

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

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	SLT CREW CAB 4X4	
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage	36,000			Language	English
Contact Email		Contact Ph		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer			RAM	Dealer Ph	
Dealer Address					
Dealer Zip					J
Subject	ABS light and electronic brake light came on				
Synopsis	Customer stated being satisfied with repairs				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		ABS Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Status History**

Create Date	Status
	Open
	Closed

**Initial Description**

ABS light and electronic brake light came on

**Comments**

Date	Comment
	***** CALL CUSTOMER***** Customer stated the ABS light and electronic brake light came on, he has taken it to [redacted] for diagnosis, seeking assistance with the repair. ~ Previous case [redacted] was not at dealer or scheduled during the previous case. Reassigning to CM working with servicing dealer. Customer is within parameters for goodwill review.
	** [redacted] to [redacted] Cm reached out to [redacted] and was told SA [redacted] Knapp ext [redacted] SA said the ABS sensor was on. SA said they found a fault code for the fault and the motor. The ABS module needs to be replaced to finish diagnosis.
	** [redacted] to Customer** [redacted] was not able to speak with the customer. There was no voice-box available to [redacted] for customer to inform them to give CM a call back. Cm sent a direct email as well. CM just got a busy!
	[redacted] asked for CM, transferred him to CM.
	** [redacted] from Customer** CM received a call from customer. CM provided below update from SA
	** [redacted] from SA** [redacted] in parts warranty labor, [redacted] installation and [redacted] diagnosis = [redacted] = [redacted] ** [redacted] to [redacted] Cm reached out to [redacted] to speak with SM to see his opinion. CM unable to reach SM. CM will review and offer GW [redacted]
	** [redacted] to Customer** [redacted] was not able to speak with the customer. There was no voice-box available to [redacted] for customer to inform them to give CM a call back. Cm sent a direct email as well. CM just got a busy!
	--Inbound from Customer-- Customer would like a follow up when possible
	** [redacted] to Customer** [redacted] was not able to speak with the customer. There was no voice-box available to [redacted] for customer to inform them to give CM a call back. Cm sent a direct email as well. CM just got a busy! If customer calls in please verify best callback number
	Agent warm transferred to CM
	** [redacted] from Customer** [redacted] Customer called in and confirmed we have his old home phone as his contact. Customers correct number is [redacted] [redacted] updated his contact. CM offered GW coverage of 1k with him co-paying the remainder [redacted]. Customer agreed and CM will send over DM notes
	**OBE to SA** CM emailed DM notes to SA
	[redacted] to [redacted] Attempted to reach Service unsuccessful. Service closes at [redacted]
	**** [redacted] to [redacted] Agent reached out to dlr but no [redacted] came to the phone and line did not go to VM
	[redacted] from Customer: Cx contacted [redacted] to speak to Cm, Cm unavailable sent alert for CM to contact customer
	OB to [redacted] S [redacted] they are waiting on [redacted] to complete vehicle repairs. ETA for part arrival. [redacted] Did not receive DM Notes, sending image over to SA via email ([redacted]) CM will be ccd in emails. OB to [redacted] Advised that [redacted] R is waiting on part, and required information for repair coverage will be sent to the [redacted] Confirmed co-pay of [redacted] with customer, inquired if co-pay was paid to [redacted] or to [redacted] Agent informed co-pay will be paid at [redacted] Customer asked for confirmation in an email. OBE to [redacted] Hello Mr. [redacted] Thank you so much for taking my call [redacted] As we recently discussed, the required information to cover this repair will be sent over to the dealership. We have requested a co-pay of [redacted]. The dealership is waiting on [redacted] more part to finish up repairs, which we have been advised will arrive [redacted]. Your case manager will be following up with the dealership's repair progress and update you accordingly. Thank you so much for your patience.
	*** OB TO DEALER *** On hold for [redacted] before disconnecting call. *** OBE TO CUSTOMER *** Good Afternoon, I reached out to the dealership to receive an ETA on your repairs and I was unavailable to reach them. Have you received any update? Thank you
	**** [redacted] TO Customer *** Customer stated he was going to pick up vehicle on [redacted]
	**** [redacted] TO Dealer *** Dealer stated vehicle is not at Dealer *** [redacted] TO Customer *** Customer stated having vehicle & being satisfied with repairs. CM informed customer his case will be closed as of [redacted] **** OBE TO Customer *** Good afternoon Mr. / Mrs. [redacted] This is [redacted] with [redacted]. At this time, we will be closing this case. If you have any questions, concerns or require further assistance, please contact [redacted] at the number below. We also wanted to let you know that we attempt to conduct a satisfaction survey upon the closure of a case; therefore, you could potentially receive an email or teleph [redacted] survey. We ask that you take the time to complete the survey, so we [redacted] know how we [redacted] doing and what improvements we can make to enhance the customer experience.? Thank you for choosing [redacted] Specialist [redacted] ?Ext. [redacted]

**Email(s)**

Date	Subject	
From	To	Sent Date/Time

Hello,

I'm [REDACTED], your case manager. I just wanted to reach out to you and inform you that your case has been properly escalated and I am working the case as your advocate to find a resolution to your situation.

My Office hours are [REDACTED] [REDACTED] Until [REDACTED]. I would like to connect with you about your Vehicle and your case and Gather more information, Please DO reach out at your convenience so that I can better assist you.

My Office hours are [REDACTED] [REDACTED] Until [REDACTED]

Phone: [REDACTED]  
Case Number: [REDACTED]

[REDACTED]  
Case Manager | [REDACTED]  
ref: [REDACTED] ref

Date	Subject
[REDACTED]	[REDACTED]

Hello,

I'm [REDACTED], your case manager. I just wanted to reach out to you and inform you that your case has been properly escalated and I am working the case as your advocate to find a resolution to your situation.

My Office hours are [REDACTED] [REDACTED] Until [REDACTED]. I would like to connect with you about your Vehicle and your case and Gather more information, Please DO reach out at your convenience so that I can better assist you.

My Office hours are [REDACTED] [REDACTED] Until [REDACTED]

Phone: [REDACTED]  
Case Number: [REDACTED]

[REDACTED]  
Case Manager | [REDACTED]  
ref: [REDACTED] ref

Date	Subject	Re:
[REDACTED]	[REDACTED]	[REDACTED]

When we talked [REDACTED] you told me to reach out to you if I had not heard from you by [REDACTED] me know if you need anything from me. Thank you and I look forward to hearing from you.

[REDACTED]

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

> Hello,  
>  
> I'm [REDACTED], your case manager. I just wanted to reach out to you and inform you that your case has been properly escalated and I am working the case as your advocate to find a resolution to your situation.  
>  
> My Office hours are [REDACTED] [REDACTED] Until [REDACTED]. I would like to connect with you about your Vehicle and your case and Gather more information, Please DO reach out at your convenience so that I can better assist you.  
>  
> \*My Office hours are [REDACTED] [REDACTED] Until [REDACTED]  
>  
> \*Phone: [REDACTED]  
> \*Case Number: [REDACTED] \*  
>  
> [REDACTED]  
> Case Manager | [REDACTED]  
> ref: [REDACTED] ref  
>  
--  
[REDACTED]

Date	Subject	Re:
[REDACTED]	[REDACTED]	[REDACTED]

Hello Ms. [REDACTED]

I have been trying to call you but the line automatically gives me a busy tone. Can you please confirm your callback number I need to speak with you over the phone to proceed with the case. Thank you!

[REDACTED] Manager | [REDACTED]

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

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

[REDACTED]  
When we talked [REDACTED] you told me to reach out to you if I had not heard from you by [REDACTED] me know if you need anything from me. Thank you and I look forward to hearing from you.

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

> Hello,  
>  
> I'm [REDACTED], your case manager. I just wanted to reach out to you and inform you that your case has been properly escalated and I am working the case as your advocate to find a resolution to your situation.

>  
> My Office hours are [REDACTED]. I would like to connect with you about your Vehicle and your case and Gather more information, Please DO reach out at your convenience so that I can better assist you.

> \*My Office hours are [REDACTED].

> \*Phone: [REDACTED]  
> \*Number: [REDACTED] \*

> [REDACTED] Manager | [REDACTED]

> ref: [REDACTED] ref

--  
[REDACTED]

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

Hello Ms. [REDACTED]

I have been trying to call you but the line automatically gives me a busy tone. Can you please confirm your callback number I need to speak with you over the phone to proceed with the case. Thank you!

[REDACTED] Manager | [REDACTED]

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

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

[REDACTED]  
When we talked [REDACTED] you told me to reach out to you if I had not heard from you by [REDACTED] me know if you need anything from me. Thank you and I look forward to hearing from you.

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

> Hello,  
>  
> I'm [REDACTED], your case manager. I just wanted to reach out to you and inform you that your case has been properly escalated and I am working the case as your advocate to find a resolution to your situation.

>  
> My Office hours are [REDACTED]. I would like to connect with you about your Vehicle and your case and Gather more information, Please DO reach out at your convenience so that I can better assist you.

> \*My Office hours are [REDACTED]

> \*Phone: [REDACTED]  
> \*Number: [REDACTED] \*

> [REDACTED] Manager | [REDACTED]

> ref: [REDACTED] ref

--  
[REDACTED]

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

[REDACTED]

[REDACTED]

Thanks!

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

> Hello Ms. [REDACTED]

>

> I have been trying to call you but the line automatically gives me a busy tone. Can you please confirm your callback number I need to speak with you over the phone to proceed with the case. Thank you!

>

> [REDACTED] Manager | [REDACTED]

>

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

> From: [REDACTED]

> Sent: [REDACTED]

> To: [REDACTED]

> Subject: Re: [REDACTED]

>

> [REDACTED]

> When we talked last [REDACTED] you told me to reach out to you if I had not heard from you by [REDACTED] me know if you need anything from me. Thank you and I look forward to hearing from you.

>

> [REDACTED]

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

>

> Hello,

>

> I'm [REDACTED] your case manager. I just wanted to reach out to you and > inform you that your case has been properly escalated and I am working > the > case as your advocate to find a resolution to your situation.

>

> My Office hours are [REDACTED] [REDACTED] Until [REDACTED]. I would like > to connect with you about your Vehicle and your case and Gather more > information, Please DO reach out at your convenience so that I can better > assist you.

>

> \*My Office hours are [REDACTED] [REDACTED] Until [REDACTED]\*

>

> \*Phone: [REDACTED]

> \* [REDACTED] Number: [REDACTED] \*

>

> [REDACTED] Manager | [REDACTED]

>

> ref: [REDACTED] ref

>

--

[REDACTED]

>

--

[REDACTED]

Date	Subject	Re:	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Thank you so much for the update [REDACTED] via ph [REDACTED]. I am sorry that it was hard to get a hold of me because I had my old home phone # in the system. The best # to reach me is my cell [REDACTED]

I am very happy that [REDACTED] has agreed to cover [REDACTED] of the repair for my ABS module, and I would be responsible for the difference. I was so elated with the results that I forgot the exact total of the remaining balance, I know it was [REDACTED]. When you have a moment can you please let me know the remaining, my wife just asked me and I feel silly not remembering?

Again thank you so much for your help and professionalism, working with you and [REDACTED] was a great experience.

\*Case Number: [REDACTED] \*

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

> Hello,  
>  
> I'm [REDACTED], your case manager. I just wanted to reach out to you and inform you that your case has been properly escalated and I am working the case as your advocate to find a resolution to your situation.  
>  
> My Office hours are [REDACTED] [REDACTED]. I would like to connect with you about your Vehicle and your case and Gather more information, Please DO reach out at your convenience so that I can better assist you.  
>  
> \*My Office hours are [REDACTED] [REDACTED]  
> \*Ph: [REDACTED]  
> \*Case Number: [REDACTED] \*  
>  
> [REDACTED]  
> Case Manager | [REDACTED]  
>  
> ref: [REDACTED] ref  
>  
--  
[REDACTED]

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

Hello Mr. [REDACTED]

Thank you so much for taking my call [REDACTED]. As we recently discussed, the required information to cover this repair will be sent over to the dealership. We have requested a co-pay of [REDACTED]. The dealership is waiting on [REDACTED] more part to finish up repairs, which we have been advised will arrive [REDACTED]

Your case manager will be following up with the dealership's repair progress and update you accordingly.

Thank you so much for your patience.  
ref: [REDACTED] ref

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

Good Afternoon,

I reached out to the dealership to receive an ETA on your repairs and I was unavailable to reach them. Have you received any update?

Thank you

[REDACTED] Case Management  
ext [REDACTED]

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

Hello Mr. [REDACTED]

Thank you so much for taking my call [REDACTED]. As we recently discussed, the required information to cover this repair will be sent over to the dealership. We have requested a co-pay of [REDACTED]. The dealership is waiting on [REDACTED] more part to finish up repairs, which we have been advised will arrive [REDACTED]

Your case manager will be following up with the dealership's repair progress and update you accordingly.

Thank you so much for your patience.  
ref: [REDACTED] ref

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

Good Afternoon,

I reached out to the dealership to receive an ETA on your repairs and I was unavailable to reach them. Have you received any update?

Thank you

[Redacted]  
[Redacted] ext [Redacted]

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

From: US Customer Care ([Redacted])  
Sent: [Redacted]  
To: [Redacted]  
Subject: Re: [Redacted] | [Redacted]

Hello Mr. [Redacted]

Thank you so much for taking my call [Redacted]. As we recently discussed, the required information to cover this repair will be sent over to the dealership. We have requested a co-pay of [Redacted]. The dealership is waiting on [Redacted] more part to finish up repairs, which we have been advised will arrive [Redacted].

Your case manager will be following up with the dealership's repair progress and update you accordingly.

Thank you so much for your patience.  
ref: [Redacted] ref

Date	Subject	Re:	Sent Date/Time
[Redacted]	[Redacted]	[Redacted]	[Redacted]

They contacted me. [Redacted]. They said the repair is complete. I will pick it up [Redacted].

Thanks!

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

> Good Afternoon,

> I reached out to the dealership to receive an ETA on your repairs and I was unavailable to reach them. Have you received any update?

> Thank you

> [Redacted]  
> [Redacted] ext [Redacted]

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

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

> Hello Mr. [Redacted]

> Thank you so much for taking my call [Redacted]. As we recently discussed, the required information to cover this repair will be sent over to the dealership. We have requested a co-pay of [Redacted]. The dealership is waiting on [Redacted] more part to finish up repairs, which we have been advised will arrive [Redacted].

> Your case manager will be following up with the dealership's repair progress and update you accordingly.

> Thank you so much for your patience.  
> ref: [Redacted] ref

> --  
> [Redacted]

Date	Subject	Re:	Sent Date/Time
[Redacted]	[Redacted]	[Redacted]	[Redacted]

Good afternoon Mr. / Mrs. [Redacted]. This is [Redacted] with [Redacted] Customer Care. At this time, we will be closing this case. If you have any questions, concerns or require further assistance, please contact [Redacted] Customer Care at the number below. We also wanted to let you know that we attempt to conduct a satisfaction survey upon the closure of a case; therefore, you could potentially receive an email or telephone survey. We ask that you take the time to complete the survey, so we can know how we are doing and what improvements we can make to enhance the customer experience.

Thank you for choosing [Redacted]

[Redacted] Specialist  
[Redacted] Ext. [Redacted]  
ref: [Redacted] ref

Date	Subject	Re:	Sent Date/Time
[Redacted]	[Redacted]	[Redacted]	[Redacted]

Good afternoon Mr. / Mrs. [REDACTED]

This is [REDACTED] with [REDACTED] Customer Care. At this time, we will be closing this case. If you have any questions, concerns or require further assistance, please contact [REDACTED] Customer Care at the number below. We also wanted to let you know that we attempt to conduct a satisfaction survey upon the closure of a case; therefore, you could potentially receive an email or telephone survey. We ask that you take the time to complete the survey, so we can know how we're doing and what improvements we can make to enhance the customer experience.

Thank you for choosing [REDACTED]

[REDACTED] Specialist

Ext. [REDACTED]

ref:\_00Dj01qsDF\_5003Z1NhHXN:ref

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

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	SLT 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	Brand Site	Reason	recall
Mileage				Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address					Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer		Arrigo Chrysler Dodge Jeep Ram Fia		Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	A
Subject	Safety Recall Drag Link			Campaign	V06
Synopsis					
Customer Anomaly					
Contact Reason		Recall Issue Persists	Customer Anomaly		
Reason Code	After Sales - Complaint - Recall Campaign - Recall Campaign - Recall carried out and issue persists				

**Case Status History**

Create Date	Status
03/02/2022	New
03/03/2022	Open
03/07/2022	Suspended
03/28/2022	Open
03/29/2022	Closed

**Initial Description**

Good morning, My name is [redacted] and I am the owner of a [redacted] RAM [redacted] VIN# [redacted]. On [redacted], I took the truck to an authorized [redacted] agency near my town, &# [redacted] at located in [redacted], so that they would carry out the Recall repair there and take advantage of having the corresponding services. In the recall of (Wheel Stubs) was done, but no change was made to the [redacted] of the truck. The [redacted] that is currently installed damages the front tires [redacted] to [redacted], they wear unevenly. A reading was also discovered on the computer, where it indicated that the ABS module is beginning to be damaged, (the reading was given by the computer, but the dash screen did not give it), they say that perhaps due to the malfunction of the front axle, since the truck is not aligned correctly, this repair, change of parts and additional expenses, I had to pay at the time. Now the truck vibrates when being driven. I need RAM to come up with a solution and properly repair my truck ([redacted] replacement, and reimburse me for the money used to pay for parts and labor (ABS repair) that were caused by truck manufacturing flaws.

**Case Comments**

Date	Comment
[redacted]	[redacted] states took to [redacted] and no change was made to the drag link that is currently installed. [redacted] states tires and ABS module is being damaged and [redacted] R says perhaps due to the malfunction of the front axle since the truck is not aligned correctly. [redacted] states truck vibrates when being driven and needs [redacted] to come up with a solution to properly repair truck with drag link replacement
[redacted]	Agent informed the cx [redacted] has an updated replacement draglink that does not have to be welded and the part is still adjustable. [redacted] will cover the costs of the repair and alignment and order the part to a [redacted], the part takes [redacted] weeks for arrival and I will contact the cx when the [redacted] R receives the part and assist with scheduling an appt. No leveling or lift kits, [redacted] Mileage: [redacted]
[redacted]	OB call- Agent contacted the dlr [redacted] ([redacted]) and spoke to a SA [redacted] who accepted the dm notes for repair and alignment. SA also requested screenshot [redacted]
[redacted]	OB call-the agent reached out to the dlr- [redacted] spoke to [redacted] (parts dept.) who confirmed the part was there and tagged it for the cx. The agent spoke to SA [redacted] who asked if I could email the cx's information for an appt
[redacted]	OB call-Agent spoke to the cx and advised that the part was at the dealership and advised the cx to call to schedule an appt. Agent advised the case was closed and for the cx to call back for assistance if needed-No further action(s) required

**Email(s)**

Date	Subject
[redacted]	Safety Recall Drag Link
[redacted]	[redacted]

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

Hello [redacted]

Thank you for contacting [redacted] Customer Care.

We understand your concern regarding the repairs needed on your [redacted] and with the [redacted] Drag Link Recall that was completed.

Due to the nature of your concern, we have forwarded your case to a Case Specialist who will be contacting you regarding the concern.

If you have any additional questions or concerns, please contact us at [redacted]

Best wishes,

[redacted]  
Customer Care  
ref: [redacted]

Date	Subject
[redacted]	Schedule an Appointment for a Customer
[redacted]	[redacted]

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

Hello [REDACTED] we spoke about scheduling the customer an appointment. I spoke to [REDACTED] the parts dept. who confirmed the part had arrived and is in inventory. I have enclosed the customer's information as well as the part and [REDACTED] number. I you have any questions please feel free to email me back. I will also contact the customer as well to inform him the part has arrived and to reach out for an appointment

[REDACTED]  
Part Number: [REDACTED]  
[REDACTED]

Sincerely,  
[REDACTED]  
Case Manager, [REDACTED] Customer Care, [REDACTED]

----- Original Message -----  
From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Safety Recall [REDACTED] Drag [REDACTED]

Hello [REDACTED]  
Thank you for contacting [REDACTED] Customer Care.  
We understand your concern regarding the repairs needed on your [REDACTED] [REDACTED] and with the [REDACTED] Drag [REDACTED] Recall that was completed.  
Due to the nature of your concern, we have forwarded your case to a Case Specialist who will be contacting you regarding the concern.  
If you have any additional questions or concerns, please contact us at [REDACTED].  
Best wishes,  
[REDACTED]  
Customer Care  
ref: [REDACTED] ref

Date	Subject
[REDACTED]	Schedule an Appointment for a Customer

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

Hello [REDACTED] we spoke about scheduling the customer an appointment. I spoke to [REDACTED] the parts dept. who confirmed the part had arrived and is in inventory. I have enclosed the customer's information as well as the part and [REDACTED] number. I you have any questions please feel free to email me back. I will also contact the customer as well to inform him the part has arrived and to reach out for an appointment

[REDACTED]  
Part Number: [REDACTED]  
[REDACTED]

Sincerely,  
[REDACTED]  
Case Manager, [REDACTED] Customer Care, [REDACTED]

----- Original Message -----  
From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Safety Recall [REDACTED] Drag [REDACTED]

Hello [REDACTED]  
Thank you for contacting [REDACTED] Customer Care.  
We understand your concern regarding the repairs needed on your [REDACTED] [REDACTED] and with the [REDACTED] Drag [REDACTED] Recall that was completed.  
Due to the nature of your concern, we have forwarded your case to a Case Specialist who will be contacting you regarding the concern.  
If you have any additional questions or concerns, please contact us at [REDACTED].  
Best wishes,  
[REDACTED]  
Customer Care  
ref: [REDACTED] ref

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

VIN		Model Year		Brand	RAM	
Body		Vehicle		CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center		
Batch Case Information						
Open Date		CAIR Type	Regular	Status	Closed	
Close Date		Origin	Telephone	Reason		
Mileage		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	WAYNESBORO	MS				
Dealer				Dealer Phone		
Dealer Address						
Dealer Zone		Sales		Service	G	
Subject	Part On Back Order					
Synopsis	Hot Alert case reviewed and closed.					
Customer Anomaly						
Contact Reason		Not Available/Backordered	Customer Anomaly			
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available					

**Case Status History**

Create Date	Status
03/03/2022	Open
04/29/2022	Closed
05/04/2022	Open
05/04/2022	Closed

**Initial Description**

Customer called that in [redacted] took truck for oil change and it was checked for the ABS service light keeps coming on and the part was ordered

the part is still not in and ETA is [redacted]  
ABS Control Module

**Case Comments**

Date	Comment
[redacted]	Customer called that in [redacted] took truck for oil change and it was checked for the ABS service light keeps coming on and the part was ordered the part is still not in and ETA is [redacted] ABS Control module Looking for part assistance has been waiting since [redacted]
[redacted]	Outbound call to [redacted] spoke to Parts [redacted] Order [redacted] Advise that we will see what we can do to get this to the dlr as quickly as we can.
[redacted]	Outbound call to [redacted] CM spoke to customer. customer stated that this is the most important thing that she is need done. She stated that the part has been b/o and it keeps changing date. Customer is needing to take a trip and this is needed before they take the trip. Customer would like to know if this part is [redacted] made. Advise cst that we will find out for her [redacted]
[redacted]	Sent email to [redacted]
[redacted]	[redacted] - SM email's address
[redacted]	Outbound call to [redacted] spoke to [redacted] do for [redacted] for rental - any more customer would be responsible for paying it.
[redacted]	Outbound call to [redacted] Cm left a message to advise customer that we will put them in a rental for [redacted] Anything after that , customer will be responsible for paying. Sent email to customer as well.
[redacted]	New Prep Case <input type="checkbox"/> Dealer Code: [redacted] <input type="checkbox"/> In-Service Date: [redacted] <input type="checkbox"/> Mileage: [redacted] <input type="checkbox"/> Original Owner? N. [redacted] <input type="checkbox"/> Loyalty Score: [redacted] vehicle within Warranty? Y <input type="checkbox"/> Powertrain <input type="checkbox"/> Is customer in rental? N <input type="checkbox"/> Parts on B/O? Y, ETA [redacted] working on improving this <input type="checkbox"/> STAR Case? N <input type="checkbox"/> of vehicle [redacted] <input type="checkbox"/> Repeat issue? N <input type="checkbox"/> Previous Related Cases/Goodwill/DM Notes: N <input type="checkbox"/> Customer Concern/Issue/Request: Rental and expediting of part
[redacted]	Customer called in seeking to speak with the CM. Agent checked and the CM was available. Agent connected customer to cm for additional assistance.
[redacted]	Inbound Cst stated that she is still driving the vehicle. She was just concerned on how much longer the part is going to take. Provided the customer with timeframe range from now until [redacted] Customer stated that the [redacted] R is going to charge her [redacted] more for the repair. Advise the customer - yes because she is out of Basic Warranty by [redacted] But offer to do [redacted] with her if she does not need the rental.
[redacted]	Customer called in seeking to speak with the CM. Agent checked and the CM was available. Agent connected the customer to cm for further assistance.
[redacted]	Outbound call to [redacted] spoke to dlr - looking for RO# - part # Outbound call to [redacted] CM spoke to cst. Has the vehicle but not repaired
[redacted]	Inbound call CM spoke to customer and explain that I would call her back when I get off break. Outbound call to [redacted] Cst states that the dlr has only [redacted] Customer is going camping cruise control can't be used Customer is frustrated and not wanting to wait for the [redacted] of the part.
[redacted]	Customer called in today for a follow-up on case provided cx with case comments. Cx requesting to speak CM SUP. Transfer to CM
[redacted]	IB Customer is frustrated due to the part being split into [redacted] arrived. The other part is b/o until [redacted] Customer do not want to take a trip and it does not pull her 5th wheel. Explain to cst that I can not give her a date and expect Customer stated that she would not buy another vehicle. Explain to customer that we all are feeling the supply issue
[redacted]	Outbound call to [redacted] Cst got vehicle repaired at another dlr. Sending invoice. I will consider [redacted] Sent cst email for the receipt and credit card receipt
[redacted]	Email sent for the receipt and the credit card
[redacted]	New Prep Case <input type="checkbox"/> Dealer Code: [redacted] <input type="checkbox"/> In-Service Date: [redacted] <input type="checkbox"/> Mileage: [redacted] <input type="checkbox"/> Original Owner? N. [redacted] <input type="checkbox"/> Loyalty Score: [redacted] vehicle within Warranty? Y <input type="checkbox"/> Powertrain <input type="checkbox"/> customer in rental? N <input type="checkbox"/> Parts on B/O? Y <input type="checkbox"/> Case? N <input type="checkbox"/> 1 month <input type="checkbox"/> Current location of vehicle [redacted] AL <input type="checkbox"/> Repeat issue? N <input type="checkbox"/> Previous Related Cases/Goodwill/DM Notes: N <input type="checkbox"/> Customer Concern/Issue/Request: seeking part expedite and reimbursement
[redacted]	*****CHECK REQUEST INFORMATION***** TOTAL AMOUNT [redacted] REPAIR REIMBURSEMENT ASSISTANCE DOCUMENTS [redacted] Credit card receipt [redacted] Repair Order parts [redacted] labor [redacted] supplies [redacted] tax [redacted] JUSTIFICATION: Customer seeking refund of abs brake issues. [redacted] for reimbursement.
[redacted]	*Voice of the Customer:* cx says part has been installed. when cx spoke to CM, CM said she would be reimbursed [redacted] of total charges. CM sent email asking for copy of paid invoice. caller sent docs. CM then sent email advising case closing [redacted] caller hasnt got email reponse since. caller wants clarifcation and status update *Actions Taken:* advised [redacted] request had been made and is being reviewed per CM case comment. advised on reimbursement process/timeline
[redacted]	Sent email to customer requesting for the full page of the repair order.
[redacted]	Customer states that she sent in [redacted] photos of half of the RO Customer is upset that the process is taking so long advised caller to send in [redacted] of complete RO . Customer will take a [redacted] and send in [redacted]
[redacted]	Outbound call to [redacted] CM attempted to contact the dlr twice to see if I could obtain a copy of the repair order. Line was too busy.
[redacted]	Inbound call CM spoke to customer and explain that reimbursement was denied due to previous vehicle being a rental vehicle

Date	Comment
	Customer requesting to speak to a supervisor. Customer states she asked to speak to one [REDACTED] and never received a call back. Agent informed customer she should a receive a call back from the supervisor within 1 business day.
	Outbound call to [REDACTED] Cm called the dir to request a copy of the repair order be sent to us as some of it look like maintenance. Cant see the full description of what was done.
	TL Call: [REDACTED] ISD [REDACTED] after Enterprise ([REDACTED]). CS promised to cover ? of the repair via reimbursement. Check rejected due to lack of documentation and lack of rationale in case comment. CS was asked to get updated documentation showing what was repaired and to add rationale but, instead, simply told the [REDACTED] that it was rejected. [REDACTED] asking for a Supe callback. Writer called [REDACTED] at [REDACTED] to discuss the case. Writer reached VM and advised that, although we have a receipt, we need something showing what was actually done to vehicle and repair order that the Dealer gave the [REDACTED] after it was complete. Writer advised the [REDACTED] to Reply to any of the case Emails with a picture of the actual repair order. CS is also following up with the Dealer to try to attain a copy from them.
	*****CHECK REQUEST INFORMATION***** TOTAL AMOUNT [REDACTED] REPAIR REIMBURSEMENT ASSISTANCE [REDACTED] JMENTS [REDACTED] Credit card receipt [REDACTED] Repair Oder [REDACTED] labor, [REDACTED] module part , fluid [REDACTED] JUSTIFICATION: Customer seeking refund of abs brake issues. [REDACTED] for reimbursement. [REDACTED] Low mileage. Basic warranty expired. [REDACTED] from Basic Warranty.
	TL reviewed and approved the ABS repair partial reimbursement request after TL call with [REDACTED] shows repairs and paid. ABS module and ABS control were [REDACTED] replaced. [REDACTED] Basic expired [REDACTED]
	Checked approved and issued on [REDACTED] Customer was notified and pleased with the phone call , stated will remain loyal to the brand . Call made to [REDACTED] Mrs. [REDACTED] Closing email .

Email(s)

Date	Subject	Initial Contact
From	To	Sent Date/Time
Dear [REDACTED]		
<p>Thank you for allowing RAM Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.</p> <p>My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:</p> <p>Your case number is [REDACTED]  The [REDACTED] Case Management telephone number: [REDACTED]  My direct extension: [REDACTED]  My work hours are: [REDACTED] ([REDACTED] - [REDACTED]).  I will contact you within [REDACTED] of your appointment by telephone to discuss your case.</p> <p>Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!</p> <p>[REDACTED]</p> <p>[Links to Brand Websites and other resources]  ref: [REDACTED] ref</p>		

Date	Subject	Initial Contact
From	To	Sent Date/Time
Dear [REDACTED]		
<p>Thank you for allowing RAM Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.</p> <p>My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:</p> <p>Your case number is [REDACTED]  The [REDACTED] Case Management telephone number: [REDACTED]  My direct extension: [REDACTED]  My work hours are: [REDACTED] ([REDACTED] - [REDACTED]).  I will contact you within [REDACTED] of your appointment by telephone to discuss your case.</p> <p>Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!</p> <p>[REDACTED]</p> <p>[Links to Brand Websites and other resources]  ref: [REDACTED] ref</p>		

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

Just wanted to let you know, I am running out of patience!

Sent from my [REDACTED]

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

□

[https://fcagroup--Stage--[REDACTED]?id=015f1000003KHCh&oid=00D1b000000Dcm6]

Dear [REDACTED]

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

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

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- \* The [REDACTED] Case Management telephone number: [REDACTED]
- \* My direct extension: [REDACTED]
- \* My work hours are: [REDACTED] Eastern Standard Time [REDACTED] [REDACTED].
- \* I will contact you within [REDACTED] of your appointment by telephone to discuss your case.

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

[REDACTED]

[Links to Brand Websites and other resources]

[https://fcagroup--Stage--[REDACTED]?id=015f1000003KHCg&oid=00D1b000000Dcm6]

[REDACTED] servlet/[REDACTED]?oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]

[REDACTED]

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

Hello [REDACTED]

I am so sorry about your part. We reached out but I have not got a part information yet.

Even if I had information on it, if the part is not available, there is nothing we can do but to try to get it to the Dealership as quickly as possible once the Supplier has made the part.

I had computer issues so I am behind a little on my cases.

Kind regards,  
[REDACTED]

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

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

Just wanted to let you know. I am running out of patience!

Sent from my [REDACTED]

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

[REDACTED]  
[https://fcagroup--Stage--c.cs25.content.force.com/servlet/servlet.ImageServer?id=015f1000003KHCh&oid=00D1b000000Dcm6]

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- \* My work hours are: [REDACTED].
- \* I will contact you within [REDACTED] of your appointment by telephone to discuss your case.

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

[REDACTED]

[Links to Brand Websites and other resources]

[https://fcagroup--Stage--c.cs25.content.force.com/servlet/servlet.ImageServer?id=015f1000003KHCg&oid=00D1b000000Dcm6]

[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]

ref: [REDACTED]

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

Hello [REDACTED]

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Kind regards,

[REDACTED]

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

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: Re: [REDACTED] Initial Contact

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- \* My direct extension: [REDACTED]
- \* My work hours are: [REDACTED] Standard Time [REDACTED] [REDACTED].
- \* I will contact you within [REDACTED] day of your appointment by telephone to discuss your case.

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

[REDACTED]

[Links to Brand Websites and other resources]

[https://fcagroup--Stage--c.cs25.content.force.com/servlet/servlet.ImageServer?id=015f1000003KHCh&oid=00D1b000000Dcm6]

[REDACTED?oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]

ref: [REDACTED]

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



Hello [REDACTED].

We have made contact with the Dealership. We can provide you with a [REDACTED] rental. Anything after [REDACTED] would be your responsibility.

We are working on getting that part to the Dealership as quickly as possible.

We hope the rental allows you to take care of some needed things.

Kind regards,  
[REDACTED]

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

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

I am sorry too. I was told that it would be delivered to the dealership by [REDACTED]. So, I am assuming that isn't a possibility. I am very sorry for purchasing this [REDACTED]. Hopefully we can rectify that purchase soon. We should have stayed with a [REDACTED].

Sent from my [REDACTED]

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

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Kind regards,  
[REDACTED]

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From: [REDACTED]  
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To: [REDACTED]  
Subject: Re: [REDACTED] Initial Contact

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[REDACTED]

[Links to Brand Websites and other resources]

[REDACTED]?id=015f1000003KHCg&oid=00D1b000000Dcm6]

[REDACTED]oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]  
[REDACTED]ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000wBQQq&from=ext]

<i>Date</i>	[REDACTED]	<i>Subject</i>	Rental
<i>From</i>	[REDACTED]	<i>To</i>	[REDACTED]
		<i>Sent Date/Time</i>	[REDACTED]

Hello [REDACTED].

We have made contact with the Dealership. We can provide you with a [REDACTED] rental. Anything after [REDACTED] would be your responsibility.

We are working on getting that part to the Dealership as quickly as possible.

We hope the rental allows you to take care of some needed things.

Kind regards,  
[REDACTED]

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

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

I am sorry too. I was told that it would be delivered to the dealership by [REDACTED]. So, I am assuming that isn't a possibility. I am very sorry for purchasing this [REDACTED]. Hopefully we can rectify that purchase soon. We should have stayed with a [REDACTED].

Sent from my [REDACTED]

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

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I had computer issues so I am behind a little on my cases.

Kind regards,  
[REDACTED]

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

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

Just wanted to let you know, I am running out of patience!

Sent from my [REDACTED]

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

?  
[REDACTED]?id=015f1000003KHCh&oid=00D1b000000Dcm6]

Dear [REDACTED]

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[REDACTED]

[Links to Brand Websites and other resources]

[REDACTED]?id=015f1000003KHCg&oid=00D1b000000Dcm6]

[REDACTED]oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]  
[REDACTED].ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000wBQQq&from=ext]

<i>Date</i>	[REDACTED]	<i>Subject</i>	Re: Rental
<i>From</i>	[REDACTED]	<i>To</i>	[REDACTED]
		<i>Sent Date/Time</i>	[REDACTED]

I don't know if you have had a chance to check your voice mail, but we have found a [REDACTED] dealership in [REDACTED] has the part for my husband's truck and will be installing it [REDACTED]. The name of the dealership is [REDACTED]. The total for parts and labor is [REDACTED]. I spoke to [REDACTED] in the parts department.

Thank you,  
[REDACTED]

Sent from my [REDACTED]

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

□ Hello [REDACTED]

We have made contact with the Dealership. We can provide you with a [REDACTED] rental. Anything after [REDACTED] would be your responsibility.

We are working on getting that part to the Dealership as quickly as possible.

We hope the rental allows you to take care of some needed things.

Kind regards,  
[REDACTED]

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

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

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Sent from my [REDACTED]

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I had computer issues so I am behind a little on my cases.

Kind regards,  
[REDACTED]

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

From: P [REDACTED] >>]  
Sent: [REDACTED]  
To: [REDACTED] >>  
Subject: Re: [REDACTED] Initial Contact

Just wanted to let you know, I am running out of patience!

Sent from my [REDACTED]

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

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[\[https://fcagroup--Stage--c.cs25.content.force.com/servlet/servlet.ImageServer?id=015f1000003KHCh&oid=00D1b000000Dcm6\]](https://fcagroup--Stage--c.cs25.content.force.com/servlet/servlet.ImageServer?id=015f1000003KHCh&oid=00D1b000000Dcm6)

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[REDACTED]

[Links to Brand Websites and other resources]

[REDACTED]?id=015f1000003KHCg&oid=00D1b000000Dcm6]

[REDACTED]?oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]

ref: [REDACTED] <https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000wBQQq&from=ext>

[REDACTED]?oid=00Dj0000001qsDF&esid=0183Z00000wBYz1&from=ext]

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

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

From: P [redacted]  
Sent: [redacted]  
To: [redacted]  
Subject: Re: Rental

I don't know if you have had a chance to check your voice mail, but we have found a [redacted] dealership in [redacted] has the part for my husband's truck and will be installing it [redacted]. The name of the dealership is [redacted]. The total for parts and labor is [redacted]. I spoke to [redacted] in the parts department.

Thank you.  
[redacted]

Sent from my [redacted]

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

□ Hello [redacted]

We have made contact with the Dealership. We can provide you with a [redacted] rental. Anything after [redacted] would be your responsibility.

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We hope the rental allows you to take care of some needed things.

Kind regards,  
[redacted]

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

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

I am sorry too. I was told that it would be delivered to the dealership by [redacted]. So, I am assuming that isn't a possibility. I am very sorry for purchasing this [redacted]. Hopefully we can rectify that purchase soon. We should have stayed with a [redacted].

Sent from my [redacted]

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

[REDACTED]

[Links to Brand Websites and other resources]

[REDACTED]?id=015f1000003KHcG&oid=00D1b000000Dcm6]

[REDACTED]?oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]

ref:\_00Dj01qsDF\_5003Z1NhouG:ref[https://[REDACTED].ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000wBQQq&from=ext]

[REDACTED]?oid=00Dj0000001qsDF&esid=0183Z00000wBYz1&from=ext]

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

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

From: P [redacted]  
Sent: [redacted]  
To: [redacted]  
Subject: Re: Rental

I don't know if you have had a chance to check your voice mail, but we have found a [redacted] dealership in [redacted] has the part for my husband's truck and will be installing it [redacted]. The name of the dealership is [redacted]. The total for parts and labor is [redacted]. I spoke to [redacted] in the parts department.

Thank you.  
[redacted]

Sent from my [redacted]

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

? Hello [redacted]

We have made contact with the Dealership. We can provide you with a [redacted] rental. Anything after [redacted] would be your responsibility.

We are working on getting that part to the Dealership as quickly as possible.

We hope the rental allows you to take care of some needed things.

Kind regards,  
[redacted]

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

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

I am sorry too. I was told that it would be delivered to the dealership by [redacted]. So, I am assuming that isn't a possibility. I am very sorry for purchasing this [redacted]. Hopefully we can rectify that purchase soon. We should have stayed with a [redacted].

Sent from my [redacted]

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I had computer issues so I am behind a little on my cases.

Kind regards,  
[redacted]

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

From: P [redacted] >>  
Sent: [redacted]  
To: [redacted] >>  
Subject: Re: [redacted] Initial Contact

Just wanted to let you know, I am running out of patience!

Sent from my [redacted]

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

?

[https://fcagroup--Stage--c.cs25.content.force.com/servlet/servlet.ImageServer?id=015f1000003KHCh&oid=00D1b000000Dcm6]

Dear [redacted]

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

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

- \* Your case number is [redacted]
- \* The [redacted] Case Management telephone number: [redacted]
- \* My direct extension: [redacted]
- \* My work hours are: [redacted].
- \* I will contact you within [redacted] of your appointment by telephone to discuss your case.

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

[Links to Brand Websites and other resources]

[redacted] ?id=015f1000003KHCg&oid=00D1b000000Dcm6]

[redacted] ?oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]

ref.:\_00Dj01qsDF\_5003Z1NhouG:ref[https://[redacted].ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000wBQQq&from=ext]

[redacted] ?oid=00Dj0000001qsDF&esid=0183Z00000wBYz1&from=ext]

<b>Date</b>	[redacted]	<b>Subject</b>	Re: Rental
<b>From</b>	[redacted]	<b>To</b>	[redacted]
		<b>Sent Date/Time</b>	[redacted]

Hello Mr. and Mrs. [REDACTED].

Your case is going to close on [REDACTED]. We will not wait too long for a document once the vehicle has been completed.

If your case closes before you get the receipts in, it will be forwarded to our Document Verification team to complete the reimbursement process.

Kind regards,  
[REDACTED]

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

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

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

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

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Kind regards,  
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From: [REDACTED]  
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To: [REDACTED]  
Subject: Re: [REDACTED]

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[REDACTED]

[Links to Brand Websites and other resources]

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[REDACTED]?oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]

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[REDACTED]?oid=00Dj0000001qsDF&esid=0183Z00000wBYz1&from=ext]

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

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Kind regards,  
[REDACTED]

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

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

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[https://fcagroup--Stage--c.cs25.content.force.com/servlet/servlet.ImageServer?id=015f1000003KHCh&oid=00D1b000000Dcm6]

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[REDACTED]

[Links to Brand Websites and other resources]

[REDACTED]?id=015f1000003KHcG&oid=00D1b000000Dcm6]

[REDACTED]?oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]

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

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Kind regards,  
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From: US Customer Care [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: Rental

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From: [REDACTED]  
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From: [REDACTED]>>  
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Subject: Re: [REDACTED] Initial Contact

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[Links to Brand Websites and other resources]

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

[redacted] [image1.jpeg]

I sent these the other day to the email you provided. Did you not receive them?

Sent from my [redacted]

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□ Hello Mr. and Mrs. [redacted]

Your case is going to close on [redacted] We will not wait too long for a document once the vehicle has been completed.

If your case closes before you get the receipts in, it will be forwarded to our Document Verification team to complete the reimbursement process.

Kind regards,  
[redacted]

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

From: US Customer Care [redacted]

Sent: [redacted]

To: [redacted]

Subject: Re: Rental

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

From: P [redacted]

Sent: [redacted]

To: [redacted]

Subject: Re: Rental

I don't know if you have had a chance to check your voice mail, but we have found a [redacted] dealership in [redacted] has the part for my husband's truck and will be installing it [redacted]. The name of the dealership is [redacted]. The total for parts and labor is [redacted]. I spoke to [redacted] in the parts department.

Thank you.  
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Subject: Re: [redacted]

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From: P [redacted]

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Sent: [redacted]

To: [redacted]

Subject: Re: [redacted] Initial Contact

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[redacted] servlet/servlet.ImageServer?id=015f1000003KHCh&oid=00D1b000000Dcm6]

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[REDACTED]

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[REDACTED] ?oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]  
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<b>Date</b>	[REDACTED]	<b>Subject</b>	Re: Rental
<b>From</b>	[REDACTED]	<b>To</b>	[REDACTED]
		<b>Sent Date/Time</b>	[REDACTED]

Hello [REDACTED].

I am needing the full copy of the repair order. The request for [REDACTED] reimbursement was denied But I need the repair dates that are showing on the repair order to see if I can get this approved or not.

Reimbursement are subject to approval. We definitely try to get this approved.

Please send this to [REDACTED]

Kind regards,  
[REDACTED]

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

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

[REDACTED] [image1.jpeg]  
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Kind regards,  
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----- Original Message -----

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

[REDACTED]

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From: [REDACTED]  
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From: [REDACTED]>>  
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Subject: Re: [REDACTED]>>

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From: [REDACTED]>>

<[redacted]>>>]  
Sent: [redacted]  
To: [redacted]>>  
<[redacted]>>>  
Subject: Re: [redacted] Initial Contact

Just wanted to let you know, I am running out of patience!

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<[redacted]>>>> wrote:

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[redacted]?oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]  
[redacted]https://[redacted]/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000wBQQq&from=ext]  
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Date	Subject	Re: Rental
From [redacted]	To [redacted]	Sent Date/Time [redacted]

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

[REDACTED] [image1.jpeg]  
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[REDACTED]

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

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

[REDACTED]>

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

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

I don't know if you have had a chance to check your voice mail, but we have found a [REDACTED] dealership in [REDACTED] has the part for my husband's truck and will be installing it [REDACTED]. The name of the dealership is [REDACTED]. The total for parts and labor is [REDACTED]. I spoke to [REDACTED] in the parts department.

Thank you.  
[REDACTED]

Sent from my [REDACTED]

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

? Hello [REDACTED]

We have made contact with the Dealership. We can provide you with a [REDACTED] rental. Anything after [REDACTED] would be your responsibility.

We are working on getting that part to the Dealership as quickly as possible.

We hope the rental allows you to take care of some needed things.

Kind regards,  
[REDACTED]

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

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

I am sorry too. I was told that it would be delivered to the dealership by [REDACTED]. So, I am assuming that isn't a possibility. I am very sorry for purchasing this [REDACTED]. Hopefully we can rectify that purchase soon. We should have stayed with a [REDACTED].

Sent from my [REDACTED]

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

? Hello [REDACTED]

I am so sorry about your part. We reached out but I have not got a part information yet.

Even if I had information on it, if the part is not available, there is nothing we can do but to try to get it to the Dealership as quickly as possible once the Supplier has made the part.

I had computer issues so I am behind a little on my cases.

Kind regards,  
[REDACTED]

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

From: [REDACTED]>>

<[redacted]>>>]  
Sent: [redacted]  
To: [redacted]>>  
<[redacted]>>>  
Subject: Re: [redacted] Initial Contact

Just wanted to let you know, I am running out of patience!

Sent from my [redacted]

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

?  
[https://fcagroup--Stage--c.cs25.content.force.com/servlet/servlet.ImageServer?id=015f1000003KHCh&oid=00D1b000000Dcm6]

Dear [redacted]

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

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

- \* Your case number is [redacted]
- \* The [redacted] Case Management telephone number: [redacted]
- \* My direct extension: [redacted]
- \* My work hours are: [redacted].
- \* I will contact you within [redacted] of your appointment by telephone to discuss your case.

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

[redacted]

[Links to Brand Websites and other resources]

[https://fcagroup--Stage--c.cs25.content.force.com/servlet/servlet.ImageServer?id=015f1000003KHCh&oid=00D1b000000Dcm6]

[redacted]?oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]  
[redacted]https://[redacted]/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000wBQQq&from=ext]  
[redacted]?oid=00Dj0000001qsDF&esid=0183Z00000wBYz1&from=ext]  
[redacted]?oid=00Dj0000001qsDF&esid=0183Z00000v3atP&from=ext]

Date	Subject	Re: Rental
From	To	Sent Date/Time

[redacted][image1.jpeg]  
I have sent this [redacted]! What seems to be the problem? I also called and was told it had already been approved!!!

Sent from my [redacted]

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

□ Hello [redacted]

I am needing the full copy of the repair order. The request for [redacted] reimbursement was denied But I need the repair dates that are showing on the repair order to see if I can get this approved or not.

Reimbursement are subject to approval. We definitely try to get this approved.

Please send this to [redacted]

Kind regards,  
[redacted]

----- Original Message -----  
From: P [redacted]>  
Sent: [redacted]  
To: [redacted]>  
Subject: Re: Rental

[redacted][image1.jpeg]  
I sent these the other day to the email you provided. Did you not receive them?

Sent from my [redacted]

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

? Hello Mr. and Mrs. [redacted]

Your case is going to close on [redacted] We will not wait too long for a document once the vehicle has been completed.

If your case closes before you get the receipts in, it will be forwarded to our Document Verification team to complete the reimbursement process.

Kind regards,  
[redacted]

----- Original Message -----  
From: US Customer Care [redacted]>  
<[redacted]>>  
Sent: [redacted]  
To: [redacted]>>  
Subject: Re: Rental

----- Original Message -----  
From: P [redacted]>  
Sent: [redacted]>>  
To: [redacted]>>  
Subject: Re: Rental

I don't know if you have had a chance to check your voice mail, but we have found a [redacted] dealership in [redacted] has the part for my husband's truck and will be installing it [redacted]. The name of the dealership is [redacted]. The total for parts and labor is [redacted]. I spoke to [redacted] in the parts department.

Thank you.  
[redacted]

Sent from my [redacted]

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

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We have made contact with the Dealership. We can provide you with a [redacted] rental. Anything after [redacted] would be your responsibility.

We are working on getting that part to the Dealership as quickly as possible.

We hope the rental allows you to take care of some needed things.

Kind regards,  
[redacted]

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

I am sorry too. I was told that it would be delivered to the dealership by [redacted]. So, I am assuming that isn't a possibility. I am very sorry for purchasing this [redacted]. Hopefully we can rectify that purchase soon. We should have stayed with a [redacted].

Sent from my [redacted]

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

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Even if I had information on it, if the part is not available, there is nothing we can do but to try to get it to the Dealership as quickly as possible once the Supplier has made the part.

I had computer issues so I am behind a little on my cases.

Kind regards,

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

From: [Redacted] >>  
<[Redacted]>  
<[Redacted]>  
>>>>]  
Sent: [Redacted]  
To: [Redacted] >>  
<[Redacted]> >>>  
<[Redacted]> >>>  
Subject: Re: [Redacted] Initial Contact

Just wanted to let you know, I am running out of patience!

Sent from my [Redacted]

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

?  
[https://fcagroup--Stage--c.cs25.content.force.com/servlet/servlet.ImageServer?id=015f1000003KHCh&oid=00D1b000000Dcm6]

Dear [Redacted]

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

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

- \* Your case number is [Redacted]
- \* The [Redacted] Case Management telephone number: [Redacted]
- \* My direct extension: [Redacted]
- \* My work hours are: [Redacted] Eastern Standard Time [Redacted] [Redacted].
- \* I will contact you within [Redacted] of your appointment by telephone to discuss your case.

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

[Redacted]

[Links to Brand Websites and other resources]

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[Redacted] ?oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]  
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[Redacted] ?oid=00Dj0000001qsDF&esid=0183Z00000wBYz1&from=ext]  
[Redacted] ?oid=00Dj0000001qsDF&esid=0183Z00000v3atP&from=ext]  
[Redacted] ?oid=00Dj0000001qsDF&esid=0183Z00000wqWa&from=ext]

Date	Subject	Re: Rental
From	To	Sent Date/Time

I sent these the other day to the email you provided. Did you not receive them?

Sent from my [REDACTED]

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

□ Hello Mr. and Mrs. [REDACTED]

Your case is going to close on [REDACTED] We will not wait too long for a document once the vehicle has been completed.

If your case closes before you get the receipts in, it will be forwarded to our Document Verification team to complete the reimbursement process.

Kind regards,  
[REDACTED]

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

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

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

From: P [REDACTED]>  
Sent: [REDACTED]  
To: [REDACTED]>  
Subject: Re: Rental

I don't know if you have had a chance to check your voice mail, but we have found a [REDACTED] dealership in [REDACTED] has the part for my husband's truck and will be installing it [REDACTED]. The name of the dealership is [REDACTED]. The total for parts and labor is [REDACTED] I spoke to [REDACTED] in the parts department.

Thank you.  
[REDACTED]

Sent from my [REDACTED]

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

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We have made contact with the Dealership. We can provide you with a [REDACTED] rental. Anything after [REDACTED] would be your responsibility.

We are working on getting that part to the Dealership as quickly as possible.

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Kind regards,  
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----- Original Message -----

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

I am sorry too. I was told that it would be delivered to the dealership by [REDACTED] So, I am assuming that isn't a possibility. I am very sorry for purchasing this [REDACTED] Hopefully we can rectify that purchase soon. We should have stayed with a [REDACTED]

Sent from my [REDACTED]

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

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I had computer issues so I am behind a little on my cases.

Kind regards,  
[REDACTED]

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

From: P [REDACTED]>  
<[REDACTED]>>  
Sent: [REDACTED]  
To: [REDACTED]  
<[REDACTED]>  
Subject: Re: [REDACTED] Initial Contact

Just wanted to let you know. I am running out of patience!

Sent from my [REDACTED]

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

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

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- \* I will contact you within [REDACTED] of your appointment by telephone to discuss your case.

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

[REDACTED]

[Links to Brand Websites and other resources]

[<https://fcagroup--Stage--c.cs25.content.force.com/servlet/servlet.ImageServer?id=015f1000003KHCg&oid=00D1b000000Dcm6>]

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[<https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000v3atP&from=ext>]

Date	Subject	Ram Case
[REDACTED]	[REDACTED]	[REDACTED]
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]

Dear Mrs. [REDACTED]

This is a courtesy email to inform you of the closure of your case.  
We would like to express appreciation for allowing [REDACTED] to assist you with your vehicle concerns.  
We look forward to assisting you should you have any additional concerns or questions in the future.  
Should you receive a customer satisfaction survey regarding your experience with [REDACTED], your input would be greatly appreciated.  
Thank you for being a loyal [REDACTED] customer!

Sincerely  
[REDACTED] Customer Care

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

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

[REDACTED]  
I sent these the other day to the email you provided. Did you not receive them?

Sent from my [REDACTED]

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

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Kind regards,  
[REDACTED]

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

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

[REDACTED]

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

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

I don't know if you have had a chance to check your voice mail, but we have found a [REDACTED] dealership in [REDACTED] has the part for my husband's truck and will be installing it [REDACTED]. The name of the dealership is [REDACTED]. The total for parts and labor is [REDACTED]. I spoke to [REDACTED] in the parts department.

Thank you.  
[REDACTED]

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We hope the rental allows you to take care of some needed things.

Kind regards,  
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From: [REDACTED]  
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To: [REDACTED]  
Subject: Re: [REDACTED]

I am sorry too. I was told that it would be delivered to the dealership by [REDACTED]. So, I am assuming that isn't a possibility. I am very sorry for purchasing this [REDACTED]. Hopefully we can rectify that purchase soon. We should have stayed with a [REDACTED].

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Kind regards,  
[REDACTED]

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From: [REDACTED] >>  
<[REDACTED]> >>>]  
Sent: [REDACTED]  
To: [REDACTED] >>  
<[REDACTED]> >>>  
Subject: Re: [REDACTED] Initial Contact

Just wanted to let you know, I am running out of patience!

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<[REDACTED]> >>>> wrote:

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[REDACTED]

[Links to Brand Websites and other resources]

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[REDACTED]oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]  
ref.:\_00Dj01qsDF\_5003Z1NhouG:ref[REDACTED]ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000wBQQq&from=ext]  
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Date	Subject	Ram Case
From	To	Sent Date/Time

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Sincerely  
[REDACTED] Customer Care

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

[REDACTED]

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From: [REDACTED]  
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Subject: Re: Rental

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Kind regards,  
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Kind regards,  
[REDACTED]

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

From: [REDACTED] >>  
<[REDACTED]> >>>]  
Sent: [REDACTED]  
To: [REDACTED] >>  
<[REDACTED]> >>>  
Subject: Re: [REDACTED] Initial Contact

Just wanted to let you know, I am running out of patience!

Sent from my [REDACTED]

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

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[https://fcagroup--Stage--c.cs25.content.force.com/servlet/servlet.ImageServer?id=015f1000003KHCh&oid=00D1b000000Dcm6]

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- \* My direct extension: [REDACTED]
- \* My work hours are: [REDACTED] Eastern Standard Time [REDACTED] [REDACTED].
- \* I will contact you within [REDACTED] of your appointment by telephone to discuss your case.

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

[REDACTED]

[Links to Brand Websites and other resources]

[https://fcagroup--Stage--c.cs25.content.force.com/servlet/servlet.ImageServer?id=015f1000003KHCh&oid=00D1b000000Dcm6]

[REDACTED] ?oid=00Dj0000001qsDF&esid=0183Z00000wAONt&from=ext]  
ref.:\_00Dj01qsDF\_5003Z1NhouG:ref[ [REDACTED] ?oid=00Dj0000001qsDF&esid=0183Z00000wBQQq&from=ext]  
[REDACTED] ?oid=00Dj0000001qsDF&esid=0183Z00000wBYz1 &from=ext]  
[REDACTED] ?oid=00Dj0000001qsDF&esid=0183Z00000v3atP&from=ext]

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

VIN		Model Year		Brand	RAM
Body		Vehicle		SLT CREW CAB 4X4	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage				Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer					
Dealer Address					
Dealer Zone					
Sales District					
Service District					
Subject	repair				
Synopsis	cm provided all info needed *				
Customer Anomaly					
Contact Reason	Not Available/Backordered		Customer Anomaly		
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

**Case Status History**

Create Date	Status
	Open
	Closed

**Initial Description**

cx vehicle been at [redacted] R since [redacted] R referred him to us to get expedited

**Case Comments**

Date	Comment
	***voice of customer*** cx took vehicle in [redacted] for his abs light and battery keeps being drained [redacted] R loan store dodge referred him to us due to the back order to [redacted]. still has warranty. Hese also inquiring about rental ***actions taken*** advised cx as per [redacted] S. reassigned. ***next steps*** reassign
	***OB TO [redacted]*** Agent spoke with parts to retrieve order but PA could not understand who or what I was requesting and stated if a part is on back order we were at the mercy of [redacted] and would not acknowledge a part order. follow up on [redacted] may get different PA
	***OB TO CST *** Agent spoke with cst and he stated he is going to need a rental if the part ETA is on Back order
	***Voice of Customer *** [redacted] from servicing dlr [redacted] called to provide part number : [redacted] and asked to be contacted to help expedite for customer. ***Actions Taken *** Advised I will notate case Recall: Dlr: [redacted] ***Next steps***
	***OB TO CST *** Agent sent email to cst with Part ETA
	PART: [redacted] ANTI-LOCK BRAKE SYSTEM MODULE ORDER [redacted] ETA: [redacted]
	****PARTS PCD UPDATE*** PART: [redacted] ANTI-LOCK BRAKE SYSTEM MODULE ORDER: [redacted] Order has already been upgraded to ensure priority Per [redacted]: Limited material in transit to PDC ETA [redacted]
	****PARTS UPDATE*** PART: [redacted] ANTI-LOCK BRAKE SYSTEM MODULE ORDER [redacted] Tracking Number: [redacted]. Delivered Delivered on: [redacted]
	Sent email CST advising of part update.
	**** OUTBOUND CALL TO DEALER **** Vehicle has been repaired and picked up * cm confirmed and thanked SA **
	*** OUTBOUND CALL TO CUSTOMER *** Customer says received vehicle and vehicle is repaired to his satisfaction customer now has another concern , not regarding the case* customer wanted a bigger radio screen and went to dealer to get an 8inch instead of the [redacted] he has, dealer had none in stock and referred customer to a shop who sells mopar radios * customer says got that radio installed and is not as he expected and wants to know if dealer will assist with removing radio and inserting the original one, cm advised customer if the radio is an AFTERMARKET PART The Dealer May Refuse * Customer insisted the radio is Mopar and not an after market, cm then advised if radio is mopar radio the dealer should have no problem exchanging radios * customer confirmed would like cm to assist and contact customer on [redacted] to determine when the customer appointment is or to assist with scheduling appointment. cm confirmed
	*** OUTBOUND CALL TO CUSTOMER *** Customer confirmed went to dealer and due to radio not actually being the original radio the vehicle came with , it will not be covered under warranty* customer confirmed its not the dealers fault, he understands he will have to get this issue resolved, and is not at this time requesting any assistance * [redacted] is closing the case *

**Email(s)**

Date	Subject	
	RE: Customer Initial Contact E-Mail	
From	To	Sent Date/Time
Dear Mr. [redacted]		
Thank you for allowing [redacted] an opportunity to address your concern.Our primary focus is your satisfaction.My name is [redacted] and I will be your case manager to answer all questions issues are addressed.		
You case number is [redacted] phone number is [redacted]		
My direct ext. is [redacted]		
My work hours are : [redacted] Eastern time [redacted] thru [redacted]		
I will contact you shortly by phone to discuss your case.please don t hesitate to make contact if you have any questions.Thank you		
[redacted] ON BEHALF OF		
EXT. [redacted]		
ref:_00DJ01qsDF_5003Z1NhsHG:ref		

Date	Subject	
	RE: Customer Initial Contact E-Mail	
From	To	Sent Date/Time

Good morning Mr. [REDACTED]  
 your Back order part has na ETA of 3/9/22 it should be at your DLR in [REDACTED]

----- Original Message -----  
 From: US Customer Care [REDACTED]  
 Sent: [REDACTED]  
 To: [REDACTED]  
 Subject: RE: Cutstomer Initial Contact E-Mail

Dear Mr. [REDACTED]  
 Thank you for allowing [REDACTED] an opportunity to address your concern. Our primary focus is your satisfaction. My name is [REDACTED] and I will be your [REDACTED] manager to answer all questions issues are addressed.  
 You [REDACTED] number is [REDACTED]. The [REDACTED] phone number is [REDACTED]  
 My direct ext. is [REDACTED]  
 My work hours are : [REDACTED] Eastern time. Monday thru [REDACTED]  
 I will contact you shortly by phone to discuss your [REDACTED] please don't hesitate to make contact if you have any questions. Thank you

( [REDACTED] ) ON BEHALF OF  
 CM [REDACTED]  
 EXT. [REDACTED]  
 ref.\_00Dj01qsDF\_5003Z1NhsHG.ref

Date	Subject	Case	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

Hello,

The part was delivered [REDACTED] at the dealership.

Thank you

----- Original Message -----  
 From: US Customer Care [REDACTED]  
 Sent: [REDACTED]  
 To: [REDACTED]  
 Subject: RE: Cutstomer Initial Contact E-Mail

Good morning Mr. [REDACTED]  
 your Back order part has na ETA of 3/9/22 it should be at your DLR in [REDACTED]

----- Original Message -----  
 From: US Customer Care [REDACTED]  
 Sent: [REDACTED]  
 To: [REDACTED]  
 Subject: RE: Cutstomer Initial Contact E-Mail

Dear Mr. [REDACTED]  
 Thank you for allowing [REDACTED] an opportunity to address your concern. Our primary focus is your satisfaction. My name is [REDACTED] and I will be your [REDACTED] manager to answer all questions issues are addressed.  
 You [REDACTED] number is [REDACTED]. The [REDACTED] phone number is [REDACTED]  
 My direct ext. is [REDACTED]  
 My work hours are : [REDACTED] Eastern time. Monday thru [REDACTED]  
 I will contact you shortly by phone to discuss your [REDACTED] please don't hesitate to make contact if you have any questions. Thank you

( [REDACTED] ) ON BEHALF OF  
 CM [REDACTED]  
 EXT. [REDACTED]  
 ref.\_00Dj01qsDF\_5003Z1NhsHG.ref

Date	Subject	Case	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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

Hello this is [REDACTED] with [REDACTED] this message is for [REDACTED]

Mr. [REDACTED]

. I wanted to check in to make sure everything is to your satisfaction. If you are happy with your experience, there is no need to call me back. Your [REDACTED] will be closed in [REDACTED] however, if you need to discuss these details further, I can be reached at [REDACTED] EXT [REDACTED] 5 ].

Thank You.

Within [REDACTED] VIA Email, You Will Be Receiving a Survey Regarding My Level of Professionalism . If You Wouldn't Mind Completing , I Would Greatly Appreciate Your Feedback, Thank You.  
 ref.\_00Dj01qsDF\_5003Z1NhsHG.ref



Date	Comment
	***** PART UPDATE ***** DEALER : [REDACTED] ORDER NUMBER : [REDACTED] - PART NUMBER : [REDACTED] superseded to [REDACTED] SHIPPED-PDC on 3/24 - In transit to DEALER - ETA [REDACTED] DEALER : [REDACTED] will receive PART NUMBER : [REDACTED] IN LIEU OF [REDACTED] Task Completed. Please follow up with the Dealer to confirm part has been delivered. If further assistance is needed, complete a part order detail and assign a new task to [REDACTED] Pod. *****END OF UPDATE*****
	***OUTBOUND DEALERSHIP CONTACT*** [REDACTED]   [REDACTED]   RAM   CM reached out to [REDACTED] R to confirm part arrival and check repair timeline. [REDACTED] with PA [REDACTED] who advised all parts had arrived and it looks like the RO was closed out on his end, CM transferred to service to confirm repaired/returned, no one available, CM left VM requesting callback to confirm, provided customer's name, VIN and CM contact #.
	**Outbound Customer Contact**   [REDACTED]   [REDACTED]   RAM   CM reached out to customer to confirm vehicle has been repaired/returned. Customer sent call to VM, CM left VM requesting callback to ensure satisfaction with repairs before closing case, advised case will be closed on [REDACTED] so if further assistance is needed to contact CM before then.
	**Inbound Customer Contact**   [REDACTED]   [REDACTED]   RAM   Customer returned CM's phone call to advise he picked up his vehicle [REDACTED] and drove it home with no issues, so far so good. CM advised of case closure but encouraged customer to reach out directly if there are further issues and we can reopen his case for further assistance. Customer was fine with this and thanked CM for the help. Closing case.

Email(s)

Date	Subject	From	To	Sent Date/Time
	warranty	[REDACTED]	[REDACTED]	[REDACTED]
Hello [REDACTED]				
Thank you for contacting [REDACTED] Customer Care.				
We can understand the dissatisfaction that you feel, given the concern with the ABS pump in your [REDACTED] [REDACTED] We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.				
Your email has been reviewed and due to the nature of your concern, we would like to forward your case to our Case Specialist department for their attention and response.				
To move ahead with this escalation, your vehicle would need to have been diagnosed for the concern by an authorized dealership within the [REDACTED] not, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment.				
Please reply to this email or contact us at [REDACTED] with your dealership and appointment information.				
Thank you again for your email.				
Best wishes,				
[REDACTED] Customer Care				
ref: [REDACTED] ref				

Date	Subject	From	To	Sent Date/Time
	Re: warranty	[REDACTED]	[REDACTED]	[REDACTED]
I have made an appointment at [REDACTED] in [REDACTED] Oh. To have a code scan done [REDACTED]. A cost to me of [REDACTED] keep you updated when I get results.				
Thanks for your response.				
Sent from my [REDACTED]				
> On [REDACTED], [REDACTED] US Customer Care <[REDACTED]> wrote:				
>				
> Hello [REDACTED]				
>				
> Thank you for contacting [REDACTED] Customer Care.				
>				
> We can understand the dissatisfaction that you feel, given the concern with the ABS pump in your [REDACTED] [REDACTED] We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.				
>				
> Your email has been reviewed and due to the nature of your concern, we would like to forward your case to our Case Specialist department for their attention and response.				
>				
> To move ahead with this escalation, your vehicle would need to have been diagnosed for the concern by an authorized dealership within the [REDACTED] not, it will be necessary for you to arrange an appointment and then advise us of the name of the dealership, the date and the time of the appointment.				
>				
> Please reply to this email or contact us at [REDACTED] with your dealership and appointment information.				
>				
> Thank you again for your email.				
>				
> Best wishes,				
>				
> [REDACTED] Customer Care				
>				
> ref: [REDACTED] ref				

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

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