

**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 |          |
| <b>Batch Case Information</b> |   |                  |                  |                            |          |
| Open Date                     |   | CAIR Type        | Regular          | Status                     | Closed   |
| Close Date                    |   | Origin           | Telephone        | Reason                     |          |
| Mileage                       |   | Market           | U                | Language                   | English  |
| Contact Email                 |   | Contact Phone    |                  | Contact Mobile             |          |
| Caller Address                |   |                  |                  | Source                     | Customer |
| City/State/Country/Zip        |   |                  |                  |                            |          |
| Customer                      |   |                  |                  |                            |          |
| Customer Address              |   |                  |                  |                            |          |
| City/State/Country/Zip        |   |                  |                  |                            |          |
| Dealer                        |   |                  |                  | Dealer Phone               |          |
| Dealer Address                |   |                  |                  |                            |          |
| Dealer Zone                   |   | Sales District   |                  | Service District           | C        |
| Subject                       | Parts   |                  |                  |                            |          |
| Synopsis                      | no next steps   |                  |                  |                            |          |
| 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**

Parts

**Case Comments**

| Date | Comment  |
|------|--|
|      | Customer has been waiting since [redacted] for - in his words - a safety module. Customer wants the part expedited to the dealer.  |
|      | ***OBD*** Pa Nick answer the Part number: [redacted] Order number: [redacted] Special order: S Eta : [redacted] ****PARTS POD INFORMATION*** Part: [redacted] Order: [redacted] Eta: [redacted] Accessory: ABS Rental: N Vor: Y Part Order Type : S ***CASE INTRODUCTION*** Hello, Thank you for contacting [redacted] and bringing your vehicle concerns to our attention. My name is [redacted] and I have been assigned as your case manager. My phone number is [redacted] ext: [redacted] My hours are [redacted] Case: [redacted] If you have any questions or concerns please reach out to me as I would be happy to assist. Thank You, [redacted] Specialist [redacted] ext. [redacted] until [redacted] *** CM left a voicemail for cx. |
|      | ***OBD*** Cx is upset that we can not obtain parts faster for his vehicle, states he would had never brought the truck and that he is constantly losng money. Cx has his car but states it does not operate for what he needs it for which would be towing. Cm advised all complaints are taking seriously but I can not talk about the steps in which complaints go through and advised cx to reach out to dealer for more info on his 3rd party service contract.  |
|      | recalls were metion  |
|      | ****PARTS POD UPDATE**** Part: [redacted] Order: [redacted] As of [redacted] reaching out to PE team for assistance No firm ETA to provide at this time  |
|      | System Update:[Order is pended and cannot be upgraded at this time.]   |
|      | IB CST CALL Cst said he has been waiting on this part since [redacted]. Advised no ETA we are working on it and CM has a f/u set [redacted] Cst would like to seek aftermarket options, etc.   |
|      | ***OBD*** Spoke with parts associate. Cm advised dlr of d2d and they stated they can't but also stated no after market parts were available for cx at this time and that it isn't safe to put a remanufacture one either. ***OBD*** Cm spoke with cx and provided part update and informed him I am looking into other options for him at this time, but can't guarantee anything also advised cx I will send the contact info for [redacted]  |
|      | Order has been released to [redacted] on [redacted] and its cannot be upgraded. Current promise ETA is [redacted]  |
|      | ***OBD*** cm provided part update  |
|      | ***OBD*** Cm provided part update and cx complained about brand stated he will forever tell people to not buy [redacted] vehicles.   |
|      | ****PARTS POD UPDATE**** Part: [redacted] Order: [redacted] As of [redacted] TRACKING# [redacted]  |
|      | ***OBD*** Dealer has not yet received the package awaiting ups delivery ***OBD*** at this time provide part update will work with dealer for next step in terms of repairs.  |
|      | ***OBD*** Sa [redacted] Vehicle completed at this time ***OBD*** CM left a voicemail Case closure loop started. Cm remind cx of recall and survey. ***OBD*** Case closure email sent   |

**Email(s)**

| Date | Subject | Case | Sent Date/Time |
|------|---------|------|----------------|
|      |         |      |                |

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

Hello,

Thank you for contacting [redacted] and bringing your vehicle concerns to our attention.

My name is [redacted] and I have been assigned as your case manager.  
 My phone number is [redacted] ext. [redacted]  
 My hours are [redacted]  
 Case: [redacted]  
 If you have any questions or concerns please reach out to me as I would be happy to assist

Thank You,

[redacted] Specialist  
 [redacted] ext. [redacted] until [redacted] ref. [redacted] ref

| Date | Subject | Case           |
|------|---------|----------------|
| From | To      | Sent Date/Time |

Hello,

Thank you for contacting [redacted] and bringing your vehicle concerns to our attention.

My name [redacted] and I have been assigned as your case manager.  
My phone number is [redacted]  
My hours are [redacted]  
Case: [redacted]

If you have any questions or concerns please reach out to me as I would be happy to assist.

Thank You,

[redacted] Specialist  
[redacted] Case Management

ref: [redacted] ref

| Date | Subject | Re: Case       |
|------|---------|----------------|
| From | To      | Sent Date/Time |

Hi [redacted]

My case # is [redacted] we talked on the phone the other day just checking on the status of the part for my [redacted]

[redacted]

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

> Hello,

>

> Thank you for contacting [redacted] and bringing your vehicle concerns to our attention.

>

> My name [redacted] and I have been assigned as your case manager.

> My phone number is [redacted]

> My hours are [redacted]

> Case: [redacted]

> If you have any questions or concerns please reach out to me as I would be happy to assist.

>

> Thank You,

>

> [redacted] Specialist  
> [redacted] Case Management

>

> ref: [redacted] ref

>

| Date | Subject | Re: Case       |
|------|---------|----------------|
| From | To      | Sent Date/Time |

Hello

Thank you so much for being a [redacted] customer, at this time vehicle repairs has been completed and vehicle has been returned back to you at this time. Being as there are no next step you case will be closed as of [redacted]. However please note that if you are in further assistance please do give [redacted] customer service a call so we may provided you with the help you need, you could reach [redacted] at [redacted]

Again I would like to remind you that you will receive a survey about your interaction with me as your case manager. I would greatly appreciate it if you would complete.

Thank you,

[redacted] Case Management  
ref: [redacted] ref

| Date | Subject | Re: Case       |
|------|---------|----------------|
| From | To      | Sent Date/Time |

Hello

Thank you so much for being a [redacted] customer, at this time vehicle repairs has been completed and vehicle has been returned back to you at this time. Being as there are no next step you case will be closed as of [redacted]. However please note that if you are in further assistance please do give [redacted] customer service a call so we may provided you with the help you need, you could reach [redacted] at [redacted]

Again I would like to remind you that you will receive a survey about your interaction with me as your case manager. I would greatly appreciate it if you would complete.

Thank you,

[redacted] Case Management  
ref: [redacted] ref

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

|                        |   |                           |           |                            |          |
|------------------------|---|---------------------------|-----------|----------------------------|----------|
| VIN                    |   | Model Year                |           | Brand                      | RAM      |
| Body                   |   | Vehicle                   | RAM       | CREW CAB 4X4               |          |
| Customer Provided VIN  |   | Line of Business          | CAC       | Customer Assistance Center |          |
| Batch 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                 |   | S                         | RAM       | Dealer Phone               |          |
| Dealer Address         |   |                           |           |                            |          |
| City/State/Country/Zip |   |                           |           |                            |          |
| Dealer                 |   | Sales District            |           | Service District           | M        |
| Subject                | Parts Expedition  |                           |           |                            |          |
| Synopsis               | no further action needed  |                           |           |                            |          |
| Customer Anomaly       |   |                           |           |                            |          |
| Contact Reason         |   | Not Available/Backordered |           | Customer Anomaly           |          |
| Reason Code            | After Sales - Complaint - Parts - Parts - Part in backorder/not available |                           |           |                            |          |

**Status History**

| Create Date | Status |
|-------------|--------|
|             | Open   |
|             | Closed |

**Initial Description**

Parts Expedition

**Comments**

| Date | Comment   |
|------|---|
|      | Customer stated that his truck was at dlr for ABS light. he says he has been waiting for a month for hydraulic Control unit and they told him it will be on now they are telling him i won't be in until -Agent then provided customer with the case number and advised of a CM contacting within Reassign to specialist for further consideration for parts expediting. Dealer information: -Next Step: Reassign to specialist   |
|      | **OB TO DLR** (3) Parts Dept CM called dlr to be provided with part information for hydraulic Control spoke with in parts who provided with part information part# order#   |
|      | Part #: Order #: ETA: PART NAME-ANTI-LOCK BRAKE SYSTEM VIN: Part Comments: Part: RENTAL/RENTAL START-   |
|      | **OB TO CX** CM informed cx informed have sent for review to internal parts team to see if can assist with this B/O part and informed nothing usually charge within business day but moving forward we are provided with part updates and informed of the 4 open recalls  |
|      | Hello, Thank you for allowing an opportunity to address your concern. Our primary focus is your satisfaction. I'm and I'm assisting your case manager while she's out of the office. I have contacted the dealership and they provided with part information. The part has a current ETA of .?I have have sent case to internal parts for review to see if can be expedited will follow up when have update. Here is some information that will be helpful for you to have: Manager- ext. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!? |
|      | ****PARTS POD UPDATE**** PART: (Control) ORDER: ETA: N/A Reaching out to PE Team for assistance with part System Update:[Order is pending and cannot be upgraded at this time.]   |
|      | Order has been released to on and its cannot be upgraded. Current promise ETA is *****contact the cx to verify their email and proper intro*****  |
|      | ****PARTS POD UPDATE**** PART: (Control) ORDER: Order INVOICED C ETA Business days  |
|      | Vehicle has arrived at dealership s of and attended by dealer employee  |
|      | ****Outbound call to Cx**** CM contacts the cx as an intro to CM. CM is unable to connect and LVM stating that they are their CM and states that the part should be arriving soon and will check with the dlr to see when repairs would be completed  |
|      | ****Outbound Email to Cx**** CM states that they will be closing case as they have seen the part has arrived and they see that is what the case was created for. Closed case  |

**Email(s)**

| Date | Subject |
|------|---------|
|      |         |
|      |         |

From: To: Sent Date/Time:

Hello,

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

I'm assisting your case manager while she's out of the office. I have contacted the dealership and they provided with part information. The part has a current ETA of .?I have have sent case to internal parts for review to see if can be expedited will follow up when have update. Here is some information that will be helpful for you to have:

Manager- ext.

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

ref:

| Date | Subject |
|------|---------|
|      |         |
|      |         |

From: To: Sent Date/Time:

Hello,  
Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.  
I'm [REDACTED] assisting your case manager while she's out of the office. I have contacted the dealership and they provided with part information. The part has a current EIA of [REDACTED]. I have have sent case to internal parts for review to see if can be expedited will follow up when have update. Here is some information that will be helpful for you to have:  
Case Manager- [REDACTED]  
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!  
ref: [REDACTED] ref

|             |            |                |  |
|-------------|------------|----------------|--|
| <b>Date</b> | [REDACTED] | <b>Subject</b> | RE: [REDACTED] Customer Care Case [REDACTED]           |
| <b>From</b> | [REDACTED] | <b>To</b>      | [REDACTED] <b>Sent Date/Time</b> [REDACTED] [REDACTED] |

Good afternoon Mr. [REDACTED]  
Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.  
Your case number is [REDACTED]  
My work hours are: [REDACTED]  
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!  
[REDACTED] Case Management  
Ext. [REDACTED]  
Business Hours - [REDACTED] - [REDACTED]

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

Hello,  
Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.  
I'm [REDACTED] assisting your case manager while she's out of the office. I have contacted the dealership and they provided with part information. The part has a current EIA of [REDACTED]. I have have sent case to internal parts for review to see if can be expedited will follow up when have update. Here is some information that will be helpful for you to have:  
Case Manager- [REDACTED]  
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!  
ref: [REDACTED] ref

|             |            |                |  |
|-------------|------------|----------------|--|
| <b>Date</b> | [REDACTED] | <b>Subject</b> | RE: [REDACTED] Customer Care Case [REDACTED]         |
| <b>From</b> | [REDACTED] | <b>To</b>      | [REDACTED] <b>Sent Date/Time</b> [REDACTED] 00:39 AM |

Good afternoon Mr. [REDACTED]  
Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.  
Your case number is [REDACTED]  
My work hours are: [REDACTED]  
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!  
[REDACTED] Case Management  
Ext. [REDACTED]  
Business Hours - [REDACTED] - [REDACTED]

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

Hello,  
Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.  
I'm [REDACTED] assisting your case manager while she's out of the office. I have contacted the dealership and they provided with part information. The part has a current EIA of [REDACTED]. I have have sent case to internal parts for review to see if can be expedited will follow up when have update. Here is some information that will be helpful for you to have:  
Case Manager- [REDACTED]  
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!  
ref: [REDACTED] ref

|             |            |                |  |
|-------------|------------|----------------|--|
| <b>Date</b> | [REDACTED] | <b>Subject</b> | RE: [REDACTED] Customer Care Case [REDACTED]           |
| <b>From</b> | [REDACTED] | <b>To</b>      | [REDACTED] <b>Sent Date/Time</b> [REDACTED] [REDACTED] |

Good afternoon Mr. [REDACTED]

This is a courtesy email to inform you of the closure of your case.

I would like to express our appreciation for allowing us to assist you with your vehicle concerns.

We have seen that the part has arrived to the dealership. Since you were seeking part expediting, which was done on our end, the case will be closed.

We look forward to assisting you should you have any additional concerns or questions in the future. If have any further questions or concerns, please feel free to contact [REDACTED] Customer Care at [REDACTED]

Should you receive a customer satisfaction survey regarding your experience with us, your input would be greatly appreciated.

Thank you for being a loyal [REDACTED] customer!

[REDACTED]  
Case Management

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: RAM Customer Care Case [REDACTED]

Good afternoon Mr. [REDACTED]

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

Your case number is [REDACTED]

My work hours are: [REDACTED]

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

[REDACTED]  
Case Management  
Ext. [REDACTED]  
Business Hours - [REDACTED] - [REDACTED]

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

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

Hello,

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

I'm [REDACTED] assisting your case manager while she's out of the office. I have contacted the dealership and they provided with part information. The part has a current ETA of [REDACTED]. I have have sent case to internal parts for review to see if can be expedited will follow up when have update. Here is some information that will be helpful for you to have:

Case Manager- [REDACTED]  
[REDACTED] ext. [REDACTED]

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

ref: [REDACTED] ref

|             |            |                |   |
|-------------|------------|----------------|---|
| <b>Date</b> | [REDACTED] | <b>Subject</b> | RE: RAM Customer Care Case [REDACTED]       |
| <b>From</b> | [REDACTED] | <b>To</b>      | [REDACTED] <b>Sent Date/Time</b> [REDACTED] |

Good afternoon Mr. [REDACTED]

This is a courtesy email to inform you of the closure of your case.

I would like to express our appreciation for allowing us to assist you with your vehicle concerns.

We have seen that the part has arrived to the dealership. Since you were seeking part expediting, which was done on our end, the case will be closed.

We look forward to assisting you should you have any additional concerns or questions in the future. If have any further questions or concerns, please feel free to contact [REDACTED] Customer Care at [REDACTED]

Should you receive a customer satisfaction survey regarding your experience with us, your input would be greatly appreciated.

Thank you for being a loyal [REDACTED] customer!

[REDACTED]  
[REDACTED] Case Management

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: RAM Customer Care Case [REDACTED]

Good afternoon Mr. [REDACTED]

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

Your case number is [REDACTED]

My work hours are: [REDACTED]

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

[REDACTED]  
[REDACTED] Case Management  
[REDACTED] Ext. [REDACTED]  
Business Hours - [REDACTED] - [REDACTED]

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

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

Hello,

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

I'm [REDACTED] assisting your case manager while she's out of the office. I have contacted the dealership and they provided with part information. The part has a current ETA of [REDACTED]. I have have sent case to internal parts for review to see if can be expedited will follow up when have update. Here is some information that will be helpful for you to have:

Case Manager- [REDACTED]  
[REDACTED] ext. [REDACTED]

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

ref:\_00Dj01qsDF\_5003Z1XNB2t:ref

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

|                        |  |                  |     |                            |  |
|------------------------|--|------------------|-----|----------------------------|--|
| VIN                    |  | Model Year       |     | Brand                      |  |
| Body                   |  | Vehicle          |     | CAB 4X4                    |  |
| Customer Provided VIN  |  | Line of Business | CAC | Customer Assistance Center |  |
| Batch Case Information |  |                  |     |                            |  |

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

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

|                        |  |  |  |  |  |
|------------------------|--|--|--|--|--|
| Customer               |  |  |  |  |  |
| Customer Address       |  |  |  |  |  |
| City/State/Country/Zip |  |  |  |  |  |

|                |  |  |  |              |  |
|----------------|--|--|--|--------------|--|
| Dealer         |  |  |  | Dealer Phone |  |
| Dealer Address |  |  |  |              |  |

|             |  |                |  |          |   |
|-------------|--|----------------|--|----------|---|
| Dealer Zone |  | Sales District |  | District | B |
|-------------|--|----------------|--|----------|---|

**Subject** Parts On Back Order

**Synopsis** Cx needs no further assistance.

**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    |
|-------------|-----------|
| 02/03/2023  | Open      |
| 02/21       | Suspended |
| 02/28/2023  | Open      |
| 03/02/2023  | Closed    |

**Initial Description**

Customer called he took the truck to the dealer for the anti lock brakes and they says its the pump and its on back Order

Looking for Parts assistance.

**Case Comments**

| Date | Comment   |
|------|---|
|      | Customer called he took the truck to the dealer for the anti lock brakes and they says its the pump and its on back Order Looking for Parts assistance.   |
|      | Agent reached out to R to obtain the part number and RO. No answer within parts left V.M with case number.  |
|      | ** TO CX** Part Number: Order Number: one of 3 Only 3 with no ties to cx. Spoke to SA and he states cannot even order part. ** TO CX** Cx did not answer and call was sent to VM. Left VM. **EMAIL TO CX** Hello Mr. ? I'd like to Thank You for contacting Customer Care and bringing your vehicle concerns to our attention. I will be working on your case and finding ways to assist you with getting your vehicle repaired.? You may contact me by my number below or reply back to this email and I can reply. Please don't hesitate to make contact if you have any questions or concerns.? Recalls: None at this time Best Regards, Management EXT.4062448 Time   |
|      | **AM Escalation Made ** TO CX** Informed cx of situation and cx said they were informed of this as well. CM told cx about the escalation and that will be working to try and get some movement on this. Cx understood and verified email. **EMAIL TO CX** Hello Mr. ? I'd like to Thank You for contacting Customer Care and bringing your vehicle concerns to our attention. I will be working on your case and finding ways to assist you with getting your vehicle repaired.? You may contact me by my number below or reply back to this email and I can reply. Please don't hesitate to make contact if you have any questions or concerns.? Recalls: None at this time. Best Regards, Management Time   |
|      | ** TO CX** Informed cx have not heard back from the escalation so I am going to be escalating this higher. CM will get with TL to see who is AM for this understood and then call fell silent and then call was ended. Called back and informed that will be following up next on and cx asked if we will cover this. Informed this was only sent for parts expediting but will review. Cx understood and call was ended.   |
|      | **PartsPOD** Part: Order: Eta: Accessory: Antilock Brake System Rental: N Allowance: \$0 ** TO CX** Informed cx of parts process. understood and call was ended.  |
|      | ****PARTS POD UPDATE**** Part: Order: of Reaching out to PE team for assistance No firm ETA to provide at this time System Update:[Order is pended and cannot be upgraded at this time.]  |
|      | ** TO CX** Informed of part update and that will follow up Cx understood and call was ended.  |
|      | Order cannot be upgraded to Order current status released to PDC. Current promise date  |
|      | ****PARTS POD UPDATE**** Part: Order: of TRACKING#  |
|      | ** TO CX** Informed cx of part update and asked if had reached out. CX informed they have not, CM stated will send email to who provided the information to reach out to cx. Cx understood and call was ended.  |
|      | ** TO CX** Cx has an appointment for on as per SA ** TO CX** Cx confirmed that they do have an appointment. Cx also stated that they need no further assistance. Cx asked if part was used or remain since there was a stop order in place. CM informed that at no point was I told this is used so should be same part. Cx understood and call ended after informing of case closure and survey. **EMAIL TO CX** Dear Mr. Since no further assistance is needed , your case will be closing on Thank You for your continued cooperation and patience throughout the case and I hope you were satisfied with the service given to you.? Within you will be receiving an Emailed Survey regarding OUR interaction. I would very much appreciate it if you were to fill it out, whether positive or negative, all feedback is looked into thoroughly and used to improve our customers experience. Thank You for Choosing Management EXT.4062448 Time |

**Email(s)**

| Date | Subject                     | From | To | Sent Date/Time |
|------|-----------------------------|------|----|----------------|
|      | Customer Care / Case Number |      |    |                |

Hello Mr. [REDACTED]

I'd like to Thank You for contacting [REDACTED] Customer Care and bringing your vehicle concerns to our attention. I will be working on your case and finding ways to assist you with getting your vehicle repaired.

You may contact me by my number below or reply back to this email and I can reply. Please don't hesitate to make contact if you have any questions or concerns.

Recalls: None at this time

Best Regards,

[REDACTED]  
Case Management  
[REDACTED] EXT4062448  
[REDACTED] Eastern Time  
ref: [REDACTED] ref

| Date       | Subject                                 |                |
|------------|---|----------------|
| [REDACTED] | Customer Care // Case Number [REDACTED] |                |
| From       | To                                      | Sent Date/Time |
| [REDACTED] | [REDACTED]                              | [REDACTED]     |

Hello Mr. [REDACTED]

I'd like to Thank You for contacting [REDACTED] Customer Care and bringing your vehicle concerns to our attention. I will be working on your case and finding ways to assist you with getting your vehicle repaired.

You may contact me by my number below or reply back to this email and I can reply. Please don't hesitate to make contact if you have any questions or concerns.

Recalls: None at this time

Best Regards,

[REDACTED]  
Case Management  
[REDACTED] EXT4062448  
[REDACTED] Eastern Time  
ref: [REDACTED] ref

| Date       | Subject                                 |                |
|------------|---|----------------|
| [REDACTED] | Customer Care // Case Number [REDACTED] |                |
| From       | To                                      | Sent Date/Time |
| [REDACTED] | [REDACTED]                              | [REDACTED]     |

Hello Mr. [REDACTED]

I'd like to Thank You for contacting [REDACTED] Customer Care and bringing your vehicle concerns to our attention. I will be working on your case and finding ways to assist you with getting your vehicle repaired.

You may contact me by my number below or reply back to this email and I can reply. Please don't hesitate to make contact if you have any questions or concerns.

Recalls: None at this time.

Best Regards,

[REDACTED]  
Case Management  
[REDACTED] EXT4062448  
[REDACTED] Eastern Time  
ref: [REDACTED] ref

| Date       | Subject                                 |                |
|------------|---|----------------|
| [REDACTED] | Customer Care // Case Number [REDACTED] |                |
| From       | To                                      | Sent Date/Time |
| [REDACTED] | [REDACTED]                              | [REDACTED]     |

Hello Mr. [REDACTED]

I'd like to Thank You for contacting [REDACTED] Customer Care and bringing your vehicle concerns to our attention. I will be working on your case and finding ways to assist you with getting your vehicle repaired.

You may contact me by my number below or reply back to this email and I can reply. Please don't hesitate to make contact if you have any questions or concerns.

Recalls: None at this time.

Best Regards,

[REDACTED]  
Case Management  
[REDACTED] EXT4062448  
[REDACTED] Eastern Time  
ref: [REDACTED] ref

| Date       | Subject                                 |                |
|------------|---|----------------|
| [REDACTED] | Customer Care // Case Number [REDACTED] |                |
| From       | To                                      | Sent Date/Time |
| [REDACTED] | [REDACTED]                              | [REDACTED]     |

Hello Mr. [REDACTED]

I'd like to Thank You for contacting [REDACTED] Customer Care and bringing your vehicle concerns to our attention. I will be working on your case and finding ways to assist you with getting your vehicle repaired.

You may contact me by my number below or reply back to this email and I can reply. Please don't hesitate to make contact if you have any questions or concerns.

Recalls: None at this time.

Best Regards,

[REDACTED]  
Case Management  
[REDACTED] EXT4062448  
[REDACTED] Eastern Time  
ref: [REDACTED] ref

| Date       | Subject                                 |
|------------|---|
| [REDACTED] | Customer Care // Case Number [REDACTED] |

|             |            |           |            |                       |            |
|-------------|------------|-----------|------------|-----------------------|------------|
| <b>From</b> | [REDACTED] | <b>To</b> | [REDACTED] | <b>Sent Date/Time</b> | [REDACTED] |
|-------------|------------|-----------|------------|-----------------------|------------|

Dear Mr. [REDACTED]

Since no further assistance is needed , your case will be closing on [REDACTED]. Thank You for your continued cooperation and patience throughout the case and I hope you were satisfied with the service given to you.

Within [REDACTED] you will be receiving an Emailed Survey regarding OUR interaction. I would very much appreciate it if you were to fill it out, whether positive or negative, all feedback is looked into thoroughly and used to improve our customers experience.

Thank You for Choosing RAM,

[REDACTED]  
Case Management  
[REDACTED] EXT4062448  
[REDACTED] Eastern Time  
ref: [REDACTED] ref

|             |            |                |   |                       |            |
|-------------|------------|----------------|---|-----------------------|------------|
| <b>Date</b> | [REDACTED] | <b>Subject</b> | RAM Customer Care // Case Number [REDACTED] |                       |            |
| <b>From</b> | [REDACTED] | <b>To</b>      | [REDACTED]                                  | <b>Sent Date/Time</b> | [REDACTED] |

Dear Mr. [REDACTED]

Since no further assistance is needed , your case will be closing on [REDACTED]. Thank You for your continued cooperation and patience throughout the case and I hope you were satisfied with the service given to you.

Within [REDACTED] you will be receiving an Emailed Survey regarding OUR interaction. I would very much appreciate it if you were to fill it out, whether positive or negative, all feedback is looked into thoroughly and used to improve our customers experience.

Thank You for Choosing RAM,

[REDACTED]  
Case Management  
[REDACTED] EXT4062448  
[REDACTED] Eastern Time  
ref: [REDACTED] ref

|             |            |                |   |                       |            |
|-------------|------------|----------------|---|-----------------------|------------|
| <b>Date</b> | [REDACTED] | <b>Subject</b> | RAM Customer Care // Case Number [REDACTED] |                       |            |
| <b>From</b> | [REDACTED] | <b>To</b>      | [REDACTED]                                  | <b>Sent Date/Time</b> | [REDACTED] |

Dear Mr. [REDACTED]

Since no further assistance is needed , your case will be closing on [REDACTED]. Thank You for your continued cooperation and patience throughout the case and I hope you were satisfied with the service given to you.

Within [REDACTED] you will be receiving an Emailed Survey regarding OUR interaction. I would very much appreciate it if you were to fill it out, whether positive or negative, all feedback is looked into thoroughly and used to improve our customers experience.

Thank You for Choosing RAM,

[REDACTED]  
Case Management  
[REDACTED] EXT4062448  
[REDACTED] Eastern Time  
ref: [REDACTED] ref

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

|                        |   |                                |                  |                            |                       |
|------------------------|---|--------------------------------|------------------|----------------------------|-----------------------|
| VIN                    |   | Model Year                     |                  | Brand                      | RAM                   |
| Body                   |   | Vehicle                        | RAM              | LONGHORN CREW CAB 4X4      |                       |
| Customer Provided VIN  |   | Line of Business               | CAC              | Customer Assistance Center |                       |
| Batch Case Information |   |                                |                  |                            |                       |
| Open Date              |   | CAIR Type                      | Regular          | Status                     | Closed                |
| Close Date             |   | Origin                         | Telephone        | Reason                     |                       |
| Mileage                |   | Market                         | U                | Language                   | English               |
| Contact Email          |   | Contact Phone                  |                  | Contact Mobile             |                       |
| Caller Address         |   |                                |                  | Source                     | Customer              |
| City/State/Country/Zip |   |                                |                  |                            |                       |
| Customer               |   |                                |                  |                            |                       |
| Customer Address       |   |                                |                  |                            |                       |
| City/State/Country/Zip |   |                                |                  |                            |                       |
| Dealer                 |   |                                |                  | Dealer Phone               |                       |
| Dealer Address         | 11101 NURSERY FIELDS DRIVE  |                                |                  |                            |                       |
| Dealer Zone            |   |                                |                  | Service District           | F                     |
| Subject                | Parts   |                                |                  |                            |                       |
| Synopsis               | vehicle not at dlr  |                                |                  |                            |                       |
| Customer Anomaly       | Engine  |                                |                  |                            |                       |
|                        | OTHER   |                                |                  |                            |                       |
| Contact Reason         |   | Part Not Available/Backordered | Customer Anomaly |                            | General engine issues |
| Reason Code            | After Sales - Complaint - Parts - Parts - Part in backorder/hot available |                                |                  |                            |                       |

**Case Status History**

| Create Date | Status    |
|-------------|-----------|
| 02/03/2023  | Open      |
| 02/08/2023  | Suspended |
| 02/11/2023  | Open      |
| 03/22/2023  | Closed    |
| 03/22/2023  | Open      |
| 03/22/2023  | Closed    |

**Initial Description**

Cx states part not in still

**Case Comments**

| Date | Comment   |
|------|---|
|      | ****Voice of the Customer**** Cx states has closed case number [REDACTED], still backordered, states started in [REDACTED] said had parts found or no parts, said in a week would be in didn't come in, opened up a case dlr called him said part would be in [REDACTED] in the meantime we followed up with him told what dlr said and closed case, still doesn't have [REDACTED] U truck not fixed ****Action Taken**** Advised cx per AH [REDACTED] will escalate, cx wants financial compensation for repair, agent advised can't guarantee but CM can review best time-anytime contact # [REDACTED] Mileage- [REDACTED] Recalls-none ****Next Steps**** reassign |
|      | ****PARTS PCD INFORMATION**** Part: [REDACTED] Order: [REDACTED] Eta: [REDACTED] Accessory: N/A Rental: Y Vor: Y<br>[REDACTED] advised cx that I did submit for expediting on part - advised cx that I will have to follow up with SA with pricing for repair assistance -advised will follow up  |
|      | ****PARTS PCD UPDATE**** Part: [REDACTED] Order: [REDACTED] Part superseded to [REDACTED] to PDC ETA 3-5 business days<br>[REDACTED] CM advised cx of update - CM advised that we will follow up [REDACTED] for an update on ETA.   |
|      | [REDACTED] spoke with [REDACTED] advised that the cx part has not arrived and is not eligible for upgrade until [REDACTED] and don't see an update since [REDACTED] - cm advised I will follow up with my parts team here for an update CM wrote PA [REDACTED] update on cx part for a more accurate update   |
|      | [REDACTED] CM advised cx will follow up [REDACTED] for update as my parts team has not provided me with an update just yet.   |
|      | [REDACTED] CM asked cx have he got an update from DLR - cx said he did not - CM advised will follow up [REDACTED] for update- advised cx that I will add a SC on vehicle once vehicle is repaired as well for his inconvenience.  |
|      | ***OBD*** CM spoke with [REDACTED] in the parts dept- CM advised that per checking with my parts team it show the cx part was delivered [REDACTED] and we no longer have a part on order for this cx - [REDACTED] advised that cm will have to speak to his part manager about that and he is currently on vacation - [REDACTED] was transferred to PM VM - [REDACTED] advised PM to return call with an update on cx part - CM tried reaching out to the SM -No answer *** [REDACTED] CM advised cx of update - CM advised cx that we will touch base  |
|      | [REDACTED] to [REDACTED] *** [REDACTED] for [REDACTED] with update CM will follow up on [REDACTED]<br>[REDACTED] to [REDACTED] *** CM tried number on file gives dial tone, [REDACTED] then tried number in [REDACTED] no response, states that sorry that no one is able to take your call please dial again   |
|      | Vehicle has arrived at dealership [REDACTED] and attended by dealer employee<br>[REDACTED] advised cx that we will follow up [REDACTED] for the repairs to vehicle  |
|      | [REDACTED] CM called to check on vehicle repairs - cx stated he got his vehicle back with no breaks - cx stated he is at the [REDACTED] now and they have his vehicle in the back now doing something to it - CM advised I can offer the [REDACTED] service contract - CX declined SC - CM advised I will follow up [REDACTED]  |
|      | [REDACTED] advised cx I was calling for repair update - advised will follow up [REDACTED]   |
|      | [REDACTED] Mo states that the ABS module and HCU were installed. Now there is a brake concern which [REDACTED] is bringing the vehicle back in [REDACTED] [REDACTED] hasnt arranged appointment as of yet   |
|      | [REDACTED] T states that he is going to be arrange the appointment with [REDACTED] [REDACTED] states he sent [REDACTED] a text on [REDACTED] saying he was going to call [REDACTED] Agent advised we will follow up on [REDACTED] to see when appointment is if we do not hear back sooner  |
|      | [REDACTED] advised cx case will now be closed due to no contact - CM advised I was calling to see if an appt was setup with [REDACTED] -Advised of survey and email.  |

**Email(s)**

|      |  |                |                   |
|------|--|----------------|-------------------|
| Date |  | Subject        | RAM CUSTOMER CARE |
| From |  | To             |                   |
|      |  | Sent Date/Time |                   |

\*\*\*CASE INTRODUCTION\*\*\*

Thank you for contacting Ram and bringing your vehicle concerns to our attention.

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

My phone number is [REDACTED]

My hours are - [REDACTED]

Case [REDACTED]

If you have any questions or concerns please reach out to me as I would be happy to assist.

Thank You,

ref: [REDACTED] ref

|      |            |                |                   |
|------|------------|----------------|-------------------|
| Date | [REDACTED] | Subject        | RAM CUSTOMER CARE |
| From | [REDACTED] | To             | [REDACTED]        |
|      |            | Sent Date/Time | [REDACTED]        |

\*\*\*CASE INTRODUCTION\*\*\*

Thank you for contacting Ram and bringing your vehicle concerns to our attention.

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

My phone number is [REDACTED]

My hours are - [REDACTED]

Case [REDACTED]

If you have any questions or concerns please reach out to me as I would be happy to assist.

Thank You,

ref: [REDACTED] ref

|      |            |                |                       |
|------|------------|----------------|-----------------------|
| Date | [REDACTED] | Subject        | RE: RAM CUSTOMER CARE |
| From | [REDACTED] | To             | [REDACTED]            |
|      |            | Sent Date/Time | [REDACTED] 21:49 PM   |

Good Afternoon Mr. [REDACTED]

I am currently waiting for an update from my part team with an update to provide you. I will set as task to follow up with you [REDACTED] for an update.

Thank you.

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

From: US Customer Care ([REDACTED])

Sent: [REDACTED]

To: [REDACTED]

Subject: RAM CUSTOMER CARE

\*\*\*CASE INTRODUCTION\*\*\*

Thank you for contacting Ram and bringing your vehicle concerns to our attention.

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

My phone number is [REDACTED]

My hours are - [REDACTED]

Case [REDACTED]

If you have any questions or concerns please reach out to me as I would be happy to assist.

Thank You,

ref: [REDACTED] ref

|      |            |                |                       |
|------|------------|----------------|-----------------------|
| Date | [REDACTED] | Subject        | RE: RAM CUSTOMER CARE |
| From | [REDACTED] | To             | [REDACTED]            |
|      |            | Sent Date/Time | [REDACTED]            |

Good Afternoon Mr. [REDACTED]

I am currently waiting for an update from my part team with an update to provide you. I will set as task to follow up with you [REDACTED] for an update.

Thank you.

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

From: US Customer Care ([REDACTED])

Sent: [REDACTED]

To: [REDACTED]

Subject: RAM CUSTOMER CARE

\*\*\*CASE INTRODUCTION\*\*\*

Thank you for contacting Ram and bringing your vehicle concerns to our attention.

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

My phone number is [REDACTED]

My hours are - [REDACTED]

Case [REDACTED]

If you have any questions or concerns please reach out to me as I would be happy to assist.

Thank You,

ref: [REDACTED] ref

|      |            |                |                       |
|------|------------|----------------|-----------------------|
| Date | [REDACTED] | Subject        | RE: RAM CUSTOMER CARE |
| From | [REDACTED] | To             | [REDACTED]            |
|      |            | Sent Date/Time | [REDACTED]            |

GoodAfternoon Mr. [REDACTED]

I am currently waiting for an update from my part team with an update to provide you. I will set as task to follow up with you [REDACTED] for an update.

Thank you.

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: RAM CUSTOMER CARE

\*\*\*CASE INTRODUCTION\*\*\*

Thank you for contacting Ram and bringing your vehicle concerns to our attention.

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

My phone number is [REDACTED]

My hours are - [REDACTED]

Case [REDACTED]

If you have any questions or concerns please reach out to me as I would be happy to assist.

Thank You,

ref: [REDACTED] ref

| Date | Subject | RE: RAM CUSTOMER CARE |
|------|---------|-----------------------|
| From | To      | Sent Date/Time        |

\*\*CLOSED LOOP (repaired has vehicle/reunite done)\*\*

Hello Mr. [REDACTED]

It was a pleasure assisting you with the repairs to your vehicle. This is to advise you that your case [REDACTED] now be closed.

You will also get a survey about your experience with me and how I handle your case it would be greatly appreciated if you took part in the survey

However, if you still require assistance or did obtain a rental please reply to the email with the rental docs and/or give me a call back advising how I can be of assistance.

Thank you.

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: RAM CUSTOMER CARE

GoodAfternoon Mr. [REDACTED]

I am currently waiting for an update from my part team with an update to provide you. I will set as task to follow up with you [REDACTED] for an update.

Thank you.

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: RAM CUSTOMER CARE

\*\*\*CASE INTRODUCTION\*\*\*

Thank you for contacting Ram and bringing your vehicle concerns to our attention.

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

My phone number is [REDACTED]

My hours are - [REDACTED]

Case [REDACTED]

If you have any questions or concerns please reach out to me as I would be happy to assist.

Thank You,

ref: [REDACTED] ref

| Date | Subject | RE: RAM CUSTOMER CARE |
|------|---------|-----------------------|
| From | To      | Sent Date/Time        |

\*\*CLOSED LOOP (repaired has vehicle/reunite done)\*\*

Hello Mr. [REDACTED]

It was a pleasure assisting you with the repairs to your vehicle. This is to advise you that your case [REDACTED] now be closed. You will also get a survey about your experience with me and how I handle your case it would be greatly appreciated if you took part in the survey

However, if you still require assistance or did obtain a rental please reply to the email with the rental docs and/or give me a call back advising how I can be of assistance.

Thank you.

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: RAM CUSTOMER CARE

Good Afternoon Mr. [REDACTED]

I am currently waiting for an update from my part team with an update to provide you. I will set as task to follow up with you [REDACTED] for an update.

Thank you.

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: RAM CUSTOMER CARE

\*\*\*CASE INTRODUCTION\*\*\*

Thank you for contacting Ram and bringing your vehicle concerns to our attention.

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

My phone number is [REDACTED]

My hours are - [REDACTED] Standard Time.

Case [REDACTED]

If you have any questions or concerns please reach out to me as I would be happy to assist.

Thank You,

ref: [REDACTED] ref

|             |            |                       |                       |
|-------------|------------|-----------------------|-----------------------|
| <b>Date</b> | [REDACTED] | <b>Subject</b>        | RE: RAM CUSTOMER CARE |
| <b>From</b> | [REDACTED] | <b>To</b>             | [REDACTED]            |
|             |            | <b>Sent Date/Time</b> | [REDACTED]            |

\*\*CLOSED LOOP (repaired has vehicle/reunite done)\*\*

Hello Mr. [REDACTED]

It was a pleasure assisting you with the repairs to your vehicle. This is to advise you that your case [REDACTED] now be closed. You will also get a survey about your experience with me and how I handle your case it would be greatly appreciated if you took part in the survey

However, if you still require assistance or did obtain a rental please reply to the email with the rental docs and/or give me a call back advising how I can be of assistance.

Thank you.

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: RAM CUSTOMER CARE

Good Afternoon Mr. [REDACTED]

I am currently waiting for an update from my part team with an update to provide you. I will set as task to follow up with you [REDACTED] for an update.

Thank you.

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: RAM CUSTOMER CARE

\*\*\*CASE INTRODUCTION\*\*\*

Thank you for contacting Ram and bringing your vehicle concerns to our attention.

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

My phone number is [REDACTED]

My hours are - [REDACTED] Standard Time.

Case [REDACTED]

If you have any questions or concerns please reach out to me as I would be happy to assist.

Thank You,

ref: [REDACTED] ref

|             |            |                       |                       |
|-------------|------------|-----------------------|-----------------------|
| <b>Date</b> | [REDACTED] | <b>Subject</b>        | Re: RAM CUSTOMER CARE |
| <b>From</b> | [REDACTED] | <b>To</b>             | [REDACTED]            |
|             |            | <b>Sent Date/Time</b> | [REDACTED]            |

Do not close this case. The repairs are not complete or satisfactory. I am trying to schedule my truck with the dealership.

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

**\*\*CLOSED LOOP (repaired has vehicle/reunite done)\*\***

Hello Mr. [redacted]

It was a pleasure assisting you with the repairs to your vehicle.  
This is to advise you that your case [redacted] now be closed.

You will also get a survey about your experience with me and how I handle your case it would be greatly appreciated if you took part in the survey

However, if you still require assistance or did obtain a rental please reply to the email with the rental docs and/or give me a call back advising how I can be of assistance.

Thank you.

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

From: US Customer Care ([redacted])  
Sent: [redacted]  
To: [redacted]  
Cc: [redacted]  
Subject: RE: RAM CUSTOMER CARE

Good Afternoon Mr. [redacted]

I am currently waiting for an update from my part team with an update to provide you. I will set as task to follow up with you [redacted] for an update.

Thank you.

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

From: US Customer Care ([redacted])  
Sent: [redacted]  
To: [redacted]  
Subject: RAM CUSTOMER CARE

**\*\*\*CASE INTRODUCTION\*\*\***

Thank you for contacting Ram and bringing your vehicle concerns to our attention.

My Name is [redacted] and I have been assigned your case manager.

My phone number is [redacted]

My hours are - [redacted]

Case [redacted]

If you have any questions or concerns please reach out to me as I would be happy to assist

Thank You,

ref: [redacted] ref

|             |            |                |   |
|-------------|------------|----------------|---|
| <b>Date</b> | [redacted] | <b>Subject</b> | Re: RAM CUSTOMER CARE                       |
| <b>From</b> | [redacted] | <b>To</b>      | [redacted] <b>Sent Date/Time</b> [redacted] |

Good Afternoon Mr. [REDACTED]

Once your vehicle is at the dealership please give us a call back at [REDACTED] and I will be happy to assist however I cannot have cases open that are not currently at the dealership. Your case will pick up where you left off as long as you are at the dealer within the [REDACTED]

I do apologize about any confusion this may have caused.

I do hope you enjoy the rest of your day.

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: RAM CUSTOMER CARE

Do not close this case. The repairs are not complete or satisfactory. I am trying to schedule my truck with the dealership.

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

\*\*CLOSED LOOP (repaired has vehicle/reunite done)\*\*

Hello Mr. [REDACTED]

It was a pleasure assisting you with the repairs to your vehicle. This is to advise you that your case [REDACTED] now be closed. You will also get a survey about your experience with me and how I handle your case it would be greatly appreciated if you took part in the survey

However, if you still require assistance or did obtain a rental please reply to the email with the rental docs and/or give me a call back advising how I can be of assistance.

Thank you.

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: RAM CUSTOMER CARE

Good Afternoon Mr. [REDACTED]

I am currently waiting for an update from my part team with an update to provide you. I will set as task to follow up with you [REDACTED] for an update.

Thank you.

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: RAM CUSTOMER CARE

\*\*\*CASE INTRODUCTION\*\*\*

Thank you for contacting Ram and bringing your vehicle concerns to our attention.

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

My phone number is [REDACTED] ext: [REDACTED]

My hours are - [REDACTED] Time.

Case [REDACTED]

If you have any questions or concerns please reach out to me as I would be happy to assist.

Thank You,

ref: [REDACTED] ref

|             |            |                |                       |                       |            |
|-------------|------------|----------------|-----------------------|-----------------------|------------|
| <b>Date</b> | [REDACTED] | <b>Subject</b> | Re: RAM CUSTOMER CARE |                       |            |
| <b>From</b> | [REDACTED] | <b>To</b>      | [REDACTED]            | <b>Sent Date/Time</b> | [REDACTED] |

Good Afternoon Mr. [REDACTED]

Once your vehicle is at the dealership please give us a call back at [REDACTED] and I will be happy to assist however I cannot have cases open that are not currently at the dealership. Your case will pick up where you left off as long as you are at the dealer within the [REDACTED]

I do apologize about any confusion this may have caused.

I do hope you enjoy the rest of your day.

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: RAM CUSTOMER CARE

Do not close this case. The repairs are not complete or satisfactory. I am trying to schedule my truck with the dealership.

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

\*\*CLOSED LOOP (repaired has vehicle/reunite done)\*\*

Hello Mr. [REDACTED]

It was a pleasure assisting you with the repairs to your vehicle. This is to advise you that your case [REDACTED] now be closed. You will also get a survey about your experience with me and how I handle your case it would be greatly appreciated if you took part in the survey

However, if you still require assistance or did obtain a rental please reply to the email with the rental docs and/or give me a call back advising how I can be of assistance.

Thank you.

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: RAM CUSTOMER CARE

Good Afternoon Mr. [REDACTED]

I am currently waiting for an update from my part team with an update to provide you. I will set as task to follow up with you [REDACTED] for an update.

Thank you.

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: RAM CUSTOMER CARE

\*\*\*CASE INTRODUCTION\*\*\*

Thank you for contacting Ram and bringing your vehicle concerns to our attention.

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

My phone number is [REDACTED] ext: [REDACTED]

My hours are - [REDACTED] Standard Time.

Case [REDACTED]

If you have any questions or concerns please reach out to me as I would be happy to assist.

Thank You,

ref: [REDACTED] ref

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

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

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

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

|                   |  |  |  |  |  |
|-------------------|--|--|--|--|--|
| Customer          |  |  |  |  |  |
| Customer Address  |  |  |  |  |  |
| State/Country/Zip |  |  |  |  |  |

|                |                   |                |  |              |  |
|----------------|-------------------|----------------|--|--------------|--|
| Dealer         |                   |                |  | Dealer Phone |  |
| Dealer Address | 283 N FRANKLIN ST |                |  |              |  |
|                | HEMPSTEAD         |                |  | NY           |  |
| Dealer Zone    |                   | Sales District |  |              |  |

|                  |       |                                |                  |  |  |
|------------------|-------|--------------------------------|------------------|--|--|
| Subject          | parts |                                |                  |  |  |
| 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    |
|-------------|-----------|
| 02/03/2023  | Open      |
| 02/22/2023  | Suspended |
| 03/01       | Open      |
| 03/1        | Closed    |

**Initial Description**

voice of customer threw abs code back in customer had order part customer order part order number is customer state he need new abs module part state he needs new customer state part keep being push delay

**Case Comments**

| Date | Comment   |
|------|---|
|      | voice of customer threw abs code back in customer had order part customer order part which is BC-Dealer code Phone order number customer state he need new abs module part state he needs new customer state part keep being push delay customer order part form BC-Dealer code Phone Account Name Recall Wizard False Billing Address  |
|      | ****MSD**** Case Number: VIN: Site: NOT CONFIRMED Hub ID: Brief Description: ONLINE PARTS ORDERS SHOULD BE FOLLOWED UP & SENT TO PARTS. CUSTOMER NOT AT DEALERSHIP  |
|      | per notes of cm should go to mopar parts  |
|      | Outbound call performed. Part was ordered with a dealership. Part needed to repair for the vehicle that is still with the dealership since Part was ordered on Dec 20 2022. Dealer confirmed that part is on back order. Agent action: escalate to parts back order   |
|      | order Part to please revert back to customer with information on parts ordered through < parts.   |
|      | Cx calling to have the case seen by a case manager. No progress has been made. Advised would assign to specialist queue so that we can begin to move forward.   |
|      | Re-escalating the case. Previous agent performed a direct callback to the customer and was informed that the part was ordered through the dealership and not online in No order showing through online eStore.  |
|      | Customer called in to speak to her CM, agent advised customer that his CM is on a call. Agent advised customer a message will be sent to the CM for a call back as soon as possible.  |
|      | The customer called in stated that he was told that he would be contacted back by a case manager and had call back several times  |
|      | Part Order Detail Order Number OMC Number Part Order Date   |
|      | ****OUTBOUND DEALER CONTACT**** Called and spoke to the parts department at and they confirmed that Part Number: placed Order: Order Date: Order number: order date: of these are orders. *****IF CUSTOMER CALLS PLEASE ADVISE CUSTOMER THESE ARE ONLINE ORDERS AND THEY CAN BE FOLLOWED UP WITH ONLINE STORE. GO TO SELECTED EMAIL AND THAN SELECT MOAPR PARTS AND REQUEST FOR AN UPDATE.***** |
|      | SUP CALL Advised indefinitely on BO. Will have to work with DLr and can not PE parts will follow up with  |
|      | System Update:[Order is pended and cannot be upgraded at this time.]  |
|      | ***Part Specialist*** Part: Order: OMC: ETA: N/A Reaching out to PE Team for assistance with part.  |
|      | from cst*** wants update reaching out to the and PE.  |
|      | Order cannot be upgraded to ,Order current status released to ,Current promise date .   |
|      | Email follow up   |
|      | ***Part Specialist Update*** Part: order released to: ETA to dealer: (ETA extended due to   |
|      | ***Part Specialist Update*** Part: order invoiced from UPS Tracking Scheduled Delivery by CM  |
|      | follow up with dealer parts to ensure arrival and confirm repairs   |
|      | SA hung up on me when asking question long wait time.   |
|      | advisedno vehicle on record. Email follow up to get info from   |

**Email(s)**

| Date | Subject | Parts          |
|------|---------|----------------|
| From | To      | Sent Date/Time |

Hi [REDACTED]

Thank you for reaching Ram Customer Care.

We have received your email regarding the part that was ordered with [REDACTED] on [REDACTED]. Our goal is to ensure your concerns and comments are handled promptly, with utmost respect and care.

Due to the nature of your email, your case [REDACTED] has been assigned to a specialized team, who will be able to take care of your concerns. They will contact you directly within [REDACTED].

If you have additional questions, concern or clarification, please don't hesitate to send us an email, chat with us, or you may also call us at [REDACTED].

Thank you again for your email, Have a good one!

Sincerely,  
[REDACTED] Customer Care  
ref: [REDACTED] ref

| Date       | Subject | Parts      |
|------------|---------|------------|
| [REDACTED] | To      | [REDACTED] |

Hi [REDACTED]

Thank you for reaching Ram Customer Care.

We have received your email regarding the part that was ordered with [REDACTED] on [REDACTED]. Our goal is to ensure your concerns and comments are handled promptly, with utmost respect and care.

Due to the nature of your email, your case [REDACTED] has been assigned to a specialized team, who will be able to take care of your concerns. They will contact you directly within [REDACTED].

If you have additional questions, concern or clarification, please don't hesitate to send us an email, chat with us, or you may also call us at [REDACTED].

Thank you again for your email, Have a good one!

Sincerely,  
[REDACTED] Customer Care  
ref: [REDACTED] ref

| Date       | Subject | RE: Parts  |
|------------|---------|------------|
| [REDACTED] | To      | [REDACTED] |

Good afternoon,

Part is on its way to the dealership. ETA is the [REDACTED], I will follow up to make sure it is delivered.

[REDACTED]  
Premium Specialist  
[REDACTED] Ext: [REDACTED]

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

Hi [REDACTED]

Thank you for reaching Ram Customer Care.

We have received your email regarding the part that was ordered with [REDACTED] on [REDACTED]. Our goal is to ensure your concerns and comments are handled promptly, with utmost respect and care.

Due to the nature of your email, your case [REDACTED] has been assigned to a specialized team, who will be able to take care of your concerns. They will contact you directly within [REDACTED].

If you have additional questions, concern or clarification, please don't hesitate to send us an email, chat with us, or you may also call us at [REDACTED].

Thank you again for your email, Have a good one!

Sincerely,  
[REDACTED] Customer Care  
ref: [REDACTED] ref

| Date       | Subject | RE: Parts  |
|------------|---------|------------|
| [REDACTED] | To      | [REDACTED] |

Good afternoon,

Part is on its way to the dealership. ETA is the [REDACTED], I will follow up to make sure it is delivered.

[REDACTED]  
 Premium Specialist  
 [REDACTED] Ext: [REDACTED]

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

Hi [REDACTED]

Thank you for reaching Ram Customer Care.

We have received your email regarding the part that was ordered with [REDACTED] on [REDACTED]. Our goal is to ensure your concerns and comments are handled promptly, with utmost respect and care.

Due to the nature of your email, your case [REDACTED] has been assigned to a specialized team, who will be able to take care of your concerns. They will contact you directly within [REDACTED].

If you have additional questions, concern or clarification, please don't hesitate to send us an email, chat with us, or you may also call us at [REDACTED].

Thank you again for your email, Have a good one!

Sincerely,  
 [REDACTED] Customer Care

ref: [REDACTED] ref

| Date       | Subject    | Re: Parts  |
|------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] |

I cannot adequately express my appreciation for your assistance. This whole parts issue has been unbelievable. Your help is greatly appreciated!

Sincerely, [REDACTED]

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

> Good afternoon,  
 >  
 > Part is on its way to the dealership. ETA is the [REDACTED], I will follow up to  
 > make sure it is delivered.  
 >  
 > [REDACTED]  
 > Premium Specialist  
 > [REDACTED] Ext: [REDACTED]  
 >  
 >  
 > ----- Original Message -----  
 > \*From:\* US Customer Care [REDACTED]  
 > \*Sent:\* [REDACTED]  
 > \*To:\* [REDACTED]  
 > \*Subject:\* Parts  
 >  
 > Hi [REDACTED]  
 >  
 > Thank you for reaching Ram Customer Care.  
 >  
 > We have received your email regarding the part that was ordered with  
 > [REDACTED] on [REDACTED]. Our goal is to ensure  
 > your concerns and comments are handled promptly, with utmost respect and  
 > care.  
 >  
 > Due to the nature of your email, your case [REDACTED] has been assigned to a  
 > specialized team, who will be able to take care of your concerns. They will  
 > contact you directly within [REDACTED].  
 > If you have additional questions, concern or clarification, please don't  
 > hesitate to send us an email, chat with us, or you may also call us at  
 > [REDACTED].  
 >  
 > Thank you again for your email, Have a good one!  
 >  
 > Sincerely,  
 > [REDACTED]  
 > Ram Customer Care  
 >  
 > ref: [REDACTED] ref  
 >  
 >

| Date       | Subject    | Re: Parts  |
|------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] |

How's the vehicle performing ?

Specialist  
Ext: [redacted]

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

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

I cannot adequately express my appreciation for your assistance. This whole parts issue has been unbelievable. Your help is greatly appreciated!

Sincerely,  
On [redacted] US Customer Care <[redacted]> wrote:  
Good afternoon,

Part is on its way to the dealership. ETA is the [redacted], I will follow up to make sure it is delivered.

Specialist  
Ext: [redacted]

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

From: US Customer Care [redacted]  
Sent: [redacted]  
To: [redacted]  
Subject: Parts

Hi [redacted]

Thank you for reaching Ram Customer Care.

We have received your email regarding the part that was ordered with [redacted] on [redacted]. Our goal is to ensure your concerns and comments are handled promptly, with utmost respect and care.

Due to the nature of your email, your case [redacted] has been assigned to a specialized team, who will be able to take care of your concerns. They will contact you directly within [redacted].

If you have additional questions, concern or clarification, please don't hesitate to send us an email, chat with us, or you may also call us at [redacted].

Thank you again for your email. Have a good one!

Sincerely,  
Customer Care

ref: [redacted] ref

| Date | [redacted] | Subject        | Re: Parts             |
|------|------------|----------------|-----------------------|
| From | [redacted] | To             | [redacted]            |
|      |            | Sent Date/Time | [redacted] [redacted] |

I appreciate your inquiry. The part has not arrived yet. It is scheduled to arrive on [REDACTED] I'll keep you posted.  
Have a good day,

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

> Hows the vehicle performing ?

> [REDACTED]  
> Premium Specialist

> [REDACTED] Ext: [REDACTED]

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

> \*From:\* [REDACTED]  
> \*Sent:\* [REDACTED]  
> \*To:\* [REDACTED]  
> \*Subject:\* Re: Parts

> I cannot adequately express my appreciation for your assistance. This whole parts issue has been unbelievable. Your help is greatly appreciated!  
> Sincerely, [REDACTED]

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

>> Good afternoon,

>> Part is on its way to the dealership. ETA is the [REDACTED], I will follow up to make sure it is delivered.

>> [REDACTED]  
>> Premium Specialist

>> [REDACTED] Ext: [REDACTED]

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

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

>> Hi [REDACTED]

>> Thank you for reaching Ram Customer Care.

>> We have received your email regarding the part that was ordered with [REDACTED] on [REDACTED]. Our goal is to ensure your concerns and comments are handled promptly, with utmost respect and care.

>> Due to the nature of your email, your case [REDACTED] has been assigned to a specialized team, who will be able to take care of your concerns. They will contact you directly within [REDACTED].  
>> If you have additional questions, concern or clarification, please don't hesitate to send us an email, chat with us, or you may also call us at [REDACTED].

>> Thank you again for your email, Have a good one!

>> Sincerely,

>> [REDACTED]  
>> Ram Customer Care

>> ref: [REDACTED] ref

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

Is there a specific # and rep you are speaking with? Just so I can confirm we may have the wrong dealership or dealership change on file recently.

Specialist  
Ext: [redacted]

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

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

I appreciate your inquiry. The part has not arrived yet. It is scheduled to arrive on [redacted] I'll keep you posted.  
Have a good day,

On [redacted] US Customer Care <[redacted]> wrote:  
How's the vehicle performing?

Specialist  
Ext: [redacted]

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

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

I cannot adequately express my appreciation for your assistance. This whole parts issue has been unbelievable. Your help is greatly appreciated!

Sincerely,  
On [redacted] US Customer Care <[redacted]> wrote:  
Good afternoon,

Part is on its way to the dealership. ETA is the [redacted], I will follow up to make sure it is delivered.

Specialist  
Ext: [redacted]

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

From: US Customer Care [redacted]  
Sent: [redacted]  
To: [redacted]  
Subject: Parts

Hi [redacted]

Thank you for reaching Ram Customer Care.

We have received your email regarding the part that was ordered with [redacted] on [redacted]. Our goal is to ensure your concerns and comments are handled promptly, with utmost respect and care.

Due to the nature of your email, your case [redacted] has been assigned to a specialized team, who will be able to take care of your concerns. They will contact you directly within [redacted].

If you have additional questions, concern or clarification, please don't hesitate to send us an email, chat with us, or you may also call us at [redacted].

Thank you again for your email, Have a good one!

Sincerely,  
[redacted] Customer Care

ref: [redacted] ref

| Date | Subject | Re: Parts      |
|------|---------|----------------|
| From | To      | Sent Date/Time |

Is there a specific # and rep you are speaking with? Just so I can confirm we may have the wrong dealership or dealership change on file recently.

Specialist  
Ext: [redacted]

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

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

I appreciate your inquiry. The part has not arrived yet. It is scheduled to arrive on [redacted] I'll keep you posted.  
Have a good day,

On [redacted] US Customer Care <[redacted]> wrote:  
How's the vehicle performing?

Specialist  
Ext: [redacted]

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

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

I cannot adequately express my appreciation for your assistance. This whole parts issue has been unbelievable. Your help is greatly appreciated!

Sincerely, [redacted]  
On [redacted] US Customer Care <[redacted]> wrote:  
Good afternoon,

Part is on its way to the dealership. ETA is the [redacted], I will follow up to make sure it is delivered.

Specialist  
Ext: [redacted]

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

From: US Customer Care [redacted]  
Sent: [redacted]  
To: [redacted]  
Subject: Parts

Hi [redacted]

Thank you for reaching Ram Customer Care.

We have received your email regarding the part that was ordered with [redacted] on [redacted]. Our goal is to ensure your concerns and comments are handled promptly, with utmost respect and care.

Due to the nature of your email, your case [redacted] has been assigned to a specialized team, who will be able to take care of your concerns. They will contact you directly within [redacted].

If you have additional questions, concern or clarification, please don't hesitate to send us an email, chat with us, or you may also call us at [redacted].

Thank you again for your email, Have a good one!

Sincerely,  
[redacted] Customer Care

ref: [redacted] ref

|      |            |         |            |                |            |            |
|------|------------|---------|------------|----------------|------------|------------|
| Date | [redacted] | Subject | Re: Parts  | Sent Date/Time | [redacted] | [redacted] |
| From | [redacted] | To      | [redacted] | Sent Date/Time | [redacted] | [redacted] |

The part arrived from the dealership. It has been installed and works properly. Again, I appreciate your assistance with this matter.

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

> Is there a specific # and rep you are speaking with ? Just so I can confirm we may have the wrong dealership or dealership change on file recently.

> Premium Specialist

> [redacted] Ext: [redacted]

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

> \*From:\* [redacted]

> \*Sent:\* [redacted]

> \*To:\* [redacted]

> \*Subject:\* Re: Parts

> I appreciate your inquiry. The part has not arrived yet. It is scheduled to arrive on [redacted] I'll keep you posted.  
> Have a good day.

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

>> Hows the vehicle performing ?

>> Premium Specialist

>> [redacted] Ext: [redacted]

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

>> \*From:\* [redacted]

>> \*Sent:\* [redacted]

>> \*To:\* [redacted]

>> \*Subject:\* Re: Parts

>> I cannot adequately express my appreciation for your assistance. This whole parts issue has been unbelievable. Your help is greatly appreciated!  
>> Sincerely, [redacted]

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

>>> Good afternoon,

>>> Part is on its way to the dealership. ETA is the [redacted]. I will follow up to make sure it is delivered.

>>> Premium Specialist

>>> [redacted] Ext: [redacted]

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

>>> \*From:\* US Customer Care [redacted]

>>> \*Sent:\* [redacted]

>>> \*To:\* [redacted]

>>> \*Subject:\* Parts

>>> Hi [redacted]

>>> Thank you for reaching Ram Customer Care.

>>> We have received your email regarding the part that was ordered with [redacted] on [redacted]. Our goal is to ensure your concerns and comments are handled promptly, with utmost respect and care.

>>> Due to the nature of your email, your case [redacted] has been assigned to a specialized team, who will be able to take care of your concerns. They

>>> will contact you directly within [redacted].  
>>> If you have additional questions, concern or clarification, please don't hesitate to send us an email, chat with us, or you may also call us at [redacted]

>>> Thank you again for your email, Have a good one!

>>> Sincerely,  
>>> Armiency  
>>> Ram Customer Care

>>> ref: [redacted] ref

|      |            |                |            |
|------|------------|----------------|------------|
| Date | [redacted] | Subject        | Re: Parts  |
| From | [redacted] | To             | [redacted] |
|      |            | Sent Date/Time | [redacted] |

Dear Mr. [REDACTED]

Thank you for contacting [REDACTED] customer care. We do value our customer's input and therefore appreciate the time you took to share concerns with us. At this time, we will be closing this case [REDACTED]

If you have any further questions/concerns, please call [REDACTED] customer care at [REDACTED] at any time. We also wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey.

We'd ask that you take the time to complete the survey, so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time, participation, and for being a valued [REDACTED] customer.

[REDACTED] customer care

[REDACTED]  
Premium Specialist  
[REDACTED] Ext: [REDACTED]

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

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

The part arrived from the dealership. It has been installed and works properly. Again, I appreciate your assistance with this matter.

On [REDACTED] US Customer Care <[REDACTED]> wrote:  
Is there a specific # and rep you are speaking with? Just so I can confirm we may have the wrong dealership or dealership change on file recently.

[REDACTED]  
Premium Specialist  
[REDACTED] Ext: [REDACTED]

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

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

I appreciate your inquiry. The part has not arrived yet. It is scheduled to arrive on [REDACTED]. I'll keep you posted. Have a good day,

On [REDACTED] US Customer Care <[REDACTED]> wrote:  
How's the vehicle performing?

[REDACTED]  
Premium Specialist  
[REDACTED] Ext: [REDACTED]

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

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

I cannot adequately express my appreciation for your assistance. This whole parts issue has been unbelievable. Your help is greatly appreciated!

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

Part is on its way to the dealership. ETA is the [REDACTED]. I will follow up to make sure it is delivered.

[REDACTED]  
Premium Specialist  
[REDACTED] Ext: [REDACTED]

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

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

Hi [REDACTED]

Thank you for reaching Ram Customer Care.

We have received your email regarding the part that was ordered with [REDACTED] on [REDACTED]. Our goal is to ensure your concerns and comments are handled promptly, with utmost respect and care.

Due to the nature of your email, your case [REDACTED] has been assigned to a specialized team, who will be able to take care of your concerns. They will contact you directly within [REDACTED].

If you have additional questions, concern or clarification, please don't hesitate to send us an email, chat with us, or you may also call us at [REDACTED]

Thank you again for your email, Have a good one!

Sincerely,  
[REDACTED] Customer Care  
[REDACTED]

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

|   |  |                                   |                         |                            |            |
|---|--|-----------------------------------|-------------------------|----------------------------|------------|
| <b>VIN</b>  |  | <b>Model Year</b>                 |                         | <b>Brand</b>               | RAM        |
| <b>Body</b>   |  | <b>Vehicle</b>                    |                         | CREW CAB 4X4               |            |
| <b>Customer Provided VIN</b>  |  | <b>Line of Business</b>           | CAC                     | Customer Assistance Center |            |
| <b>Batch Case Information</b>   |  |                                   |                         |                            |            |
| <b>Open Date</b>  |  | <b>CAIR Type</b>                  | Regular                 | <b>Status</b>              | Closed     |
| <b>Close Date</b>   |  | <b>Origin</b>                     | Telephone               | <b>Reason</b>              |            |
| <b>Mileage</b>  |  | <b>Market</b>                     | U                       | <b>Language</b>            | English    |
| <b>Contact Email</b>  |  | <b>Contact Phone</b>              |                         | <b>Contact Mobile</b>      |            |
| <b>Caller Address</b>   |  |                                   |                         | <b>Source</b>              | Customer   |
| <b>City/State/Country/Zip</b>   |  |                                   |                         |                            |            |
| <b>Customer</b>   |  |                                   |                         |                            |            |
| <b>Customer Address</b>   |  |                                   |                         |                            |            |
| <b>City/State/Country/Zip</b>   |  |                                   |                         |                            |            |
| <b>Dealer</b>   |  | Ray Price Chrysler Dodge Jeep Ram |                         | <b>Dealer Phone</b>        |            |
| <b>Dealer Address</b>   |  |                                   |                         |                            |            |
| 2947 ROUTE 940  |  |                                   |                         |                            |            |
| MT POCONO   |  |                                   |                         |                            |            |
| 18344   |  |                                   |                         |                            |            |
| <b>Dealer Zone</b>  |  |                                   |                         |                            |            |
| <b>Subject</b>  |  |                                   |                         |                            |            |
| Parts Inquiry   |  |                                   |                         |                            |            |
| <b>Synopsis</b>   |  |                                   |                         |                            |            |
| Closed  |  |                                   |                         |                            |            |
| <b>Customer Anomaly</b>   |  |                                   |                         |                            |            |
| Brakes  |  |                                   |                         |                            |            |
| Automatic Braking System (ABS)  |  |                                   |                         |                            |            |
| <b>Contact Reason</b>   |  | Part Not Available/Backordered    | <b>Customer Anomaly</b> |                            | ABS Issues |
| <b>Reason Code</b>  |  |                                   |                         |                            |            |
| After Sales - Complaint - Parts - Parts - Part in backorder/not available |  |                                   |                         |                            |            |

**Case Status History**

| Create Date | Status |
|-------------|--------|
|             | Open   |
|             | Closed |

**Initial Description**

CX stated in [redacted] has had issues with abs light coming on and alarms. ABS module and HCU unit need to be replaced and the HCU unit is on backorder and keeps getting pushed out. [redacted] still paying for the vehicle and dealer has had vehicle since [redacted]

**Case Comments**

| Date       | Comment  |
|------------|--|
| [redacted] | ***Voice of Customer*** CX stated in [redacted] has had issues with abs light coming on and alarms. ABS module and HCU unit need to be replaced and the HCU unit is on backorder and keeps getting pushed out. [redacted] still paying for the vehicle and dealer has had vehicle since [redacted] Recalls: 0 Dealer: [redacted] ***Next Steps*** Reassign |
| [redacted] | ***OUTBOUND TO CUSTOMER*** No answer so voicemail was left   |
| [redacted] | Customer left a voicemail for a callback   |
| [redacted] | ***OUTBOUND TO DEALER*** He said part keeps getting pushed out and he said he is racking up miles. [redacted] part manager and [redacted] told him she will get part number for parts pod  |
| [redacted] | ***OUTBOUND TO DEALER*** No answer, Cm will follow up  |
| [redacted] | OUTBOUND DEALER CONTACT Writer contacted the dealer to gather part information . No answer   |
| [redacted] | OUTBOUND DEALER CONTACT Writer contacted dealer . no answer  |
| [redacted] | ***OUTBOUND TO DEALER*** Writer contacted dealer. No answer  |
| [redacted] | *****outbound call to dealer***** CM called to get part update no answer from dealer will loop in AM to assist   |
| [redacted] | ***OUTBOUND DEALER CONTACT*** Called dealer, spoke with lady in service who advised she would transfer to SA. Call went straight to VM. Sent email communication assistance request to AM  |

**Email(s)**

|             |            |                       |               |
|-------------|------------|-----------------------|---------------|
| <b>Date</b> | [redacted] | <b>Subject</b>        | Parts Inquiry |
| <b>From</b> | [redacted] | <b>To</b>             | [redacted]    |
|             |            | <b>Sent Date/Time</b> | [redacted]    |

Hello,

I am sending you this email regarding the closure of your Case with [redacted] Case Management as your dealer has advised that your vehicle has been repaired and returned to you. . We 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] Customer Care telephone number is: [redacted]

Thank you for allowing [redacted] Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a [redacted] customer.

Best Wishes,  
 [redacted]  
 ref. [redacted].ref

|             |            |                       |               |
|-------------|------------|-----------------------|---------------|
| <b>Date</b> | [redacted] | <b>Subject</b>        | Parts Inquiry |
| <b>From</b> | [redacted] | <b>To</b>             | [redacted]    |
|             |            | <b>Sent Date/Time</b> | [redacted]    |

Hello,

I am sending you this email regarding the closure of your Case with [REDACTED] Case Management as your dealer has advised that your vehicle has been repaired and returned to you. . We 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] Customer Care telephone number is: [REDACTED]

Thank you for allowing [REDACTED] Customer Care the opportunity to address your concern and we hope we were able to resolve your concern to your satisfaction. We wanted to let you know that we attempt to conduct a satisfaction survey upon the close of a Case; therefore, you could potentially receive an email or telephone survey. [REDACTED] 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 your time and participation and for being a [REDACTED] customer.

Best Wishes,

[REDACTED]  
ref:\_00Dj01qsDF\_5003Z1XND7!ref

| New Customer Assistance Inquiry Record (CAIR) |   |                           |                  |                            |          |
|---|---|---------------------------|------------------|----------------------------|----------|
| VIN   |   | Model Year                |                  | Brand                      | RAM      |
| Body  |   | Vehicle                   |                  | CREW CAB 4X4               |          |
| Customer Provided VIN                         |   | Line of Business          | CAC              | Customer Assistance Center |          |
| Batch Case Information                        |   |                           |                  |                            |          |
| Open Date                                     |   | CAIR Type                 | Regular          | Status                     | Closed   |
| Close Date                                    |   | Origin                    | Telephone        | Reason                     |          |
| Mileage                                       |   | Market                    | U                | Language                   | English  |
| Contact Email                                 |   | Contact Phone             |                  | Contact Mobile             |          |
| Caller Address                                |   |                           |                  | Source                     | Customer |
| City/State/Country/Zip                        |   |                           |                  |                            |          |
| Customer                                      |   |                           |                  |                            |          |
| Customer Address                              |   |                           |                  |                            |          |
| City/State/Country/Zip                        |   |                           |                  |                            |          |
| Dealer  |   |                           |                  | Dealer Phone               |          |
| Dealer Address                                | 500 MCKINLEY ROAD   |                           |                  |                            |          |
|   | SAINT MARYS   |                           | OH               |                            |          |
| Dealer Zone                                   |   |                           |                  | Service                    | C        |
| Subject                                       | Back Order Parts  |                           |                  |                            |          |
| Synopsis                                      | Provided requested part info, repairs completed on vehicle                |                           |                  |                            |          |
| 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    |
|-------------|-----------|
| 02/03/2023  | Open      |
| 02/1        | Suspended |
| 02/21       | Open      |
| 03/01       | Closed    |

**Initial Description**

Cx is calling because he has a part that is needed for his anti lock break. The dlr is stating that the part is on back order. He is needing an ETA and the part rushed.

**Case Comments**

| Date | Comment   |
|------|---|
|      | ***Customer's Voice*** Cx is calling because he has a part that is needed for his anti lock break. The dlr is stating that the part is on back order. He is needing an ETA and the part rushed. Part number is ****Action Taken*** I advised the cx that I would send it off to see if we can get an ETA and a rush put on the part. Recalls: 0<br>***Next Steps*** Reassigned  |
|      | Goodwill Qualifier Narrative In-Service Date: Original Owner: N, Mileage: Vehicle purchase loyalty: 1 current MVP plans: 0 Other: 0 RECALL: 0<br>MULTIPLE REPAIR HISTORY RO RO DETAILS  |
|      | **Outbound to Stated that part cannot be ordered due to supplier change and that every time parts dept tries to order it, it bounces back stating it cannot be ordered  |
|      | **Outbound to CX** stating he is looking for BO part assistance for an anti lock brake and that vehicle is currently with him. CM stated they would call him back once they heard back from parts dept.   |
|      | **Outbound to Stated to per email from parts POD, that is on a Supplier Change block, but it does not prevent dealers from ordering. In fact, since last Wednesday there are have been placed for this part.  |
|      | **Outbound to Part Order N0208A R states "availability date"  |
|      | POD PART ORDER ORDER TYPE: E STATUS: MANAGED ALLOC LVL 2 - UNPLANNED SUPPLIER CHANGE RESULTING IN A SUPPLY DISRUPTION ETA:  |
|      | **Outbound to CX** CM stated to CX that was able to order part, and CX would receive an update on CX was thankful for the update  |
|      | System Update:[Order is pending and cannot be upgraded at this time.]   |
|      | JK: PE Case Update: [UCS available for part number at depot: Please force part to fill this order. Thank you.]  |
|      | *****PARTS POD UPDATE***** DEALER: ORDER NUMBER: PART NUMBER: ABS HYBDRAULIC CONTROL MODULE SUPPLR CHANGE - MANAGED ALLOC LVL 2 - UNPLANNED SUPPLIER CHANGE RESULTING IN A SUPPLY DISRUPTION, EXP - NO CURR PROM DATE - ETA to DEALER will be provided, once available. *****END OF UPDATE*****REQUEST TO FIELD SUPPORT***** Inventory available in PDCs. Writer sent request to Field Support to force part to fill this order, IF ABLE. |
|      | Order has been released to PDC on and its cannot be upgraded. Current promise ETA is  |
|      | *****PARTS POD UPDATE***** DEALER: ORDER NUMBER: PART NUMBER: ABS HYBDRAULIC CONTROL MODULE SHIPPED-PDC on 2/14 - In transit to DEALER - ETA B/O Parts Task Completed. Please follow up with the Dealer to confirm part has been delivered. If further assistance is needed, complete the part order detail and assign a new task to Parts Pod. *****END OF UPDATE*****   |
|      | **Outbound to CX** / GM called to let CX know that part has been shipped and should arrive within was glad to hear it and looks forward to future updates.  |
|      | **Outbound to Part has arrived, and they would like to make appt with CX on   |
|      | **Outbound to CX** / CX has appt on CM stated they would follow up on with  |
|      | **Outbound to SA confirmed repairs were finished and CX has picked up vehicle   |
|      | Vehicle has arrived at dealership and attended by dealer employee   |
|      | **Outbound to Receptionist stated SAs were with and they would call CM back   |
|      | **Outbound to CX** atng so far so good with repairs and all is well. CM advised of case closure, and CX accepted  |

**Email(s)**

| Date | Subject | From | To | Sent Date/Time |
|------|---------|------|----|----------------|
|      |         |      |    |                |

Good Afternoon

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

I would like to provide you with my contact information should you have any questions or concerns in the future.

The Case Management Telephone Number is: [REDACTED]

My Direct Extension is: [REDACTED]

Thank you for allowing Customer Care the opportunity to address your concern. Once your case is officially closed you will receive an email survey in regards to your satisfaction with how [REDACTED] and myself handled your case. I look forward to your feedback.

Best Wishes

[REDACTED]  
ref: [REDACTED]

| Date       | Subject    |                       |
|------------|------------|-----------------------|
| [REDACTED] | [REDACTED] |                       |
| From       | To         | Sent Date/Time        |
| [REDACTED] | [REDACTED] | [REDACTED] [REDACTED] |

Good Afternoon

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

I would like to provide you with my contact information should you have any questions or concerns in the future.

The Case Management Telephone Number is: [REDACTED]

My Direct Extension is: [REDACTED]

Thank you for allowing Customer Care the opportunity to address your concern. Once your case is officially closed you will receive an email survey in regards to your satisfaction with how [REDACTED] and myself handled your case. I look forward to your feedback.

Best Wishes

[REDACTED]  
ref: [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                                       |   |                                |                  | 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                                   |   |                                |                  |                            |          |
| Subject                                       | took truck for traction control, cruise control, and brakes               |                                |                  |                            |          |
| Synopsis                                      | cx has no further concerns  |                                |                  |                            |          |
| 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 |
|-------------|--------|
|             | Open   |
|             | Closed |

**Initial Description**

this is the [redacted] for the same issue

**Case Comments**

| Date | Comment   |
|------|---|
|      | VIN [redacted] CREW CAB 4X4 CASE NUMBE [redacted] *****VOICE OF THE CUSTOMER***** took truck for traction control, cruise control, and brakes for the [redacted] Customer is moving and needs to get his vehicle fixed parts are back ordered and dealer said they can not order any until [redacted] as they have used up their allotment dealer is [redacted] *****ACTIONS TAKEN***** [redacted] Parts: Backorder Handling RECALL MILEAGE [redacted] **NEXT STEPS** reassign  |
|      | Goodwill Qualifier Narrative In-Service Date: [redacted] Original Owner: Y Mileage: [redacted] Vehicle purchase loyalty: 2 orig. 2 current MVP plans: 0 Other: 0 RECALL: 0 MULTIPLE REPAIR HISTORY RO RO DETAILS  |
|      | **Outbound to CX** Phone line busy at time of call  |
|      | **Outbound Customer Contact**   [redacted]   RAM   [redacted] spoke to customer; customer advised he is waiting on parts for the ABS system. Customer advised they had replace [redacted] but was unable to resolve the concerns. CM advised to reach out to dlr to discuss further and see if we can assist further with the parts   |
|      | **Outbound Dealer Contact**   [redacted] R   [redacted]   [redacted] spoke to SA [redacted] advised that they are waiting on parts for the ABS system CM was transferred to PA; advised they were able to order the part [redacted] for the customer and should have it tomorrow  |
|      | **Outbound Dealer Contact**   [redacted] R   [redacted]   [redacted] CM spoke to SA [redacted] advised that they have received the parts. SA advised that they have not gotten the customer scheduled for repairs yet   |
|      | **Outbound Customer Contact**   [redacted]   RAM   [redacted] spoke to customer; advised parts have been received and he can call to schedule to repairs  |
|      | **Outbound Customer Contact**   [redacted]   RAM   [redacted] spoke to customer; advised he is scheduled for [redacted] Customer advised he is very disappointed with the dealership and this may be the last RAM he purchases. CM advised to follow up on [redacted] to confirm repair satisfaction  |
|      | **Outbound Customer Contact**   [redacted]   RAM   [redacted] spoke to customer; advised that he has picked up the vehicle and has no further concerns. Customer advised he is unhappy with the quality of the vehicle. Customer advised that he feels that [redacted] should be replacing [redacted] the ABS module as well as the hydraulic pump at the same time instead of making customers come back. CM advised to document his concerns and advised customer to reach back out if the concerns come back in the future |

**Email(s)**

| Date | Subject | Case |
|------|---------|------|
|      |         |      |

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

Good Afternoon,

My name is [redacted] and I am writing on behalf of [redacted] your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The [redacted] Case Management telephone number is: [redacted]

My direct extension: [redacted]

Our work hours are: Eastern Standard Time [redacted]

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[redacted] Case Management  
ref: [redacted] ref

| Date | Subject | Case |
|------|---------|------|
|      |         |      |

Good Afternoon,

My name is [REDACTED] and I am writing on behalf of [REDACTED] your [REDACTED] Manager. Here is some information that will be helpful for you to have:

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

Our work hours are: Eastern Standard Time [REDACTED]

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Management  
ref: [REDACTED]

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

What is the status of the parts that are required for mt truck?

Sent from my [REDACTED] smartphone

Get [REDACTED] for [REDACTED]

From: US Customer Care <[REDACTED]>

Sent: [REDACTED]

To: [REDACTED]

Subject: [REDACTED]

Good Afternoon,

My name is [REDACTED] and I am writing on behalf of [REDACTED] your [REDACTED] Manager. Here is some information that will be helpful for you to have:

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

Our work hours are: Eastern Standard Time [REDACTED]

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

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

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

Hello [REDACTED]

I spoke to the parts department and was advised that they were able to order the parts for you [REDACTED] and they are expect to arrive before the [REDACTED]

I will follow up on [REDACTED] to see if the parts have been received

Thank you so much

Sincerely,

[REDACTED] Case Manager | [REDACTED]  
Ext. [REDACTED]

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

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

What is the status of the parts that are required for mt truck?  
Sent from my [REDACTED] smartphone  
Get [REDACTED] for [REDACTED]  
From: US Customer Care <[REDACTED]>  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: [REDACTED]

Good Afternoon,

My name is [REDACTED] and I am writing on behalf of [REDACTED] your Case Manager. Here is some information that will be helpful for you to have:

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Case Management

ref: [REDACTED] ref

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

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

I would like to provide you with my contact information should you have any questions or concerns in the future.

Your [REDACTED] Number is: [REDACTED]

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

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

Once your case is officially closed you will receive an email survey in regards to your satisfaction with how [REDACTED] and myself handled your case. I look forward to your feedback.

Sincerely,

[REDACTED] Manager | [REDACTED]  
Ext. [REDACTED]

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

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

Hello [REDACTED]

I spoke to the parts department and was advised that they were able to order the parts for you [REDACTED] and they are expect to arrive before the [REDACTED]

I will follow up on [REDACTED] to see if the parts have been received

Thank you so much

Sincerely,

[REDACTED] Manager | [REDACTED]  
Ext. [REDACTED]

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

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

What is the status of the parts that are required for mt truck?

Sent from my [REDACTED] smartphone

Get [REDACTED] for [REDACTED]

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

Good Afternoon,

My name is [REDACTED] and I am writing on behalf of [REDACTED] your [REDACTED] Manager. Here is some information that will be helpful for you to have:

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

Our work hours are: Eastern Standard Time [REDACTED]

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Management

ref: [REDACTED]ref

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

|                               |  |                              |                         |                            |          |
|-------------------------------|--|------------------------------|-------------------------|----------------------------|----------|
| <b>VIN</b>                    |  | <b>Model Year</b>            |                         | <b>Brand</b>               | DODGE    |
| <b>Body</b>                   |  | <b>Vehicle</b>               | RAM                     |                            |          |
| <b>Customer Provided VIN</b>  |  | <b>Line of Business</b>      | CAC                     | Customer Assistance Center |          |
| <b>Batch Case Information</b> |  |                              |                         |                            |          |
| <b>Open Date</b>              |  | <b>CAIR Type</b>             | Regular                 | <b>Status</b>              | Closed   |
| <b>Close Date</b>             |  | <b>Origin</b>                | Telephone               | <b>Reason</b>              |          |
| <b>Mileage</b>                |  | <b>Market</b>                | U                       | <b>Language</b>            | English  |
| <b>Contact Email</b>          |  | <b>Contact Phone</b>         |                         | <b>Contact Mobile</b>      |          |
| <b>Caller Address</b>         |  |                              |                         | <b>Source</b>              | Customer |
| <b>City/State/Country/Zip</b> |  |                              |                         |                            |          |
| <b>Customer</b>               |  |                              |                         |                            |          |
| <b>Customer Address</b>       |  |                              |                         |                            |          |
| <b>City/State/Country/Zip</b> |  |                              |                         |                            |          |
| <b>Dealer</b>                 |  |                              | RAM                     | <b>Dealer Phone</b>        |          |
| <b>Dealer Address</b>         |  |                              |                         |                            |          |
| <b>Dealer Zone</b>            |  |                              |                         |                            |          |
| <b>Subject</b>                | Vehicle Concern  |                              |                         |                            |          |
| <b>Synopsis</b>               | diagnosis needs to be done.  |                              |                         |                            |          |
| <b>Customer Anomaly</b>       | Steering / Suspension<br>Shock Absorbers                                 |                              |                         |                            |          |
| <b>Contact Reason</b>         |  | Technical Issue With Vehicle | <b>Customer Anomaly</b> |                            | issue    |
| <b>Reason Code</b>            | After Sales - Complaint - Product - Vehicle concern - Additional details |                              |                         |                            |          |

**Case Status History**

| Create Date | Status |
|-------------|--------|
|             | Open   |
|             | Closed |

**Initial Description**

Cx called about the abs system throwing a call.

**Case Comments**

| Date | Comment   |
|------|---|
|      | Cx called stating their vehicle is throwing codes. CX has not taken it to get a diagnosis. Advisor informed the cx they need a diagnosis before moving forward. Case closed no further action needed. |

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

|                        |   |                                    |           |                            |          |
|------------------------|---|------------------------------------|-----------|----------------------------|----------|
| VIN                    |   | Model Year                         |           | Brand                      |          |
| Body                   |   | Vehicle                            | LONGHORN  |                            |          |
| Customer Provided VIN  |   | Line of Business                   | CAC       | Customer Assistance Center |          |
| Batch Case Information |   |                                    |           |                            |          |
| Open Date              |   | CAIR Type                          | Regular   | Status                     | Closed   |
| Close Date             |   | Origin                             | Telephone | Reason                     |          |
| Mileage                | 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                 |   | Ken Ganley Chrysler Dodge Jeep Ram |           | Dealer Phone               |          |
| Dealer Address         |   |                                    |           |                            |          |
| Dealer Zone            |   |                                    |           | Service                    | F        |
| Subject                | parts   |                                    |           |                            |          |
| Synopsis               | No required action as CX bought parts needed for vehicle                  |                                    |           |                            |          |
| 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    |
|-------------|-----------|
| 02/03/2023  | Open      |
| 02/1        | Suspended |
| 02/23/2023  | Open      |
| 03/1        | Closed    |

**Initial Description**

in cx got and alert that abs needs to be replace took in to dealership for an repair..antilocked barke system hydraulic part

**Case Comments**

| Date | Comment  |
|------|--|
|      | voice of customer:customer called stating that In cx got and alert that abs needs to be replace took in to dealership for an repair..antilocked brake system hydraulic part # Advisor advice customer that the case will be esclated so it can be expidated Next step: NO further action   |
|      | ***OUTBOUND TO CX*** K// called cx, no answer cm left vm   |
|      | **Outbound to ** Order part  |
|      | POD PART#: ORDER ORDER TYPE: A STATUS: MANAGED ALLOC LVL 2 - UNPLANNED SUPPLIER CHANGE RESULTING IN A SUPPLY DISRUPTION ETA.   |
|      | *****PARTS POD UPDATE***** DEALER:   ORDER NUMBER:   PART NUMBER ABS HYDRAULIC CONTROL MODULE ORDER TYPE : A STOCK ORDER SUPLR CHANGE Part is under a SUPLR CHANGE block and STOCK Orders for blocked parts cannot be upgraded. Order Number listed under a STOCK Order and we are unable to improve the ETA. *****END OF UPDATE***** B/O Parts Task Completed. Please follow up with the Dealer to request they place a new Special Handling order for PART NUMBER: assistance is needed, complete part order detail and assign a new task to |
|      | **Outbound to ** CM followed up with Dealer to request they place a new Special Handling order for PART NUMBER advisor stated they would place a new special handling order on part  |
|      | **Outbound to CX** / CM stated they were able to get to put special handling order on part. CX appreciated the update.   |
|      | DEALER:   ORDER NUMBER:   PART NUMBER ABS HYDRAULIC CONTROL MODULE ORDER TYPE : A STOCK ORDER SUPLR CHANGE   |
|      | System Update:[Order is pended and cannot be upgraded at this time.]   |
|      | ***** ESCALATED TO FIELD SUPPORT***** Writer escalated to field support seeking assistance.  |
|      | *****PARTS POD UPDATE***** DEALER : ORDER NUMBER - PART NUMBER : - CONTROL Firm ETA to DEALER will be provided, once available. *****END OF UPDATE*****  |
|      | Order unable upgrade to VOR at this time. ranked as 1. assigned is   |
|      | Order has been forced available depot , please see update ETA in order details.  |
|      | *****PARTS POD UPDATE***** DEALER : ORDER NUMBER : - PART NUMBER : - CONTROL TRACKING# - Estimated delivery by B/O Parts Task Completed. Please follow up with the Dealer to confirm part has been delivered. If further assistance is needed, complete the part order detail and assign a new task to *****END OF UPDATE*****   |
|      | **Outbound to CX** CM Advised that part arrived. CX asked if it was at and CM stated yes   |
|      | ***** INBOUND CUSTOMER CONTACT ***** X~ Customer called in to speak with CM. was available writer transferred the call and disconnected the call.  |
|      | **Outbound to ** SA stated no open ROs and no appt   |
|      | **Outbound to CX** CX is stating used his order for another vehicle  |
|      | **Outbound to CX** They have not ordered a part as cannot order part until   |
|      | **Outbound to ** CX or anyone else can place an order for the part, however it may not be available until  |
|      | **Outbound to CX** CX stated he would order a new part and send part and order ## in email to CM. CM understood and said it was fine   |
|      | **Outbound to CX** CX stated he had received parts and bought them from another local CX requested to close case. CM stated they were glad CX got parts. Advised of case closure   |

**Email(s)**

| Date | Subject | Case | Sent Date/Time |
|------|---------|------|----------------|
| From | To      |      |                |

Good Afternoon,

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

Your case number is [redacted]

The [redacted] Management telephone number is: [redacted]

My direct extension: [redacted]

My work hours are: Eastern Standard Time [redacted]

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[redacted] Management  
ref: [redacted] ref

| Date       | Subject    | C              |
|------------|------------|----------------|
| [redacted] | [redacted] | [redacted]     |
| From       | To         | Sent Date/Time |
| [redacted] | [redacted] | [redacted]     |

Good Afternoon,

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

Your case number is [redacted]

The [redacted] Management telephone number is: [redacted]

My direct extension: [redacted]

My work hours are: Eastern Standard Time [redacted]

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[redacted] Management  
ref: [redacted] ref

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

Good Afternoon,

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

Your case number is [redacted]

The [redacted] Management telephone number is: [redacted]

My direct extension: [redacted]

My work hours are: Eastern Standard Time [redacted]

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[redacted] Management

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

Good Afternoon,

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

Your case number is [redacted]

The [redacted] Management telephone number is: [redacted]

My direct extension: [redacted]

My work hours are: Eastern Standard Time [redacted]

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[redacted] Management  
ref: [redacted] ref

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

Good Afternoon,

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Case Management

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

From: US Customer Care ([REDACTED])

Sent: [REDACTED]

To: [REDACTED]

Subject: [REDACTED]

Good Afternoon,

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Case Management

ref: [REDACTED] ref

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

Good Afternoon,

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Case Management

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

From: US Customer Care ([REDACTED])

Sent: [REDACTED]

To: [REDACTED]

Subject: [REDACTED]

Good Afternoon,

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Case Management

ref: [REDACTED] ref

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

Good Afternoon ,

My name is [REDACTED] and I am the [REDACTED] Case Manager assigned to your case, at this time, we are currently monitoring the progression of the part needed to repair your vehicle. We are currently working with our internal resources to source the part at the supplier level, however there is no concrete ETA, as locating and shipping can disrupt the process. In the meantime please continue to be patient and understand that we are working on improving the ETA for you as promptly as possible.

In the meantime, I hope you are well, and should you have any questions or concerns please feel free to reach out to me by phone: [REDACTED] ext. [REDACTED] or by replying to this email.

[REDACTED] Case Management

[REDACTED] ext.

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: [REDACTED]

Good Afternoon,

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Case Management

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

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

Good Afternoon,

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Case Management

ref: [REDACTED] ref

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

Good Afternoon ,

My name is [REDACTED] and I am the [REDACTED] Case Manager assigned to your case, at this time, we are currently monitoring the progression of the part needed to repair your vehicle. We are currently working with our internal resources to source the part at the supplier level, however there is no concrete ETA, as locating and shipping can disrupt the process. In the meantime please continue to be patient and understand that we are working on improving the ETA for you as promptly as possible.

In the meantime, I hope you are well, and should you have any questions or concerns please feel free to reach out to me by phone: [REDACTED] ext. [REDACTED] or by replying to this email.

[REDACTED] Case Management

[REDACTED] ext.

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: [REDACTED]

Good Afternoon,

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Case Management

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

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

Good Afternoon,

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Case Management

ref: [REDACTED] ref

|      |            |                |            |
|------|------------|----------------|------------|
| Date | [REDACTED] | Subject        | [REDACTED] |
| From | [REDACTED] | To             | [REDACTED] |
|      |            | Sent Date/Time | [REDACTED] |

Good afternoon,

We are currently monitoring the progression of the part needed to repair your vehicle. We are currently working with our internal resources to source the part at the supplier level, however there is still no concrete ETA, as locating and shipping can disrupt the process. In the meantime please continue to be patient and understand that we are working on improving the ETA for you as promptly as possible.

I am going to ask that you remain patient while we persevere and work with you and our suppliers, to obtain and source this part for you. Please keep in mind any and all ETA's provided are tentative, as we are experiencing material, and supply shortages, we are also experiencing manpower shortages as well. With this being said, I am dedicated to working for you and with you to ensure the priority necessary to obtain this in a timely manner, As soon as I have any further updates I will provide those to you as well.

Right now our part updates do come in weekly, I will reach out to you [REDACTED] with an tentative ETA, as right now, there is nothing concrete in my system.

Thank you again, for your time, and patience, and please, if you have any questions at all, reach out to me, by replying to this email, or giving me a call at [REDACTED]

[REDACTED]  
RAM Case Management

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: [REDACTED]

Good Afternoon ,

My name is [REDACTED] and I am the [REDACTED] Case Manager assigned to your case, at this time, we are currently monitoring the progression of the part needed to repair your vehicle. We are currently working with our internal resources to source the part at the supplier level, however there is no concrete ETA, as locating and shipping can disrupt the process. In the meantime please continue to be patient and understand that we are working on improving the ETA for you as promptly as possible.

In the meantime, I hope you are well, and should you have any questions or concerns please feel free to reach out to me by phone: [REDACTED] [REDACTED] or by replying to this email.

[REDACTED] Case Management  
[REDACTED]

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: [REDACTED]

Good Afternoon,

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Case Management

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

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

Good Afternoon,

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Case Management

ref: [REDACTED] ref

|             |            |                       |            |
|-------------|------------|-----------------------|------------|
| <b>Date</b> | [REDACTED] | <b>Subject</b>        | [REDACTED] |
| <b>From</b> | [REDACTED] | <b>To</b>             | [REDACTED] |
|             |            | <b>Sent Date/Time</b> | [REDACTED] |

Good afternoon,

We are currently monitoring the progression of the part needed to repair your vehicle. We are currently working with our internal resources to source the part at the supplier level, however there is still no concrete ETA, as locating and shipping can disrupt the process. In the meantime please continue to be patient and understand that we are working on improving the ETA for you as promptly as possible.

I am going to ask that you remain patient while we persevere and work with you and our suppliers, to obtain and source this part for you. Please keep in mind any and all ETA's provided are tentative, as we are experiencing material, and supply shortages, we are also experiencing manpower shortages as well. With this being said, I am dedicated to working for you and with you to ensure the priority necessary to obtain this in a timely manner, As soon as I have any further updates I will provide those to you as well.

Right now our part updates do come in weekly, I will reach out to you [REDACTED] with an tentative ETA, as right now, there is nothing concrete in my system.

Thank you again, for your time, and patience, and please, if you have any questions at all, reach out to me, by replying to this email, or giving me a call at [REDACTED]

[REDACTED]  
RAM Case Management

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: [REDACTED]

Good Afternoon ,

My name is [REDACTED] and I am the [REDACTED] Case Manager assigned to your case, at this time, we are currently monitoring the progression of the part needed to repair your vehicle. We are currently working with our internal resources to source the part at the supplier level, however there is no concrete ETA, as locating and shipping can disrupt the process. In the meantime please continue to be patient and understand that we are working on improving the ETA for you as promptly as possible.

In the meantime, I hope you are well, and should you have any questions or concerns please feel free to reach out to me by phone: [REDACTED] [REDACTED] or by replying to this email.

[REDACTED] Case Management  
[REDACTED]

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: RE: [REDACTED]

Good Afternoon,

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Case Management

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

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

Good Afternoon,

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Case Management

ref: [REDACTED] ref

|             |            |                |                |                       |            |
|-------------|------------|----------------|----------------|-----------------------|------------|
| <i>Date</i> | [REDACTED] | <i>Subject</i> | RE: [REDACTED] |                       |            |
| <i>From</i> | [REDACTED] | <i>To</i>      | [REDACTED]     | <i>Sent Date/Time</i> | [REDACTED] |

Good afternoon,

██████████ the information you requested.

ORDER NUMBER ██████████ - PART NUMBER ██████████ B -  
From ██████████

Thanks - ██████████  
██████████ Management

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

From: US Customer Care (██████████)  
Sent: ██████████  
To: ██████████  
Subject: ██████████

Good afternoon,

We are currently monitoring the progression of the part needed to repair your vehicle. We are currently working with our internal resources to source the part at the supplier level, however there is still no concrete ETA, as locating and shipping can disrupt the process. In the meantime please continue to be patient and understand that we are working on improving the ETA for you as promptly as possible.

I am going to ask that you remain patient while we persevere and work with you and our suppliers, to obtain and source this part for you. Please keep in mind any and all ETA's provided are tentative, as we are experiencing material, and supply shortages, we are also experiencing manpower shortages as well. With this being said, I am dedicated to working for you and with you to ensure the priority necessary to obtain this in a timely manner. As soon as I have any further updates I will provide those to you as well.

Right now our part updates do come in weekly, I will reach out to you ██████████ with an tentative ETA, as right now, there is nothing concrete in my system.

Thank you again, for your time, and patience, and please, if you have any questions at all, reach out to me, by replying to this email, or giving me a call at 1-844-827-1999 ext. ██████████

██████████  
RAM ██████████ Management

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

From: US Customer Care (██████████)  
Sent: ██████████  
To: ██████████  
Cc: ██████████  
Subject: RE: ██████████

Good Afternoon ,

My name is ██████████ and I am the ██████████ ██████████ Manager assigned to your case, at this time, we are currently monitoring the progression of the part needed to repair your vehicle. We are currently working with our internal resources to source the part at the supplier level, however there is no concrete ETA, as locating and shipping can disrupt the process. In the meantime please continue to be patient and understand that we are working on improving the ETA for you as promptly as possible.

In the meantime, I hope you are well, and should you have any questions or concerns please feel free to reach out to me by phone: ██████████ or by replying to this email.

██████████ ██████████ Management

██████████ ext.

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

From: US Customer Care (██████████)  
Sent: ██████████  
To: ██████████  
Cc: ██████████  
Subject: RE: ██████████

Good Afternoon,

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

Your case number is ██████████

The ██████████ ██████████ Management telephone number is: ██████████

My direct extension: ██████████

My work hours are: Eastern Standard Time ██████████ ██████████

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

██████████ ██████████ Management

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

From: US Customer Care (██████████)  
Sent: ██████████  
To: ██████████  
Subject: ██████████

Good Afternoon,

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

Your case number is

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

My direct extension: [REDACTED]

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

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Case Management

ref: [REDACTED] ref

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

Good afternoon,

██████████ the information you requested.

ORDER NUMBER ██████████ - PART NUMBER ██████████ B -  
From ██████████

Thanks - ██████████  
██████████ Management

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

From: US Customer Care (██████████)  
Sent: ██████████  
To: ██████████  
Subject: ██████████

Good afternoon,

We are currently monitoring the progression of the part needed to repair your vehicle. We are currently working with our internal resources to source the part at the supplier level, however there is still no concrete ETA, as locating and shipping can disrupt the process. In the meantime please continue to be patient and understand that we are working on improving the ETA for you as promptly as possible.

I am going to ask that you remain patient while we persevere and work with you and our suppliers, to obtain and source this part for you. Please keep in mind any and all ETA's provided are tentative, as we are experiencing material, and supply shortages, we are also experiencing manpower shortages as well. With this being said, I am dedicated to working for you and with you to ensure the priority necessary to obtain this in a timely manner. As soon as I have any further updates I will provide those to you as well.

Right now our part updates do come in weekly, I will reach out to you ██████████ with an tentative ETA, as right now, there is nothing concrete in my system.

Thank you again, for your time, and patience, and please, if you have any questions at all, reach out to me, by replying to this email, or giving me a call at 1-844-827-1999 ext. ██████████

██████████  
RAM ██████████ Management

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

From: US Customer Care (██████████)  
Sent: ██████████  
To: ██████████  
Cc: ██████████  
Subject: RE: ██████████

Good Afternoon ,

My name is ██████████ and I am the ██████████ ██████████ Manager assigned to your case, at this time, we are currently monitoring the progression of the part needed to repair your vehicle. We are currently working with our internal resources to source the part at the supplier level, however there is no concrete ETA, as locating and shipping can disrupt the process. In the meantime please continue to be patient and understand that we are working on improving the ETA for you as promptly as possible.

In the meantime, I hope you are well, and should you have any questions or concerns please feel free to reach out to me by phone: ██████████ or by replying to this email.

██████████ ██████████ Management

██████████ ext.

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

From: US Customer Care (██████████)  
Sent: ██████████  
To: ██████████  
Cc: ██████████  
Subject: RE: ██████████

Good Afternoon,

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

Your case number is ██████████

The ██████████ ██████████ Management telephone number is: ██████████

My direct extension: ██████████

My work hours are: Eastern Standard Time ██████████ ██████████

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

██████████ ██████████ Management

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

From: US Customer Care (██████████)  
Sent: ██████████  
To: ██████████  
Subject: ██████████

Good Afternoon,

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

Your case number is

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

My direct extension: [REDACTED]

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

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

[REDACTED] Case Management

ref:\_00Dj01qsDF\_5003Z1XNEIW:ref

|             |            |                |                |                       |            |
|-------------|------------|----------------|----------------|-----------------------|------------|
| <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 called [REDACTED] R and they said they can't see anything under my name. The parts lady asked if you could give her a call at [REDACTED]

Thanks for your help.  
[REDACTED]

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

> Good afternoon,

> [REDACTED] the information you requested.

> ORDER NUMBER : [REDACTED] - PART NUMBER [REDACTED] B -

> From [REDACTED]

> Thanks - [REDACTED]

> Ram [REDACTED] Management

> [REDACTED] [REDACTED]

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

> \*From:\* US Customer Care [REDACTED]

> \*Sent:\* [REDACTED]

> \*To:\* [REDACTED]

> \*Subject:\* [REDACTED]

> Good afternoon,

> We are currently monitoring the progression of the part needed to repair your vehicle. We are currently working with our internal resources to source the part at the supplier level, however there is still no concrete ETA, as locating and shipping can disrupt the process. In the meantime please continue to be patient and understand that we are working on improving the ETA for you as promptly as possible.

> I am going to ask that you remain patient while we persevere and work with you and our suppliers, to obtain and source this part for you. Please keep in mind any and all ETA's provided are tentative, as we are experiencing material, and supply shortages, we are also experiencing manpower shortages as well. With this being said, I am dedicated to working for you and with you to ensure the priority necessary to obtain this in a timely manner, As soon as I have any further updates I will provide those to you as well.

> Right now our part updates do come in weekly, I will reach out to you next week with an tentative ETA, as right now, there is nothing concrete in my system.

> Thank you again, for your time, and patience, and please, if you have any questions at all, reach out to me, by replying to this email, or giving me a call at [REDACTED] [REDACTED]

> RAM [REDACTED] Management

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

> \*From:\* US Customer Care [REDACTED]

> \*Sent:\* [REDACTED]

> \*To:\* [REDACTED]

> \*Cc:\* [REDACTED]

> \*Subject:\* RE: [REDACTED]

> Good Afternoon ,

> My name is [REDACTED] and I am the [REDACTED] [REDACTED] Manager assigned to your case, at this time, we are currently monitoring the progression of the part needed to repair your vehicle. We are currently working with our internal resources to source the part at the supplier level, however there is no concrete ETA, as locating and shipping can disrupt the process. In the meantime please continue to be patient and understand that we are working on improving the ETA for you as promptly as possible.

> In the meantime, I hope you are well, and should you have any questions or concerns please feel free to reach out to me by phone: [REDACTED] [REDACTED] or by replying to this email.

> [REDACTED] [REDACTED] Management

> [REDACTED]

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

> \*From:\* US Customer Care [REDACTED]

> \*Sent:\* [REDACTED]

> \*To:\* [REDACTED]  
 > \*Cc:\* [REDACTED]  
 > \*Subject:\* RE: [REDACTED]

> Good Afternoon,

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

> Your case number is [REDACTED]

> The [REDACTED] Management telephone number is: [REDACTED]

> My direct extension: [REDACTED]

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

> Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

> Best Wishes

> [REDACTED] Management

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

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

> Good Afternoon,

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

> Your case number is [REDACTED]

> The [REDACTED] Management telephone number is: [REDACTED]

> My direct extension: [REDACTED]

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

> Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

> Best Wishes

> [REDACTED] Management

> ref: [REDACTED] ref

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