [REDACTED] left cb number and called customer he went in on Monday for diagnosis. Sent into email to customer.
[REDACTED]	--Outbound to Dealer-- I called and was on hold for too long. I spoke to [REDACTED] and the part is a [REDACTED] part. **Emailed sm and get w pricing for parts and labor and have customer responsible for a small co-pay** --Emailed customer we are still trying to reach the dealer. We will follow back up with him again [REDACTED]
[REDACTED]	Vehicle has arrived at dealership [REDACTED] attended by dealer employee
[REDACTED]	called [REDACTED] said they have no record of vehicle going there. [REDACTED] ed customer he is going to send email with paperwork. He spoke to [REDACTED] and [REDACTED]
[REDACTED]	called [REDACTED] no answer sent email to SM and emailed customer
[REDACTED]	called [REDACTED] hasn't had vehicle diagnosed he just talked to a SA on left.
[REDACTED]	emailed customer letting him know he needs a diagnosis test for us to continue.
[REDACTED]	IB from SA [REDACTED] SA is seeking a call back directly at [REDACTED]
[REDACTED]	SA [REDACTED] called in CST needs abs module.
[REDACTED]	[REDACTED] from [REDACTED] called. The price of the repair is as follows. [REDACTED] module = [REDACTED] Labor = [REDACTED] Pump = [REDACTED] Labor = [REDACTED] The [REDACTED] pump is on backorder, the part number [REDACTED]
[REDACTED]	PART: [REDACTED] MODULE ORDER: [REDACTED] ETA: [REDACTED] RENTAL: NO
[REDACTED]	called [REDACTED] ordered parts. got parts expedited, sent DM notes
[REDACTED]	***Parts Specialist*** Case has been escalated improperly GPOP/Dealer Connect not utilized Order is not Special Handling CM dealer needs to cancel stock order and place new Special Handling order for part. New escalation task needed for new order
[REDACTED]	called [REDACTED] parts dept they hung up
[REDACTED]	PART: [REDACTED] MODULE ORDER: [REDACTED] ETA: [REDACTED] RENTAL: NO
[REDACTED]	****PARTS POD UPDATE**** PART: [REDACTED] (Module) ORDER: [REDACTED] ETA: [REDACTED] ? Reaching out to PE Team for assistance with part.
[REDACTED]	System Update: [Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA. (CHKS) (NO VIN).]
[REDACTED]	sent CST email with current update for parts.
[REDACTED]	Order already upgraded. No firm ETA. Analyst working to get parts shipped.





**From** [redacted] **To** [redacted] **Sent Date/Time** [redacted]

Hello Good Morning,

I have received your email and I tried contacting the dealer again but had no luck so I sent them an email so hopefully I will get a reply soon so we get your vehicle fixed.

Thank You.

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

**From:** [redacted]  
**Sent:** [redacted]  
**To:** [redacted]  
**Subject:** Re: GW

Good afternoon,

Per our conversation [redacted] attached is the printout from [redacted]

Let me know what else I can do to help.

Thank you,

<[http://\[redacted\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[redacted]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>  
Virus-free.

<[http://\[redacted\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[redacted]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>  
<#DAB4FAD8-2DD7-40BB-A1B8-4E2AA1F9FDF2>

On [redacted] [redacted] <[redacted]> wrote:

> Thank you very much.

> [redacted]

> Sent from my [redacted]

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

> □  
> Dear Mr. [redacted]

> Hello this is [redacted] with [redacted] customer care. I tried to reach the  
> dealer and have not been able to reach anyone. Your case manager will  
> reach out to the dealer again next week to verify the diagnosis and get  
> warranty pricing for the cost of the repairs.

> Kind Regards,

> ----- Original Message -----

> **From:** US Customer Care [redacted]  
> **Sent:** [redacted]  
> **To:** [redacted]  
> **Subject:** GW

> Hello Mr. [redacted]

> This is [redacted] from [redacted] I am going to be your advocate to  
> ensure all  
> questions and issues are addressed.

> Here is some helpful information for you

> case number is: [redacted]

> My contact info is: [redacted] [redacted]

> My work hours are M-[redacted] standard time  
> ref. [redacted]

>

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

Hello Good Morning,

I have received your email and I tried contacting the dealer again but had no luck so I sent them an email so hopefully I will get a reply soon so we get your vehicle fixed.

Thank You.

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: [REDACTED]

Good afternoon,  
Per our conversation [REDACTED] attached is the printout from [REDACTED]

Let me know what else I can do to help.

Thank you,  
[REDACTED]

<[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>  
Virus-free.

<[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>  
<#DAB4FAD8-2DD7-40BB-A1B8-4E2AA1F9FDF2>

On [REDACTED] [REDACTED] <[REDACTED]> wrote:

> Thank you very much.

> [REDACTED]

> Sent from my [REDACTED]

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

>   
> Dear Mr. [REDACTED]

> Hello this is [REDACTED] with [REDACTED] customer care. I tried to reach the  
> dealer and have not been able to reach anyone. Your case manager will  
> reach out to the dealer again next week to verify the diagnosis and get  
> warranty pricing for the cost of the repairs.

> Kind Regards,

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

> From: US Customer Care [REDACTED]  
> Sent: [REDACTED]  
> To: [REDACTED]  
> Subject: [REDACTED]

> Hello Mr. [REDACTED]

> This is [REDACTED] from [REDACTED] I am going to be your advocate to  
> ensure all  
> questions and issues are addressed.

> Here is some helpful information for you

> case number is: [REDACTED]

> My contact info is: [REDACTED] ext [REDACTED]

> My work hours are M-[REDACTED]. Eastern standard time

>

Date	[REDACTED]	Subject	diagnosis
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

hello I finally got in touch with the dealer and you have to take in your vehicle for a diagnosis test so until that is done I will suspend your case I will follow up with you on Tuesday to see if appointment was set of if you walked in an got it done,

Thank You.

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

From: US Customer Care [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: [REDACTED]

Hello Good Morning,

I have received your email and I tried contacting the dealer again but had no luck so I sent them an email so hopefully I will get a reply soon so we get your vehicle fixed.

Thank You.

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: [REDACTED]

Good afternoon,  
Per our conversation [REDACTED] attached is the printout from [REDACTED]

Let me know what else I can do to help.

Thank you,

<[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>  
Virus-free

<[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>  
<#DAB4FAD8-2DD7-40BB-A1B8-4E2AA1F9FDF2>

On [REDACTED] [REDACTED] <[REDACTED]> wrote:

> Thank you very much.

> [REDACTED]

> Sent from my [REDACTED]

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

> wrote:

> □ Dear Mr. [REDACTED]

> Hello this is [REDACTED] with [REDACTED] customer care. I tried to reach the  
> dealer and have not been able to reach anyone. Your case manager will  
> reach out to the dealer again next week to verify the diagnosis and get  
> warranty pricing for the cost of the repairs.

> Kind Regards,

> ----- Original Message -----

> From: US Customer Care [REDACTED]  
> Sent: [REDACTED]  
> To: [REDACTED]  
> Subject: [REDACTED]

> Hello Mr. [REDACTED]

> This is [REDACTED] from [REDACTED] customer care I am going to be your advocate to  
> ensure all  
> questions and issues are addressed.

> Here is some helpful information for you

> case number is: [REDACTED]

> My contact info is: [REDACTED]

> My work hours are M-[REDACTED], Eastern standard time

> ref: [REDACTED] rel

>

Date	Subject	diagnosis
From	To	Sent Date/Time

hello I finally got in touch with the dealer and you have to take in your vehicle for a diagnosis test so until that is done I will suspend your case I will follow up with you on Tuesday to see if appointment was set of if you walked in an got it done,

Thank You.

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

From: US Customer Care [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: [REDACTED]

Hello Good Morning,

I have received your email and I tried contacting the dealer again but had no luck so I sent them an email so hopefully I will get a reply soon so we get your vehicle fixed.

Thank You.

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: [REDACTED]

Good afternoon,  
Per our conversation [REDACTED] attached is the printout from [REDACTED]

Let me know what else I can do to help.

Thank you,

<[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>  
Virus-free

<[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>  
<#DAB4FAD8-2DD7-40BB-A1B8-4E2AA1F9FDF2>

On [REDACTED] [REDACTED] <[REDACTED]> wrote:

> Thank you very much.

> [REDACTED]

> Sent from my [REDACTED]

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

> wrote:

> □ Dear Mr. [REDACTED]

> Hello this is [REDACTED] with [REDACTED] customer care. I tried to reach the  
> dealer and have not been able to reach anyone. Your case manager will  
> reach out to the dealer again next week to verify the diagnosis and get  
> warranty pricing for the cost of the repairs.

> Kind Regards,

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

> From: US Customer Care [REDACTED]  
> Sent: [REDACTED]  
> To: [REDACTED]  
> Subject: [REDACTED]

> Hello Mr. [REDACTED]

> This is [REDACTED] from [REDACTED] customer care I am going to be your advocate to  
> ensure all  
> questions and issues are addressed.

> Here is some helpful information for you

> case number is: [REDACTED]

> My contact info is: [REDACTED]

> My work hours are M-[REDACTED], Eastern standard time

> ref: [REDACTED] rel

Date	Subject	From	To	Sent Date/Time
[REDACTED]	diagnois	[REDACTED]	[REDACTED]	[REDACTED]

hello I finally got in touch with the dealer and you have to take in your vehicle for a diagnosis test so until that is done I will suspend your case I will follow up with you on Tuesday to see if appointment was set of if you walked in an got it done,

Thank You.

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

From: US Customer Care [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: [REDACTED]

Hello Good Morning,

I have received your email and I tried contacting the dealer again but had no luck so I sent them an email so hopefully I will get a reply soon so we get your vehicle fixed.

Thank You.

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: [REDACTED]

Good afternoon,  
Per our conversation [REDACTED] attached is the printout from [REDACTED]

Let me know what else I can do to help.

Thank you,

<[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>  
Virus-free

<[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>  
<#DAB4FAD8-2DD7-40BB-A1B8-4E2AA1F9FDF2>

On [REDACTED] [REDACTED] <[REDACTED]> wrote:

> Thank you very much.

> [REDACTED]

> Sent from my [REDACTED]

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

> □  
> Dear Mr. [REDACTED]

> Hello this is [REDACTED] with [REDACTED] customer care. I tried to reach the  
> dealer and have not been able to reach anyone. Your case manager will  
> reach out to the dealer again next week to verify the diagnosis and get  
> warranty pricing for the cost of the repairs.

> Kind Regards,

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

> From: US Customer Care [REDACTED]  
> Sent: [REDACTED]  
> To: [REDACTED]  
> Subject: [REDACTED]

> Hello Mr. [REDACTED]

> This is [REDACTED] from [REDACTED] customer care I am going to be your advocate to  
> ensure all  
> questions and issues are addressed.

> Here is some helpful information for you

> case number is: [REDACTED]

> My contact info is: [REDACTED] ext [REDACTED]

> My work hours are M-[REDACTED] standard time  
> ref:\_00Dj01csDF\_5003Z1Jwkm:rel

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

Just got off the phone with them, my appointment is set for [REDACTED]

Thank you  
[REDACTED]

Sent from my [REDACTED]

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

>  hello I finally got in touch with the dealer [REDACTED] you have to take in your vehicle for a diagnosis test so until that is done I will suspend your case I will follow up with you on Tuesday to see if appointment was set or if you walked in an got it done,

> Thank You.

> ----- Original Message -----

> From: US Customer Care [REDACTED]

> Sent: [REDACTED]

> To: [REDACTED]

> Subject: Re: [REDACTED]

> Hello Good Morning,

> I have received your email and I tried contacting the dealer again but had no luck so I sent them an email so hopefully I will get a reply soon so we get your vehicle fixed.

> Thank You.

> ----- Original Message -----

> Sent: [REDACTED]

> To: [REDACTED]

> Subject: Re: [REDACTED]

> Good afternoon,

> Per our conversation [REDACTED] attached is the printout from [REDACTED]

> Autoworld.

> Let me know what else I can do to help.

> Thank you,

> [REDACTED]

> <[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>

> <[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>

> [REDACTED]

> On [REDACTED] [REDACTED] <[REDACTED]> wrote:

> Thank you very much.

> [REDACTED]

> Sent from my [REDACTED]

> On [REDACTED] at [REDACTED], US Customer Care <[REDACTED]>

> wrote:

>  Dear Mr. [REDACTED]

> Hello this is [REDACTED] with [REDACTED] customer care. I tried to reach the dealer and have not been able to reach anyone. Your case manager will reach out to the dealer again [REDACTED] to verify the diagnosis and get warranty pricing for the cost of the repairs.

> Kind Regards,

> ----- Original Message -----

> From: US Customer Care [REDACTED]

> Sent: [REDACTED]

> To: [REDACTED]

> Subject: [REDACTED]

> Hello Mr. [REDACTED]

> This is [REDACTED] from [REDACTED] customer care I am going to be your advocate to ensure all questions and issues are addressed.

> Here is some helpful information for you

> case number is: [REDACTED]

> My contact info is: [REDACTED] [REDACTED]

> My work hours are M-[REDACTED] standard time

> ref: [REDACTED] ref

> [REDACTED]

> [REDACTED]

Date	Subject	Re: diagnosis
From	To	Sent Date/Time

Ok Thank you. I will follow up with you on [REDACTED]

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: diagnosis

Just got off the phone with them, my appointment is set for [REDACTED]

Thank you  
[REDACTED]

Sent from my [REDACTED]

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

>  hello I finally got in touch with the dealer and you have to take in your vehicle for a diagnosis test so until that is done I will suspend your case I will follow up with you on [REDACTED] see if appointment was set of if you walked in an got it done.

> Thank You.

> ----- Original Message -----

> From: US Customer Care ([REDACTED])  
> Sent: [REDACTED]  
> To: [REDACTED]  
> Subject: Re: [REDACTED]

> Hello Good Morning,

> I have received your email and I tried contacting the dealer again but had no luck so I sent them an email so hopefully I will get a reply soon so we get your vehicle fixed.

> Thank You.

> ----- Original Message -----

> From: R [REDACTED]  
> Sent: [REDACTED]  
> To: [REDACTED]  
> Subject: Re: [REDACTED]

> Good afternoon,

> Per our conversation [REDACTED] attached is the printout from [REDACTED] Autoworld.

> Let me know what else I can do to help.

> Thank you,  
[REDACTED]

> <[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>

> <[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>

> On [REDACTED] [REDACTED] <[REDACTED]> wrote:

> > Thank you very much.

> > [REDACTED]

> > Sent from my [REDACTED]

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

> >

> > Dear Mr. [REDACTED]

> > Hello this is [REDACTED] with [REDACTED] customer care. I tried to reach the dealer and have not been able to reach anyone. Your case manager will reach out to the dealer again [REDACTED] to verify the diagnosis and get warranty pricing for the cost of the repairs.

> > Kind Regards,

> ----- Original Message -----

> > [REDACTED] Customer Care ([REDACTED])  
> > Sent: [REDACTED]  
> > To: [REDACTED]  
> > Subject: [REDACTED]

> > Hello Mr. [REDACTED]

> > This is [REDACTED] from [REDACTED] customer care I am going to be your advocate to ensure all questions and issues are addressed.

> > Here is some helpful information for you

> > case number is: [REDACTED]

> > My contact info is: [REDACTED] ext [REDACTED]

> > My work hours are M-[REDACTED] Eastern standard time

> > ref:\_00Dj01qsDF\_500321JwKM:ref

<i>Date</i>		<i>Subject</i>	Re: diagnosis			
<i>From</i>		<i>To</i>		<i>Sent Date/Time</i>		

Ok Thank you. I will follow up with you on [REDACTED]

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: diagnosis

Just got off the phone with them, my appointment is set for [REDACTED]

Thank you

Sent from my [REDACTED]

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

>  hello I finally got in touch with the dealer and you have to take in your vehicle for a diagnosis test so until that is done I will suspend your case I will follow up with you on [REDACTED] see if appointment was set of if you walked in an got it done.

> Thank You.

> ----- Original Message -----

> From: US Customer Care ([REDACTED])  
> Sent: [REDACTED]  
> To: [REDACTED]  
> Subject: Re: [REDACTED]

> Hello Good Morning,

> I have received your email and I tried contacting the dealer again but had no luck so I sent them an email so hopefully I will get a reply soon so we get your vehicle fixed.

> Thank You.

> ----- Original Message -----

> From: R [REDACTED]  
> Sent: [REDACTED]  
> To: [REDACTED]  
> Subject: Re: [REDACTED]

> Good afternoon,

> Per our conversation [REDACTED] attached is the printout from [REDACTED] Autoworld.

> Let me know what else I can do to help.

> Thank you,

> <[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>

> <[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>

> On [REDACTED] [REDACTED] <[REDACTED]> wrote:

> > Thank you very much.

> > Sent from my [REDACTED]

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

> >

> > Dear Mr. [REDACTED]

> > Hello this is [REDACTED] with [REDACTED] customer care. I tried to reach the dealer and have not been able to reach anyone. Your case manager will reach out to the dealer again [REDACTED] to verify the diagnosis and get warranty pricing for the cost of the repairs.

> > Kind Regards,

> ----- Original Message -----

> > [REDACTED] Customer Care ([REDACTED])  
> > Sent: [REDACTED]  
> > To: [REDACTED]  
> > Subject: [REDACTED]

> > Hello Mr. [REDACTED]

> > This is [REDACTED] from [REDACTED] customer care I am going to be your advocate to ensure all questions and issues are addressed.

> > Here is some helpful information for you

> > case number is: [REDACTED]

> > My contact info is: [REDACTED] ext [REDACTED]

> > My work hours are M-[REDACTED] Eastern standard time

> > ref:\_00Dj01qsDF\_500321JwKM:ref



Hello,

I took the Ram in [REDACTED] so the dealership could go over it again. They gave me an internal copy of the R.O. It is attached. The service writer told me he tried to call you on the number you provided in these emails and didn't get hold of anyone. He also said they wanted to change just the module before changing the actual pump. Though the scanner clearly shows the pump is bad. It doesn't matter to me, just can't be without my truck. I really appreciate you taking care if this situation for me. Please let me know if you need anything from me. Also, do you have any idea when the parts will be available? For scheduling to be without my truck purposes.

Thank you very much,

[REDACTED]

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

> Ok Thank you. I will follow up with you on [REDACTED]

> ----- Original Message -----

> From: [REDACTED] <[REDACTED]>

> Sent: [REDACTED]

> To: [REDACTED] <[REDACTED]>

> Subject: Re: diagnosis

> Just got off the phone with them, my appointment is set for Monday Nov. 1st

> Thank you

> [REDACTED]

> Sent from my [REDACTED]

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

>> □ hello I finally got in touch with the dealer and you have to take in your vehicle for a diagnosis test so until that is done I will suspend your case I will follow up with you on Tuesday to see if appointment was set of if you walked in an got it done,

>> Thank You

>> ----- Original Message -----

>> From: US Customer Care [REDACTED] <[REDACTED]>

>> Sent: [REDACTED]

>> To: [REDACTED] <[REDACTED]>

>> Subject: Re: GW

>> Hello Good Morning,

>> I have received your email and I tried contacting the dealer again but had no luck so I sent them an email so hopefully I will get a reply soon so we get your vehicle fixed.

>> Thank You

>> ----- Original Message -----

>> From: [REDACTED] <[REDACTED]>

>> Sent: [REDACTED]

>> To: [REDACTED] <[REDACTED]>

>> Subject: Re: GW

>> Good afternoon,

>> Per our conversation [REDACTED] attached is the printout from [REDACTED]

>> Autoworld.

>> Let me know what else I can do to help.

>> Thank you,

>> <[REDACTED]email-signature?utm\_medium=email&utm\_source=link&utm\_campaign=sig-email&utm\_content=webmail <[REDACTED]email-signature/utm\_medium=email&utm\_source=link&utm\_campaign=sig-email&utm\_content=webmail>

>> <[REDACTED]email-signature/utm\_medium=email&utm\_source=link&utm\_campaign=sig-email&utm\_content=webmail <[REDACTED]email-signature/utm\_medium=email&utm\_source=link&utm\_campaign=sig-email&utm\_content=webmail>

>> <#DAB4FAD8-2DD7-40BB-A1B8-4E2AA1F9FDF2>

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

>>> Thank you very much.

>>> [REDACTED]

>>> Sent from my [REDACTED]

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

>>> Dear Mr. [REDACTED],

>>> Hello this is [REDACTED] with [REDACTED] customer care. I tried to reach the

>>> dealer and have not been able to reach anyone. Your case manager will

>>> reach out to the dealer again next week to verify the diagnosis and get

>>> warranty pricing for the cost of the repairs.

>>> Kind Regards,

>>> ----- Original Message -----

>>> From: US Customer Care [REDACTED] <[REDACTED]>

>>> Sent: [REDACTED]

>>> To: [REDACTED] <[REDACTED]>

>>> Subject: GW

>> Hello Mr. [REDACTED]  
>>>  
>>> This is [REDACTED] from [REDACTED] I am going to be your advocate to  
>>> ensure all  
>>> questions and issues are addressed.  
>>>  
>>> Here is some helpful information for you  
>>>  
>>> case number is: [REDACTED]  
>>>  
>>> My contact info is: [REDACTED] ext: [REDACTED]  
>>>  
>>> My work hours are M-[REDACTED] Eastern standard time  
>>> ref: [REDACTED] ref  
>>>  
>>>  
>>  
>>  
>

<b>Date</b>	[REDACTED]	<b>Subject</b>	Re: diagnosis
<b>From</b>	[REDACTED]	<b>To</b>	[REDACTED] <b>Sent Date/Time</b> [REDACTED]

Hello [REDACTED]

I got in contact with [REDACTED] we spoke and we are going to get your parts expedited so they can repair your vehicle a.s.a.p. once I get an update from my parts dept I will follow up with you.

Thank You

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: diagnosis

Hello,

I took the Ram in [REDACTED] so the dealership could go over it again. They gave me an internal copy of the R.O. It is attached. The service writer told me he tried to call you on the number you provided in these emails and didn't get ahold of anyone. He also said they wanted to change just the module before changing the actual pump. Though the scanner clearly shows the pump is bad. It doesn't matter to me, just can't be without my truck. I really appreciate you taking care of this situation for me. Please let me know if you need anything from me. Also, do you have any idea when the parts will be available? For scheduling to be without my truck purposes.

Thank you very much,

[REDACTED]

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

> Ok Thank you. I will follow up with you on [REDACTED]

> ----- Original Message -----

> From: [REDACTED] <[REDACTED]>  
> Sent: [REDACTED]  
> To: [REDACTED] <[REDACTED]>  
> Subject: Re: diagnosis

> Just got off the phone with them, my appointment is set for Monday Nov. 1st

> Thank you

> [REDACTED]  
> Sent from my [REDACTED]

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

>> hello I finally got in touch with the dealer and you have to take in your vehicle for a diagnosis test so until that is done I will suspend your case I will follow up with you on Tuesday to see if appointment was set of if you walked in an got it done,

>> Thank You.

>> ----- Original Message -----

>> [REDACTED] Customer Care ([REDACTED] <[REDACTED]>)  
>> Sent: [REDACTED]  
>> To: [REDACTED] <[REDACTED]>  
>> Subject: Re: GW

>> Hello Good Morning,

>> I have received your email and I tried contacting the dealer again but had no luck so I sent them an email so hopefully I will get a reply soon so we get your vehicle fixed.

>> Thank You.

>> ----- Original Message -----

>> From: [REDACTED] <[REDACTED]>  
>> Sent: [REDACTED]  
>> To: [REDACTED] <[REDACTED]>  
>> Subject: Re: GW

>> Good afternoon,

>> Per our conversation [REDACTED] attached is the printout from [REDACTED]

>> Let me know what else I can do to help.

>> Thank you.

>> <[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail) <[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>>  
>> Virus-free.

>> <[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail) <[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>>  
>> <[REDACTED]>

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

>>> Thank you very much.

>>> [REDACTED]

>>> Sent from my [REDACTED]

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

>>> Dear Mr. [REDACTED]

>>>

>>> Hello this is [REDACTED] with [REDACTED] customer care. I tried to reach the  
 >>> dealer and have not been able to reach anyone. Your case manager will  
 >>> reach out to the dealer again next week to verify the diagnosis and get  
 >>> warranty pricing for the cost of the repairs.  
 >>>  
 >>>  
 >>> Kind Regards,  
 >>>  
 >>>  
 >>>----- Original Message -----  
 >>> From: US Customer Care ([REDACTED] <[REDACTED]>]  
 >>> Sent: [REDACTED]  
 >>> To: [REDACTED] <[REDACTED]>  
 >>> Subject: GW  
 >>>  
 >>> Hello Mr. [REDACTED]  
 >>>  
 >>> This is [REDACTED] from [REDACTED] I am going to be your advocate to  
 >>> ensure all  
 >>> questions and issues are addressed.  
 >>>  
 >>> Here is some helpful information for you  
 >>>  
 >>> case number is: [REDACTED]  
 >>>  
 >>> My contact info is: [REDACTED] ext: [REDACTED]  
 >>>  
 >>> My work hours are M-[REDACTED] Eastern standard time  
 >>> ref: [REDACTED] rot  
 >>>  
 >>>  
 >>>  
 >>>

<b>Date</b>	[REDACTED]	<b>Subject</b>	Re: diagnosis
<b>From</b>	[REDACTED]	<b>To</b>	[REDACTED] Sent Date/Time [REDACTED]

Hello [REDACTED]

I got in contact with [REDACTED] we spoke and we are going to get your parts expedited so they can repair your vehicle a.s.a.p. once I get an update from my parts dept I will follow up with you.

Thank You

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: diagnosis

Hello,

I took the Ram in [REDACTED] so the dealership could go over it again. They gave me an internal copy of the R.O. It is attached. The service writer told me he tried to call you on the number you provided in these emails and didn't get ahold of anyone. He also said they wanted to change just the module before changing the actual pump. Though the scanner clearly shows the pump is bad. It doesn't matter to me, just can't be without my truck. I really appreciate you taking care of this situation for me. Please let me know if you need anything from me. Also, do you have any idea when the parts will be available? For scheduling to be without my truck purposes.

Thank you very much,

[REDACTED]

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

> Ok Thank you. I will follow up with you on [REDACTED]

> ----- Original Message -----

> From: [REDACTED] <[REDACTED]>  
> Sent: [REDACTED]  
> To: [REDACTED] <[REDACTED]>  
> Subject: Re: diagnosis

> Just got off the phone with them, my appointment is set for Monday Nov. 1st

> Thank you

> [REDACTED]  
> Sent from my [REDACTED]

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

>> ☐ hello I finally got in touch with the dealer and you have to take in your vehicle for a diagnosis test so until that is done I will suspend your case I will follow up with you on Tuesday to see if appointment was set of if you walked in an got it done,

>> Thank You.

>> ----- Original Message -----

>> [REDACTED] Customer Care ([REDACTED] <[REDACTED]>]  
>> Sent: [REDACTED]  
>> To: [REDACTED] <[REDACTED]>  
>> Subject: Re: GW

>> Hello Good Morning,

>> I have received your email and I tried contacting the dealer again but had no luck so I sent them an email so hopefully I will get a reply soon so we get your vehicle fixed.

>> Thank You.

>> ----- Original Message -----

>> From: [REDACTED] <[REDACTED]>  
>> Sent: [REDACTED]  
>> To: [REDACTED] <[REDACTED]>  
>> Subject: Re: GW

>> Good afternoon,

>> Per our conversation [REDACTED] attached is the printout from [REDACTED]

>> Let me know what else I can do to help.

>> Thank you.

>> <[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)> <[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>  
>> Virus-free.

>> <[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)> <[http://\[REDACTED\]email-signature?utm\\_medium=email&utm\\_source=link&utm\\_campaign=sig-email&utm\\_content=webmail](http://[REDACTED]email-signature?utm_medium=email&utm_source=link&utm_campaign=sig-email&utm_content=webmail)>  
>> <[REDACTED]>

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

>>> Thank you very much.

>>> [REDACTED]  
>>> Sent from my [REDACTED]

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

>>> ☐  
>>> Dear Mr. [REDACTED]



Thank you so much. Are you going to change [REDACTED]? The pump and the module?

[REDACTED]

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

> Hello [REDACTED]

> I got in contact with [REDACTED] we spoke and we are going to get your parts expedited so they can repair your vehicle a.s.a.p. once I get an update from my parts dept I will follow up with you.

> Thank You

> ----- Original Message -----

> From: [REDACTED]  
> Sent: [REDACTED]  
> To: [REDACTED]  
> Subject: Re: diagnosis

> Hello,

> I took the Ram in [REDACTED] so the dealership could go over it again. They gave me an internal copy of the R.O. It is attached. The service writer told me he tried to call you on the number you provided in these emails and didn't get ahold of anyone. He also said they wanted to change just the module before changing the actual pump. Though the scanner clearly shows the pump is bad. It doesn't matter to me, just can't be without my truck. I really appreciate you taking care if this situation for me. Please let me know if you need anything from me. Also, do you have any idea when the parts will be available? For scheduling to be without my truck purposes.

> Thank you very much,

> [REDACTED]

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

>> Ok Thank you. I will follow up with you on [REDACTED] or 3rd.

>> ----- Original Message -----

>> From: [REDACTED] <[REDACTED]>  
>> Sent: [REDACTED]  
>> To: [REDACTED] <[REDACTED]>  
>> Subject: Re: diagnosis

>> Just got off the phone with them, my appointment is set for [REDACTED]

>> Thank you

>> Sent from my [REDACTED]

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

>>> Hello I finally got in touch with the dealer and you have to take in your vehicle for a diagnosis test so until that is done I will suspend your case I will follow up with you on Tuesday to see if appointment was set of if you walked in an got it done,

>>> Thank You.

>>> ----- Original Message -----

>>> From: US Customer Care [REDACTED] <[REDACTED]>  
>>> Sent: [REDACTED]  
>>> To: [REDACTED] <[REDACTED]>  
>>> Subject: Re: GW

>>> Hello Good Morning,

>>> I have received your email and I tried contacting the dealer again but had no luck so I sent them an email so hopefully I will get a reply soon so we get your vehicle fixed.

>>> Thank You.

>>> ----- Original Message -----

>>> From: [REDACTED] <[REDACTED]>  
>>> Sent: [REDACTED]  
>>> To: [REDACTED] <[REDACTED]>  
>>> Subject: Re: GW

>>> Good afternoon,  
>>> Per our conversation [REDACTED] attached is the printout from [REDACTED] Autoworld.

>>> Let me know what else I can do to help.

>>> Thank you,

>>> [REDACTED]



Your welcome and yes I believe so.

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: diagnosis

Thank you so much. Are you going to change [REDACTED]? The pump and the module?

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

> Hello [REDACTED]  
>  
> I got in contact with [REDACTED] we spoke and we are going to get your parts expedited so they can repair your vehicle a.s.a.p. once I get an update from my parts dept I will follow up with you.

> Thank You

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

> From: [REDACTED]  
> Sent: [REDACTED]  
> To: [REDACTED]  
> Subject: Re: diagnosis

> Hello,  
>  
> I took the Ram in [REDACTED] so the dealership could go over it again. They gave me an internal copy of the R.O. It is attached.  
> The service writer told me he tried to call you on the number you provided in these emails and didn't get ahold of anyone. He also said they wanted to change just the module before changing the actual pump. Though the scanner clearly shows the pump is bad. It doesn't matter to me, just can't be without my truck. I really appreciate you taking care if this situation for me. Please let me know if you need anything from me. Also, do you have any idea when the parts will be available? For scheduling to be without my truck purposes.

> Thank you very much,

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

> Ok Thank you. I will follow up with you on [REDACTED] or 3rd.

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

> From: Randy [REDACTED] <[REDACTED]>  
> Sent: [REDACTED]  
> To: [REDACTED]  
> Subject: Re: diagnosis

>> Just got off the phone with them, my appointment is set for [REDACTED]

>> Thank you

>> Sent from my [REDACTED]

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

>>> hello I finally got in touch with the dealer and you have to take in your vehicle for a diagnosis test so until that is done I will suspend your case I will follow up with you on Tuesday to see if appointment was set of if you walked in an got it done,

>>> Thank You.

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

>> From: US Customer Care [REDACTED] <[REDACTED]>  
>> Sent: [REDACTED]  
>> To: [REDACTED]  
>> Subject: Re: GW

>>> Hello Good Morning,

>>> I have received your email and I tried contacting the dealer again but had no luck so I sent them an email so hopefully I will get a reply soon so we get your vehicle fixed.

>>> Thank You.

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

>> From: [REDACTED] <[REDACTED]>  
>> Sent: [REDACTED]  
>> To: [REDACTED]  
>> Subject: Re: GW



Your welcome and yes I believe so.

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: diagnosis

Thank you so much. Are you going to change [REDACTED]? The pump and the module?

[REDACTED]

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

> Hello [REDACTED]

> I got in contact with [REDACTED] we spoke and we are going to get your parts expedited so they can repair your vehicle a.s.a.p. once I get an update from my parts dept I will follow up with you.

> Thank You

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

> From: [REDACTED]  
> Sent: [REDACTED]  
> To: [REDACTED]  
> Subject: Re: diagnosis

> Hello,

> I took the Ram in [REDACTED] so the dealership could go over it again. They gave me an internal copy of the R.O. It is attached.  
> The service writer told me he tried to call you on the number you provided in these emails and didn't get ahold of anyone. He also said they wanted to change just the module before changing the actual pump. Though the scanner clearly shows the pump is bad. It doesn't matter to me, just can't be without my truck. I really appreciate you taking care if this situation for me. Please let me know if you need anything from me. Also, do you have any idea when the parts will be available? For scheduling to be without my truck purposes.

> Thank you very much,

> [REDACTED]

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

>> Ok Thank you. I will follow up with you on [REDACTED] or 3rd.

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

>> From: R [REDACTED] <[REDACTED]>  
>> Sent: [REDACTED]  
>> To: [REDACTED] <[REDACTED]>  
>> Subject: Re: diagnosis

>> Just got off the phone with them, my appointment is set for [REDACTED]

>> Thank you

>> Sent from my [REDACTED]

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

>>> hello I finally got in touch with the dealer and you have to take in your vehicle for a diagnosis test so until that is done I will suspend your case I will follow up with you on Tuesday to see if appointment was set of if you walked in an got it done,

>>> Thank You.

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

>>> From: US Customer Care [REDACTED] <[REDACTED]>  
>>> Sent: [REDACTED]  
>>> To: [REDACTED] <[REDACTED]>  
>>> Subject: Re: GW

>>> Hello Good Morning,

>>> I have received your email and I tried contacting the dealer again but had no luck so I sent them an email so hopefully I will get a reply soon so we get your vehicle fixed.

>>> Thank You.

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

>>> From: R [REDACTED] <[REDACTED]>  
>>> Sent: [REDACTED]  
>>> To: [REDACTED] <[REDACTED]>  
>>> Subject: Re: GW



Hello Mr. [REDACTED]

As of right now the ETA for parts is for [REDACTED] but my parts team is still working on it to see if we can get them sooner than that.

Thank You.

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

From: [REDACTED] Care [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: diagnosis

Your welcome and yes I believe so.

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: diagnosis

Thank you so much. Are you going to change [REDACTED]? The pump and the module?

[REDACTED]

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

> Hello [REDACTED]

> I got in contact with [REDACTED] we spoke and we are going to get your parts expedited so they can repair your vehicle a.s.a.p. once I get an update from my parts dept I will follow up with you.

> Thank You

> ----- Original Message -----

> From: [REDACTED]  
> Sent: [REDACTED]  
> To: [REDACTED]  
> Subject: Re: diagnosis

> Hello,

> I took the Ram in [REDACTED] so the dealership could go over it again. They gave me an internal copy of the R.O. It is attached.  
> The service writer told me he tried to call you on the number you provided in these emails and didn't get ahold of anyone. He also said they wanted to change just the module before changing the actual pump. Though the scanner clearly shows the pump is bad. It doesn't matter to me, just can't be without my truck. I really appreciate you taking care if this situation for me. Please let me know if you need anything from me. Also, do you have any idea when the parts will be available? For scheduling to be without my truck purposes.

> Thank you very much,

> [REDACTED]

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

> Ok Thank you. I will follow up with you on [REDACTED] 1st or 3rd.

> ----- Original Message -----

> From: [REDACTED] <[REDACTED]>  
> Sent: [REDACTED]  
> To: [REDACTED] <[REDACTED]>  
> Subject: Re: diagnosis

> Just got off the phone with them, my appointment is set for [REDACTED]

> [REDACTED]

> Thank you

> Sent from my [REDACTED]

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

>>> hello I finally got in touch with the dealer and you have to take in your vehicle for a diagnosis test so until that is done I will suspend your case I will follow up with you on Tuesday to see if appointment was set if you walked in an got it done,

>>> Thank You.

>> ----- Original Message -----

>> From: [REDACTED] Care [REDACTED] <[REDACTED]>  
>> Sent: [REDACTED]

>>> To: [REDACTED] <[REDACTED]>  
>>> Subject: Re: GW

>>> Hello Good Morning.

>>> I have received your email and I tried contacting the dealer again but  
>>> had no luck so I sent them an email so hopefully I will get a reply soon so  
>>> we get your vehicle fixed.

>>> Thank You.

>>> ----- Original Message -----  
>>> From: [REDACTED] <[REDACTED]>  
>>> Sent: [REDACTED]  
>>> To: [REDACTED] <[REDACTED]>  
>>> Subject: Re: GW

>>> Good afternoon,  
>>> Per our conversation [REDACTED] attached is the printout from [REDACTED]  
>>> [REDACTED]  
>>> Let me know what else I can do to help.

>>> Thank you,  
>>> [REDACTED]

>>> <  
>>> http://[REDACTED]email-signature?utm\_medium=email&utm\_source=link&utm\_campaign=sig-email&utm\_content=webmail  
>>> <  
>>> http://[REDACTED]email-signature?utm\_medium=email&utm\_source=link&utm\_campaign=sig-email&utm\_content=webmail  
>>> >>>  
>>> [REDACTED] <[REDACTED]>  
>>> <  
>>> http://[REDACTED]email-signature?utm\_medium=email&utm\_source=link&utm\_campaign=sig-email&utm\_content=webmail  
>>> <  
>>> http://[REDACTED]email-signature?utm\_medium=email&utm\_source=link&utm\_campaign=sig-email&utm\_content=webmail  
>>> >>>  
>>> <[REDACTED]>  
>>> >>>  
>>> On [REDACTED] [REDACTED] <[REDACTED]>  
>>> [REDACTED] wrote:  
>>> >>>  
>>> Thank you very much.  
>>> >>>  
>>> [REDACTED]  
>>> >>>  
>>> Sent from my [REDACTED]  
>>> >>>  
>>> On [REDACTED] at [REDACTED] US Customer Care <  
>>> [REDACTED] <[REDACTED]>  
>>> wrote:  
>>> >>>  
>>> □  
>>> Dear Mr. [REDACTED],  
>>> >>>  
>>> Hello this is [REDACTED] with [REDACTED] customer care. I tried to reach the  
>>> dealer and have not been able to reach anyone. Your case manager will  
>>> reach out to the dealer again [REDACTED] to verify the diagnosis and  
>>> get  
>>> warranty pricing for the cost of the repairs.  
>>> >>>  
>>> Kind Regards,  
>>> >>>  
>>> ----- Original Message -----  
>>> From: US Customer Care [REDACTED] <[REDACTED]>  
>>> [REDACTED]  
>>> Sent: [REDACTED]  
>>> To: [REDACTED] <[REDACTED]>  
>>> Subject: GW

>>> Hello Mr. [REDACTED]  
>>> >>>  
>>> This is [REDACTED] from Ram customer care I am going to be your  
>>> advocate to  
>>> ensure all  
>>> questions and issues are addressed.  
>>> >>>  
>>> Here is some helpful information for you  
>>> >>>  
>>> case number is: [REDACTED]  
>>> >>>  
>>> My contact info is: [REDACTED] ext [REDACTED]  
>>> >>>  
>>> My work hours are M-[REDACTED] standard time  
>>> ref: [REDACTED] ref  
>>> >>>  
>>>  
>>>  
>>>  
>>>

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

Hello Mr. [REDACTED]

As of right now the ETA for parts is for [REDACTED] but my parts team is still working on it to see if we can get them sooner than that.

Thank You.

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

From: [REDACTED] Care [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: diagnosis

Your welcome and yes I believe so.

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: diagnosis

Thank you so much. Are you going to change [REDACTED]? The pump and the module?

[REDACTED]

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

> Hello [REDACTED]

> I got in contact with [REDACTED] we spoke and we are going to get your parts expedited so they can repair your vehicle a.s.a.p. once I get an update from my parts dept I will follow up with you.

> Thank You

> ----- Original Message -----

> From: [REDACTED]  
> Sent: [REDACTED]  
> To: [REDACTED]  
> Subject: Re: diagnosis

> Hello,

> I took the Ram in [REDACTED] so the dealership could go over it again. They gave me an internal copy of the R.O. It is attached. The service writer told me he tried to call you on the number you provided in these emails and didn't get ahold of anyone. He also said they wanted to change just the module before changing the actual pump. Though the scanner clearly shows the pump is bad. It doesn't matter to me, just can't be without my truck. I really appreciate you taking care if this situation for me. Please let me know if you need anything from me. Also, do you have any idea when the parts will be available? For scheduling to be without my truck purposes.

> Thank you very much,

> [REDACTED]

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

> Ok Thank you. I will follow up with you on [REDACTED] 1st or 3rd.

> ----- Original Message -----

> From: [REDACTED] <[REDACTED]>  
> Sent: [REDACTED]  
> To: [REDACTED] <[REDACTED]>  
> Subject: Re: diagnosis

> Just got off the phone with them, my appointment is set for [REDACTED]

> Thank you

> Sent from my [REDACTED]

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

>>> hello I finally got in touch with the dealer and you have to take in your vehicle for a diagnosis test so until that is done I will suspend your case I will follow up with you on Tuesday to see if appointment was set if you walked in an got it done,

>>> Thank You.

>> ----- Original Message -----

>> From: [REDACTED] Care [REDACTED] <[REDACTED]>  
>> Sent: [REDACTED]  
>> To: [REDACTED] <[REDACTED]>  
>> Subject: Re: GW

>>> Hello Good Morning,

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.