

<b>New Customer Assistance Inquiry Record (CAIR)</b>					
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	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer					
Dealer Address					
Dealer Zone					
Subject	Parts				
Synopsis	closed				
Customer Anomaly					
Contact Reason	Not Available/Backordered		Customer Anomaly		
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

**Case Status History**

Create Date	Status
	Open
	Closed

**Initial Description**

Parts

**Case Comments**

Date	Comment
	cx is calling because - the vehicle has a part on it part number: [redacted] Part: ABS Brake control Module when: [redacted] - they been waiting on the part for [redacted] -service brakes light is on -he use his truck for work - [redacted] until parts come in -back order Dealership: [redacted] Agent advise cx that case will be escalated for parts expediting and a specialist will reach out in 1 or [redacted] best Number: [redacted] best Time: Anytime case number provided case escalated
	CM contacted dealership, spoke to [redacted] who provided part order information: Part: [redacted] Order: [redacted] ETA: NA Repair/Accessory: repair Rental: Yes or No (Start Date) no VOR: special
	Outbound to Customer- I called and advised I expedited his abs module and will update soon. I verified his email and advised of my intro email
	****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.]
	Order block has been released,Order current status released to [redacted], Tentative ETA 5 to [redacted].
	Outbound to Customer- I called and let him know his part has been released to the dealers [redacted] and we are showing eta of [redacted] He thanked for the update.
	****PARTS POD UPDATE**** Part: [redacted] Order: [redacted] as of [redacted] TRACKING [redacted]
	Your shipment [redacted] Delivered On [redacted] at Front Desk Delivered To [redacted] Received By: CROOKER Proof of Delivery
	Outbound to Customer- I called and adised part arrived and if he needed anything from the manufacturer. He said no and thanks forthe help

**Email(s)**

Date	Subject	Parts
From	To	Sent Date/Time
Dear [redacted]		
Thank you for allowing [redacted] Customer Care an opportunity to address your inquiry. Our primary focus is your satisfaction.		
Your case number is [redacted]		
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!		
Sincerely,		
[redacted] Customer Care, [redacted]		
<input type="checkbox"/> Important: Attachments can not be larger than [redacted] If your attachment is [redacted] or the total of your email is larger, you may need to send multiple emails to ensure the email with the attachment is within the [redacted] size limit."		
ref: [redacted] ref		

Date	Subject	Parts
From	To	Sent Date/Time



Dear [REDACTED]

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

Your case number is [REDACTED].

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

Sincerely,

[REDACTED]  
Customer Care, [REDACTED]

Important: Attachments can not be [REDACTED]. If your attachment is greater than 5 MB, or the total of your email is larger, you may need to send multiple emails to ensure the email with the attachment is within the [REDACTED] 3 size limit."  
ref: [REDACTED]ef

<b>Date</b>	[REDACTED]	<b>Subject</b>	RE: Parts
<b>From</b>	us [REDACTED]	<b>To</b>	[REDACTED]
		<b>Sent Date/Time</b>	[REDACTED] [REDACTED]

Dear Mr. [REDACTED],

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

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

Open recalls: [REDACTED] at this time

Your case number is: [REDACTED]

The [REDACTED]: [REDACTED]

My direct extension: [REDACTED]

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

[REDACTED] Eastern Standard Time [REDACTED], [REDACTED] and [REDACTED]

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

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

From: US Customer Care [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: Parts

Dear [REDACTED],

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

Your case number is [REDACTED].

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

Sincerely,

[REDACTED]  
Customer Care, [REDACTED]

Important: Attachments can not be [REDACTED]. If your attachment is [REDACTED], or the total of your email is larger, you may need to send multiple emails to ensure the email with the attachment is within the [REDACTED] 3 size limit."

ref: [REDACTED]ef

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

VIN		Model Year		Brand	
Body		Vehicle		CREW CAB 4X4	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Brand Site	Reason	pa
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		STAR		Dealer Phone	
Dealer Address	5101 S 1ST ST				
Dealer Zone		Sales District		Service District	K
Subject	parts to repair ABS				
Synopsis	NFA				
Customer Anomaly					
Contact Reason		Not Available/Backordered		Customer Anomaly	
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

**Case Status History**

Create Date	Status
03/21	New
03/22/2023	Open
04/04/2023	Closed
04/05/2023	Open
04/05/2023	Closed

**Initial Description**

Waiting [redacted] for repair parts to fix my truck. [redacted] repeat buyer of [redacted] trucks, but next truck, but due to the fact there's no parts to repair my truck. My next truck will be wearing someone else's brand name. I've already contacted my attorney to have legal paper work ready to submit to court in the event I'm involved in an accident. Driving [redacted] without ABS working in my truck waiting on repair parts doesn't say much for the [redacted] brand!!

**Case Comments**

Date	Comment
	***Case Prep*** Dealer Code : [redacted] In-Service Date : [redacted] Mileage: [redacted] Original Owner? Y Loyalty Score [redacted] the vehicle within Warranty?Out basic, in pt Is the customer in a rental? n Parts on B/O? N STAR Case? N Repeat issue? N Previous Related Cases/Goodwill/DM Notes: N Customer Concern/Issue/Request: Technical Assistance Complaint.
	***OB TO [redacted]*** CM reached out to [redacted] R to get part information, PA [redacted] advised there was a D2D for this part CX is waiting on and should be here in a few days. CX should already be aware. ***OB TO CX*** [redacted] reached out to CX, left VM advising information and requesting a CB to discuss case.
	***OB TO CX*** CX advised [redacted] R has part and ETA for repairs should be [redacted] he wish he called sooner. CM apologized for inconvenienced. [redacted] advised we will look into SC for oil changes once vehicle is repaired and we touch base on [redacted]. CX thanked CM.
	***OB TO CX*** [redacted] reached out to CX, left VM offering CX SC for tire rotations and oil changes. Waiting for CX approval
	CX left VM and Email accepting SC.
	Please add SC ECCDR612N
	***EMAIL TO CX*** SC added , closed loop.

**Email(s)**

Date	Subject
03/21/2023	parts to repair ABS

Hello [REDACTED]

Thank you for contacting Ram Customer Care;

I can understand the dissatisfaction that you feel, given the [REDACTED] wait for parts for the ABS on your 2018 [REDACTED]. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and, due to the part being on backorder, I am going to forward your case to our Case Specialist department for their attention and response.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to try to get the part to the dealership, as soon as possible.

It is our hope that this escalation will provide you the best opportunity to address your concerns. If you have any other concerns or something else to add, let us know by replying to this email or by calling us directly at [REDACTED] and referencing your case [REDACTED].

Thank you again for your email [REDACTED]. Have a great day.

Best wishes,

Mo

Ram Customer Ca

ref: [REDACTED] ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	Ram Case [REDACTED]	<b>Sent Date/Time</b>	[REDACTED]
<b>From</b>	us [REDACTED]	<b>To</b>	[REDACTED]		

Dear [REDACTED]

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

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

Your case number is [REDACTED]  
The [REDACTED] (BC Specific) Case Management telephone number: [REDACTED]  
My direct extension: [REDACTED]  
My work hours are: [REDACTED].

Please give us a call back to discuss your case.

Regards,  
[REDACTED] Case Manager  
Phone: [REDACTED] 3 | Ext: [REDACTED]  
ref: [REDACTED] ref

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

...cost to you and you won't have to do anything, all I need is your verbal or email approval and I can submit the request. It typically takes a few business days and I will contact you once it's ready.

Regards,  
[Redacted] Case Manager  
[Redacted] | [Redacted] Ext. [Redacted]

Original Message

From: [Redacted]  
Sent: [Redacted]  
To: [Redacted]  
Subject: [Redacted] e Mar [Redacted]

[Redacted] has obtained the part to repair my [Redacted] and the truck is supposed to be repaired and back to me by [Redacted] unless they find [Redacted] wrong with it. [Redacted] parts and service [Redacted] went in searching for parts and getting my truck repaired unlike [Redacted] dealership. Spent [Redacted] waiting on [Redacted] to fix my truck, but I won't be returning back to them for anything. I would also like to thank you for [Redacted] shed I had called [Redacted]. Upon [Redacted] my truck back with the repair being done I will be contacting you again so you can clear the case. Thank [Redacted]

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

Thank you for allowing RAM Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.  
My name is [Redacted] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:  
Your case number is [Redacted]  
The [Redacted] (BC Sp [Redacted] e Management telephone number: [Redacted]  
My [Redacted] extension: [Redacted]  
My work hours are: [Redacted] Eastern Standard Time [Redacted]

Please give us a call back to discuss your case.

Regards,  
[Redacted] Case Manager  
[Redacted] | [Redacted] Ext. [Redacted]

ref: [Redacted] ref

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



I left a message on your phone. Yes my truck has been repairs, and yes I am giving my approval to add the warranty you mentioned to my truck. Thanks, [REDACTED]  
Leek

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

Sounds good! I know we already talked about this on [REDACTED] however I would like to offer you a service contract for free tire rotations and oil changes. It would be at no cost to you and you won't have to do anything, all I need is a verbal or email approval and I can submit the request. It typically takes a [REDACTED] and I will contact you once it's ready.

Regards,  
[REDACTED] Case Manager  
Phone: [REDACTED] | Ext. [REDACTED]

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: [REDACTED] Case  
[REDACTED] Case Manager; Sir, [REDACTED] has obtained the part to repair my [REDACTED] and the truck is supposed to be repaired and back to me by [REDACTED] unless they find something else wrong with it. [REDACTED] parts and service have been excellent in searching for parts and getting my truck repaired unlike [REDACTED] dealership. Spent 5 months waiting on [REDACTED] fix my truck, but I won't be returning back to them for anything. I would also like to thank you for your assistance, but wished I had called [REDACTED] Upon getting my truck back with the repair being done I will be contacting you again so you can clear the case. Thanks,

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

Dear [REDACTED],

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

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

- Your case number is [REDACTED]
- The [REDACTED] (BC Specific) Case Management telephone number: [REDACTED]
- My direct extension: [REDACTED]
- My work hours are: [REDACTED].

Please give us a call back to discuss your case.

Regards,  
[REDACTED] Case Manager  
Phone: [REDACTED] | Ext. [REDACTED]

ref: [REDACTED] ref

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

Yes I received them [redacted] as soon as they're added and ready for use I will reach back out and let you know!

Regards,  
[redacted] Manager  
Phone: [redacted] 3 | Ext. [redacted]

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

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

I left a message on your phone. Yes my truck has been repairs, and yes I am giving my approval to add the warranty you mentioned to my truck.

Thanks,  
On [redacted] CDT, US Customer Care <[redacted]> wrote:  
Sounds good! I know we already talked about this on [redacted] however I would like to offer you a service contract for free tire rotations and oil changes. It would be at no cost to you and you won't have to do anything, all I need is a verbal or email approval and I can submit the request. It typically takes [redacted] and I will contact you once it's ready.

Regards,  
[redacted] Manager  
Phone: [redacted] 3 | Ext. [redacted]

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

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

[redacted] Manager;  
Sir,  
[redacted] has obtained the part to repair my [redacted] and the truck is supposed to be repaired and back to me by [redacted] unless they find something else wrong with it. [redacted] parts and service have been excellent in searching for parts and getting my truck repaired unlike [redacted] dealership. Spent [redacted] waiting on [redacted] fix my truck, but I won't be returning back to them for anything. I would also like to thank you for your assistance, but wished I had called [redacted]. Upon getting my truck back with the repair being done I will be contacting you again so you can clear the case.

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

Dear [redacted],

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

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

Your case number is [redacted]  
The [redacted] (BC Specific) [redacted] Management telephone number: [redacted]  
My direct extension: [redacted]  
My work hours are: [redacted] Eastern Standard Time [redacted] [redacted]).

Please give us a call back to discuss your case.

Regards,  
[redacted] Manager  
Phone: [redacted] 3 | Ext. [redacted]

ref: [redacted] ref

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

Good afternoon,

I wanted to reach out to let you know the service contract for [REDACTED] rotations and oil changes are ready for use and will expire on [REDACTED]

This is a courtesy email to inform you of the case closure. We look forward to assisting you with any additional concerns or questions. You should receive a [REDACTED] survey on your experience with me as your case manager. your feedback will be greatly appreciated. Thank you for being a loyal [REDACTED] customer! Have a great rest of your day!

Regards,

[REDACTED] Manager  
Phone: [REDACTED] B | Ext. [REDACTED]

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

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

Yes I received them [REDACTED] as soon as they're added and ready for use I will reach back out and let you know!

Regards,

[REDACTED] Manager  
Phone: [REDACTED] B | Ext. [REDACTED]

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

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

I left a message on your phone. Yes my truck has been repairs, and yes I am giving my approval to add the warranty you mentioned to my truck.

Thanks,

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

Sounds good! I know we already talked about this on [REDACTED] however I would like to offer you a service contract for free tire rotations and oil changes. It would be at no cost to you and you won't have to do anything, all I need is a verbal or email approval and I can submit the request. It typically takes [REDACTED] and I will contact you once it's ready.

Regards,

[REDACTED] Manager  
Phone: [REDACTED] B | Ext. [REDACTED]

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

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

[REDACTED] Manager;

Sir,  
[REDACTED] has obtained the part to repair my [REDACTED], and the truck is supposed to be repaired and back to me by [REDACTED] unless they find something else wrong with it. Star parts and service have been excellent in searching for parts and getting my truck repaired unlike [REDACTED] dealership. Spent [REDACTED] waiting on [REDACTED] fix my truck, but I won't be returning back to them for anything. I would also like to thank you for your assistance, but wished I had called [REDACTED]. Upon getting my truck back with the repair being done I will be contacting you again so you can clear the case.

Thanks,

[REDACTED]

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

Dear [REDACTED],

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

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

Your case number is [REDACTED]  
The [REDACTED] (BC Specific) Management telephone number: [REDACTED]  
My direct extension: [REDACTED]  
My work hours are: [REDACTED] Eastern Standard Time [REDACTED].

Please give us a call back to discuss your case.

Regards,

[REDACTED] Manager  
Phone: [REDACTED] B | Ext. [REDACTED]

ref: [REDACTED] ref

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

Regards,

Phone: [redacted] | Ext. [redacted]

Manager

ref: [redacted] ref

[redacted]



**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	
<b>Batch Case Information</b>					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Brand Site	Reason	assistance
Mileage	52			Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address					Customer
City/State/Country/Zip		SC			
Customer					
Customer Address					
City/State/Country/Zip					
Dealer					Dealer Phone
Dealer Address					
Dealer Zone		Sales District		Service District	K
Subject	ABS Pump/Control Module Backordered				
Synopsis	no further actions				
Customer Anomaly					
Contact Reason		Not Available/Backordered	Customer Anomaly		
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

**Case Status History**

Create Date	Status
03/21	New
03/22/2023	Open
04/07	Suspended
04/1	Open
04/1	Suspended
04/1	Open
04/1	Suspended
04/27	Open
04/28/2023	Suspended
05/01	Open
05/03/2023	Closed

**Initial Description**

says the ABS part I need are now on backorder until I have already been waiting since I currently am driving my truck with no ABS/traction control and the light and bell keeps going on and off. Why is this not a recall? This is a serious safety issue. Am I expected to park my truck until the part is available? My dealership has at least with the same exact problem.

**Case Comments**

Date	Comment
	*** OBC to *** CM called cst confirmed dlr, CM updated dlr and will contact them to get part info
	*** OBE to *** CM emailed SM to see if he any info or updates
	*** IBE from *** SM states parts are on order for the vehicle CM found order in dlr connect under cst name for abs module PART: ORDER: (ETA) RENTAL: no Allowance:n/a
	****PARTS POD UPDATE**** PART: ORDER: As 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.]
	Order has been Upgraded to R ranked as, 1 please see update ETA in order details.
	*** OBE to *** This is reaching out from Case Management. I wanted to let you with that I was able to get everything from the dealership and was able to begin the expedite on the module. I do apologise for the delay. If you have any questions or concerns, please do not hesitate in reaching out. I will have another update for you
	****PARTS POD UPDATE**** PART: ORDER: As of Part pending BO due to COMMERCIAL ISSUES with SPLR - Working with purchasing to obtain timing on purchase order placement and part availability for shipment to fulfill open order. Unplanned resource requirement resulting in supply disruption. No firm provide at this time. Working to improve.
	*** OBE to *** Cm emailed cst part update
	****PARTS POD UPDATE**** PART: ORDER: As of UPS TRACKING
	OB to CM notified cst that part has been delivered, asked if he has contact from dlr about taking vehicle in CM will reach out to dlr and follow up
	OB to CM spoke to see if part delivered, states part is there OB to Cst states that they have an appt for the for repairs
	Vehicle has arrived at dealership and attended by dealer employee
	OB to CM called dlr, spoke to in service, vehicle is complete OB to CM notified cst of case closure as CM has nothing further to work on sent survey

**Email(s)**

Date		Subject	****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS ****
From		To	
		Sent Date/Time	

Your inquiry has been received by the [REDACTED]. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with [REDACTED] of our [REDACTED].

[REDACTED] Brand: [REDACTED]

[REDACTED] Brand : [REDACTED]

For any future communication related to this email, please refer to reference number [REDACTED].

Sincerely,

The [REDACTED] Brand

To view the [REDACTED], visit  
[REDACTED]

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

Hello [REDACTED]

Thank you for contacting Ram Customer Care;

I can understand the dissatisfaction that you feel, given the [REDACTED] has been on order since [REDACTED] for the [REDACTED]. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and, due to the part being on backorder, I am going to forward your case to our Case Specialist department for their attention and response.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to try to get the part to the dealership, as soon as possible.

It is our hope that this escalation will provide you the best opportunity to address your concerns. If you have any other concerns or something else to add, let us know by replying to this email or by calling us directly at [REDACTED] and referencing your case # [REDACTED].

Recalls are vin# and if a recall is launched for the [REDACTED] issue you are having you will be notified.

Thank you again for your email [REDACTED]. Have a great day.

Best wishes,

[REDACTED]

Ram Customer Care

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

From: US Customer Care [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: \*\*\*\*\*AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS \*\*\*\*\*

Your inquiry has been received by the [REDACTED]. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with [REDACTED] of our [REDACTED].

[REDACTED] Brand: [REDACTED]

[REDACTED] Brand : [REDACTED]

For any future communication related to this email, please refer to reference number [REDACTED].

Sincerely,

The [REDACTED] Brand

To view the [REDACTED], visit  
[REDACTED] ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	Ram Customer Care - [REDACTED]
<b>From</b>	[REDACTED]	<b>To</b>	[REDACTED]
		<b>Sent Date/Time</b>	[REDACTED] 22:16 PM

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is [REDACTED] and I will be your case manager in regards to your case with [REDACTED] Customer Care. Our primary focus is your satisfaction.

My office hours are M-[REDACTED]

My Direct phone number is: [REDACTED] and EXT: [REDACTED]. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you.

Your case number for your records is: [REDACTED]

I look forward to the chance to assist you. Have a great day.

Thank you

[REDACTED] BC Case Manager  
[REDACTED] ext: [REDACTED]

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

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

Hello [REDACTED]

Thank you for contacting [REDACTED] Customer Care;

I can understand the dissatisfaction that you feel, given the [REDACTED] has been on order since [REDACTED] for the [REDACTED]. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and, due to the part being on backorder, I am going to forward your case to our Case Specialist department for their attention and response.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to try to get the part to the dealership, as soon as possible.

It is our hope that this escalation will provide you the best opportunity to address your concerns. If you have any other concerns or something else to add, let us know by replying to this email or by calling us directly at [REDACTED] and referencing your case # [REDACTED].

Recalls are vin# and if a recall is launched for the [REDACTED] issue you are having you will be notified.

Thank you again for your email [REDACTED]. Have a great day.

Best wishes,

Mo

[REDACTED] Customer Care

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

From: US Customer Care [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: \*\*\*\*\*AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS \*\*\*\*\*

Your inquiry has been received by the [REDACTED] Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible. To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response. Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with [REDACTED] of our [REDACTED] Advisors.

[REDACTED] Brand: [REDACTED]  
[REDACTED] Brand: [REDACTED]

For any future communication related to this email, please refer to reference number [REDACTED].

Sincerely,

The [REDACTED] Brand

To view the [REDACTED], visit

[REDACTED]

ref: [REDACTED] ref

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

[Redacted]  
ref. ref

<i>Date</i>	[Redacted]	<i>Subject</i>	RE: Ram Customer Care -
<i>From</i>	[Redacted]	<i>To</i>	[Redacted]
	[Redacted]		<i>Sent Date/Time</i>



Good morning,

This is [REDACTED] reaching out from Case Management. This email is to keep you up to date with your case, as of today there is no firm ETA to provide at this time. We appreciate your patience while we work diligently to get this resolved. I will continue to follow up with you weekly due to the department working on expediting following weekly update procedures. If you have any questions or concerns, please don't hesitate in reaching out.

Thank you

[REDACTED] BC Case Manager  
ext: [REDACTED]

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

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

Good Afternoon,

This is [REDACTED] reaching out from Case Management. I wanted to let you with that I was able to get everything from the dealership and was able to begin the expedite on the module. I do apologise for the delay. If you have any questions or concerns, please do not hesitate in reaching out. I will have another update for you [REDACTED]

Thank you

[REDACTED] BC Case Manager  
ext: [REDACTED]

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

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

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is [REDACTED] and I will be your case manager in regards to your case with [REDACTED] Customer Care. Our primary focus is your satisfaction.

My office hours are M-[REDACTED]  
My Direct phone number is: [REDACTED] and EXT: [REDACTED]. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you.

Your case number for your records is: [REDACTED]

I look forward to the chance to assist you. Have a great day.

Thank you

[REDACTED] BC Case Manager  
ext: [REDACTED]

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

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

Hello [REDACTED]

Thank you for contacting [REDACTED] Customer Care;

I can understand the dissatisfaction that you feel, given the [REDACTED] has been on order since [REDACTED] for the [REDACTED]. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and, due to the part being on backorder, I am going to forward your case to our Case Specialist department for their attention and response.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to try to get the part to the dealership, as soon as possible.

It is our hope that this escalation will provide you the best opportunity to address your concerns. If you have any other concerns or something else to add, let us know by replying to this email or by calling us directly at [REDACTED] and referencing your case # [REDACTED]

Recalls are vin# and if a recall is launched for the [REDACTED] issue you are having you will be notified.

Thank you again for your email [REDACTED]. Have a great day.

Best wishes,

Mo

[REDACTED] Customer Care

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

From: US Customer Care [REDACTED]

Sent: [REDACTED]  
To: [REDACTED]  
Subject: \*\*\*\*\*AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS \*\*\*\*\*

Your inquiry has been received by the [REDACTED] Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible. To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response. Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with [REDACTED] of our [REDACTED]

[REDACTED] Brand:  
Brand : [REDACTED]

For any future communication related to this email, please refer to reference number [REDACTED]

Sincerely,

The [REDACTED] Brand

To view the [REDACTED], visit

[REDACTED]

[REDACTED] ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	RE: Ram Customer Care - [REDACTED]
<b>From</b>	[REDACTED]	<b>To</b>	[REDACTED]
		<b>Sent Date/Time</b>	[REDACTED] 14:10 PM

Good afternoon,

This is [REDACTED] reaching out from Case management. I wanted to let you know that I have confirmed with my parts team that your part was delivered to the dealership. At this time, have they contacted you at all about bringing your vehicle in for install. In the meantime, I will be contacting them to see if they have any other updates. If you have any other questions or concerns, please do not hesitate in reaching out. I will follow up with you on [REDACTED]

Thank you

[REDACTED] BC Case Manager  
ext: [REDACTED]

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

From: US Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: RE: [REDACTED] Customer Care - [REDACTED]  
Good morning,

This is [REDACTED] reaching out from Case Management. This email is to keep you up to date with your case, as of today there is no firm ETA to provide at this time. We appreciate your patience while we work diligently to get this resolved. I will continue to follow up with you weekly due to the department working on expediting following weekly update procedures. If you have any questions or concerns, please don't hesitate in reaching out.

Thank you

[REDACTED] BC Case Manager  
ext: [REDACTED]

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

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

Good Afternoon,

This is [REDACTED] reaching out from Case Management. I wanted to let you with that I was able to get everything from the dealership and was able to begin the expedite on the module. I do apologise for the delay. If you have any questions or concerns, please do not hesitate in reaching out. I will have another update for you [REDACTED]

Thank you

[REDACTED] BC Case Manager  
ext: [REDACTED]

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

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

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is [REDACTED] and I will be your case manager in regards to your case with [REDACTED] Customer Care. Our primary focus is your satisfaction.

My office hours are M-[REDACTED]  
My Direct phone number is: [REDACTED] and EXT: [REDACTED] If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you.

Your case number for your records is: [REDACTED]

I look forward to the chance to assist you. Have a great day.

Thank you

[REDACTED] BC Case Manager  
ext: [REDACTED]

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

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

Hello [REDACTED]

Thank you for contacting [REDACTED] Customer Care;

I can understand the dissatisfaction that you feel, given the [REDACTED] has been on order since [REDACTED] for the [REDACTED]. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and, due to the part being on backorder, I am going to forward your case to our Case Specialist department for their attention and response.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to try to get the part to the dealership, as soon as possible.

It is our hope that this escalation will provide you the best opportunity to address your concerns. If you have any other concerns or something else to add, let us know by replying to this email or by calling us directly at [REDACTED] and referencing your case # [REDACTED]

Recalls are vin# and if a recall is launched for the [REDACTED] issue you are having you will be notified.

wrote:

> G  
> This is reaching out from Case management. I wanted to let you know that I have confirmed with my parts team that your part was delivered to the dealership. At this time, have they contacted you at all about bringing the vehicle in for install. In the meantime, I will be contacting them to see if they have any other updates. If you have any other questions or concerns, please do not hesitate in reaching out. I will follow up with you on

> Thank you

Case Manager  
ext

> From: [redacted] <[redacted]>  
> Sent: [redacted]  
> To: [redacted]

> Good  
> This is reaching out from Case Management. This email is to keep you up to date with your case, as of [redacted] there is no firm ETA to provide at this time. We appreciate your patience while we work diligently to get this resolved. I will continue to follow up with you weekly due to the department working on expediting for weekly update procedures. If you have any questions or concerns, please don't hesitate in reaching out.

> Thank you

Case Manager  
ext:

> From: [redacted] <[redacted]>  
> Sent: [redacted]  
> To: [redacted]

> Good  
> This is reaching out from Case Management. I wanted to let you with that I was able to get everything from the dealership and was able to begin the expedite on the module. I do apologise for the delay. If you have any questions or concerns, please do not hesitate in reaching out. I will have another update for you

> Thank you

Case Manager  
ext:

> From: [redacted] <[redacted]>  
> Sent: [redacted]  
> To: [redacted]

> Hello  
> This email is to advise you that your case has been successfully escalated to a case manager. My name is [redacted] and I will be your case manager in regards to your case with [redacted] Customer. Our primary focus is your satisfaction.

> My office hours are M- [redacted]  
> My Direct phone number is: [redacted] and EXT: [redacted]. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you.

> Your case number for your records is: [redacted]

> I look forward to the chance to assist you. Have a great day.

> Thank you

Case Manager  
ext:

> From: [redacted] <[redacted]>  
> Sent: [redacted]  
> To: [redacted]

> Subject: [redacted] BS

> Hello



>  
>  
> Thank you for contacting Ram Customer [REDACTED]

>  
> I can understand the dissatisfaction that you feel, given the [REDACTED] has been  
> on order since [REDACTED] for the [REDACTED]. I want to guarantee  
> that we take the appropriate steps to ensure your concerns are addressed,  
> and ultimately resolved as best as possible.

>  
> Your email has been reviewed and, due to the part being on backorder, I am  
> going to forward your case to our Case Specialist department for their  
> attention and response.

>  
> Escalating your situation to a Case Specialist will provide the dealership  
> and yourself with an individual who will review your concerns, then assist  
> you and the dealership in exhausting all available resources to try to get  
> the part to the dealership, as soon as possible.

>  
> It is our hope that this escalation will provide you the best opportunity  
> to address your concerns. If you have any other concerns or something else  
> to add, let us know by replying to this email or by calling us directly at  
> [REDACTED] and referencing your case [REDACTED].

> Recalls are vin# and if a recall is launched for the [REDACTED] issue you are  
> having you will be notified.

> Thank you again for your email [REDACTED]. Have a great day.

> Best wishes,

> Mo

> Ram Customer [REDACTED]

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

> \*From:\* US Customer [REDACTED]  
> \*Sent:\* [REDACTED]  
> \*To:\* [REDACTED]  
> \*Subject:\* \*\*\*\*\* AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS \*\*\*\*\*

> Your inquiry has been received by the [REDACTED] Customer [REDACTED]. We  
> appreciate your contact with us and look forward to getting back with you  
> as soon as possible.

> To ensure a prompt response, please add to your Safe Senders list,  
> Address Book or Contact List. Please also monitor your Junk Mail or Spam  
> Folder for our response.

> Should this matter be urgent, or if you desire a quicker response, please  
> contact us by phone to discuss your issue with one of our [REDACTED]  
> Advisors.

> [REDACTED]

> [REDACTED] Brand : [REDACTED]

> For any future communication related to this email, please refer to  
> reference number [REDACTED].

> Sincerely,

> The [REDACTED]

> To view the [REDACTED] visit  
> [REDACTED]

> [REDACTED]

> [REDACTED]

---

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

Okay, perfect. Thank you for letting me know. I will suspend the case for now until the date of the [REDACTED] and the case will automatically reopen again. I will also follow up with you that day to make sure you were able to make to the appointment and to see if the dealership would have an ETA of repairs. If you have any questions or concerns before then, please do not hesitate in reaching out.

Thank you

[REDACTED] Manager  
ext: [REDACTED]

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

From: [REDACTED] & [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]

Subject: Re: [REDACTED] Customer Care - [REDACTED]  
I have an appt for the [REDACTED] to complete my repairs. Thank you for the update  
On [REDACTED] US Customer Care <[REDACTED]> wrote:

Good afternoon,

This is [REDACTED] reaching out from [REDACTED] management. I wanted to let you know that I have confirmed with my parts team that your part was delivered to the dealership. At this time, have they contacted you at all about bringing your vehicle in for install. In the meantime, I will be contacting them to see if they have any other updates. If you have any other questions or concerns, please do not hesitate in reaching out. I will follow up with you on [REDACTED]

Thank you

[REDACTED] Manager  
ext: [REDACTED]

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

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

Good morning,

This is [REDACTED] reaching out from [REDACTED] Management. This email is to keep you up to date with your case, as of today there is no firm ETA to provide at this time. We appreciate your patience while we work diligently to get this resolved. I will continue to follow up with you weekly due to the department working on expediting following weekly update procedures. If you have any questions or concerns, please don't hesitate in reaching out.

Thank you

[REDACTED] Manager  
ext: [REDACTED]

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

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

Good Afternoon,

This is [REDACTED] reaching out from [REDACTED] Management. I wanted to let you with that I was able to get everything from the dealership and was able to begin the expedite on the module. I do apologise for the delay. If you have any questions or concerns, please do not hesitate in reaching out. I will have another update for you [REDACTED]

Thank you

[REDACTED] Manager  
ext: [REDACTED]

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

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

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is [REDACTED] and I will be your case manager in regards to your case with [REDACTED] Customer Care. Our primary focus is your satisfaction.

My office hours are M-[REDACTED]

My Direct phone number is: [REDACTED] and EXT: [REDACTED] If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you.

Your case number for your records is: [REDACTED]

I look forward to the chance to assist you. Have a great day.

Thank you

[REDACTED] Manager  
ext: [REDACTED]

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

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

Hello [REDACTED]

Thank you for contacting [REDACTED] Customer Care;

satisfaction. If you are happy with your experience, there is no need to email me back. Your case will be closed, however, if you need to discuss these details further, I can be reached at [redacted] or by replying to this email thread.

I would [redacted] express my appreciation for allowing me to assist you with your vehicle concerns. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

Thank you for being a loyal [redacted] customer!

Thank you

[redacted]  
Case Manager

[redacted] Original Message

Sent: [redacted]  
To: [redacted]  
Subject: Re: Customer Care - [redacted]

Okay [redacted] for letting me know. I will suspend the case for now until the date of the [redacted] and the case will automatically reopen again. I will also follow up with [redacted] you were able to make to the appointment and to see if the dealership would have an ETA of repairs. If you have any questions or concerns before then, please do not [redacted] reaching out.

Thank you

[redacted]  
Case Manager

[redacted] Original Message

Sent: [redacted]  
To: [redacted]  
Subject: Re: Customer Care - [redacted]  
I have [redacted] thank you for the update  
On [redacted] Customer Care <[redacted]> wrote:  
Go [redacted]

This is [redacted] reaching out from Case management. I wanted to let you know that I have confirmed with my parts team that your part was delivered to the dealership. At the [redacted] you at all about bringing [redacted] meantime, I will be contacting them to see if they have any other updates. If you have any other questions or concerns, please do not hesitate in reaching out. I will follow up with you on [redacted]

Thank [redacted]

[redacted]  
Case Manager

[redacted] Original Message

Sent: [redacted]  
To: [redacted]  
Subject: RE: Customer Care - [redacted]  
Good [redacted]

This is [redacted] in Case Management. This email is to keep you up to date with your case, as of [redacted] there is no firm ETA to provide at this time. We appreciate your [redacted] patience while we work [redacted] to get this resolved. I will continue to follow up with you weekly due to the department working on expediting following weekly update procedures. If you have any questions or concerns, please don't hesitate in reaching out.

Thank [redacted]

[redacted]  
Case Manager

[redacted] Original Message

Sent: [redacted]  
To: [redacted]  
Subject: RE: Customer Care - [redacted]

Good [redacted]  
This is [redacted] reaching out from C [redacted] management. I wanted to let you with that I was able to get everything from the dealership and was able to begin the expedite on the module. I do apologise for the delay. If you have any questions or concerns, please do not hesitate in reaching out. I will have another update for you [redacted]

Thank you

[redacted]  
Case Manager

[redacted] Original Message

Sent: [redacted]  
To: [redacted]  
Subject: Customer Care - [redacted]

Hello [redacted]  
This email [redacted] to advise you that [redacted] has been successfully escalated to a case manager. My name is [redacted] and I will be your case manager in regards to your case with [redacted] Customer Care. Our primary focus is your satisfaction.

My office hours are M- [redacted]  
My Direct phone number is: [redacted] and EXT: [redacted] If you have any questions you can call me at [redacted] the number listed above or respond to this email and I [redacted]



will follow up with you.

Your case number for your records is: [REDACTED]

I look forward to the chance to assist you. Have a great day.

Thank you

[REDACTED] BC Case Manager  
ext: [REDACTED]

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

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

Hello [REDACTED]

Thank you for contacting Ram Customer Care;

I can understand the dissatisfaction that you feel, given the [REDACTED] has been on order since [REDACTED] for the [REDACTED] [REDACTED]. I want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and, due to the part being on backorder, I am going to forward your case to our Case Specialist department for their attention and response.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to try to get the part to the dealership, as soon as possible.

It is our hope that this escalation will provide you the best opportunity to address your concerns. If you have any other concerns or something else to add, let us know by replying to this email or by calling us directly at [REDACTED] and referencing your case # [REDACTED]

Recalls are vin# and if a recall is launched for the [REDACTED] issue you are having you will be notified.

Thank you again for your email [REDACTED]. Have a great day.

Best wishes,

[REDACTED]

Ram Customer Care

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

From: US Customer Care [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: \*\*\*\*\*AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS \*\*\*\*\*

Your inquiry has been received by the [REDACTED]. We appreciate your contact with us and look forward to getting back with you as soon as possible. To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response. Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with [REDACTED] of our [REDACTED]

Brand: [REDACTED]

For any future communication related to this email, please refer to reference number [REDACTED]

Sincerely,

The [REDACTED]

To view the [REDACTED] Privacy Policy, visit

[REDACTED]

[REDACTED]

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

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	POWER WAGON CREW CAB	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
<b>Batch Case Information</b>					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage	500			Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip		PA			
Dealer				Dealer Phone	
Dealer Address	1405 ROOSEVELT AVE				
	YORK	PA	17404 2284		
Dealer Zone		Sales District		Service District	D
Subject	cost assistance - potential goodwill				
Synopsis	cx happy with repairs and reimbursement				
Customer Anomaly	Electronics				
	Dashboard Electronics				
Contact Reason		Technical Issue With Vehicle		Customer Anomaly	
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
	Open
	Closed

**Initial Description**

cx states vehicle is in the dir for repair - total cost is roughly

**Case Comments**

Date	Comment
	***Voice of Customer*** CX states vehicle is in the shop for the abs lght coming on - went to dir diagnosed issue part was backordered. \$ repair. abs control module failing internally. part backordered *** Actions Taken*** advised cx i will be sending case up for further review on cost assistance and someone should be in contact within with an update Mileage : Dealer : Recall : 0 ***Next Steps*** reassigned
	***OUT BOUND CALL TO DLR*** states no part on order
	***OUT BOUND CALL TO CUSTOMER*** RAM Vehicle is at shop right now, drove truck till part came in was told part came in and was damaged, ABS module needs to be replaced. CX is looking for full cost assistance, advised that I can look in to assisting with cost but i can not make any guarantees
	***OUT BOUND CALL TO DLR*** angle part should be in or , left number and EXT and asked for pricing if dir think should good will
	***OUT BOUND CALL TO DLR*** part is in waiting to get vehicle in
	***OUT BOUND CALL TO CUSTOMER*** RAM advised the vehicle is finished and repaired. repair cost CX is happy with repair
	**REIMBURSEMENT REVIEW** Specialist is seeking reimbursement of with a customer co-pay of for (component) due to Loyalty score being and for brand Loyalty DOC Receipts with RO attached IN - OUT - ISSUE - abs module repair REPAIR - repalced abs module and active pump motor change COST BREAKDOWN Parts Labor total In-Service Date: Original Owner: Mileage: Loyalty: Multiple Repairs: no Authorized Dealership: BREAK DOWN PARTS LABOUR TAX: Total Co-Pay:
	***OUT BOUND CALL TO CUSTOMER*** RAM advised cx that we are looking to offer cx was not happy with the amount looking to see if we can add more advised i can look a summing for more. cx also confirmed address on file is correct
	***OUT BOUND CALL TO CUSTOMER*** RAM advised that check was approved for cx is happy with the amount advised to allow 7 to 10 days for check to arrive, if does not receive in days to call back sending closing email

**Email(s)**

Date	Subject
	cost assistance - potential goodwill
From us	To Sent Date/Time
Hello	
Please send in the repair order and proof payment for review	
Sincerely,	
Phone:	Ext:
ref:	ref

Date	Subject
	cost assistance - potential goodwill
From us	To Sent Date/Time

Hello [REDACTED]

Please send in the repair order and proof payment for review

Sincerely,  
[REDACTED]  
Phone: [REDACTED] | Ext: [REDACTED]  
ref: [REDACTED] ref

Date	Subject	Re: cost assistance - potential goodwill
From	To	Sent Date/Time

See attached documents  
Please let me know if you need these resent

Sent from my [REDACTED]

> On [REDACTED] US Customer Care <[REDACTED]> wrote:  
>  
> □ Hello [REDACTED]  
>  
> Please send in the repair order and proof payment for review  
>  
> Sincerely,  
> [REDACTED]  
> Phone: [REDACTED] | Ext: [REDACTED]  
>  
> ref: [REDACTED] ref

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

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

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

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

Sincerely,  
[REDACTED]  
Phone: [REDACTED] | Ext: [REDACTED]

----- Original Message -----  
From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: cost assistance - potential goodwill

See attached documents  
Please let me know if you need these resent  
ref: [REDACTED] ref

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

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

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

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

Sincerely,  
[REDACTED]  
Phone: [REDACTED] | Ext: [REDACTED]

----- Original Message -----  
From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: cost assistance - potential goodwill

See attached documents  
Please let me know if you need these resent  
ref: [REDACTED] ref

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

VIN		Model Year		Brand	RAM
Body		Vehicle		CREW CAB 4X4	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage	Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address	1603 BROADWAY				
	MT VERNON		IL	62864 2939	
Dealer Zone		Sales District		Service District	K
Subject	Parts				
Synopsis	closed				
Customer Anomaly					
Contact Reason		Not Available/Backordered		Customer Anomaly	
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

**Case Status History**

Create Date	Status
03/21	Open
03/21	Closed
03/21	Open
04/03/2023	Suspended
04/1	Open
04/26/2023	Closed

**Initial Description**

Abs module been order since

**Case Comments**

Date	Comment
	"voice of customer " calling due to having a issue still whereby I been waiting for abs module since and haven't gotten no update as yet. Agent inform case is documented. Agent inform the customer that when call back to provide the part number, order date, service advisor name, dlr name, and etas if was provide so we can escalate the case for back order. Next Steps-closed
	cx called to update case. cx provide part number: , dealer: , phone number: , phone number: escalate case
	*****GOODWILL QUALIFIER ***** Larry white in-Service Date: Original Owner: Vehicle purchase loyalty: Premium vehicle: No Multiple Repairs yes / Previous related repairs: no Loyalty Score: Restrictions: None Previous Related Cases: None MVP plans: 4 Recalls: 0 Basic Warranty: Expired (Time) Power-train Warranty: Issue BO PARTS ABS *****
	OUTBOUND TO THE CREW Dealer code ABS part number: Order number: 4 First contact with customer by case manager Cm called the cx and advised the cx that the part has been expedited for the cx , cx understood and thanked the Cm , Cm advised the cx the next update will be on the
	***** PARTS POD UPDATE ***** ** DEALER : ORDER NUMBER : NUMBER : - CONTROL Firm ETA to DEALER will be provided, once available. *****END OF UPDATE***** ESCALATED TO FIELD SUPPORT***** Writer escalated to field support seeking assistance.
	Order has been forced from trans dept: Tentative ETA is So please check current ETA updates in order details.
	***** PARTS POD UPDATE ***** * DEALER : ORDER NUMBER : 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 Parts Pod. *****END OF UPDATE*****
	DEALER : ORDER NUMBER NUMBER : - CONTROL TRACKING# - Estimated delivery by
	OUTBOUND TO THE CX Dealer code E & Estimated delivery by call PD to see if the part arrived yet : update on when repair will be start : SA will call the cx to set up the repair appointment
	OUTBOUND TO THE Dealer code E & the repair appointment SD not available to take the Cm call LM with the front desk to have the SA call the Cm back with the repair update
	OUTBOUND TO THE CX cx to see if the repair appointment has been set up yet: for the repair to start
	OUTBOUND TO THE Dealer code E & appointment has been set up yet: for the repair to start repair update : SD not available CM LM with the front desk to have the sa call the cm back with the repair update
	OUTBOUND TO THE Dealer code E & CAB 4X4 cal SA to se how the repair is coming along : completed and cx has the vehiel
	E & call cx to see if cx is satisfied with the repairs: NO ANSWER cm IVM FOR THE CX TO CALL THE CM BACK
	& call cx to see if cx is satisfied with the repairs 2nd attempt: yes happy with the repair



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

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

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

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

Customer	
Customer Address	
City/State/Country/Zip	

Dealer		Dealer Phone	
Dealer Address 299 CYPRESS GARDENS BLVD			

Dealer Zone		Sales District		Service District	C
			33880 4331		

Subject	Parts on backorder				
Synopsis	provided info				
Customer Anomaly					
Contact Reason		Not Available/Backordered	Customer Anomaly		
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

**Case Status History**

Create Date	Status
03/21	Open
04/1	Suspended
04/20/2023	Open
07	Closed

**Initial Description**

part on backorder

**Case Comments**

Date	Comment
	Cx calling in for assistance on parts. Cx states the parts may come in in [redacted] Parts in being ordered by [redacted] of [redacted] Abs brake system. Cx states they have a constant beeping in their vehicle due to it.
	*** [redacted] to [redacted] CM called [redacted] T to give current updates. CM spoke with [redacted] confirmed email on file is correct and just tired of the beeping noise on vehicle. ***OBE to SA*** Good Afternoon, Just reaching out to get the part information for VIN [redacted] so we can get this part expedited. ***CM sent into email***
	***IBE from SA*** part number [redacted] master control number: [redacted] let me know if you need anything else. *** [redacted] to [redacted] CM called [redacted] give tracking number for part. CM spoke with [redacted] whom requested an email with the tracking number will be leaving for [redacted] soon wants CM to leave VM if he is not reachable once part arrives. **CM sent email with tracking info**
	[redacted] according to the Tracking number, Part was delivered on [redacted] Agent reached out to [redacted] :no answer -will set up task for CM to email SA to ask for update
	*** [redacted] to [redacted] CM called [redacted] R to get updates. CM spoke with [redacted] A Billy whom stated the part did arrive will have scheduling call [redacted] set appointment for repairs. *** [redacted] to [redacted] CM called [redacted] give current updates, CM unable to reach [redacted] T left brief VM informing of call to set appointment and requesting a CB.
	*** [redacted] to [redacted] CM called DLR to confirm appointment set. CM spoke with [redacted] whom stated the appointment was set for [redacted] @ 2. *** [redacted] to [redacted] CM called [redacted] confirm appointment. CM spoke with [redacted] appointment set dropping it off in the AM for repairs.
	Vehicle has arrived at dealership [redacted] R and attended by dealer employee
	***OBC to DLR*** CM called DLR to get updates. CM spoke with [redacted] CM whom stated the part that was ordered is the wrong one and current part is under review.
	***OBC to DLR*** CM called DLR to get part reorder. CM spoke with [redacted] CM whom stated he will replace order and email CM the order information part is on backorder.
	*** [redacted] to [redacted] CM called [redacted] to get updates. CM spoke with [redacted] whom requested CM send email with VIN so can CC parts manager to get info for PE.
	***OBC to DLR*** CM called DLR to get updates. CM spoke with [redacted] CM whom stated the parts manager is working to get this part and will email CM with the info for part.
	*** [redacted] to [redacted] CM called [redacted] to get updates, CM spoke with [redacted] whom stated the part is currently unable to be ordered under review currently.
	TL reassigning case file per TL/PM review to new CM please keep this file and continue to work communications/next steps.
	Reached out to dir advised cst was working with [redacted] A Billy, Part that is needed is ABS Pump which is under engineering review unable to order until [redacted]
	Reached out to parts team for further insight on part. awaiting response before [redacted] T follow up.
	Outbound to parts I called and spoke to [redacted] in parts and was advised that the part is the HCU for the abs module. They cant order it bc its on order allocation till [redacted]
	Emailed customer update

**Email(s)**

Date		Subject	Ram Customer Care Case [redacted]		
From		To		Sent Date/Time	

I'd like to thank you for contacting [REDACTED] 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.

My Name is [REDACTED] and I have been assigned as your case manager.  
My phone number is [REDACTED]  
My hours [REDACTED]  
Your Case number is [REDACTED]

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

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

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

I'd like to thank you for contacting [REDACTED] 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.

My Name is [REDACTED] and I have been assigned as your case manager.  
My phone number is [REDACTED]  
My hours [REDACTED]  
Your Case number is [REDACTED]

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

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

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

Any idea on the status of the part I need?

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

> I'd like to thank you for contacting [REDACTED] 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.  
>  
> My Name is [REDACTED] and I have been assigned as your case manager.  
> My phone number is [REDACTED]  
> My hours [REDACTED]  
> Your Case number is [REDACTED]  
>  
> If you have any questions or concerns please reach out to me as I would be  
> happy to assist.  
>  
> [REDACTED]  
> Case Specialist  
> [REDACTED] EXT : [REDACTED]  
>  
> ref:\_00Dj01qsDF\_5003Z1YgQlk:ref  
>

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

At this very moment there is no firm [REDACTED] but we have sent it up for parts expediting the next update will be [REDACTED]

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

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

At this very moment there is no firm [REDACTED] but we have sent it up for parts expediting the next update will be [REDACTED]

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

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

Please disregard the previous email, pulled up the incorrect order number Below is the tracking number for your part! the [REDACTED] is showing as [REDACTED]

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

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

Please disregard the previous email, pulled up the incorrect order number Below is the tracking number for your part! the ETA is showing as [REDACTED]  
[REDACTED]  
Case Specialist  
[REDACTED] EXT : [REDACTED]  
ref: [REDACTED] ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	Ram Customer Care Case [REDACTED]	<b>Sent Date/Time</b>	[REDACTED]
<b>From</b>	[REDACTED]	<b>To</b>	[REDACTED]	<b>Sent Date/Time</b>	[REDACTED]

Please disregard the previous email, pulled up the incorrect order number Below is the tracking number for your part! the ETA is showing as [REDACTED]  
[REDACTED]  
Case Specialist  
[REDACTED] EXT : [REDACTED]  
ref: [REDACTED] ref

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

Hello and good afternoon,

Your back ordered hydraulic control unit for your abs module is still under order allocation. This means the dealer cant place the order for us to expedite. Your case manger will follow up again with you soon.

[REDACTED]

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

Please disregard the previous email, pulled up the incorrect order number Below is the tracking number for your part! the ETA is showing as [REDACTED]  
[REDACTED]  
Case Specialist  
[REDACTED] EXT : [REDACTED]  
ref: [REDACTED] ref

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

Hello and good afternoon,

Your back ordered hydraulic control unit for your abs module is still under order allocation. This means the dealer cant place the order for us to expedite. Your case manger will follow up again with you soon.

[REDACTED]

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

Please disregard the previous email, pulled up the incorrect order number Below is the tracking number for your part! the ETA is showing as [REDACTED]  
[REDACTED]  
Case Specialist  
[REDACTED] EXT : [REDACTED]  
ref: [REDACTED] ref

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

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM		CREW CAB 4X4
Customer Provided VIN		Line of Business	CAC		Customer Assistance Center
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		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	POCASSET		MA		
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	A
Subject	vehicle concern				
Synopsis	CLOSING CASE				
Customer Anomaly	Engine				
	OTHER				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
03/21/2023	Open
03/21/2023	Closed
03/22/2023	Open
03/22/2023	Closed

**Initial Description**

vehicle concern

**Case Comments**

Date	Comment
	cx is calling because -he was calling for [redacted] and they told him that they don't know when his computer will be made -they told him to call back in a [redacted] [redacted] -they don't guarantee if he is safe to drive vehicle -ABS Module Dealership: [redacted] Ram Agent called [redacted] and they said that the part is on back order but they were unable to provided info on part because SA is unavailable at this time Agent advise cx to call back in [redacted] **Next Agent** if cx calls in, please reach out to [redacted] get part info and escalate case for parts expediting. No further actions
	OB HOTALERT [redacted] reached out to speak with cx in regards to feedback and to see how [redacted] make his experience better. [redacted] apologized and showed empathy. Provided assistance with researching cx part information for ABS Module. [redacted] Spoke with parts dept on file, Parts stated the order has not been placed. [redacted] spoke with cx to obtain information Cx informed [redacted] he was told that he has to wait [redacted] to a year for the remedy to become available. [redacted] advised cx to continue working with his SA for a solution. Provided cx with assistance and solutions. No action required. Closing case.





Hello [REDACTED]

Part will be arriving to the Dealer in : In transit to DEALER - [REDACTED]

Best wishes,

[REDACTED] | [REDACTED]  
[REDACTED]  
[REDACTED]

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

Hello [REDACTED]

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

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

Your case number is: [REDACTED]

The [REDACTED] telephone number is: [REDACTED]

My direct extension is: [REDACTED]

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

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

Thank you for your patience and cooperation!

Best wishes,

[REDACTED] | [REDACTED]  
[REDACTED]  
[REDACTED]

ref: [REDACTED] ref

Date	Subject	RE: Part [REDACTED] update	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Hello [REDACTED]

Part will be arriving to the Dealer in : In transit to DEALER - [REDACTED]

Best wishes,

[REDACTED] | [REDACTED]  
[REDACTED]  
[REDACTED]

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

Hello [REDACTED]

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

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

Your case number is: [REDACTED]

The [REDACTED] telephone number is: [REDACTED]

My direct extension is: [REDACTED]

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

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

Thank you for your patience and cooperation!

Best wishes,

[REDACTED] | [REDACTED]  
[REDACTED]  
[REDACTED]

ref: [REDACTED] ref

<b>Date</b>	04/01/2014	<b>Subject</b>	RE: Part ETA update
<b>From</b>	u	<b>To</b>	j
		<b>Sent Date/Time</b>	04/01/2014 10:00:00 AM

Hello [REDACTED]

Part will be arriving to the Dealer in : In transit to DEALER - ETA [REDACTED]

Best wishes,

[REDACTED] | [REDACTED]  
[REDACTED]  
[REDACTED]

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

From: US Customer Care [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: welcoming email

Hello [REDACTED]

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

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

Your case number is: [REDACTED]

The [REDACTED] telephone number is: [REDACTED]

My direct extension is: [REDACTED]

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

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

Thank you for your patience and cooperation!

Best wishes,

[REDACTED] | [REDACTED]  
[REDACTED]  
[REDACTED]

ref: [REDACTED] ref

<b>Date</b>	04/01/2014	<b>Subject</b>	Repairs comeplete?
<b>From</b>	u	<b>To</b>	j
		<b>Sent Date/Time</b>	04/01/2014 10:00:00 AM

Hi [REDACTED]

Can you confirm if this vehicles repairs have been completed?

[REDACTED] [REDACTED] [REDACTED] CREW [REDACTED]

Customer : [REDACTED]

Regards,

[REDACTED]

[REDACTED] case management

ref: [REDACTED] ref

<b>Date</b>	04/01/2014	<b>Subject</b>	Re: Repairs comeplete?
<b>From</b>	j	<b>To</b>	u
		<b>Sent Date/Time</b>	04/01/2014 10:00:00 AM

No, we are still waiting on parts.

\*[REDACTED]\*  
Service [REDACTED]  
[REDACTED]  
[REDACTED]

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

> Hi [REDACTED]  
>  
> Can you confirm if this vehicles repairs have been completed?  
>  
> [REDACTED]  
>  
> Customer : [REDACTED]  
>  
> Regards,  
>  
> [REDACTED]  
>  
> [REDACTED] case management  
> ???????-844-827-2003  
>  
>  
> ref: [REDACTED] ref  
>

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

Hi [REDACTED]

I double checked with the dealer, and they are still awaiting the parts to arrive.

I will update you as soon as I have some new information.

Regards,  
[REDACTED]  
[REDACTED] case management  
ref: [REDACTED] ref

Date	[REDACTED]	Subject	part arrival?
From	[REDACTED]	To	[REDACTED]
Sent Date/Time	[REDACTED]		

Hi [REDACTED]

Any chance the parts are in yet for [REDACTED]

Customer: [REDACTED]

Regards,  
[REDACTED]  
[REDACTED] Case Management  
ref: [REDACTED] ref

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

Yes the part finally got her and we have the customer scheduled for [REDACTED]

[REDACTED]  
 [REDACTED] Advisor  
 [REDACTED]  
 [REDACTED]

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

> Hi [REDACTED]  
 >  
 > Any chance the parts are in yet for [REDACTED] [REDACTED]  
 > [REDACTED] CREW CAB [REDACTED]  
 >  
 > Customer: [REDACTED]  
 > <[REDACTED]>  
 >  
 > Regards,  
 >  
 > [REDACTED]  
 > [REDACTED] Case Management  
 >  
 > ref: [REDACTED] ref  
 >

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

Thank you!

----- Original Message -----  
 From: [REDACTED]  
 Sent: [REDACTED]  
 To: [REDACTED]  
 Subject: Re: part arrival?  
 Yes the part finally got her and we have the customer scheduled for [REDACTED]

[REDACTED]  
 [REDACTED] Advisor  
 [REDACTED]  
 [REDACTED]

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

Hi [REDACTED]

Any chance the parts are in yet for [REDACTED] [REDACTED] [REDACTED] CREW CAB [REDACTED]

Customer: [REDACTED]

Regards,  
 [REDACTED]  
 [REDACTED] Case Management  
 ref: [REDACTED] ref

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

Good Morning,

Your part has arrived and I see it has been scheduled for May 4th for repairs.

I will check in with you again after that.

Regards,  
 [REDACTED]  
 [REDACTED] case management  
 ref: [REDACTED] ref

Date	[REDACTED]	Subject	repairs complete?
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hi [REDACTED]

Were you able to complete the repairs on this vehicle?

[REDACTED]

For customer [REDACTED]

Regards,

[REDACTED]

[REDACTED] Case Management

ref: [REDACTED] ref

Date	[REDACTED]	Subject	Re: repairs complete?	Sent Date/Time	[REDACTED]
------	------------	---------	-----------------------	----------------	------------

Yes, it's done.

\*[REDACTED]\*

Service Advisor

[REDACTED]

[REDACTED]

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

>

> Hi [REDACTED]

>

> Were you able to complete the repairs on this vehicle?

>

> [REDACTED]

>

> For customer [REDACTED]

>

> Regards,

>

> [REDACTED]

>

> [REDACTED] Case Management

>

> ref: [REDACTED] ref

>

Date	[REDACTED]	Subject	Re: repairs complete?	Sent Date/Time	[REDACTED]
------	------------	---------	-----------------------	----------------	------------

This is [REDACTED] from [REDACTED]

I understand that your vehicle has been repaired and returned to you. I wanted to check in to make sure everything is to your satisfaction. If you are happy with your experience, there is no need to call me back and your case will be closed in [REDACTED]

However, if you need to discuss details further, I can be reached at [REDACTED] - My direct extension: [REDACTED]

Regards,

[REDACTED]

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

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Re: repairs complete?  
Yes, it's done.

[REDACTED]  
Service Advisor

[REDACTED]

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

Hi [REDACTED]

Were you able to complete the repairs on this vehicle?

[REDACTED]

For customer [REDACTED]

Regards,

[REDACTED]

Midwest [REDACTED] Management

[REDACTED]

ref: [REDACTED]ref

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

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM 2500 LONGHORN MEGA 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	268 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone					
		Sales District		Service District	R
Subject	Vehicle Issues ABS part				
Synopsis	SC OT				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Addiional details				

**Case Status History**

Create Date	Status
	Open
	Closed

**Initial Description**

Customer mentioned that she is having issues with ABS module Vehicle has been to dealership

**Case Comments**

Date	Comment
	***Voice of Customer*** Customer mentioned that she is having issues with ABS module Vehicle has been to dealership ***Actions Taken*** Informed CX that case will be escalated for further review ***Next Steps*** Escalate case
	***PREP SHEET*** ISD: Est. Mileage: Original Owner? Yes Loyalty: in hh Warranty Status: Basic: exp PT & DIESELS Recalls open: No MVP Mech SC: Last Repair Date: location: Rental?: n s on B/O?: STAR Case?: n Days off road: Repeat issue?: Yes 2x Related History: ABS replaced previously Customer -ABS light Seek:Info/Complaint?Complaint TURBO DIESEL -VM- 1st contact intro, calling to review vehicle concerns and verify location, will call again CM contact phone. s dept,-VM- request part # and Order# for ABS, and contact info fr CB
	s dept,-VM- request part # and Order# for ABS, and contact info fr CB SA Phonda, Request part info, She checked and did not want to pay for so no order was placed. ABS part replaced under basic ABS part replaced under part warranty
3	intro, email validated, calling to review vehicle concerns, will contact for diagnostic and cost estimate. think this is ABS part being installed and asks why hers is not recalled and why they dont fix the part, CM review of ABS, microchip part shortages, and part has been upgraded. Due to her good brand loyalty we would like to cover. relieved WC ABS claim WC ABS claim
	R Service, -VM- CM calling and inquire if would like to proceed with GW? Email info sent. CM contact info and VIN8 for a CB
	HIBE Ok to work G *OBE Send Cost estiamte for DM notes
	to Offer GW with copy, T feels that part has been replaced and goes out evey year. CM informed researched warranty histroy, has been repaced 2x. said she paid for diagnosis. CM informed when has SC they pay deductible, so when we offer GW, T participation is required or part would not be warranteed. said what happens when it goes out again CM will review with Warranty review and there have been Warranty coverage goes from the original replacement date so that warranty has expired. CM will submit DM notes for the submitted. Diesel diagnosis plus tax. SM is out for the day. Can offer to cover this time as a replacement, with copy but no further replacements.
	*OBE (excerpt) right after we spoke I called the Dealership, however the Service Manager had left for the day. I reviewed the information with Service Adviser I will be contacting the Dealership again on Monday to follow up. The policy on part replacement: All Mopar? Warranties provided use the original date of purchase as as the warranty start date, as reported on the sales receipt, to the consumer. Subsequent replacements under the warranty will receive the balance of the original warranty period. Thank you for allowing Customer Care an opportunity to address your concern. *OBE SA and SM to review DM note numbers
	=VM= CM calling to review numbers emailed for DM notes Control: Brake Fluid: total: Labor: total pays tax & environmental fees *Note paid diagnostic fee, of will be part of diagnostic fee. *DM notes emailed to
	Ms CM offered the coverage for the part as a the deductab;;e will be covered as part of the diagnostic fee she has already paid. asked about dollar amounts. CM informed tax and any state environemntal fees would need to be apid by R will have the exact numbers. offered oil changes, accpeted, SHe has low miles and would like a longer time frame . CM said usually but will match up Diesel Oil appropriate for her VIN. CM will let know when activ said she does not n-know about id part will go out again and why expected to pay for. CM suggested save receipts and if ever becomes a recall can request reimbursment, CM will submit papaerwork for her ABS coverage. >>Next action Add DM Notes, email to schedule >>Add Diesel Oil changes
	Add ECCDR33N In the interest of Customer Satisfaction and Loyalty, Customer Care approves the Goodwill of a complimentary ESSENTIAL CARE 75 WITH ROTATES changes/3 tire Rotations
	-VM- calling to verify satisfaction GW cost assistance was provided towards the repair and An essential 3 oil change and 3 tire rotatons SC has been added to your vehicle. No open recall/ Call if any future concerns. Will be closing case, Survey request, Thanked and Branded. .

**Email(s)**

Date	Subject	From	To	Sent Date/Time
	RAM Case Management Case			

[REDACTED]  
Hello, this is [REDACTED] Customer Care Specialist,  
I called and left a voice mail [REDACTED] to review your vehicle concerns.  
[REDACTED]

Here is some information that will be helpful for you to have:  
[REDACTED] Case Management  
My Schedule; [REDACTED] through [REDACTED]  
Department Telephone number: [REDACTED] Extension: [REDACTED]

Thank you for allowing Customer Care an opportunity to address your concern.

Kind Regards,

[REDACTED] Case Management

CONFIDENTIAL: This electronic mail (including any attachments) may contain information that is privileged, confidential, and/or otherwise protected from disclosure to anyone other than its intended recipient(s). Any dissemination or use of this electronic email or its contents (including any attachments) by persons other than the intended recipient(s) is strictly prohibited. If you have received this message in error, please notify us immediately by reply email so that we may correct our internal records. Please then delete the original message (including any attachments) in its entirety. Thank you  
ref: [REDACTED]ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	RE: Case Management Case [REDACTED]
<b>From</b>	[REDACTED]	<b>To</b>	[REDACTED] Sent Date/Time [REDACTED]

Hello, this is [REDACTED] Customer Care Specialist,  
I called and left a voice mail [REDACTED] to review your vehicle concerns.  
[REDACTED]

Here is some information that will be helpful for you to have:  
[REDACTED] Case Management  
My Schedule; [REDACTED] through [REDACTED]  
Department Telephone number: [REDACTED] Extension: [REDACTED]

Thank you for allowing Customer Care an opportunity to address your concern.

Kind Regards,

[REDACTED] Case Management

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ref: [REDACTED]ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	RE: Case Management Case [REDACTED]
<b>From</b>	[REDACTED]	<b>To</b>	[REDACTED] Sent Date/Time [REDACTED]

[REDACTED]  
Hello, this is [REDACTED] Customer Care, right after we spoke I called the Dealership, however the Service Manager had left for the day. I reviewed the information with Service Adviser [REDACTED] a [REDACTED] will be contacting the Dealership again on [REDACTED] follow up.

The policy on part replacement:  
All Mopar® Warranties provided use the original date of purchase as the warranty start date, as reported on the sales receipt, to the consumer. Subsequent replacements under the warranty will receive the balance of the original warranty period.

Thank you for allowing Customer Care an opportunity to address your concern.

Kind Regards,

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

----- Original Message -----  
From: [REDACTED] Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: [REDACTED] Case Management \_ Case [REDACTED]

[REDACTED]  
Hello, this is [REDACTED] Customer Care Specialist,  
I called and left a voice mail [REDACTED] to review your vehicle concerns.

Here is some information that will be helpful for you to have:  
[REDACTED] Case Management  
My Schedule: [REDACTED] through [REDACTED]  
Department Telephone number: [REDACTED] Extension: [REDACTED]

Thank you for allowing Customer Care an opportunity to address your concern.

Kind Regards,

[REDACTED] Case Management  
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ref: [REDACTED] ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	RE: [REDACTED] Case Management Case [REDACTED]
<b>From</b>	[REDACTED]	<b>To</b>	[REDACTED] <b>Sent Date/Time</b> [REDACTED] [REDACTED]

[REDACTED]  
Hello, this is [REDACTED] Customer Care, right after we spoke I called the Dealership, however the Service Manager had left for the day. I reviewed the information with Service Adviser [REDACTED] a [REDACTED] will be contacting the Dealership again on [REDACTED] follow up.

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Thank you for allowing Customer Care an opportunity to address your concern.

Kind Regards,

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

----- Original Message -----  
From: [REDACTED] Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: [REDACTED] Case Management \_ Case [REDACTED]

[REDACTED]  
Hello, this is [REDACTED] Customer Care Specialist,  
I called and left a voice mail [REDACTED] to review your vehicle concerns.

Here is some information that will be helpful for you to have:  
[REDACTED] Case Management  
My Schedule; [REDACTED] through [REDACTED]  
Department Telephone number: [REDACTED] Extension: [REDACTED]

Thank you for allowing Customer Care an opportunity to address your concern.

Kind Regards,

[REDACTED] Case Management  
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ref: [REDACTED] ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	RE: [REDACTED] Case Management Case [REDACTED]
<b>From</b>	[REDACTED]	<b>To</b>	[REDACTED] <b>Sent Date/Time</b> [REDACTED] [REDACTED]

Hello, this is [REDACTED] Customer Care, we spoke recently about your; [REDACTED]. I called and left a voicemail [REDACTED] after we spoke about the [REDACTED] cost assistance towards your repair.

I have added a Complimentary, Essential Care [REDACTED] (3) Oil change and [REDACTED] (3) Tire Rotation Service contract to your vehicle that can be used at any authorized [REDACTED] Dealership. The contract is now Active and is good until [REDACTED] @ [REDACTED] Miles. When you go to a Dealership and they scan your VIN they will be able to see the Active Service Contract. If there is any question a Service Manager or Warranty Admin will be able to look up and see.

There are no (0) open recall on your vehicle at this time.

This is a courtesy email to inform you the case will be closed.

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

Thank you for contact [REDACTED] Customer Care!

[REDACTED] Case Management  
telephone: [REDACTED] Ext; [REDACTED]

----- Original Message -----  
From: [REDACTED] Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: RE: [REDACTED] Case Management \_ Case [REDACTED]

Hello, this is [REDACTED] Customer Care, right after we spoke I called the Dealership, however the Service Manager had left for the day. I reviewed the information with Service Adviser [REDACTED] a [REDACTED] will be contacting the Dealership again on [REDACTED] to follow up.

The policy on part replacement:  
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Thank you for allowing Customer Care an opportunity to address your concern.

Kind Regards,

[REDACTED] Case Management  
telephone: [REDACTED] Ext; [REDACTED]

----- Original Message -----  
From: [REDACTED] Customer Care ([REDACTED])  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: [REDACTED] Case Management \_ Case [REDACTED]

Hello, this is [REDACTED] Customer Care Specialist,  
I called and left a voice mail [REDACTED] to review your vehicle concerns.

Here is some information that will be helpful for you to have:  
[REDACTED] Ram Southwest Case Management  
My Schedule; [REDACTED] through [REDACTED]  
Department Telephone number: [REDACTED] Extension: [REDACTED]

Thank you for allowing Customer Care an opportunity to address your concern.

Kind Regards,

[REDACTED] Case Management  
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ref: [REDACTED] ref

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

██████████  
Hello, this is ██████████ Customer Care, we spoke recently about your; ██████████. I called and left a voicemail ██████████ after we spoke about the ██████████ cost assistance towards your repair.

I have added a Complimentary, Essential Care ██████████ (3) Oil change and ██████████ (3) Tire Rotation Service contract to your vehicle that can be used at any authorized ██████████ Dealership. The contract is now Active and is good until ██████████ @ ██████████ Miles. When you go to a Dealership and they scan your VIN they will be able to see the Active Service Contract. If there is any question a Service Manager or Warranty Admin will be able to look up and see.

There are no (0) open recall on your vehicle at this time.

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Thank you for contact ██████████ - ██████████ Customer Care!

██████████ Case Management  
telephone: ██████████ Ext; ██████████

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

From: ██████████ Customer Care (██████████)  
Sent: ██████████  
To: ██████████  
Subject: RE: ██████████ Case Management \_ Case ██████████

██████████  
Hello, this is ██████████ Customer Care, right after we spoke I called the Dealership, however the Service Manager had left for the day. I reviewed the information with Service Adviser ██████████ a ██████████ will be contacting the Dealership again on ██████████ to follow up.

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Thank you for allowing Customer Care an opportunity to address your concern.

Kind Regards,

██████████ Case Management  
telephone: ██████████ Ext; ██████████

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

From: ██████████ Customer Care (██████████)  
Sent: ██████████  
To: ██████████  
Subject: ██████████ Case Management \_ Case ██████████

██████████  
Hello, this is ██████████ Customer Care Specialist, I called and left a voice mail ██████████ to review your vehicle concerns.

Here is some information that will be helpful for you to have:  
██████████ Ram Southwest Case Management  
My Schedule; ██████████ through ██████████  
Department Telephone number: ██████████ Extension: ██████████

Thank you for allowing Customer Care an opportunity to address your concern.

Kind Regards,

██████████ Case Management

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ref: ██████████

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