

New Customer Assistance Inquiry Record (CAIR) [REDACTED]					
VIN	[REDACTED]	Model Year	[REDACTED]	Brand	RAM
Body	[REDACTED]	Vehicle	[REDACTED]	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	
Mileage	[REDACTED]	Market	U	Language	[REDACTED]
Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer	[REDACTED]				
Customer Address	[REDACTED]				
City/State/Country/Zip	[REDACTED]				
Dealer	[REDACTED]			Dealer Phone	[REDACTED]
Dealer Address	[REDACTED]				
Dealer Zone	[REDACTED]				F
Subject	Vehicle Issues				
Synopsis	Customer is having issues with the electric brake as the ABS light is on. Agent advised of contacting the [REDACTED] and this will be documented. Customer understood.				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	[REDACTED]	Technical Issue With Vehicle	Customer Anomaly	[REDACTED]	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
[REDACTED]	Open
[REDACTED]	Closed

Initial Description

Customer states, the service light comes on for the electric brake and ABS, and this will come on and off.

Case Comments

Date	Comment
[REDACTED]	Customer states, the service light comes on for the electric brake and ABS, and this will come on and off. Agent confirmed profile and updated address and phone contact. Customer is asking if this is going to be a recall, as he has read about [REDACTED] having this issues. Agent asked if he has been to the [REDACTED] for this concern. Customer has not, however would like this documented. Agent advised it will be documented and provided a case number. Customer thanked agent. Agent branded call - RAM

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					
Dealer		BETTENHAUSEN MOTOR SALES INC		Dealer Phone	
Dealer Address	8355 W 159TH ST TINLEY PARK				
Dealer Zone		Sales District		Service District	B
Subject	ABS Control Pump GW				
Synopsis	close				
Customer Anomaly					
Contact Reason		Part Not Available/Backordered		Customer Anomaly	
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

Case Status History

Create Date	Status
09/1	Open
09/1	Closed
09/1	Open
09/28/2022	Closed

Initial Description

Customer is seeking part expediting

Case Comments

Date	Comment
	Customer called in seeking to get GW assistance with a new ABS pump. Customer did not merit for GW and agent walked a decline. Agent got MVP on the line to see if they could provide coverage
	cx looking to get some assistance with getting the repair covered as well as get the part expedited as its being ordered threw a different dir. walked the decline but when looked into this it did qualify to be escalated to a CM. Writer explained we will escalate the case for review and a CM will reach out in day Customer Contact: appointment: na Rental: No Rental approved by:..
	****GOODWILL QUALIFIER**** In-Service Date: Mileage: Original Owner: purchase loyalty: 1 used Multiple Repairs / Previous related repairs: MVP plan:ESSENTIAL CARE Customer Concern: ABS- BOP
	****OUTBOUND DEALER CONTACT**** sent email to rocky
	INBOUND DEALER CONTACT I responded to a task on this. Last visit was Needed a Diesel DEF Injector at that time.
	INBOUND FROM CUSTOMER Customer said that pump is not covered under basic warranty but he said it should be covered under powertrain. He said that brake pads were never fixed and ABS is acting up now. Issue is hydraulic control pump and ABS He is looking for coverage or reimbursement and wants this looked into because he wants to put a plow on his vehicle and they won't accept it because ABS light is on he returned electrical part he has and he now has a pump for the vehicle because dealer said it would be on backorder. Vehicle is in his driveway Writer was about to transfer call when customer disconnected
	INBOUND CUSTOMER CALL Customer called in wanting to speak to CM about vehicle issues. Writer saw CM was on another call, let customer know CM will reach back out
	OUTBOUND CUSTOMER CALL Writer called customer. Customer stated transmission replaced, rear seals replaced, brakes replaced, caliper slider bracket was only replaced on the passenger side and not the driver side - this caused customers calipers to blow out. Customer then had to replace ABS pump which was purchased through a dealership. Customer is only wanting reimbursement for the ABS pump. Customers vehicle also had the drag link welded and they'd like the case resolved. Writer will open another case for this concern as there is a part to resolve this now Customer was sent email to attach repair order - Customer is wanting to see if we can give them some sort of compensation for all the issues they've had with their vehicle.
	OUTBOUND CUSTOMER CONTACT I have received the receipt and I will look into possible reimbursement. I will contact you once we have reached a decision.? sent email to TL for assistance
	As per TL decline assistance other than part expediting
	OUTBOUND CUSTOMER CALL LVM for Cx to call back
	OUTBOUND CUSTOMER CONTACT Could you please contact us at
	*** INBOUND CUSTOMER CALL *** Customer call in to speak with CM. CM on lunch. Customer advised would send message requesting call back to CM.
	INBOUND CUSTOMER CONTACT Cx called in and CM provided decline of assistance. Cx stated that its covered under PT warranty CM advised that it is under basic. Cx is not happy with the service from the dealer but, thanked CM for looking into it. CM sent closing email

Email(s)

Date	Subject	Sent Date/Time
From	To	

Hello,

My name is [REDACTED] and I am happy to inform you that I have been assigned as your Case Manager.

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

Your case number is: [REDACTED]

The [REDACTED] telephone number is: [REDACTED]

My direct extension is: [REDACTED]

Case management hours are: [REDACTED] [REDACTED] [REDACTED].

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

Thank you for your patience and cooperation!

Best wishes,

[REDACTED]

[REDACTED]

ref: [REDACTED] ref

Date	[REDACTED]	Subject	ABS Control Pump GW
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello,

My name is [REDACTED] and I am happy to inform you that I have been assigned as your Case Manager.

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

Your case number is: [REDACTED]

The [REDACTED] telephone number is: [REDACTED]

My direct extension is: [REDACTED]

Case management hours are: [REDACTED] [REDACTED] [REDACTED].

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

Thank you for your patience and cooperation!

Best wishes,

[REDACTED]

[REDACTED]

ref: [REDACTED] ref

Date	[REDACTED]	Subject	RE: ABS Control Pump GW
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello [REDACTED].

Please attach the receipt for the part you are wanting reimbursement for and we will examine for reimbursement

Regards,

[REDACTED]

----- Original Message -----
From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: ABS Control Pump GW

Hello,

My name is [REDACTED] and I am happy to inform you that I have been assigned as your Case Manager.

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

Your case number is: [REDACTED]

The [REDACTED] telephone number is: [REDACTED]

My direct extension is: [REDACTED]

Case management hours are: [REDACTED] Eastern Standard Time [REDACTED] [REDACTED].

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

Thank you for your patience and cooperation!

Best wishes,

[REDACTED]

[REDACTED]

ref: [REDACTED] ref

Date	Subject	RE: ABS Control Pump GW
From	To	Sent Date/Time

Hello [REDACTED].

Please attach the receipt for the part you are wanting reimbursement for and we will examine for reimbursement

Regards,

[REDACTED]

----- Original Message -----
From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: ABS Control Pump GW

Hello,

My name is [REDACTED] and I am happy to inform you that I have been assigned as your Case Manager.

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

Your case number is: [REDACTED]

The [REDACTED] telephone number is: [REDACTED]

My direct extension is: [REDACTED]

Case management hours are: [REDACTED] Eastern Standard Time [REDACTED] [REDACTED].

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

Thank you for your patience and cooperation!

Best wishes,

[REDACTED]

[REDACTED]

ref: [REDACTED] ref

Date	Subject	RE: ABS Control Pump GW
------	---------	-------------------------

> Hello
 > Please attach the receipt for the part you are wanting reimbursement for and we will examine for reimbursement.
 > Regards,
 > [Redacted] se Management
 > ----- Original Message -----
 > From: Customer Care [Redacted]
 > Sent: [Redacted]
 > To: [Redacted]
 > Cc: [Redacted]
 > Sub: [Redacted]
 > Hello
 > Please attach the receipt for the part you are wanting reimbursement for and we will examine for reimbursement
 > Regards,
 > [Redacted] se Management
 > ----- Original Message -----
 > From: Customer Care [Redacted]
 > Sent: [Redacted]
 > To: [Redacted]
 > Sub: [Redacted]
 > Hello,
 > My name is [Redacted] and I am happy to inform you that I have been assigned as your Case Manager.
 > Here is some information that will be helpful for you to have:
 > Your case number is: [Redacted]
 > The [Redacted] telephone number is: [Redacted]
 > My direct extension is: [Redacted]
 > Case management hours are: [Redacted]
 > Please don't hesitate to make contact if you have any questions or concerns.
 > Thank you for your patience and cooperation!
 > Best wishes,
 > [Redacted]
 > [Redacted]
 > ref: [Redacted] ref
 > [Redacted]

Date	Subject	Re: ABS Control Pump
From [Redacted]	To [Redacted]	Sent Date/Time [Redacted]
Good Mo [Redacted]		
I have received the receipt and I will look into possible reimbursement. I will contact you once we have reached a decision.		
Best Wishes, [Redacted] ref		

Date	Subject	Re: ABS Control Pump
From [Redacted]	To [Redacted]	Sent Date/Time [Redacted]
Good Mo [Redacted]		
I have received the receipt and I will look into possible reimbursement. I will contact you once we have reached a decision.		
Best Wishes, [Redacted] ref		

Date	Subject	Re: ABS Control Pump
From [Redacted]	To [Redacted]	Sent Date/Time [Redacted]

Ok thanks
> On [redacted] at [redacted] US Customer [redacted] <[redacted]> wrote:
>
> ☐ Good Morning,
>
> I have received the receipt and I will look into possible reimbursement. I will contact you once we have reached a decision.
>
> Best Wishes,
> [redacted]
>
>
> ref: [redacted] ref

Date	Subject	Re: ABS Control Pump GW
From [redacted]	To [redacted]	Sent Date/Time [redacted]

Good Morning,
Could you please contact us at [redacted]
Best Wishes,
[redacted]
ref: [redacted] ref

Date	Subject	Re: ABS Control Pump GW
From [redacted]	To [redacted]	Sent Date/Time [redacted]

Good Morning,
Could you please contact us at [redacted]
Best Wishes,
[redacted]
ref: [redacted] ref

Date	Subject	Re: ABS Control Pump GW
From [redacted]	To [redacted]	Sent Date/Time [redacted]

Hello,
I am sending you this email regarding the closure of your Case with [redacted]. I would like to provide you with our contact information should you have any questions or concerns in the future.
Your Case Number is: [redacted]
The [redacted] Telephone Number is: [redacted]
Thank you for allowing [redacted] Customer [redacted] the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may reopen your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, consider it was a way in which I was able to assist you; therefore, you could potentially receive an email or telephone survey. It has been a pleasure working with you, all the best!
Best regards,
[redacted]
ref: [redacted] ref

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

Hello,
I am sending you this email regarding the closure of your Case with [redacted]. I would like to provide you with our contact information should you have any questions or concerns in the future.
Your Case Number is: [redacted]
The [redacted] Telephone Number is: [redacted]
Thank you for allowing [redacted] Customer [redacted] the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may reopen your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, consider it was a way in which I was able to assist you; therefore, you could potentially receive an email or telephone survey. It has been a pleasure working with you, all the best!
Best regards,
[redacted]
ref: [redacted] ref

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

Hello,

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

Your Case Number is: [REDACTED]

The [REDACTED] Telephone Number is: [REDACTED]

Thank you for allowing [REDACTED] Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may reopen your case. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case, consider it was a way in which I was able to assist you; therefore, you could potentially receive an email or telephone survey. It has been a pleasure working with you, all the best!

Best regards,

[REDACTED]
ref: [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)

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

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

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

Customer					
Customer Address					
City/State/Country/Zip					

Dealer		IMPERIAL CHRYSLER DODGE JEEP	Dealer Phone		
Dealer Address	6 UXBRIDGE ROAD				
	MENDON	MA	01756 1002		
Dealer Zone	Northeast	District		Service District	B

Subject	warranty information
Synopsis	informed cx that there is no recall on vehicle and the basic warranty is currently expired due to time so it will not be covered.
Customer Anomaly	Engine OTHER
Contact Reason	Vehicle Warranty Plan Coverage
Reason Code	After - Complaint - Warranty - Warranty - Coverage Information

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

cx is calling about abs control module it goings bad and the light keeps flickering on and off

Case Comments

Date	Comment
	Customer states- cx is calling about abs control module and the light keeps on going on and off and now its currently on permantly and dings a lot vehicle is currently at the dealer. wanted to see if there was a recall or if the warranty can cover it. agent advised- informed cx that there currently is no recall on vehicle and the abs control module is covered under the basic warranty but due to time it has expired and wort be covered. next steps- no further actions

[REDACTED] Customer Care Specialist,
and we spoke [REDACTED] about your,
[REDACTED] you to have:
Department Telephone number: [REDACTED] My direct extension: [REDACTED]
I will contact you again [REDACTED] k on [REDACTED] ir service [REDACTED]
Please don't hesitate to make contact if you have any questions or concerns.
Thank you for allowing Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
Sincerely,
[REDACTED] IDENTIAL: This electronic mail (including any attachments) may contain information that is privileged, confidential, and/or otherwise protected from disclosure to
intended recipient(s) is strictly prohibited. If you have received this message in error, please notify us immediately by reply email so that we may correct our internal
records. Please then delete the original message (including any attachments) in its entirety. Thank you
ref: [REDACTED]

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

[REDACTED] Customer Care Specialist,
and we spoke [REDACTED] about your,
[REDACTED] you to have:
Department Telephone number: [REDACTED] My direct extension: [REDACTED]
I will contact you again [REDACTED] k on [REDACTED] ir service [REDACTED]
Please don't hesitate to make contact if you have any questions or concerns
Thank you for allowing Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
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records. Please then delete the original message (including any attachments) in its entirety. Thank you
ref: [REDACTED]

Date	Subject	RE: RAM	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Mr [REDACTED]

Hello, this is [REDACTED] Customer Care Specialist. We spoke recently about your;

We spok [REDACTED] about the repair that was recently completed and at this time everything has been repaired to your satisfaction. If you are happy with your experience, there is no need to call me back.

This is a courtesy email to inform you the case will be closed. If you wish to discuss these details further, call or you can respond to this email if it is more convenient for you.

We look forward to assisting you should you have any additional concerns or questions in the future. You will receive a [REDACTED] customer satisfaction survey regarding your Customer Care experience with me, your favorable response would be greatly appreciated. The Dealership may send their own separate survey. It has been my pleasure to assist with your vehicle concerns..

Thank you for contacting RAM Customer Care!

Sincerely,

[REDACTED] Case Management
Telephone: [REDACTED] Ext: [REDACTED]

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

From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RAM Case Management _ Case [REDACTED]

Hello, this is [REDACTED] Customer Care Specialist, and we spoke [REDACTED] about your;

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

[REDACTED]
Department Telephone number: [REDACTED] My direct extension: [REDACTED]
My work hours are: [REDACTED] EST, [REDACTED] through [REDACTED]

I will contact you again [REDACTED] to check on your repair service. Please don't hesitate to make contact if you have any questions or concerns.

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

Sincerely,

[REDACTED] Case Management

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ref: [REDACTED] ref

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

Mr [REDACTED]

Hello, this is [REDACTED] Customer Care Specialist. We spoke recently about your;

We spoke [REDACTED] about the repair that was recently completed and at this time everything has been repaired to your satisfaction. If you are happy with your experience, there is no need to call me back.

This is a courtesy email to inform you the case will be closed. If you wish to discuss these details further, call or you can respond to this email if it is more convenient for you.

We look forward to assisting you should you have any additional concerns or questions in the future. You will receive a [REDACTED] customer satisfaction survey regarding your Customer Care experience with me, your favorable response would be greatly appreciated. The Dealership may send their own separate survey. It has been my pleasure to assist with your vehicle concerns..

Thank you for contacting RAM Customer Care!

Sincerely,

[REDACTED]
[REDACTED] Case Management
Telephone: [REDACTED] Ext: [REDACTED]

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

From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RAM Case Management _ Case [REDACTED]

[REDACTED]
Hello, this is [REDACTED] Customer Care Specialist,
and we spoke [REDACTED] about your;

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

[REDACTED]
Department Telephone number: [REDACTED] My direct extension: [REDACTED]
My work hours are: [REDACTED] EST, [REDACTED] through [REDACTED]

I will contact you again [REDACTED] to check on your repair service.
Please don't hesitate to make contact if you have any questions or concerns.

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

Sincerely,

[REDACTED]
[REDACTED] Case Management

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ref: [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle		CREW CAB 4X2	
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		CRYSTAL CHRYSLER DODGE JEEP		Dealer Phone	
Dealer Address					
	1005 SOUTH SUNCOAST BLVD				
	HOMCSASSA		FL	34448 1459	
Dealer Zone				Service	C
Subject	Vehicle Concern				
Synopsis	vehicle concern				
Customer Anomaly	Brakes				
	Warning Light Anomaly				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	2	Brake Warning Light
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Customer stated his anti lock brakes system light is coming back on again

Case Comments

Date	Comment
	Customer stated his anti lock brakes system light is coming back on again, Customer stated this is a safety issue and it needs to be fixed. Customer stated this was fixed the 2020. Customer stated this was first fixed at . Advisor inform the customer the warranty has expired so any repair would be out of pocket. No future action necessary

From: Customer <[redacted]>
 Sent: [redacted]
 To: [redacted]
 Subject: Vehicle Concern [redacted]
 Good morning [redacted]

I was waiting for your call and have not received word of a call from you from my colleagues either, would you mind sending me the landline phone number as a response to this email so that I have it in case of a similar situation to [redacted] with the call quality?

Thank you in advance!
 [redacted]

Best Wishes,
 [redacted]

EXT
 [redacted] — Original Message
 [redacted]

Sent: [redacted]
 To: [redacted]
 Subject: Vehicle Concern [redacted]
 Good morning [redacted]

[redacted] continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. Currently we do not have an ETA. We will provide another update on [redacted]

ref: [redacted]

Date	Subject	RE: Vehicle Concerns
From	To	Sent Date/Time

Hello [redacted]

Thank you for giving us the chance to assist you in regard to [redacted] your vehicle. It has been a pleasure working with you. If there are any further issues that occur with your vehicle, please do not hesitate to reach out to us - we will be more than happy to assist you in any way we can. If anything occurs within the [redacted] that requires your vehicle to go back in for service, please contact us and reference case number [redacted] so that we may re-open the case to further assist you, otherwise we will have to start a new case. If you call us within the [redacted] timeframe, please contact me at [redacted] EXT [redacted]. Please feel free to leave me a voicemail message if I am not able to take your call at the time of so that I may get back to you as quickly as I can.

Best Wishes,
 [redacted]

EXT
 [redacted] — Original Message
 [redacted]

To: [redacted]
 Subject: [redacted]

I tried [redacted] in all stuff trying to get to you. You can call me at [redacted] ask for [redacted]

From: Customer <[redacted]>
 Sent: [redacted]
 To: [redacted]
 Subject: Vehicle Concern [redacted]
 Good morning [redacted]

I was waiting for your call and have not received word of a call from you from my colleagues either, would you mind sending me the landline phone number as a response to this email so that I have it in case of a similar situation to [redacted] with the call quality?

Thank you in advance!
 [redacted]

Best Wishes,
 [redacted]

EXT
 [redacted] — Original Message
 [redacted]

Sent: [redacted]
 To: [redacted]
 Subject: Vehicle Concern [redacted]
 Good morning [redacted]

[redacted] continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. Currently we do not have an ETA. We will provide another update on [redacted]

ref: [redacted]

Date	Subject	RE: Vehicle Concerns
From	To	Sent Date/Time

[redacted]

any further [redacted] at occur with your vehicle, please do not hesitate to reach out to us - we will be more than happy to assist you in any way we can. If anything occurs within the [redacted] that requires your vehicle to go back in for service, please contact us and reference case number [redacted] so that we may re-open the case to further assist you, otherwise we [redacted] ve to start a new case. If you call us within the [redacted] timeframe, please contact me at [redacted] EXT
Please feel free to leave me a voicemail message if I am not able to take your call at the time of so that I may get back to you as quickly as I can.

Best Wishes, [redacted]

EXT

Original Message

To: [redacted]
Subject: [redacted]

I tried [redacted] all stuff trying to get to you. You can call me at [redacted] ask for [redacted]

From: RAM Customer Care <[redacted]>
Sent: [redacted]
To: [redacted]
Subject: RE: Vehicle Concern [redacted]

Good morning

I was waiting for your call and have not received word of a call from you from my colleagues either, would you mind sending me the landline phone number as a response to this [redacted] so that I have it in case of a similar situation to [redacted] with the call quality?

Thank you in advance!

Best Wishes, [redacted]

EXT

Original Message

Sent: [redacted]
To: [redacted]
Subject: Vehicle Concerns [redacted]

Good [redacted]

[redacted] continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. Currently we do not have an ETA. We will provide another update on [redacted]

ref: [redacted]

[redacted]

Body		Vehicle	[REDACTED]		
Customer Provided VIN	[REDACTED]	Line of Business	[REDACTED]	Customer Assistance Center	
Batch Case Information	[REDACTED]	[REDACTED]			
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage	[REDACTED]	Market	U	Language	
Contact Email	[REDACTED]	Contact Phone		Contact Mobile	
Caller Address	[REDACTED]			Source	Customer
City/State/Country/Zip	[REDACTED]	[REDACTED]			[REDACTED]
Customer					
Customer Address					
City/State/Country/Zip	[REDACTED]				
Dealer	[REDACTED]	Dealer Phone	[REDACTED]		
Dealer Address	[REDACTED]		[REDACTED]	[REDACTED]	
Dealer Zone	[REDACTED]				
Synopsis	[REDACTED]				
Customer Anomaly	Electronics				
	Engine Electronics				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		Electronic engine issues (wiring)
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
	Open
	Closed

[REDACTED] [REDACTED]
 ABS Controller was fixed at

Case Comments

Date	Comment
[REDACTED]	Voice of Customer has not drove the vehicle in [REDACTED] and for which he had the ABS Controller fixed at [REDACTED] which is the account. He called [REDACTED] for which the urgent lights are coming on for the ABS and need get a diag asap.

[REDACTED] [REDACTED] [REDACTED] [REDACTED]

Body		Veh			
Customer Provided VIN		Line of Business	CCC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Brand Site	Reason	assistance
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address					er
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer					
Dealer Address					
Dealer Zone					
Synopsis					
Customer Anomaly	Gears & Transmission				
	Differential				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		gears issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
	New
	Open
	Closed
	Open
	Closed

When writing this email to please ask for some assistance. We just had our truck in to the dealer right before our warranty expired for a failed rear differential in our [redacted]. Well we were just out of town with our truck over the wknd, and the rear diff is starting to do the same thing again. Also, over the weekend the abs light is now on as well. I know you don't have to help, as we are [redacted] although I am asking if you please would. We love our ram truck, although we are at the point where we are thinking it might have to be sold if this axle cannot be fixed. I definitely don't want to pay to have it done, because it was literally just repaired [redacted]. Is there anything you all can do to assist? My wife and I would greatly appreciate the assistance if possible. Thanks and god bless, [redacted]

Case Comments

Date	Comment
	actions taken to follow up with [redacted] no answer left VM, provided our number and case number for [redacted] will make [redacted] to reach customer in [redacted]
	actions taken to follow up with [redacted] no answer left VM, provided our number and case number for [redacted] will make final attempt to reach customer in [redacted] if customer [redacted] d handle case accordingly as I am not a CM [redacted]
	actions taken to follow up with [redacted] no answer left VM, provided our number and case number for [redacted] as have made 3 attempts to reach c [redacted] able to reach, cl [redacted] back please assist and handle accordingly [redacted]

Email(s)

Date	Subject	Repairs needed again
From	To	Sent Date/Time
Hello [redacted]		
Thank [redacted] for contacting [redacted] Customer Care; [redacted]		
I can certainly understand the dissatisfaction you feel, given that you are experiencing issues with your rear differential again on your [redacted]. I can understand why you've reached out to us and I'd be happy to point you in the right direction.		
Upon further review if you had the [redacted] repair completed by the [redacted] for the rear differential you will need to reach out to the [redacted] as all [redacted] parts have a warranty on them, when they have been replaced. For the ABS you will need to get a diagnosis on them as well. But your basic warranty has expired by time on [redacted].		
Thank you again for your email. Have a great day!		
Best wishes, [redacted]		
Customer Care [redacted] ref [redacted]		

Date	Subject	Repairs needed again
From	To	Sent Date/Time

I thank [redacted] for contacting [redacted] Customer Care;

I can certainly understand the dissatisfaction you feel, given that you are experiencing issues with your rear differential again on your [redacted]. I can understand why you've reached out to us and I'd be happy to point you in the right direction.

Upon further review if you had the [redacted] repair completed by the [redacted] for the rear differential you will need to reach out to the [redacted] as all [redacted] parts have a warranty on them, when they have been replaced. For the ABS you will need to get a diagnosis on them as well. But your basic warranty has expired by time on [redacted].

Thank you again for your email. Have a great day!

Best wishes,

Customer Care
[redacted]

[redacted]
[redacted]

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle		CREW CAB 4X4	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone					
Southeast		Sales District		N	
Subject	ABS system Light is on				
Synopsis					
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				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

ABS system Light is on , looking to see if under warranty

Case Comments

Date	Comment
	Customer called that the ABS system Light is on , looking to see if under warranty. she had called teh dealer and had appt for . agent advised no warranty and denied . BASIC WARRANTY 36 . Expired (Time) POWERTRAIN WARRANTY . Expired (Time) DIESEL ENGINE WARRANTY . Expired (Time)

New Customer Assistance Inquiry Record (CAIR)					
VIN		Model Year		Brand	RAM
Body		Vehicle		CAB 4X4	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch 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		WEST HILLS CHRYSLER		Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	A
Subject	Vehicle Concern				
Synopsis	Repairs Complete				
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

CXs vehicle is at [REDACTED]
 Intermittent services ABS warnings been going on for [REDACTED]
 Because its not a locked in Code [REDACTED] won't do anything
 They need a locked in alarm in order to do anything with vehicle

Comments

Date	Comment
	Voice of Customer CXs vehicle is at [REDACTED] Intermittent services ABS warnings been going on for [REDACTED] Because its not a locked in Code [REDACTED] won't do anything They need a locked in alarm in order to do anything with vehicle Code comes in and it clears, they are stored but not hard set ***Actions*** Reassigning as [REDACTED] cannot diagnose Recall: Dealer: [REDACTED] ***Next Steps*** Reassign
	[REDACTED] states that [REDACTED] is assisting the CST. Agent was placed on hold in order to get [REDACTED] on the phone. [REDACTED] was not able to take Agents call however Agent provided her Contact number and [REDACTED] number for call back. Vehicle is currently at [REDACTED]
	[REDACTED] Agent tried calling CST to discuss case however Agent received the busy tone Agent sent email to CST
	Voice of customer: Cx called in regards to case [REDACTED] Advisor Inform: Cx that Specialist was trying to get in contact with him and was unsuccessful so he was sent an email. Cx confirm contact number ([REDACTED] and email ([REDACTED]) and ask to be contacted in regards to issue No Further Action Taken
	"IB CALL FROM CST" cst stating that was expecting a call that ABS warning light keep going off and vehicle is at Dir. Advised that CM not available but advised that will be getting call.
	Ob call to service [REDACTED] calling the service Advisor. ([REDACTED]) Stated that he will call me back. Going to question CXs vehicle is at [REDACTED] Intermittent services ABS warnings been going on for [REDACTED] Because its not a locked in Code [REDACTED] won't do anything They need a locked in alarm in order to do anything with vehicle. Not sure wwhat this is. Please explain this issue.
	** [REDACTED] Left VM for CST with CMs Contact information. Also informed that we reached out to [REDACTED] and are waiting for a call back.
	** Outbound to dlr CM called [REDACTED] and spoke to [REDACTED] Intermitted service ABS and Break. [REDACTED] needs an ABS. Covered under aftermarket warranty. PART: [REDACTED]
	*** Obc to [REDACTED] *** [REDACTED] who relayed the info that the part will arrive on the [REDACTED] Order # [REDACTED] Part# [REDACTED] *** Obc to Cx *** No answer, Left VM
	*** Obc to Cx *** No answer Left Vm Stating the new ETA [REDACTED] and that we will have a followup call on the [REDACTED]
	*** Obc to CX *** CM Called to Inform of new ETA, Cx informed CM That part as already arrived and repairs complete.

Email(s)

Date	Subject	Ram	Management -	Sent Date/Time

and now definitively reserved for my truck. Then the scheduling person (set a for me at available on Lastly they introduced me to my new Service Advisor . This all took . I thanked of them for all the help , asked the receptionist to look forward to maybe meeting him sometime in the future. I departed. I have no idea how this could possibly be on my calendar. Anyway thank you for getting and keeping the ball rolling! Next episode scheduled to be aired at .

***IB FROM ** called in stating they've m appointment to . stated they don't care when r s out but just ed to touch base and let her know.

OB to cx advised set follow up

customer, advised that has a call into the dealership to see what is going on with vehicle.

per dealer task: The vehicle came in on to return for the installation of order parts. Due to capacity, we have not started on the repair yet. Fully expect to have this truck for and possibly due to HIGH car volume.

per dealer task: Absolutely not! Due to shop capacity we are behind. Appointments are out. This is already being done as goodwill. If the customer wants to explain then I can have the area manager deny all future goodwill assistance.

to customer advised of repair

from customer, advised of repair

per dealer task: ABS control module already installed. Did not fix concern. Ordered an hydraulic pump. Part on order. Back order.

PART: ORDER: GPOP SUPLR CHANGE (Y) RENTAL: (N)

to customer, advised of new part on back order. Customer would like to know if he can buy the part somewhere else to get it installed or can he take his truck till the comes in

to dealer, lvm for to call back about vehicle if its drivable.

Spoke vehicle is ; additional bls on it, Not able to use, traction or stability control (conventional brakes: hit them hard in wet, it kid and uncontrollable)

to customer, advised of the part being on order, but truck is able to be driven. Customer will be going to get it soon

PARTS POD UPDATE PART: ORDER: As of R ng out to PE team for assistance No firm to provide at this time

System Under is pended and cannot be upgraded at this time.]

Order cannot be upgraded to at this time material is in transit to our PDC .Currently your part order priority ranked no's : and are in transit on m available Check the current promise date in GPOP screen.

****PARTS POD UPDATE**** PART: ORDER: As of P nding BO due to COMMERCIAL ISSUES - Working with purchasing to obtain timing on purchase order placement and part availability for shipment to fulfill open order. Unplanned resource requirement resulting in supply disruption. No firm to provide at this time. Working to improve.

to customer, advising of no at this time

****PARTS POD UPDATE**** PART: ORDER: Part pending BO due to COMMERCIAL ISSUES w th - Working with purchasing to obtain timing on purchase order placement and part availability for shipment to fulfill open order. Unplanned resource requirement resulting in supply disruption. No firm to provide at this time. Working to improve.

from waiting on parts arrive

to customer, advised that there on the part ; stated that she will try to get the order forced.

****PARTS POD UPDATE**** PART: ORDER: Part pending BO due to COMMERCIAL ISSUES w th - Working with purchasing to obtain timing on purchase order placement and part availability for shipment to fulfill open order. Unplanned resource requirement resulting in supply disruption. No firm to provide at this time. Working to improve.

is checking to see if the can be force , as there is material available , however there is a block til

still shows available, however th I in effect ,

****PARTS POD UPDATE**** PART: ORDER: Part pending BO due to COMMERCIAL ISSUES w th - Working with purchasing to obtain timing on purchase order placement and part availability for shipment to fulfill open order. Unplanned resource requirement resulting in supply disruption. No firm to provide at this time. Working to improve.

to customer advised of part status.. customer is frustrated but understands

****PARTS POD UPDATE**** PART: ORDER: Part pending BO due to COMMERCIAL ISSUES w th - Working with purchasing to obtain timing on purchase order placement and part availability for shipment to fulfill open order. Unplanned resource requirement resulting in supply disruption. No firm to provide at this time. Working to improve.

I sent to customer, advising of part status

Email from Customer Hello O ally surpris ; body working on an alternative? Maybe at least a w bund to turn off the bell? I'm pretty sure I got the message that it's not working . Or am I to just go away? Thanks for the update.

****PARTS POD UPDATE**** PART: ORDER: Part pending BO due to COMMERCIAL ISSUES with - Working with purchasing to obtain timing on purchase order placement and part availability for shipment to fulfill open order. Unplanned resource requirement resulting in supply disruption. No firm to provide at this time. Working to improve.

Emailed customer, no update as of yet.

****PARTS POD UPDATE**** PART: ORDER: Part pending BO due to COMMERCIAL ISSUES w th - Working with purchasing to obtain timing on purchase order placement and part availability for shipment to fulfill open order. Unplanned resource requirement resulting in supply disruption. No firm to provide at this time. Working to improve

emailed customer, advised of no at this time

****PARTS POD UPDATE**** PART: ORDER: Part pending BO due to COMMERCIAL ISSUES w th - Working with purchasing to obtain timing on purchase order placement and part availability for shipment to fulfill open order. Unplanned resource requirement resulting in supply disruption. No firm to provide at this time. Working to improve.

****PARTS POD UPDATE**** PART: ORDER: Part pending BO due to COMMERCIAL ISSUES w th - Working with purchasing to obtain timing on purchase order placement and part availability for shipment to fulfill open order. Unplanned resource requirement resulting in supply disruption. No firm to provide at this time. Working to improve.

At this time, there is on the ABS Module

****PARTS POD UPDATE**** PART: ORDER: Part pending BO due to COMMERCIAL ISSUES w th - Working with purchasing to obtain timing on purchase order placement and part availability for shipment to fulfill open order. Unplanned resource requirement resulting in supply disruption. No firm to provide at this time. Working to improve.

email sent to customer,

****PARTS POD UPDATE**** PART: ORDER: TRACKING#

to dealer parts, spoke to part is on the shelf with customer's name on it

to customer advised of part being delivered to the dealership

Vehicle has arrived at dealership and attended by dealer employee

Vehicle has arrived at dealership and attended by dealer employee

dealer the part needed is not the HCU.

per dealer task: p/n is the HCU part number

to dealer parts who stated the dealership. will call the to find out what is needed

to dealer, after getting a VM from the dealership who stated that they found the part and that it was on the shelf this whole time

to customer to see if vehicle was completed,

to dealer, to call back with status of repairs

Vehicle is still at the dealership, no update on when it will be done, customer will call once he has it back

to and vehicle is done, just finishing the paper work

bound from customer**** Customer requested Writer informed customer that the is unavailable & I will leave a internal message for the to r out once able. Customer sta cked u s vehicle & wanted to thanked the

to customer, and vehicle is finally good... did great, and vehicle is done final

Email(s)

Date		Subject	Level 2 Initial Contact
From		To	
Sent Date/Time			

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 [REDACTED] are: [REDACTED]

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

[REDACTED]
ref: [REDACTED] ref

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

Good Afternoon,

Due to hurricane Ian we are expecting delays in communication for the next [REDACTED] [REDACTED]. Your case manager will reach out to you as soon as possible. Thank you for your patience and understanding.

Thank You,
[REDACTED] Customer Care

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

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 [REDACTED] are: [REDACTED]

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

[REDACTED]
ref: [REDACTED] ref

Date	10/20/2022	Subject	RE: Level 2 Initial Contact
From	[REDACTED]	To	[REDACTED]
Sent Date/Time			

Hello Mr. [REDACTED]

The part shows that it has been invoiced, and ETA is showing to be [REDACTED]

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] Initial Contact

Good Afternoon,

Due to hurricane Ian we are expecting delays in communication for the next [REDACTED]. Your case manager will reach out to you as soon as possible. Thank you for your patience and understanding.

Thank You,

[REDACTED] Customer Care

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] Initial Contact

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]

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

[REDACTED]

ref: [REDACTED] ref

Date	10 [REDACTED]	Subject	Re: [REDACTED] 2 Initial Contact	
From	[REDACTED]	To	[REDACTED]	Sent Date/Time [REDACTED]

Thanks [REDACTED].
I do hope it gets here then [REDACTED] I've marked my calendar [REDACTED]

Sent from my [REDACTED]

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

[REDACTED] Hello Mr [REDACTED]

The part shows that it has been invoiced, and ETA is showing to be [REDACTED]

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] Initial Contact

Good Afternoon,

Due to hurricane Ian we are expecting delays in communication for the next [REDACTED] [REDACTED]. Your case manager will reach out to you as soon as possible. Thank you for your patience and understanding.

Thank You,

[REDACTED] Customer Care

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] Initial Contact

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 [REDACTED] are: [REDACTED] Standard Time [REDACTED] [REDACTED]

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

[REDACTED]

ref: [REDACTED] ref

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

□
Greetings, [redacted]
I will [redacted] of [redacted] I will [redacted]
If you should have any questions while I am out, you can ask
for case manager [redacted] at extension [redacted] If she should be out, then just press
1 for the next available CM and [redacted] will be able to assist in my absence.

Thank You [redacted] [redacted] [redacted]
[redacted] [redacted] [redacted]

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

From: [redacted]
Sent: [redacted]
Subject: Re: Initial Contact

Thank [redacted] [redacted]
I do h [redacted] ? I've marked my calendar □

Sent from m [redacted]

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

?
Hello Mr [redacted]
The [redacted] that [redacted] r [redacted] voiced, and ETA is [redacted]

----- message -----

From: Customer Care [redacted]
Sent: [redacted]
To: [redacted]
Subject: RE: Initial Contact

Good [redacted] moon, [redacted]
Due [redacted] we are expecting delays in communication for the next [redacted] Your case manager will reach out to you as soon as possible. Thank you for
your patience [redacted] understanding.

Thank You,
Customer C [redacted] [redacted]

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

From: Customer Care [redacted]
To: [redacted]
Subject: Initial Contact

[redacted] [redacted] [redacted]
[redacted] [redacted] [redacted]

Dear [redacted]
Thank you for allowing [redacted] 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] teleph number: [redacted]
My direct extension: [redacted]
My work hot [redacted]

Please [redacted] you ha [redacted] my questi [redacted] Thank you for your patience and co operation!
[redacted] [redacted] [redacted] [redacted]

[redacted]
ref: [redacted] ref

Date	Subject	Re:	Sent Date/Time
[redacted]	[redacted]	Initial Contact	[redacted]

[redacted] [redacted] [redacted] [redacted]

Good Morning [REDACTED]

Just wanted to let you know that there is no current ETA on the part as the supplier has not been able to provide [REDACTED] to us.

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

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

Hi [REDACTED]
After playing ph [REDACTED] tag most of the morning with the dealership but accomplishing nothing but leaving assorted messages I drove (my [REDACTED]) out there [REDACTED] about [REDACTED] and tried to meet personally with [REDACTED] - however he was out of the office. After waiting for a while 3 or 4 very caring employees heard my story and they all pitched in to my assistance. They found the records of your interactions [REDACTED] of all verified with the parts guy that the part is in fact on their shelf and now definitively reserved for my truck. Then the scheduling person ([REDACTED]) set a [REDACTED] appointment for me a [REDACTED] [REDACTED] [REDACTED]. Lastly they introduced me to my new Service Advisor [REDACTED]
This all took [REDACTED] thanked each of them for all the help, asked the receptionist to let [REDACTED] know he has a great staff and I look forward to maybe meeting him sometime in the future. I departed. I have no idea how this could possibly be done over their current teleph [REDACTED] system.
Anyway thank you for getting and keeping the ball rollin! Next episode scheduled to be aired at [REDACTED] - it is on my calendar!

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

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 teleph [REDACTED] number: [REDACTED]
My direct extension: [REDACTED]
My work hours are: [REDACTED] [REDACTED] [REDACTED]

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

[REDACTED]

ref: [REDACTED] ref

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

Hello [REDACTED]
OUCH!!! Not really surprised just kinda stunned. Any body working on an alternative? Maybe at least a work around to turn off the bell? [REDACTED] pretty sure I got the message that it is not working ☐
Or am I to just go away?
Thanks for the update.

Sent from my [REDACTED]

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

☐ Good Morning [REDACTED]

Just wanted to let you know that there is no current ETA on the part as the supplier has not been able to provide one to us.

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

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

Hi [REDACTED]
After playing phone tag most of the morning with the dealership but accomplishing nothing but leaving assorted messages I drove (my [REDACTED]?) out there [REDACTED] about [REDACTED] and tried to meet personally with [REDACTED] - however he was out of the office. After waiting for a while 3 or [REDACTED] heard my story and they all pitched in to my assistance. They found the records of your interactions [REDACTED] of all verified with the parts guy that the part is in fact on their shelf and now definitively reserved for my truck. Then the scheduling person ([REDACTED]) set a [REDACTED] available appointment for me a [REDACTED] available [REDACTED] on [REDACTED]. Lastly they introduced me to my new Service Advisor [REDACTED]
This all took [REDACTED] thanked [REDACTED] them for all the help, asked the receptionist to let [REDACTED] know he has a great staff and I look forward to maybe meeting him sometime in the future. I departed. I have no idea how this could possibly be done over their current telephone system.
Anyway thank you for getting and keeping the ball rollin?! Next episode scheduled to be aired at [REDACTED] Tuesday Nov 11 - it is on my calendar?
[REDACTED]

Sent from my [REDACTED]

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

?

Dear [REDACTED]

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

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

Your case number is [REDACTED]
The [REDACTED] Case Management telephone number: [REDACTED]
My direct extension: [REDACTED]
My work hours are: [REDACTED] [REDACTED] [REDACTED]

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

[REDACTED]
ref:_00Dj01qsDF_5003Z1TsbNQ:ref

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

Hello [REDACTED]

No firm [REDACTED] provide at this time.

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

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

Hi [REDACTED]
I appreciate everything you are trying and would expect the your organization could have a way to escalate this repair beyond consulting with the local dealership service department. From what I am told there is [REDACTED] Chrysler?? [REDACTED] proprietary computer software involved with this repair so I can't even find a standalone mechanic to try and fix the problem(s?). I've attached a picture of my daily reminder - I walk by my unsafe truck sitting in my driveway . [REDACTED] a copy of the \$\$ I have invested in this ornament. Keep me posted.

Thank you [REDACTED]
Sent from my [REDACTED]

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

[REDACTED]
Hey [REDACTED]

NO you are not supposed to just go away, I have reached out to the dealership to see if there is a way to turn off the bell, nothing has been sent to me yet, as for an alternate part, there is nothing available from what I am being told

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

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

Hello [REDACTED]
OUCH!! Not really surprised just kinda stunned. Any body working on an alternative? Maybe at least a work around to turn off the bell? [REDACTED] pretty sure I got the message that it's not working ?
Or am I to just go away?
Thanks for the update.

[REDACTED]
Sent from my [REDACTED]

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

?
Good Morning [REDACTED]

Just wanted to let you know that there is no current ETA on the part as the supplier has not been able to provide one to us.

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

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

Hi [REDACTED]
After playing phone tag most of the morning with the dealership but accomplishing nothing but leaving assorted messages I drove (my [REDACTED]?) out there [REDACTED] about [REDACTED] and tried to meet personally with [REDACTED] - however he was out of the office. After waiting for a while 3 or 4 very [REDACTED] heard my story and they all pitched in to my assistance. They found the records of your interactions [REDACTED] of all verified with the parts guy that the part is in fact on their shelf and now definitely reserved for my truck. Then the scheduling person ([REDACTED]) set a [REDACTED] available appointment for me a [REDACTED] available [REDACTED] [REDACTED]. Lasty they introduced me to my new Service Advisor [REDACTED]
This all took [REDACTED] thanked each of them for all the help , asked the receptionist to let [REDACTED] know he has a great staff and I look forward to maybe meeting him sometime in the future. I departed. I have no idea how this could possibly be done over their current telephone system.
Anyway thank you for getting and keeping the ball rollin?! Next episode scheduled to be aired at [REDACTED] Tuesday Nov 11 - it is on my calendar?

[REDACTED]
Sent from my [REDACTED]
On [REDACTED] US Customer Care <[REDACTED]> wrote:

?
Dear [REDACTED]

Thank you for allowing [REDACTED] 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]

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

[REDACTED]

ref:_00Dj01qsDF_5003Z1TsbNQ:ref

Date	[REDACTED]	Subject	Re: Level 2 Initial Contact
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Good Morning [REDACTED]

Per my parts expediting team: No Firm ETA at this time, Working to improve

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

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

Hello [REDACTED]

No firm [REDACTED] provide at this time.

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

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

Hi [REDACTED]

I appreciate everything you are trying and would expect the your organization could have a way to escalate this repair beyond consulting with the local dealership service department. From what I am told there is Chrysler's proprietary computer software involved with this repair so I can't even find a standard mechanic to try and fix the problem(s?). I've attached a picture of my daily reminder - I walk by my unsafe truck sitting in my driveway. [REDACTED] a copy of the \$\$ I have invested in this ornament. Keep me posted.

Thank you [REDACTED]

Sent from my [REDACTED]

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

Hey [REDACTED]

NO you are not supposed to just go away, I have reached out to the dealership to see if there is a way to turn off the bell, nothing has been sent to me yet, as for an alternate part, there is nothing available from what I am being told

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

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

Hello [REDACTED]

OUCH!! Not really surprised just kinda stunned. Any body working on an alternative? Maybe at least a work around to turn off the bell? [REDACTED] pretty sure I got the message that it's not working?

Or am I to just go away?

Thanks for the update.

Sent from my [REDACTED]

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

Good Morning [REDACTED]

Just wanted to let you know that there is no current ETA on the part as the supplier has not been able to provide [REDACTED] to us.

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

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

Hi [REDACTED]

After playing ph tag most of the morning with the dealership but accomplishing nothing but leaving assorted messages I drove (my [REDACTED]?) out there [REDACTED] about [REDACTED] and tried to meet personally with [REDACTED] - however he was out of the office. After waiting for a while 3 or 4 very [REDACTED] heard my story and they all pitched in to my assistance. They found the records of your interactions [REDACTED] of all verified with the parts guy that the part is in fact on their shelf and now definitively reserved for my truck. Then the scheduling person ([REDACTED]) set a [REDACTED] appointment for me a [REDACTED]. Lastly they introduced me to my new Service Advisor [REDACTED]

This all took [REDACTED] thanked [REDACTED] them for all the help, asked the receptionist to let [REDACTED] know he has a great staff and I look forward to maybe meeting him sometime in the future. I departed. I have no idea how this could possibly be [REDACTED] over their current teleph [REDACTED] system.

Anyway thank you for getting and keeping the ball rollin?! Next episode scheduled to be aired at [REDACTED] Tuesday Nov 11 - it is on my calendar?

Sent from my [REDACTED]

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

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 teleph [REDACTED] number: [REDACTED]

My direct extension: [REDACTED]

My work hours are: [REDACTED]

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

[REDACTED]

ref: [REDACTED] ref

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

My direct extension: [REDACTED]

My work hours are: [REDACTED]

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

[REDACTED] ref

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

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

Good Morning [REDACTED]

I have gotten word from corporate resources, that there is still no firm [REDACTED] provide at this time.

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

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

Thank you.

Sent from my [REDACTED]

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

[REDACTED]
Good Morning [REDACTED]

Per my parts expediting team: No Firm ETA at this time. Working to improve

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

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

Hello [REDACTED]

No firm [REDACTED] provide at this time.

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

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

Hi [REDACTED]

I appreciate everything you are trying and would expect the your organization could have a way to escalate this repair beyond consulting with the local dealership service department. From what I am told there is Chrysler?? proprietary computer software involved with this repair so I can't even find a standalone mechanic to try and fix the problem(s?). I've attached a picture of my daily reminder - I walk by my unsafe truck sitting in my driveway . [REDACTED] a copy of the \$\$ I have invested in this ornament. Keep me posted.

Thank you [REDACTED]

Sent from my [REDACTED]

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

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Hey [REDACTED]

NO you are not supposed to just go away. I have reached out to the dealership to see if there is a way to turn off the bell, nothing has been sent to me yet, as for an alternate part, there is nothing available from what I am being told

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

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

Hello [REDACTED]

OUCH!!! Not really surprised just kinda stunned. Any body working on an alternative? Maybe at least a work around to turn off the bell? [REDACTED] pretty sure I got the message that it's not working ?
Or am I to just go away?
Thanks for the update.

[REDACTED]
Sent from my [REDACTED]

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

?
Good Morning [REDACTED]

Just wanted to let you know that there is no current ETA on the part as the supplier has not been able to provide one to us.

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

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

Hi [REDACTED]

After playing phone tag most of the morning with the dealership but accomplishing nothing but leaving assorted messages I drove (my [REDACTED]?) out there [REDACTED] about [REDACTED] and tried to meet personally with [REDACTED] - however he was out of the office. After waiting for a while 3 or 4 very [REDACTED] heard my story and they all pitched in to my assistance. They found the records of your interactions [REDACTED] of all verified with the parts guy that the part is in fact on their shelf and now definitively reserved for my truck. Then the scheduling person ([REDACTED]) set a [REDACTED] available appointment for me a [REDACTED] available [REDACTED] on [REDACTED]. Lastly they introduced me to my new Service Advisor [REDACTED]

This all took [REDACTED] thanked each of them for all the help , asked the receptionist to let [REDACTED] know he has a great staff and I look forward to maybe meeting him sometime in the future. I departed. I have no idea how this could possibly be done over their current telephoning system.

Anyway thank you for getting and keeping the ball rollin?! Next episode scheduled to be aired at [REDACTED] Tuesday Nov 11 - it is on my calendar?

[REDACTED]
Sent from my [REDACTED]

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

?
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]

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

[REDACTED]

ref:_00Dj01qsDF_5003Z1TsbNQ:ref

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

Good Afternoon [REDACTED]

There is still no firm ETA on your part, but we are still in conversations with the supplier to confirm a ship date

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

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

Good Morning [REDACTED]

I have gotten word from corporate resources, that there is still no firm ETA to provide at this time.

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

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

Thank you.

Sent from my [REDACTED]

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

[REDACTED]
Good Morning [REDACTED]

Per my parts expediting team: No Firm ETA at this time. Working to improve

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

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

Hello [REDACTED]

No firm ETA to provide at this time.

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

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

Hi [REDACTED]

I appreciate everything you are trying and would expect the your organization could have a way to escalate this repair beyond consulting with the local dealership service department. From what [REDACTED] told there is [REDACTED] Chrysler?? [REDACTED] proprietary computer software involved with this repair so I can't even find a standard [REDACTED] mechanic to try and fix the problem(s?). I've attached a picture of my daily reminder - I walk by my unsafe truck sitting in my driveway . [REDACTED] a copy of the \$\$ I have invested in this ornament. Keep me posted.

Thank you [REDACTED]

Sent from my [REDACTED]

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

?
Hey [REDACTED]

NO you are not supposed to just go away, I have reached out to the dealership to see if there is a way to turn off the bell, nothing has been sent to me yet, as for an alternate part, there is nothing available from what I am being told

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

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

Hello [REDACTED]

OUCH!! Not really surprised just kinda stunned. Any body working on an alternative? Maybe at least a work around to turn off the bell? [REDACTED] pretty sure I got the message that it's not working ?

Or am I to just go away?

Thanks for the update.

[REDACTED]
Sent from my [REDACTED]

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

?
Good Morning [REDACTED]

Just wanted to let you know that there is no current ETA on the part as the supplier has not been able to provide [REDACTED] to us.

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

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

Hi [REDACTED]

After playing ph [REDACTED] tag most of the morning with the dealership but accomplishing nothing but leaving assorted messages I drove (my [REDACTED]?) out there [REDACTED] about [REDACTED] and tried to meet personally with [REDACTED] - however he was out of the office. After waiting for a while 3 or 4 very [REDACTED] employees heard my story and they all pitched in to my assistance. They found the records of your interactions [REDACTED] of all verified with the parts guy that the part is in fact on their shelf and now definitively reserved for my truck. Then the scheduling person ([REDACTED]) set a [REDACTED] appointment for me a [REDACTED] [REDACTED] [REDACTED]. Lastly they introduced me to my new Service Advisor [REDACTED] Ronnie [REDACTED].

This all took [REDACTED] [REDACTED] thanked each of them for all the help , asked the receptionist to let [REDACTED] know he has a great staff and I look forward to maybe meeting him sometime in the future. I departed. I have no idea how this could possibly be done [REDACTED] over their current telephone system.

Anyway thank you for getting and keeping the ball rollin?! Next episode scheduled to be aired at [REDACTED] Tuesday Nov 11 - it is on my calendar?

[REDACTED]

Good Morning

There is still no firm on your part, but we are still in conversations with the supplier to confirm a ship date

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

Good Morning

I have gotten word from corporate resources that there is still no firm to provide at this time.

Original Message
From: [redacted]
Sent: [redacted]
To: [redacted]
Subject: Re: Initial Contact

Thank you.

Sent from my [redacted]

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

?
Good Morning

Per my parts expediting team: No Firm at this time, Working to improve

Original Message
From: Customer Care [redacted]
Sent: [redacted]
To: [redacted]
Subject: Re: Initial Contact

Hello

No firm to provide at the [redacted]

Original Message
From: [redacted]
Sent: [redacted]
To: [redacted]
Subject: Re: Initial Contact

Hi

I appreciate everything you are trying and would expect the your organization could have a way to escalate this repair beyond consulting with the local dealership service department. From what I'm told there is [redacted] ? [redacted] proprietary computer software involved with this repair so I can't even find a standalone mechanic to try and fix the problem. [redacted] reminder - I walk by my unsafe truck sitting in my driveway. [redacted] a copy of the \$\$ I have invested in this [redacted]

Sent from my [redacted]

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

?
Hey

NO you are not supposed to just go away, I have reached out to the dealership to see if there is a way to turn off the bell, nothing has been sent to me yet, as for an alternate part, [redacted] nothing available from what I am being told

Original Message
From: [redacted]
Sent: [redacted]
To: [redacted]
Subject: Re: Initial Contact

Hello
OUCH!!! Not really surprised just kinda stunned. Any body working on an alternative? Maybe at least a work around to turn off the bell? I'm pretty sure I got the message that it is not working?

Or am [redacted]

Thank [redacted]

Sent from my [redacted]

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

?
Good Morning

[redacted] wanted to let you know that there is no current on the part as the supplier has not been able to provide one to us.

Original Message
From: [redacted]
Sent: [redacted]
To: [redacted]
Subject: Re: Initial Contact

[redacted]

Hi [REDACTED]
After playing phone tag most of the morning with the dealership but accomplishing nothing but leaving assorted messages I drove (my [REDACTED]?) out there [REDACTED] about [REDACTED] and tried to meet personally with [REDACTED] - however he was out of the office. After waiting for a while 3 or 4 very [REDACTED] heard my story and they all pitched in to my assistance. They found the records of your interactions [REDACTED] of all verified with the parts guy that the part is in fact on their shelf and now definitively reserved for my truck. Then the scheduling person ([REDACTED]) set a [REDACTED] available appointment for me a [REDACTED] available [REDACTED] [REDACTED]. Lastly they introduced me to my new Service Advisor [REDACTED].
This all took [REDACTED] thanked each of them for all the help, asked the receptionist to let [REDACTED] know he has a great staff and I look forward to maybe meeting him sometime in the future. I departed. I have no idea how this could possibly be done over their current telephone system.
Anyway thank you for getting and keeping the ball rollin?! Next episode scheduled to be aired at [REDACTED] Tuesday Nov 11 - it is on my calendar?
[REDACTED]

Sent from my [REDACTED]

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

?

Dear [REDACTED]

Thank you for allowing [REDACTED] 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]

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

[REDACTED]

ref_00Dj01qsDF_5003Z1TsbNQ:ref

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

Dear [REDACTED]
Thank you for contacting [REDACTED] Customer Care.
Our records indicate that case number [REDACTED]7 is 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

Madame, Monsieur [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	[REDACTED]	Subject	Re: Level 2 Initial Contact
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Good morning [REDACTED]
My truck continues to operate flawlessly:). And thanks again for all of your help getting here. At the end of our last conversation I believe you mentioned a services survey. I have not seen anything like that. I really want to be sure that your attention to my problem was a difficult challenge, that with your assistance, took that situation from a total loss to a complete success. Thanks again [REDACTED]

Sent from my [REDACTED]

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

□
Good Afternoon [REDACTED]

There is still no firm ETA on your part, but we are still in conversations with the supplier to confirm a ship date

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

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

Good Morning [REDACTED]

I have gotten word from corporate resources, that there is still no firm [REDACTED] provide at this time.

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

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

Thank you.

Sent from my [REDACTED]

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

?
Good Morning [REDACTED]

Per my parts expediting team: No Firm ETA at this time, Working to improve

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

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

Hello [REDACTED]

No firm [REDACTED] provide at this time.

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

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

Hi [REDACTED]
I appreciate everything you are trying and would expect the your organization could have a way to escalate this repair beyond consulting with the local dealership service department. From what [REDACTED] told there is □Chrysler??□ proprietary computer software involved with this repair so I can□ even find a standalone mechanic to try and fix the problem(s?). I□ve attached a picture of my daily reminder - I walk by my unsafe truck sitting in my driveway . [REDACTED] a copy of the \$\$ I have invested in this ornament. Keep me posted.
Thank you [REDACTED]

Sent from my [REDACTED]

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

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Hey [REDACTED]

NO you are not supposed to just go away, I have reached out to the dealership to see if there is a way to turn off the bell, nothing has been sent to me yet, as for an alternate part, there is nothing available from what I am being told

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

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

Hello [REDACTED]

OUCH!!! Not really surprised just kinda stunned. Any body working on an alternative? Maybe at least a work around to turn off the bell? [REDACTED] pretty sure I got the message that it□s not working ?
Or am I to just go away?
Thanks for the update.

Sent from my [REDACTED]

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

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Good Morning [REDACTED]

Just wanted to let you know that there is no current ETA on the part as the supplier has not been able to provide one to us.

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

From: [REDACTED]

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

Hi [REDACTED]
After playing phone tag most of the morning with the dealership but accomplishing nothing but leaving assorted messages I drove (my [REDACTED]?) out there [REDACTED] about [REDACTED] and tried to meet personally with [REDACTED] - however he was out of the office. After waiting for a while 3 or 4 very [REDACTED] heard my story and they all pitched in to my assistance. They found the records of your interactions [REDACTED] of all verified with the parts guy that the part is in fact on their shelf and now definitively reserved for my truck. Then the scheduling person ([REDACTED]) set a [REDACTED] available appointment for me a [REDACTED] available [REDACTED] on [REDACTED]. Lastly they introduced me to my new Service Advisor [REDACTED].
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Anyway thank you for getting and keeping the ball rollin?! Next episode scheduled to be aired at [REDACTED] Tuesday Nov 11 - it is on my calendar?
[REDACTED]

Sent from my [REDACTED]

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

?

Dear [REDACTED]

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

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

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

[REDACTED]

ref: [REDACTED] ref

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.