

New Customer Assistance Inquiry Record (CAIR)

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

Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
		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 Phone	
Dealer Address					

Dealer		OR			
Sales District			Service District	J	

Subject	goodwill				
Synopsis	No further assistance required				
Customer Anomaly					
Contact Reason		Request For Rental Reimbursement	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Reimbursement request - Repair/Rental				

Case Status History

Create Date	Status
04/28/2023	Open
04/28/2023	Closed
04/28/2023	Open
06/09/2023	Suspended
06/	Open
06/23/2023	Suspended
07	Open
07	Closed

Initial Description

goodwill request

Case Comments

Date	Comment
	The customer contacted because he is trying to get a hold of the dealership to set an appointment to start the repair of hydraulic control unit/ABS module. The dealership had ordered the parts but has been unresponsive. Advisor had contacted the dealership to get assistance with setting an appointment but it was the same result.
	cx called stated his vehicle been down since diagnosis for hydraulic control unit cx just received parts. cx needs assistance with repair. cx warranty expired. agent advised cx that this case will be reviewed for possible goodwill no further action
	OBD SA advised that the last RO was on CM will reach out to cx to confirm which R they are working with ** CM unable to connect to SA left vm with cx/vehicle info, and contact info for callback CM will make on ***OBD*** Cx advised that he was working with but does not want to work with them anymore; Cx advised he will have his son bring vehicle to SA is requested to be emailed with updates CM informed cx of incoming email and follow up on *** CM sent cx intro email CM informed cx of unable to reach SA informed cx of follow up on
	** spoke with cst and advised that cm is out of office and she will have cm reach back out to cst on
	OBD SA SA advised that cx hasn't been seen since SA advised that cx check engine light was on and determined HCU module needed to be replaced and there was excessive rodent damage on batteries SA advised that if tests still fail they would replace ABS module SA advised that cx declined all repairs so nothing was done PA confirmed that nothing has been ordered *** Cx preferred communication CM informed cx that SA advised that cx check engine light was on and determined HCU module needed to be replaced and there was excessive rodent damage on batteries CM informed cx that advised he did not approve repairs and in order to move forward he would have to call and approve repairs CM informed cx of follow up on
	OBD CM unable to connect to CM left vm with contact info for callback ***OB - SA SA CM unable to connect to SA CM left vm with cx/vehicle info, and contact info for callback ***IBCE*** Cx advised that gave him back vehicle because they were unable to order parts at the time Cx advised that he has tried since then to reach out to R to get parts ordered with no luck *** CM informed cx of unable to connect to SA CM acknowledged cx email and informed cx that she will reach out to to get more information about what is going on CM informed cx of follow up on

Date	Comment
[REDACTED]	***OBD*** CM unable to connect to [REDACTED] ***CB - SA [REDACTED] *** CM unable to connect to SA CM left vm with cx/vehicle info, and contact info for callback *** [REDACTED] CM informed cx of unable to connect to SA CM informed cx of follow up on [REDACTED]
[REDACTED]	*** [REDACTED] *** Cx inquired if another SA can be involved due to not reaching SA [REDACTED] *** CM unable to connect to SA CM left vm with cx/vehicle info, and contact info for callback ***OBD*** CM unable to connect to [REDACTED] *** CM informed cx of unable to connect to SA or anyone in service department CM informed cx of escalating case to AM for further assistance CM informed cx of follow up on [REDACTED]
[REDACTED]	***IBD*** SA [REDACTED] left vm informing cx declined repairs *** [REDACTED] *** CM unable to connect to SA [REDACTED] *** CM unable to connect to SA ***OBD*** CM unable to connect to service department or OPS Manager [REDACTED] CM left vm with cx/vehicle info, SA name, and contact info for callback *** [REDACTED] *** CM informed cx of making another attempt at reaching [REDACTED] CM informed cx of awaiting response from AM CM informed cx of follow up on [REDACTED]
[REDACTED]	CM has still not received any response from AM *** [REDACTED] *** CM informed cx that she has still not received any response from AM CM informed cx that if she receives no response from AM by next follow up, that she will escalate to CRM CM informed cx of follow up on [REDACTED]
[REDACTED]	***IBE- [REDACTED] *** [REDACTED] advised that he will make another attempt to reach out to the parts and service director for more information and next steps *** [REDACTED] *** CM informed cx that AM [REDACTED] advised that he will make another attempt to reach out to the parts and service director for more information and next steps CM informed cx of follow up on [REDACTED]
[REDACTED]	***IBE- [REDACTED] *** [REDACTED] advised that he has spoken to [REDACTED] and he is supposed to be adding in a case comment *** [REDACTED] *** Cx preferred communication CM informed cx of AM [REDACTED] advising that the SD is supposed to be putting inn case comments regarding vehicle concerns CM informed cx of follow up on [REDACTED]
[REDACTED]	*** [REDACTED] *** Cx preferred communication CM informed cx of awaiting case comments regarding vehicle concerns from SD CM informed cx that she has gotten TL involved as well CM informed cx of follow up on [REDACTED]
[REDACTED]	*** [REDACTED] *** Cx preferred communication CM informed cx of awaiting case comments regarding vehicle concerns from SD CM informed cx of follow up on [REDACTED]
[REDACTED]	***IBE- [REDACTED] *** [REDACTED] advised to have cx go to a different [REDACTED] *** [REDACTED] *** Cx preferred communication CM informed cx of AM advising to have him go to another [REDACTED] R as current [REDACTED] R is still advising that he declined repairs CM inquired if cx has a preferred [REDACTED] and how he would like to move forward CM informed cx of follow up on [REDACTED]
[REDACTED]	*** [REDACTED] *** Cx advised that he would like to go to [REDACTED] Cx inquired about next steps *** [REDACTED] *** CM advised cx to set appt and bring vehicle to [REDACTED] for diagnosis CM informed cx of follow up on [REDACTED] as CM will be out of office until then
[REDACTED]	*** [REDACTED] *** CM inquired about cx setting appt at new [REDACTED] CM informed cx of follow up on [REDACTED]
[REDACTED]	Outbound to Customer I called to see if he made arrangements with [REDACTED] and he said no not yet he has people from out of town in and wont be able to schedule anything till end of [REDACTED]
[REDACTED]	CM X LM VM asking him to call us to advise when his appointment was set for,
[REDACTED]	Went to send CX Email and found he sent [REDACTED] yAppointment is for [REDACTED] will task for CM to follow up after that
[REDACTED]	Vehicle has arrived at dealership [REDACTED] and attended by dealer employee [REDACTED]
[REDACTED]	***IBD*** SA [REDACTED] left vm advising that cx needs ABS hydraulic control unit; estimate [REDACTED] SA [REDACTED] [REDACTED] *** [REDACTED] *** CM unable to connect to SA CM left vm with cx/vehicle info, request for warranty pricing breakdown, and contact info *** [REDACTED] *** CM did not connect to cx; CM disconnected as cx requested email updates *** [REDACTED] *** Cx called back before CM could call Cx advised that he already paid for part and they charged him extra CM informed cx of requesting pricing breakdown from SA to see how we can assist CM informed cx that she will look into providing rental reimbursement CM informed cx of follow up on [REDACTED]
[REDACTED]	***IBDE*** SA [REDACTED] sent quote of [REDACTED] CM looking to give cx [REDACTED] copay and cover rest CM sent back DM notes in the amount of [REDACTED] *** [REDACTED] *** Cx preferred communication CM informed cx of having [REDACTED] copay and us covering the rest CM advised payment has already been sent to [REDACTED] CM informed cx of follow up on [REDACTED]
[REDACTED]	*** [REDACTED] *** Cx inquired about repairs commencing *** [REDACTED] [REDACTED] *** CM unable to connect to SA CM left vm with cx/vehicle info, and contact info fro callback *** [REDACTED] *** SA advised that vehicle is repaired and he will be reaching out to cx *** [REDACTED] *** Cx preferred communication CM informed cx that vehicle is repaired and SA should be reaching out shortly regarding pickup CM informed cx of follow up on [REDACTED]
[REDACTED]	*** [REDACTED] *** Cx preferred communication CM inquired about cx picking up vehicle and if further assistance is required CM informed cx of follow up on [REDACTED]
[REDACTED]	*** [REDACTED] *** Cx advised that everything is well with vehicle *** [REDACTED] *** Cx preferred communication CM sent close loop informing cx of case closure and survey CM will close case as of [REDACTED]

Email(s)

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

Dear [Mr./Ms./Mrs. Customer's Last Name],

Thank you for allowing [REDACTED] Customer Care to address your concern. Your satisfaction is our primary concern.

My name is [REDACTED] and I will be your advocate to ensure your questions and concerns are addressed accordingly.

We are reaching out to you in regard to your request of your case number [REDACTED]

Please feel free to reach out to me if you have any questions or clarifications.

We greatly appreciate your patience and cooperation.

Sincerely,
ref: [REDACTED] ref

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

Dear [Mr./Ms./Mrs. Customer's Last Name],

Thank you for allowing [redacted] Customer Care to address your concern. Your satisfaction is our primary concern.

My name is [redacted] and I will be your advocate to ensure your questions and concerns are addressed accordingly.

We are reaching out to you in regard to your request of your case number [redacted]

Please feel free to reach out to me if you have any questions or clarifications.

We greatly appreciate your patience and cooperation.

Sincerely,
ref: [redacted] ref

Date	0 [redacted]	Subject	RAM Customer Care Case [redacted]
From	[redacted]	To	[redacted]
		Sent Date/Time	[redacted]

Hello Mr. [redacted]

Thank you for contacting RAM and entrusting us to handle your vehicle concerns.

My name is [redacted] and I have been assigned as your case manager. Listed below is my contact information.

Phone: [redacted]
Hours: [redacted]
Case: [redacted]

I have made an attempt to reach out the dealership and was unable to connect to your Service Advisor [redacted]. I left a voicemail with my contact information for a callback. I will make another attempt to reach out to them on [redacted]. Our next follow up will be [redacted] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[redacted]
[redacted] BC Case Manager
[redacted] Customer Care
[redacted] until [redacted]
ref: [redacted] ref

Date	0 [redacted]	Subject	RAM Customer Care Case [redacted]
From	[redacted]	To	[redacted]
		Sent Date/Time	[redacted]

Hello Mr. [redacted]

I spoke to your Service Advisor [redacted]. He informed me that your vehicle was found to excessive rodent damage to the batteries and require a HCU module replacement. He also advised that if your vehicle failed tests after the HCU replacement, that they would replace the ABS module.

The current issue is that he advised me that your vehicle was last seen in [redacted] and that you declined all repairs. Currently, there is no open RO and there are no parts on order for your vehicle. If repairs are something you would like to commence with, please call the dealership and approve repairs so they can order parts.

Our next follow up will be [redacted] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[redacted]
[redacted] BC Case Manager
[redacted] Customer Care
[redacted] until [redacted]
ref: [redacted] ref

Date	0 [redacted]	Subject	Re: RAM Customer Care Case [redacted]
From	[redacted]	To	[redacted]
		Sent Date/Time	[redacted]

Thanks for the response. I did not decline the service. They would not keep the truck because they could not order the parts because the system said the part was suspended and they told me they could not order them until [REDACTED]. Then I called [REDACTED] and they said to call back in [REDACTED]. I am not sure what they have in their write up. But I spoke with them [REDACTED] and they said the parts are in so who knows. I think [REDACTED] is trying to make this as complicated for me as possible.

The battery is fine. There is some cosmetic damage but nothing electronic.

If they had the hcu or if I was able to order it when I called the parts department in [REDACTED] I would have just bought the part and put it in myself.

The only reason I took it to the dealer is because ram cares told me they couldn't help me get the part if I didn't take it to the dealer. So I took it to the dealer and got the diagnosis ([REDACTED]) and was told they could not order the part so I called back in [REDACTED] then again in [REDACTED] and now it is [REDACTED].

I hope you can see how difficult it is to deal with this dealership. I would like to have it fixed as soon as possible.

Had I know about this brake issue like the dealership did when I purchased it, I would not have bought the truck. Which is the [REDACTED] I don't think I should have to pay for it.

Is it possible to have them send the diagnosis to a different dealer and we can start over again.

I don't even really want this truck anymore and I have wasted so much time and energy on it but I cannot even sell it because it is broken.

I even called a lawyer but they said they couldn't do much if the dealer didn't have the vehicle.

I don't know what to do now.

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

> Hello Mr. [REDACTED],
>
> I spoke to your Service Advisor [REDACTED]. He informed me that your vehicle
> was found to have excessive rodent damage to the batteries and require a HCU
> module replacement. He also advised that if your vehicle failed tests after
> the HCU replacement, that they would replace the ABS module.
>
> The current issue is that he advised me that your vehicle was last seen in
> [REDACTED] and that you declined all repairs. Currently, there is no
> open RO and there are no parts on order for your vehicle. If repairs are
> something you would like to commence with, please call the dealership and
> approve repairs so they can order parts.
>
> Our next follow up will be [REDACTED] via email.
>
> If you have any questions or concerns please feel free to reach out to me
> and I will be delighted to assist.
>
> Thank you,
>
> [REDACTED]
> [REDACTED] Case Manager
> [REDACTED] Customer Care
> [REDACTED] ext. [REDACTED]
> [REDACTED] until [REDACTED]
> ref: [REDACTED].ref
>

Date	01/11/2017	Subject	RAM Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello Mr. [REDACTED]

Thank you for the clarification and providing me with the story on your side. I made an attempt to reach out to your service advisor [REDACTED] but I wasn't able to connect. I left a voicemail requesting a callback. I will be reaching out to the dealership again to figure out what is going on and how we can make progress and move forward with getting your vehicle repaired.

Our next follow up will be [REDACTED] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[REDACTED] Case Manager
[REDACTED] Customer Care

[REDACTED] until [REDACTED]
ref: [REDACTED] ref

Date	Subject	
[REDACTED]	RAM Customer Care Case [REDACTED]	
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]

Hello Mr. [REDACTED]

I made an attempt to reach out to your service advisor [REDACTED] but I wasn't able to connect. I left a voicemail requesting a callback. I will be reaching out to the dealership again to figure out what is going on and how we can make progress and move forward with getting your vehicle repaired.

Our next follow up will be [REDACTED] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[REDACTED] Case Manager
[REDACTED] Customer Care

[REDACTED] until [REDACTED]
ref: [REDACTED] ref

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

Is it possible to talk to another service person. If you call [REDACTED] you'll never talk to him.

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

> Hello Mr. [REDACTED].

> I made an attempt to reach out to your service advisor [REDACTED] but I wasn't able to connect. I left a voicemail requesting a callback. I will be reaching out to the dealership again to figure out what is going on and how we can make progress and move forward with getting your vehicle repaired.

> Our next follow up will be [REDACTED] via email.

> If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

> Thank you,

> [REDACTED] Case Manager
> [REDACTED] Customer Care

> [REDACTED] until [REDACTED]
> ref: [REDACTED] ref

Date	Subject	
[REDACTED]	RAM Customer Care Case [REDACTED]	
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]

Hello Mr. [REDACTED]

In all of my attempts, I have not been able to reach your service advisor or anyone else in the service department. At this time, I will be escalating your case to the Area Manager in order to get some type of response from the dealership.

Our next follow up will be [REDACTED] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[REDACTED] BC Case Manager
Customer Care
[REDACTED] ext. [REDACTED]
[REDACTED] until [REDACTED]
ref: [REDACTED] ref

Date	0 [REDACTED]	Subject	RAM Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Hello Mr. [REDACTED]

At this time, I am still waiting for a response from the Area Manager in order to get some type of response from the dealership. Even though I escalated your case, I still made an attempt to reach anyone in service and was still unsuccessful.

Our next follow up will be [REDACTED] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[REDACTED] BC Case Manager
Customer Care
[REDACTED] ext. [REDACTED]
[REDACTED] until [REDACTED]
ref: [REDACTED] ref

Date	0 [REDACTED]	Subject	RAM Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Hello Mr. [REDACTED]

At this time, I am still waiting for a response from the Area Manager in order to get some type of response from the dealership. If I do not hear anything by our next follow up, I will escalate your case to someone above the Area Manager.

Our next follow up will be [REDACTED] via email, as I will be out of office until then.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[REDACTED] BC Case Manager
Customer Care
[REDACTED] ext. [REDACTED]
[REDACTED] until [REDACTED]
ref: [REDACTED] ref

Date	0 [REDACTED]	Subject	RAM Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Hello Mr. [REDACTED]

At this time, I am have received a response from the Area Manager. He has informed me that he will be making an attempt to reach out to the parts and service director for more information and next steps regarding your vehicle concerns. I will keep you updated accordingly.

Our next follow up will be [REDACTED] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[REDACTED] BC Case Manager
Customer Care
[REDACTED] ext. [REDACTED]
[REDACTED] until [REDACTED]
ref: [REDACTED] ref

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

Hello Mr. [REDACTED]

At this time, I am have received another update from the Area Manager. He has informed me that the Parts and Service Director is supposed to entering case comments for me to review regarding your vehicle concerns. I will keep you updated accordingly.

Our next follow up will be [REDACTED] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[REDACTED] BC [REDACTED] Manager
Customer Care

[REDACTED] until [REDACTED]
ref: [REDACTED] ref

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

Hello Mr. [REDACTED]

At this time, I am still awaiting case comments from the Service Director regarding your vehicle concerns. I have also gotten my supervisor involved for further assistance. I will keep you updated accordingly.

Our next follow up will be [REDACTED] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[REDACTED] BC [REDACTED] Manager
Customer Care

[REDACTED] until [REDACTED]
ref: [REDACTED] ref

Date	[REDACTED]	Subject	RE: RAM Customer Care [REDACTED]		
From	[REDACTED]	To	[REDACTED]	Sent Date/Time	[REDACTED] 23:07 PM

Hello Mr. [REDACTED]

At this time, I am still awaiting case comments from the Service Director regarding your vehicle concerns. I have also gotten my supervisor involved for further assistance. I will keep you updated accordingly.

Our next follow up will be [REDACTED] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[REDACTED] BC [REDACTED] Manager
Customer Care

[REDACTED] until [REDACTED]
ref: [REDACTED] ref

Date	[REDACTED]	Subject	RAM Customer Care [REDACTED]		
From	[REDACTED]	To	[REDACTED]	Sent Date/Time	[REDACTED]

Hello Mr. [REDACTED]

At this time, I am still awaiting case comments from the Service Director regarding your vehicle concerns. I will keep you updated accordingly.

Our next follow up will be [REDACTED] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[REDACTED] BC [REDACTED] Manager
Customer Care

[REDACTED] until [REDACTED]
ref: [REDACTED] ref

Date	[REDACTED]	Subject	RAM Customer Care [REDACTED]
-------------	------------	----------------	------------------------------

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

Hello Mr. [Redacted]

I spoke to the Area Manager and he has advised me to have you bring your vehicle to a different certified dealership for your repairs as the current dealership is still claiming that you declined repairs during your last visit.

Please inform me if there is a dealership you would prefer to go to. Please also advise on how you would like to move forward regarding your case.

Our next follow up will be [Redacted] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[Redacted] Manager
Customer Care
ext. [Redacted]
until [Redacted]
ref: [Redacted] ref

Date	Subject
[Redacted]	Re: RAM Customer Care [Redacted]

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

[Redacted] jeep ram. What do I have to do? Take it over there?

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

> Hello Mr. [Redacted].

>

> I spoke to the Area Manager and he has advised me to have you bring your

> vehicle to a different certified dealership for your repairs as the current

> dealership is still claiming that you declined repairs during your last

> visit.

>

> Please inform me if there is a dealership you would prefer to go to.

> Please also advise on how you would like to move forward regarding your

> case.

>

> Our next follow up will be [Redacted] via email.

>

> If you have any questions or concerns please feel free to reach out to me

> and I will be delighted to assist.

>

> Thank you,

>

> [Redacted] Manager

> Customer Care

> ext. [Redacted]

> until [Redacted]

> ref: [Redacted]:ref

Date	Subject
[Redacted]	RAM Customer Care [Redacted]

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

Hello Mr. [Redacted]

Yes. Please set an appointment to have your vehicle diagnosed and then we can commence assistance from that point on. Once you have an appointment set, please let me know so I can follow up accordingly.

Our next follow up will be [Redacted] via email, as I will be out of office until then.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[Redacted] Manager
Customer Care
ext. [Redacted]
until [Redacted]
ref: [Redacted] ref

Date	Subject
[Redacted]	RAM Customer Care [Redacted]

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

Hello Mr. [REDACTED]

Please let me know if you have an appointment set at your new dealership of choice.

Our next follow up will be [REDACTED] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[REDACTED] Case Manager
Customer Care
ext. [REDACTED] until [REDACTED]
ref: [REDACTED] ref

Date	0 [REDACTED]	Subject	Re: [REDACTED] Customer Care Case [REDACTED]
From	la [REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Appointment is for [REDACTED].

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

> Hello Mr. [REDACTED],

>

> Please let me know if you have an appointment set at your new dealership

> of choice.

>

> Our next follow up will be [REDACTED] via email.

>

> If you have any questions or concerns please feel free to reach out to me

> and I will be delighted to assist.

>

> Thank you,

>

> [REDACTED] Case Manager

> Customer Care

> ext. [REDACTED] until [REDACTED]

>

> ref: [REDACTED]:ref

>

Date	0 [REDACTED]	Subject	Re: [REDACTED] Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello Mr. [REDACTED]

I spoke to your service advisor [REDACTED] I have agreed to give you a [REDACTED] copay and I will cover the rest of your repairs.

Our next follow up will be [REDACTED] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[REDACTED] Case Manager
Customer Care
ext. [REDACTED] until [REDACTED]
ref: [REDACTED] ref

Date	0 [REDACTED]	Subject	Re: [REDACTED] Customer Care Case [REDACTED]
From	la [REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Does that mean they have started the repairs?

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

> Hello Mr. [REDACTED].

> I spoke to your service advisor [REDACTED] I have agreed to give you a [REDACTED] copy and I will cover the rest of your repairs.

> Our next follow up will be [REDACTED] via email.

> If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

> Thank you,

[REDACTED]
[REDACTED] Case Manager
[REDACTED] Customer Care
[REDACTED] ext. [REDACTED]
[REDACTED] until [REDACTED]

> ref: [REDACTED]:ref

Date	07 [REDACTED]	Subject	RAM Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello Mr. [REDACTED]

I spoke to your service advisor [REDACTED] Repairs on your vehicle have been completed and the dealership should be contacting you shortly regarding pickup.

Our next follow up will be [REDACTED] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[REDACTED]
[REDACTED] Case Manager
[REDACTED] Customer Care
[REDACTED] ext. [REDACTED]
[REDACTED] until [REDACTED]

ref: [REDACTED] ref

Date	07 [REDACTED]	Subject	RAM Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello Mr. [REDACTED]

Were you able to pick up your vehicle? Is everything okay? Please let me know and advise if you require any further assistance from me.

Our next follow up will be [REDACTED] via email.

If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

Thank you,

[REDACTED]
[REDACTED] Case Manager
[REDACTED] Customer Care
[REDACTED] ext. [REDACTED]
[REDACTED] until [REDACTED]

ref: [REDACTED] ref

Date	07 [REDACTED]	Subject	Re: RAM Customer Care Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

everything appears to be working ok. thank you for the help.

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

> Hello Mr. [REDACTED].

> Were you able to pick up your vehicle? Is everything okay? Please let me know and advise if you require any further assistance from me.

> Our next follow up will be [REDACTED] via email.

> If you have any questions or concerns please feel free to reach out to me and I will be delighted to assist.

> Thank you,

> [REDACTED] Case Manager
> [REDACTED] Customer Care

> [REDACTED] until [REDACTED]

> ref: [REDACTED]:ref

Date	Subject	
[REDACTED]	RAM Customer Care Case [REDACTED]	
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]

Hello Mr. [REDACTED]

Thank you so much for being a RAM customer, at this time your vehicle has been repaired and is back in your possession.

Being as there are no next steps, your case will be closed as of [REDACTED]

However please note that if you are in need of further assistance please do give RAM customer service a call so we may provided you with the help you need.

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

Thank you,

[REDACTED] Case Manager
[REDACTED] Customer Care

[REDACTED] until [REDACTED]

ref: [REDACTED]:ref

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	CREW CAB	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		Market	U	Language	
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	7245 HIGHWAY 61				
Dealer Zone	Southwest	Sales District		Service District	W
Subject	Part order expedited - ABS				
Synopsis	ABS part expedited				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason		Part Not Available/Backordered	Customer Anomaly		ABS Issues
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Parts on backorder--late

Case Comments

Date	Comment
	Vehicle has been waiting the part since [redacted]. Customer cannot use a vehicle he is paying [redacted] for. Customer advised to get part name, part no., and order no. In the meantime, Dealer is: [redacted] tel: [redacted].
	[redacted] -Service agent Vehicle owner [redacted].
	* [redacted] Mr [redacted] =VM= 1st contact intro, will contact [redacted] for diagnostic / part #;s CM contact info, will call again [redacted].
	* [redacted] Mr [redacted], returning call, CM will be contacting [redacted] for part numbers to expedite, [redacted] has farm and need his truck to be running [redacted]. Diagnosis and part #, Order [redacted].
	* [redacted] Part # [redacted] Order [redacted] **Expedited** PART: [redacted] ANTI-LOCK BRAKE SYSTEM ETA: - [redacted].
	* [redacted] Mr [redacted] =VM= Cm collected part info and sent for expediting
	****PARTS POD UPDATE**** PART: [redacted] (Control) ORDER: [redacted] ETA: N/A Reaching out to PE Team for assistance with part.
	System Update:[Order is pended and cannot be upgraded at this time.]
	Order has been Rel to [redacted] Curr prom date - [redacted].
	* [redacted] -Vm- Part is on route to [redacted] CM will follow up [redacted] k to verify delivery * [redacted] R part on route
	****PARTS POD UPDATE**** PART: [redacted] (Control) ORDER: [redacted] Order INVOICED [redacted] ETA [redacted]. Business days from INVOICE
	* [redacted] SA Hi [redacted] What is current status? Is this one completed and picked Up?
	* [redacted] [redacted] in the shop now. Will be completed by end of the week or sooner.
	* [redacted] Mr [redacted] part was expedited. [redacted] sais he appreciated the part expediting. [redacted] got install scheduled in. [redacted] said yes [redacted] was helpful and got him a loaner care for weekend it will be [redacted]. There are no open recalls, 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]			

[REDACTED]
Hello, this is [REDACTED] Customer Care Specialist,
I called and left a voice message [REDACTED] about your;
[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]

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

Hello, this is [REDACTED] Customer Care Specialist,
I called and left a voice message [REDACTED] about your;
[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]

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

██████████
Hello, this is ██████ Customer Care Specialist, I called and left a voice message ██████
I have acquired the part information from the Dealership and your part order has been submitted for expediting. I will follow up in a ██████████ when I have ETA info.

Please let us know if you have any additional questions or concerns.

Kind Regards,

██████████
Telephone: ██████████ Ext: ██████████
██████████ Case Management

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

From: RAM Customer Care [██████████]
Sent: ██████████
To: ██████████
Subject: RAM Case Management _ Case ██████████

██████████
Hello, this is ██████ Customer Care Specialist,
I called and left a voice message ██████ about your;
██████████ ██████████ ██████████ ██████████

Here is some information that will be helpful for you to have:
██████████ ██████████ ██████████ 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:_00Dj01qsDF_5003Z1ZFXrm:ref

Date	██████████	Subject	Regarding your Case ██████████ / ? propos de votre dossier (██████████ / Referente a su caso ██████████
From	██████████	To	██████████
		Sent Date/Time	05/13/2023 ██████████

Dear [REDACTED]
Thank you for contacting [REDACTED].
We spoke recently and your ABS part was expedited
There are no (0) open recall on your vehicle at this time.
Our records indicate that case number [REDACTED] closed.

You will receive a Customer satisfaction survey regarding your Customer Care telephone phone 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 contacting [REDACTED]!

If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.

[REDACTED]
Telephone: [REDACTED], Ext: [REDACTED]

Madame, Monsieur [REDACTED]
Nous vous remercions d'avoir communiqué avec le service à la clientèle de [REDACTED]
Selon nos renseignements, le dossier [REDACTED] a été clos.
Si vous avez besoin d'aide supplémentaire, n'hésitez pas à nous contacter. Nous nous ferons un plaisir de vous assister.
Nous vous remercions et vous souhaitons une excellente journée.
Le Service à la Clientèle de [REDACTED]
Estimado cliente,
Le agradecemos que haya contactado a [REDACTED]
Nuestros registros indican que el número de caso [REDACTED] se encuentra concluido.
Si requiere de asistencia adicional, por favor comuníquese con nosotros por teléfono y con mucho [REDACTED] lo atendemos.
Muchas gracias y que tenga un excelente día.
Centro de Atención de [REDACTED]

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

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

[REDACTED]

Hello, this is [REDACTED] Customer Care Specialist, I called and left a voice message [REDACTED]
I have acquired the part information from the Dealership and your part order has been submitted for expediting. I will follow up in a [REDACTED] when I have ETA info.

Please let us know if you have any additional questions or concerns.

Kind Regards,

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

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

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

[REDACTED]

Hello, this is [REDACTED] Customer Care Specialist,
I called and left a voice message [REDACTED] about your;
[REDACTED] [REDACTED] [REDACTED] [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]
[REDACTED] Case Management

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ref:_00Dj01qsDF_5003Z1ZFXrm:ref

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

Dear [REDACTED]
Thank you for contacting [REDACTED]
We spoke recently and your ABS part was expedited
There are no (0) open recall on your vehicle at this time.
Our records indicate that case number [REDACTED] closed.

You will receive a Customer satisfaction survey regarding your Customer Care telephone phone 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 contacting [REDACTED]!

If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.

Telephone: [REDACTED] Ext: [REDACTED]

Madame, Monsieur [REDACTED]
Nous vous remercions d'avoir communiqué avec le service à la clientèle de [REDACTED]
Selon nos renseignements, le dossier [REDACTED] a été clos.
Si vous avez besoin d'aide supplémentaire, n'hésitez pas à nous contacter. Nous nous ferons un plaisir de vous assister.
Nous vous remercions et vous souhaitons une excellente journée.
Le Service à la Clientèle de [REDACTED]

Estimado cliente,
Le agradecemos que haya contactado a [REDACTED]
Nuestros registros indican que el número de caso [REDACTED] se encuentra concluido.
Si requiere de asistencia adicional, por favor comuníquese con nosotros por teléfono y con mucho [REDACTED] lo atendemos.
Muchas gracias y que tenga un excelente día.

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] Case Management _ Case [REDACTED]

Hello, this is [REDACTED] Customer Care Specialist, I called and left a voice message [REDACTED]
I have acquired the part information from the Dealership and your part order has been submitted for expediting. I will follow up in a [REDACTED] when I have ETA info.

Please let us know if you have any additional questions or concerns.

Kind Regards,

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

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] Case Management _ Case [REDACTED]

Hello, this is [REDACTED] Customer Care Specialist,
I called and left a voice message [REDACTED] about your;

Here is some information that will be helpful for you to have:
[REDACTED] Southwest Case Management
My Schedule: [REDACTED] EST. [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

New Customer Assistance Inquiry Record (CAIR)

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

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

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

Customer					
Customer Address					
City/State/Country/Zip		MS			

Dealer		JEEP OF	Dealer Phone		
Dealer Address					
		MS			
Dealer Zone		Sales District		Service District	R

Subject	Back ordered part				
Synopsis	ABS Module has arrived at the - need to call to set up appt for installation				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/28/2023	Open
04/28/2023	Closed
04/28/2023	Open
05/26/2023	Closed

Initial Description

Back ordered part

Case Comments

Date	Comment
	Customer for back ordered part. Placed him on hold and he disconnected. Didn't verify # as had green check mark and no number showed up
	Customer for back ordered part for abs module. Car at dlr rainbow. Advised would escalate to a case manager and to allow 1 business day call back. # on file
	Agent tried calling however no one answered. R already closed. Set first contact task for Agent to work
	EMAIL TO CST*** Good Evening, We apologize for the delay, but due to some unforeseen circumstances, we were unable to get to your case. We will follow back up with you with an update. Can you please Confirm the dealership that has your order placed through and if you have a part number or order number, please advise. If you have any questions or concerns, feel free to reach out to your case manager. Agent was unable to call CST as it was to EOB day. Agent set task for agent to follow up
	PA confirmed part needed for CST is PART NUMBER: MODULE ORDER NUMBER ETA: NA RENTAL: UNKNOWN RENTAL START DATE: UNKNOWN RENTAL \$\$: UNKNOWN VOR: YES
	aAGENT CALLED cst IN ORDER TO DISCUSS CASE HOWEVER aAGENT DID NOT HAVE rEMOTE aCCESS CODE AND COULD NOT LEAVE VM. AGENT SENT EMAIL TO CST
	****PARTS POD UPDATE**** PART: (Module) ORDER: Per GPOP: ASN (Advanced Shipping Notice) - released material for service fulfillment. Order scheduled to fill with transit to MOPAR from pending CONFIRMATION receipt at PDC for processing ETA: Tentative week of (Subject to Change) - Pending delays due to manpower constraints / shortages in supply base network Working to improve.
	System Update:[Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA. (CHKS.) OB - phone rings and asks for remote access code, could not leave vm ()
	****PARTS POD UPDATE**** PART: (Module) ORDER: Order INVOICED PDC UPS TRACKING# DLVD
	Vehicle has arrived at dealership E JEEP OF and attended by dealer employee
	obc to dlr Cm advised that another part was ordered order eta
	obc to cst Cm attempted to call cst. Ask for remote access code
	IB CST CALL Customer called in for info warm transferred to CM
	ibc order omc no eta date vor yes no rental cell

Date	Comment
	****PARTS POD UPDATE**** PART: [REDACTED] (Control) ORDER: [REDACTED] [REDACTED] [REDACTED] ETA: N/A Reaching out to PE Team for assistance with part.
	System Update:[Order is pended and cannot be upgraded at this time.]
	Order block has been released,Order current status released to [REDACTED] on [REDACTED] ETA 5 to [REDACTED] days .
	OB DLR Spoke to Nick in parts. part is in
	OB CX no voice mail. called back again and no voice mail
	email to cx Mr. [REDACTED]. Good morning. I tried to reach you by phone but there was no answer. Your ABS module has arrived at the dealership. Please reach out to them to set up an appointment for installation. Thank you, [REDACTED] for [REDACTED] Case Manager
	****PARTS POD UPDATE**** PART: [REDACTED] (Control) ORDER: [REDACTED] [REDACTED] [REDACTED] Order DLVD DLR DDS (Daily Delivery Service)
	Vehicle has arrived at dealership [REDACTED] [REDACTED] DODGE JEEP OF and attended by dealer employee
	*OBC to CX: Tried calling CX to advise that ABS Module has arrived at the DLR and needs to set up an appointment for installation, but no answer. No voicemail either. Will send an email as well.

Email(s)

Date	Subject	
[REDACTED]	Back ordered part	
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]

Good Evening,

We apologize for the delay, but due to some unforeseen circumstances, we were unable to get to your case. We will follow back up with you [REDACTED] with an update. Can you please Confirm the dealership that has your order placed through and if you have a part number or order number, please advise.

If you have any questions or concerns, feel free to reach out to your case manager.
ref: [REDACTED]ref

Date	Subject	
[REDACTED]	Re: Back ordered part. Dealership is [REDACTED], Ms. [REDACTED]	
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]

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

> Good Evening,
>
>
> We apologize for the delay, but due to some unforeseen circumstances, we
> were unable to get to your case. We will follow back up with you [REDACTED] with
> an update. Can you please Confirm the dealership that has your order placed
> through and if you have a part number or order number, please advise.
>
>
> If you have any questions or concerns, feel free to reach out to your case
> manager.
>
> ref: _00Dj01qsDF_5003Z1ZFYBX:ref
>

Date	Subject	
[REDACTED]	RAM Case Management - Case [REDACTED]	
From	To	Sent Date/Time
[REDACTED] us	[REDACTED]	[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 [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

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

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

[REDACTED] behalf of [REDACTED]
ref: [REDACTED]ref

Date	Subject	
[REDACTED]	RE: RAM Case Management - Case [REDACTED]	
From	To	Sent Date/Time
[REDACTED] us	[REDACTED]	[REDACTED] 16:32 PM

Good morning [REDACTED]

I'm reaching out to advise you that your parts ETA is [REDACTED]

If you should have any questions, please let me know.

[REDACTED] on behalf of [REDACTED]
ref: [REDACTED] ref

Date	Subject	RAM	Management -
From: [REDACTED] us	To: [REDACTED]		Sent Date/Time [REDACTED] [REDACTED]

Mr. [REDACTED]

Good morning. I tried to reach you by phone but there was no answer.

Your ABS module has arrived at the dealership. Please reach out to them to set up an appointment for installation.

Thank you,

[REDACTED] for [REDACTED]
Manager
ref: [REDACTED] ref

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

Good morning Mr. [REDACTED]

I'm reaching out to you to advise you that your ABS Module has arrived at the dealership. You will need to contact them to set up an appointment for installation.

If you need assistance setting up an appointment, please call me at [REDACTED] Ext [REDACTED] and I would be happy to assist you.

If everything is working fine and no further assistance is needed you do not need to do anything and I will close out the case on [REDACTED]

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

As a reminder within one day after the call you will receive an email containing a survey about our interaction [REDACTED]. I would appreciate it if you would take the opportunity to complete it.

[REDACTED]
RAM Customer Care

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

Mr. [REDACTED]

Good morning. I tried to reach you by phone but there was no answer.

Your ABS module has arrived at the dealership. Please reach out to them to set up an appointment for installation.

Thank you,

[REDACTED] for [REDACTED]
Manager
ref: [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	CREW	
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			M	Dealer Phone	
Dealer Address					
City/State/Country/Zip					
Dealer			WV		
Dealer		Sales District		Service District	P
Subject	Vehicle				
Synopsis	closed				
Customer Anomaly	Engine				
	OTHER				
Contact Reason		Part Not Available/Backordered	Customer Anomaly		General engine issues
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Cst stated that he is waiting for a part since [REDACTED] and he needs the acu actuator.

Part #: [REDACTED]

Order #: [REDACTED]

Case Comments

Date	Comment
[REDACTED]	Cst stated that he is waiting for a part since [REDACTED] and he needs the acu actuator. Cst said a part was order for a cst similar for him and they can't use the waiting part on someone else vehicle. Cst dlr: Cma's [REDACTED] Part #: [REDACTED] Order #: Advisor inform reach out to the dlr and was inform that they will use the part that is already there for him. No further action.
[REDACTED]	[REDACTED] R called to see about getting part expedited. Part [REDACTED] Order [REDACTED] Advised would have case escalated for parts expediting and should receive a call back within [REDACTED]
[REDACTED]	***** CASE REVIEWED BY BC 35 ***** [REDACTED] service date: [REDACTED] Dealer: [REDACTED] Original Owner: [REDACTED] Mileage: [REDACTED] Vehicle purchase loyalty: [REDACTED] Multiple Repairs/ Previous related repairs: no Loyalty Score: [REDACTED] Restrictions: no Previous Related Cases: no MVP plans: none Recalls: none Basic Warranty: [REDACTED] Expired (Time) Powertrain Warranty: [REDACTED] or [REDACTED] Miles Issue: B/O parts
[REDACTED]	***PARTS ESCALATION*** Part number: [REDACTED] Order number: [REDACTED] Order type: [REDACTED] code: [REDACTED] ETA:PARTMANAGED ALLOC LVL 2 - PART ON HOLD UNTIL ENGINEERING REVIEW IS COMPLETE
[REDACTED]	***OUT BOUND CALL TO CUSTOMER*** [REDACTED] [REDACTED] RAM [REDACTED] R has a part on shelf but is for another customer has appointment on [REDACTED]
[REDACTED]	***OUT BOUND CALL*** [REDACTED] [REDACTED] s [REDACTED] M does not have a part for him
[REDACTED]	***OUT BOUND CALL TO CUSTOMER*** [REDACTED] [REDACTED] RAM advised dlr does not have the part and we have our parts team involved, provided case number, case management number and EXT advised of follow up on [REDACTED]
[REDACTED]	System Update:[Order is pended and cannot be upgraded at this time.]
[REDACTED]	JK: PE Case Update: [UCS available for part number [REDACTED] at depot [REDACTED] Please force part to fill this order. Thank you.]
[REDACTED]	*****PARTS POD UPDATE***** □ DEALER: [REDACTED] ORDER NUMBER: [REDACTED] PART NUMBER: [REDACTED] ABS HYDRAULIC CONTROL MODULE [REDACTED] ENGR REVIEW - MANAGED ALLOC LVL 2 - PART UNDER DEVELOPMENT FOR REMAN, ACCESSORIES OR MOPAR PERFORMANCE. EXP - [REDACTED] NO CURR PROM DATE - ETA to DEALER will be provided, once available. *****END OF UPDATE*** [REDACTED] *****REQUEST TO FIELD SUPPORT***** Inventory available in [REDACTED] s. Writer sent request to Field Support to force part to fill this order, IF ABLE.
[REDACTED]	***OUT BOUND CALL TO CUSTOMER*** [REDACTED] [REDACTED] RAM advised there is still no ETA follow up on [REDACTED]
[REDACTED]	Order has been released to [REDACTED] on [REDACTED] and its cannot be upgraded. Current promise ETA is [REDACTED]

Date	Comment
[REDACTED]	PE Case Update: [Order reverted to a backordered state. [REDACTED] available for part number [REDACTED] at depot [REDACTED]. Please force part to fill this order. Thank you.]
[REDACTED]	Pended order released. Order has been Released to PDC.Current promise date is [REDACTED]
[REDACTED]	<input type="checkbox"/> *****PARTS POD UPDATE***** <input type="checkbox"/> DEALER: [REDACTED] ORDER NUMBER: [REDACTED] PART NUMBER: [REDACTED] ABS HYDRAULIC CONTROL MODULE UPS TRACKING# [REDACTED] - Delivered On [REDACTED] at Receiver Delivered To: MARTINSBURG, WV US Received By: [REDACTED] *****END OF UPDATE***** B/O Parts Task Completed. Please follow up with the Dealer to confirm part has been delivered. If further assistance is needed, complete part order detail and assign a new task to [REDACTED]
[REDACTED]	****OUT BOUND DLR CALL**** [REDACTED] s [REDACTED] of M spoke [REDACTED] was given the wrong part and order number, have the part is in his hands.
[REDACTED]	***OUT BOUND CALL TO CUSTOMER*** [REDACTED] RAM Part is in, needs to make an appointment follow up on [REDACTED]
[REDACTED]	***OUT BOUND CALL TO CUSTOMER*** [REDACTED] RAM goes in on [REDACTED] advised will follow up on [REDACTED]
[REDACTED]	Vehicle has arrived at dealership [REDACTED] s [REDACTED] of M and attended by dealer employee
[REDACTED]	****OUT BOUND DLR CALL**** [REDACTED] s [REDACTED] of M spoke to [REDACTED] and repairs are complete
[REDACTED]	***OUT BOUND CALL TO CUSTOMER*** [REDACTED] RAM everything is running fine. happy with repairs

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	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer		DODGE	JEEP RAM	Dealer Phone	
Dealer Address					
				Service District	Y
Subject	Rental Request/Parts Backorder				
Synopsis	no response from customer				
Customer Anomaly	Engine				
	OTHER				
Contact Reason		Request For Rental Vehicle	Customer Anomaly		General engine issues
Reason Code	After Sales - Complaint - Product - Rental Request - Rental				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Customer called in stating that the part for the vehicle will take 3 almost 4 months to be delivered. Customer stated that he have no vehicle and would like to get the part expedited.

Case Comments

Date	Comment
	VOC: Customer called in stating that the part for the vehicle will take 3 almost 4 months to be delivered. Customer stated that he have no vehicle and would like to get the part expedited and rental assistance. Actions Taken: Advise customer that a case will be created and escalated for further review and handling. Advise customer that the specialist will reach out back within [redacted] Reassign to Specialist.
	[redacted] DEALERSHIP CALL [redacted] POC: [redacted] contact the service dept to follow up on the repair. The part is a controller. The part number is [redacted]. The order number is [redacted]. The part is set to special handling. Request to the service dept. No answer from the service dept. Left detailed voice mail with the brand number.
	PART: [redacted] ORDER: [redacted] GPOB ETA [redacted] ? VOR: (Y/N) Y RENTAL: (Y/N) N RENTAL START DATE: n/a RENTAL AMOUNT: \$\$ n/a
	[redacted] CUSTOMER CALL CM called the customer. The customer has a commercial vehicle. the customer cant uses any rental. The customer advises the rental needs to tow [redacted]. Inform the customer about putting the vehicle part up for expedite. Advise will follow up with rental information when available.
	[redacted] Check List Household vehicles: 1 household vehicle CCS: [redacted] Score: [redacted] Original Owner: N; [redacted] Y Repair: ABS backordered; needs rental ISD: [redacted] Commercial: Y Previous Goodwill: N
	****PARTS POD UPDATE**** PART: [redacted] (Control) ORDER: [redacted] ETA: N/A Reaching out to PE Team for assistance with part.
	System Update:[Order is pended and cannot be upgraded at this time.]
	Pended order released. Order has been Released to [redacted]. Current promise date is [redacted].
	OUTBOUND CUSTOMER CALL CM called the customer. Advise the customer on the progress of the rental of a truck. Inform the customer will follow up when more information is available.
	Part Specialist Update Part: [redacted], order [redacted] invoiced from [redacted] ETA to dealer: [redacted] CM follow up with dealer parts to ensure arrival and confirm repairs
	Vehicle has arrived at dealership [redacted] and attended by dealer employee
	Vehicle has arrived at dealership [redacted] and attended by dealer employee
	The part has arrived at the dealership and the vehicle was brought in [redacted]
	****OUTBOUND CUSTOMER EMAIL** CM emailed the customer
	[redacted] DEALERSHIP CALL [redacted] POC: CM contact the service dept to follow up on the repair. The repair was completed [redacted] ***OUTBOUND CUSTOMER CALL*** CM called the customer. The repair was successful. Advise the customer to send in the repair order to review for a service contact. the customer OWNS the vehicle.

Date	Comment
██████████	****OUTBOUND CUSTOMER EMAIL** CM emailed the customer
██████████	****OUTBOUND CUSTOMER EMAIL** CM emailed the customer
██████████	****OUTBOUND CUSTOMER EMAIL** CM emailed the customer

Email(s)

Date	Subject	
██████████	Rental Request/Parts Backorder	
From	To	Sent Date/Time
██████████	██████████	██████████
<p>Good Afternoon</p> <p>I apologize for the inconvenience this experience has caused you. I have information if you still need to rent a truck. Would still be by reimbursement after the vehicle has been repaired.</p> <p>Thank you for contacting ██████████ for your truck rental needs. I was able to book your reservation for a ██████ on ██████ and the reservation number is ██████████. Please note that the pick-up location is:</p> <p>██████████ Truck Rental - TRUCK RENTAL ██████████</p> <p>██████████</p> <p>██████████</p> <p>██████████</p> <p>If you have any further questions, or if you have any changes that need to be made to your reservation, please contact the branch location directly.</p> <p>Thank you for choosing ██████████</p> <p>Case Manager ██████████</p> <p>Ext: ██████████</p> <p>RAM/SRT Specialist</p> <p>RAM ██████████</p> <p>SRT: ██████████</p> <p>ref: ██████████ ref</p>		

Date	Subject	
██████████	RE: Rental Request/Parts Backorder	
From	To	Sent Date/Time
██████████	██████████	██████████

Good Afternoon,

This is [REDACTED] with RAM Care.

Please scan or take a picture of your repair orders for review. Hit reply to this email and attach the document.

Thank you for being a Loyal RAM Customer,

Case Manager [REDACTED]
Ext: [REDACTED]
RAM/SRT Specialist
RAM [REDACTED]
SRT: [REDACTED]

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

From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Rental Request/Parts Backorder

Good Afternoon

I apologize for the inconvenience this experience has caused you. I have information if you still need to rent a truck. Would still be by reimbursement after the vehicle has been repaired.

Thank you for contacting [REDACTED] for your truck rental needs. I was able to book your reservation for a [REDACTED] on [REDACTED] and the reservation number is [REDACTED]. Please note that the pick-up location is:

[REDACTED] - [REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

If you have any further questions, or if you have any changes that need to be made to your reservation, please contact the branch location directly.

Thank you for choosing [REDACTED]

Case Manager [REDACTED]
Ext: [REDACTED]
RAM/SRT Specialist
RAM [REDACTED]
SRT: [REDACTED]

ref: [REDACTED] ref

Date	05/ [REDACTED]	Subject	RE: Rental Request/Parts Backorder
From	[REDACTED]	To	[REDACTED] [REDACTED]
		Sent Date/Time	[REDACTED]

Good Afternoon

This is [REDACTED] with Ram Care.

As stated in the previous email, please attach your document to this email by hitting reply and attaching the document.

I will keep this case open for [REDACTED]. If you should need future assistance, please feel free to contact our office at the number listed below.

Case Manager [REDACTED]
Ext: [REDACTED]
RAM/SRT Specialist
RAM [REDACTED]
SRT: [REDACTED]

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

From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Rental Request/Parts Backorder

Good Afternoon,

This is [REDACTED] with [REDACTED].

Please scan or take a picture of your repair orders for review. Hit reply to this email and attach the document.

Thank you for being a Loyal RAM Customer,

Case Manager [REDACTED]
Ext: [REDACTED]
RAM/SRT Specialist
RAM [REDACTED]
SRT: [REDACTED]

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

From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Rental Request/Parts Backorder

Good Afternoon

I apologize for the inconvenience this experience has caused you. I have information if you still need to rent a truck. Would still be by reimbursement after the vehicle has been repaired.

Thank you for contacting [REDACTED] for your truck rental needs. I was able to book your reservation for a 1 TON on [REDACTED] and the reservation number is [REDACTED]. Please note that the pick-up location is:

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

If you have any further questions, or if you have any changes that need to be made to your reservation, please contact the branch location directly.

Thank you for choosing [REDACTED]

Case Manager [REDACTED]
Ext: [REDACTED]
RAM/SRT Specialist
RAM [REDACTED]
SRT: [REDACTED]

ref: [REDACTED] ref

Date	05/11/2014	Subject	RE: Rental Request/Parts Backorder
From	RAM Customer Care ([REDACTED])	To	[REDACTED] Sent Date/Time [REDACTED]

Good Afternoon,

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

A new case can be reopened once the documentation is received.

I would like to 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 feedback would be greatly appreciated.

Thank you for being a loyal and valued RAM customer!

Case Manager [REDACTED]
Ext: [REDACTED]
RAM/SRT Specialist
RAM [REDACTED]
SRT: [REDACTED]

[REDACTED] -- Original Message -----

From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Rental Request/Parts Backorder

Good Afternoon

This is [REDACTED] with Ram Care.

As stated in the previous email, please attach your document to this email by hitting reply and attaching the document.

I will keep this case open for [REDACTED]. If you should need future assistance, please feel free to contact our office at the number listed below.

Case Manager [REDACTED]
Ext: [REDACTED]
RAM/SRT Specialist
RAM [REDACTED]
SRT: [REDACTED]

[REDACTED] -- Original Message -----

From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Rental Request/Parts Backorder

Good Afternoon,

This is [REDACTED] with RAM Care.

Please scan or take a picture of your repair orders for review. Hit reply to this email and attach the document.

Thank you for being a Loyal RAM Customer,

Case Manager [REDACTED]
Ext: [REDACTED]
RAM/SRT Specialist
RAM [REDACTED]
SRT: [REDACTED]

[REDACTED] -- Original Message -----

From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Rental Request/Parts Backorder

Good Afternoon

I apologize for the inconvenience this experience has caused you. I have information if you still need to rent a truck. Would still be by reimbursement after the vehicle has been repaired.

Thank you for contacting [REDACTED] for your truck rental needs. I was able to book your reservation for a 1 TON on [REDACTED] and the reservation number is [REDACTED]. Please note that the pick-up location is:

[REDACTED] Rental - TRUCK RENTAL [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

If you have any further questions, or if you have any changes that need to be made to your reservation, please contact the branch location directly.

Thank you for choosing Enterprise!

Case Manager [REDACTED]
Ext: [REDACTED]
RAM/SRT Specialist
RAM: [REDACTED]
SRT: [REDACTED]

ref:_00Dj01qsDF_5003Z1ZFa1o:ref

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	CREW CAB 4X2	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer					
Dealer Address					
4103 INTERSTATE 10 E					
ORANGE TX 77630					
Dealer Zone					
District					
Service District					
H					
Subject					
parts back order					
Synopsis					
-					
Customer Anomaly					
Contact Reason					
Part Not Available/Backordered					
Customer Anomaly					
Reason Code					
After - Complaint - Parts - Parts - Part in backorder/not available					

Case Status History

Create Date	Status
04/28/2023	Open
05/	Suspended
05/	Open
05/	Closed

Initial Description

parts on back order and cx has a safety issues with brakes lights and has no brakes carry a trailer

best contact #

Case Comments

Date	Comment
	parts on back order and cx has a safety issues with brakes lights and has no brakes carry a trailer best contact #
	** from Customer** in to speak with said they do not take in bounds atm and the first contact was not under her name. transferred customer to the CM who had the first contact
	Part Number T bought vehicle with specifics of pulling equipment and trail brakes are not working. (no one knew during time of sale) Other s have the part in stock but not willing to sale. can not haul equipment at this time. was advised ETA is Agent asked if repairs are being covered under warranty. is covering the repairs directly. Agent advised we would need a copy of the bill of sale, registration and T driver license in order to update system reflecting as the new owner. was understanding however stated he will never buy another dodge again
	Agent called in order to speak with or Parts to get order number. Cashier states no one was able to take call. Agent sent email to PM and SA to get order number. CM and CM TL are included in email thread
	DOC: document attached
	CM received P&O number. -P# -O#-\$Bean01 CM spoke with PA who is willing to do D2D. Cm informed PA at and CX. has sent part info to and will follow up
	DOC: has been attached.
	****PARTS POD UPDATE**** PART: (Control) ORDER: ETA: N/A Reaching out to PE Team for assistance with part
	System Update:[Order is pended and cannot be upgraded at this time.]
	CM emailed part update and will follow up again on
	Order has been released to on and its cannot be upgraded. Current promise ETA is
	Vehicle has arrived at dealership and attended by dealer employee
	****PARTS POD UPDATE**** PART: 68143491AB (Control) ORDER: BEAN01 OMC: 81904729 Order INVOICED PDC 5/11 ETA: 2-3 Business days
	CM spoke with CX who states R received part () CX had vehicle repaired CX states he is satisfied with the vehicle and had fast CM had part delivered. CM will be closing case.

Email(s)

Date	05 [REDACTED]	Subject	New Owner
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Dear Mr. [REDACTED],

Please reply directly to this email with a copy of the following documents as an attachment in order for our systems to be update:

Bill of Sale
Registration/Title
Copy of your Driver's ID Card

Our Fax Number is [REDACTED].

[REDACTED] on behalf of [REDACTED]
ref: [REDACTED] ref

Date	05 [REDACTED]	Subject	Customer Care
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Good Morning,

At this time there is currently no estimated time of arrival on your part. We are working to ensure we receive your part shortly. Customer Care appreciates your patience and understanding during this frustrating time. I will follow up again on Wednesday for another update.

[REDACTED] Case [REDACTED].

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

Dear Mr. [REDACTED],

Please reply directly to this email with a copy of the following documents as an attachment in order for our systems to be update:

Bill of Sale
Registration/Title
Copy of your Driver's ID Card

Our Fax Number is [REDACTED].

[REDACTED] on behalf of [REDACTED]
ref: [REDACTED] ref

Date	05 [REDACTED]	Subject	Customer Care
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Good Morning,

At this time there is currently no estimated time of arrival on your part. We are working to ensure we receive your part shortly. Customer Care appreciates your patience and understanding during this frustrating time. I will follow up again on Wednesday for another update.

[REDACTED] Case [REDACTED].

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

Dear Mr. [REDACTED],

Please reply directly to this email with a copy of the following documents as an attachment in order for our systems to be update:

Bill of Sale
Registration/Title
Copy of your Driver's ID Card

Our Fax Number is [REDACTED].

[REDACTED] on behalf of [REDACTED]
ref: [REDACTED] ref

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

Good Morning,

Thank you for allowing RAM Customer Care to assist with your vehicles repairs. I am so glad I could help and make this process quick and easy for you. We appreciate the patience you provided during this inconvenience. At this time, I will be closing out your case, if in the future you have any further questions or concerns you are more then welcome to give me a call anytime, I will be happy to assist.

You also may receive a short question survey, based off the satisfaction of the assistance I provided your feed back is greatly appreciated!!

Thank you for being a loyal RAM Customer. Have a good day.

[REDACTED] Case [REDACTED]

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

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

Good Morning,

At this time there is currently no estimated time of arrival on your part. We are working to ensure we receive your part shortly. Customer Care appreciates your patience and understanding during this frustrating time. I will follow up again on Wednesday for another update.

[REDACTED] Case [REDACTED]

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

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

Dear Mr. [REDACTED],

Please reply directly to this email with a copy of the following documents as an attachment in order for our systems to be update:

- Bill of Sale
- Registration/Title
- Copy of your Driver's ID Card

Our Fax Number is [REDACTED]

[REDACTED] on behalf of [REDACTED]

ref: [REDACTED] ref

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

Good Morning,

Thank you for allowing RAM Customer Care to assist with your vehicles repairs. I am so glad I could help and make this process quick and easy for you. We appreciate the patience you provided during this inconvenience. At this time, I will be closing out your case, If in the future you have any further questions or concerns you are more then welcome to give me a call anytime, I will be happy to assist. You also may receive a short question survey, based off the satisfaction of the assistance I provided your feed back is greatly appreciated!!

Thank you for being a loyal RAM Customer. Have a good day.

██████████ Case ██████████

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

From: US Customer Care (██████████)

Sent: ██████████

To: ██████████

Subject: Customer Care

Good Morning,

At this time there is currently no estimated time of arrival on your part. We are working to ensure we receive your part shortly. Customer Care appreciates your patience and understanding during this frustrating time. I will follow up again on Wednesday for another update.

██████████ Case ██████████

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

From: US Customer Care (██████████)

Sent: ██████████

To: ██████████

Subject: New Owner

Dear Mr. ██████████,

Please reply directly to this email with a copy of the following documents as an attachment in order for our systems to be update:

- Bill of Sale
- Registration/Title
- Copy of your Driver's ID Card

Our Fax Number is ██████████

██████████ on behalf of ██████████

ref: ██████████ ref

Date	██████████	Subject	RE: Customer Care
From	██████████	To	██████████
		Sent Date/Time	██████████

Good Morning,

Thank you for allowing RAM Customer Care to assist with your vehicles repairs. I am so glad I could help and make this process quick and easy for you. We appreciate the patience you provided during this inconvenience. At this time, I will be closing out your case, If in the future you have any further questions or concerns you are more then welcome to give me a call anytime, I will be happy to assist.
You also may receive a short question survey, based off the satisfaction of the assistance I provided your feed back is greatly appreciated!!

Thank you for being a loyal RAM Customer. Have a good day.

██████████ Case ██████████

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

From: US Customer Care (██)

Sent: ██████████

To: ██████████

Subject: Customer Care

Good Morning,

At this time there is currently no estimated time of arrival on your part. We are working to ensure we receive your part shortly. Customer Care appreciates your patience and understanding during this frustrating time. I will follow up again on Wednesday for another update.

██████████ Case ██████████

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

From: US Customer Care (██)

Sent: ██████████

To: ██████████

Subject: New Owner

Dear Mr. ██████████,

Please reply directly to this email with a copy of the following documents as an attachment in order for our systems to be update:

- Bill of Sale
- Registration/Title
- Copy of your Driver's ID Card

Our Fax Number is ██████████

██████████ on behalf of ██████████

ref: ██████████ ref

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle		CAB 4X4	
Customer Provided VIN		Line of Business		Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Brand Site	Reason	recall
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 Phone	
Dealer Address					
124 N POINT BLVD					
BALTIMORE					
Dealer		Sales District		Service District	M
Subject					
ABS and					
Synopsis					
Close					
Customer Anomaly					
Brakes					
Automatic Braking System (ABS)					
Contact Reason		Part Not Available/Backordered		Customer Anomaly	ABS Issues
Reason Code					
After Sales - Complaint - Parts - Parts - Part in backorder/not available					

Case Status History

Create Date	Status
04/29/2023	Open
05/0	Open
05/08/2023	Suspended
05/	Open
05/30/2023	Closed
06/04/2023	Open
06/05/2023	Closed

Initial Description

I have paid for the contoll modle. Because dealer \nsaid .now the no time frame and fuel pump is a recall coming and reimbursement do I have a truck not safe to drive what are you going to do about it

Case Comments

Date	Comment
	CX is awaiting the and fuel pump says they have no time frame
	Agent called customer and spoke with customer Customer stated he as been waiting for this back ordered part . Customer stated part has been ordered from dlr code . Customer stated it is the . Customer stated he had to put a deposit down for the dlr to order the part and customer paid that and still does not have his vehicle repaired. Customer would like part expedited to dlr. Agent advised will escalate to expediting team for review. Customers daytime and evening contact is . Customers email address is correct on file.
	35 REVIEW***** VIN: In Service Date10 Dealer Code: Mileage: Original Owner? Yes Loyalty Score: Is vehicle within Warranty?BASIC WARRANTY s or U Expired (Time) POWERTRAIN WARRANTY or 0 or Is customer in rental? No Parts on B/O? Yes STAR Case? No Repeat issue? No Previous Related Cases/Goodwill/DM Notes: Customer Concern/Issue/Request: Customer stated he as been waiting for this back ordered part . Customer stated part has been ordered from dlr code 5 . Customer stated it is the . Customer stated he had to put a deposit down for the dlr to order the part and customer paid that and still does not have his vehicle repaired. Customer would like part expedited to dlr. Agent advised will escalate to expediting team for review. Customers daytime and evening contact is . Customers email address is correct on file. MVP Case - GAP GUARANTEED AUTOMOTIVE PROTECTION Recall: No
	*****Outbound to the cx***** writer called the cx and was advised that replaced the brake modular and said that Hyrdraulic brake modular not in till and then and then said they don't have any. advised it was on hold due to engineering evaluation. since cx said they didn't order. eta is ABS cx said he picked up and lights were on, it will need hydraulic control unit and replaced the fuel pump. cx said he called of and cx said he called and it was on hold Part no cx vehicle was at of on is the advisor
	*****Outbound to the dlr***** Keene parts advised no history of that vehicle being in that dealership. writer tried contacting the of but not able to get connected writer will try again.
	*****Outbound to the cx***** writer called the cx and said that vehicle has been at the house. cx advised that part was no available to be ordered so no one could order that part. writer advised that will follow up on

Date	Comment
[REDACTED]	*****Outbound to the dlr*****Phone#: Click to dial [REDACTED] writer called the dlr and spoke to [REDACTED] and was advised that she sees from [REDACTED] cx stated ABS lights replaced module will need [REDACTED] ABS [REDACTED] advised that the SA will contact us back.
[REDACTED]	*****Outbound to the cx***** writer called the cx and advised that there are no parts that have been ordered and [REDACTED] will contact us back. cx was upset that why are we not able to order the parts for the cx and its unsafe to drive and this is a lemon, writer advised we are here for warranty repairs and that the case has been escalated due to b/o part which is not ordered. cx said it was not ordered because it was not available to be ordered. cx said he needs an answer that why don't we have a part to be ordered for his vehicle and disconnected the phone as cx was at work till [REDACTED] *****Outbound to the dlr***** writer called the dlr and spoke to [REDACTED] and was advised the RO is [REDACTED] spoke to parts [REDACTED] and was advised that its the ABS unit, writer advised of the [REDACTED] J and it says individual part and was advised it wasn't ordered and [REDACTED] cannot be ordered until [REDACTED] for engineering review is complete. [REDACTED] aftermarket part without voiding the warranty. [REDACTED] managed allocation [REDACTED], cannot be upgraded [REDACTED] advised that the part will cost [REDACTED] writer sent the part information to the PE for expediting the part. writer called the service to see if they are able to accept the DM notes for the cx.
[REDACTED]	***** PARTS POD UPDATE ***** [REDACTED] : [REDACTED] ORDER NUMBER : [REDACTED] - PART NUMBER : [REDACTED] - CONTROL Firm ETA to DEALER will be provided, once available. *****END OF UPDATE***** ESCALATED TO FIELD SUPPORT***** Writer escalated to field support seeking assistance.
[REDACTED]	Order block has been released,Order current status released to [REDACTED] on [REDACTED] ETA 5 to 8 bussiness days .
[REDACTED]	***** PARTS POD UPDATE ***** [REDACTED] : [REDACTED] ORDER NUMBER : [REDACTED] - PART NUMBER : [REDACTED] - CONTROL Firm ETA to DEALER will be provided, once available. *****END OF UPDATE***** ESCALATED TO FIELD SUPPORT***** Writer escalated to field support seeking assistance.
[REDACTED]	Order has been Rel to [REDACTED] Curr prom date - [REDACTED] and please check parts detail screen for updated earliest ETA.
[REDACTED]	***** PARTS POD UPDATE ***** [REDACTED] : [REDACTED] ORDER NUMBER : [REDACTED] - PART NUMBER : [REDACTED] - CONTROL [REDACTED] TRACKING# [REDACTED] - Estimated delivery [REDACTED] by [REDACTED] 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*****
[REDACTED]	*****Outbound to the dlr***** writer called the dlr and spoke to Parts [REDACTED] and was advised that they will be receiving the part [REDACTED] however didn't receive as yet. writer called the dlr again and spoke to service [REDACTED] and advised that if they will accept the dm notes for the part. [REDACTED] advised that he will accept Warranty Notes. [REDACTED] writer sent an email to the dlr for the SE.
[REDACTED]	*****Outbound to the cx***** writer called the cx and said he took it in and replaced the sensor for [REDACTED] and said that light was still on and no one can get and said if thats a defective part and said they wanted to put \$1200 installation and said that it was [REDACTED] cx was very upset and said why he had to wait so long for this part to arrive and writer advised that have asked the SM to forward information on the cost related for the SE and once it comes we can assist with the possible cost assistance.
[REDACTED]	REPAIR [REDACTED] for DM NOTES [REDACTED] DM notes Standard Paragraph: Vehicle: [REDACTED] [REDACTED] CAB 4X4 Mileage: [REDACTED] ISD: [REDACTED] Original Owner: Yes Loyalty Information: [REDACTED] Warranty Status: [REDACTED] BASIC WARRANTY [REDACTED] 0 Expired (Time) POWERTRAIN WARRANTY [REDACTED] or [REDACTED] Miles 0 [REDACTED] Mechanical SC: GAP GUARANTEED AUTOMOTIVE PROTECTIO [REDACTED] history: [REDACTED] Price: PART [REDACTED] TAX [REDACTED] LABOR [REDACTED] LOP [REDACTED] TOTAL [REDACTED] Deductible: 0 What is the repair: [REDACTED] replacement Rationale for assistance: Cx is a loyal [REDACTED] cx having 5 original and [REDACTED] with a ls [REDACTED]. Dealer opinion: Dealership is suggesting to help the cx with cost assistance and will accept the DM notes. THIS APPROVAL DOES NOT SATISFY PRE-AUTHORIZATION REQUIREMENTS BY [REDACTED] OUR OFFER TO COVER A REPAIR AS [REDACTED] IS A COVERAGE RESPONSIBILITY DECISION, NOT ENGINEERING. PTSC AND DIGITAL IMAGING RULES MUST BE FOLLOWED IN ORDER TO ENSURE PROPER CLAIM PAYMENT BY [REDACTED]
[REDACTED]	*****Outbound to the dlr***** writer called the dlr and spoke to [REDACTED] and advised that dm notes are placed for [REDACTED] for the cx part, [REDACTED] said he will be scheduling the cx.
[REDACTED]	*****Outbound to the cx***** writer called the cx and advised that have covered the full amount on the cost assistance for [REDACTED] and [REDACTED] from dlr will be contacting the cx for the appointment.
[REDACTED]	Vehicle has arrived at dealership [REDACTED] o and attended by dealer employee
[REDACTED]	*****Outbound to the dlr***** writer called the dlr and left vm with ext. [REDACTED] for [REDACTED]
[REDACTED]	REPAIR [REDACTED] for DM NOTES [REDACTED] DM notes Standard Paragraph: Vehicle: [REDACTED] [REDACTED] CAB 4X4 Mileage: [REDACTED] ISD: [REDACTED] Original Owner: Yes Loyalty Information: [REDACTED] Warranty Status: [REDACTED] BASIC WARRANTY [REDACTED] 0 Expired (Time) POWERTRAIN WARRANTY [REDACTED] or [REDACTED] Miles 0 [REDACTED] Mechanical SC: GAP GUARANTEED AUTOMOTIVE PROTECTIO [REDACTED] history: [REDACTED] Price: PART Part [REDACTED] Tax [REDACTED] Labor [REDACTED] Lop [REDACTED] TOTAL: [REDACTED] LOP [REDACTED] Deductible: 0 What is the repair: [REDACTED] replacement Rationale for assistance: Cx is a loyal [REDACTED] cx having 5 original and [REDACTED] with a ls [REDACTED]. Dealer opinion: Dealership is suggesting to help the cx with cost assistance and will accept the DM notes. THIS APPROVAL DOES NOT SATISFY PRE-AUTHORIZATION REQUIREMENTS BY [REDACTED] OUR OFFER TO COVER A REPAIR AS [REDACTED] IS A COVERAGE RESPONSIBILITY DECISION, NOT ENGINEERING. PTSC AND DIGITAL IMAGING RULES MUST BE FOLLOWED IN ORDER TO ENSURE PROPER CLAIM PAYMENT BY [REDACTED]
[REDACTED]	*****Sent email to the dlr ***** Corrected Dm notes for [REDACTED]
[REDACTED]	*****Outbound to the cx***** writer called the cx and advised that he hasn't heard anything as yet for his vehicle and cx has advised that have corrected the pricing and will follow up for the repair status.
[REDACTED]	*****Outbound to the cx***** writer called the cx picked up the vehicle no further issues it seems fixed lights are off. There are no further issues. cx said that he paid for brake modular and light is still on and [REDACTED] writer advised that we can't guarantee on that at this time, however we can look into possible cost assistance. writer sent an email to the cx
[REDACTED]	*****OUTBOUND TO THE CX***** writer called the cx and advised that haven't received any documents as yet, cx advised he will be resending the documents
[REDACTED]	*****Inbound call from the cx***** cx called in said that he has sent in the documents for the reimbursement on the ABS unit replacement that was done in [REDACTED]
[REDACTED]	REPAIR [REDACTED] for REIMBURSEMENT if necessary. Specialist is seeking reimbursement of [REDACTED] with a customer co-pay of \$200_for (component) due to ABS module change Dealer [REDACTED] accepted the DM notes for the replacement of the hcu replacement Customer's proof of payment is: [REDACTED] Receipts with RO attached RO# [REDACTED] DOC# [REDACTED] of Repair: [REDACTED] In-Service Date: [REDACTED] Original Owner: Yes Mileage: [REDACTED] Loyalty: [REDACTED] Multiple Repairs: No Authorized Dealership: BC-Dealer code [REDACTED] Phone [REDACTED] Account Name [REDACTED] BREAK DOWN PARTS: [REDACTED] LABOUR [REDACTED] Tax- [REDACTED] Total [REDACTED] Co-Pay- [REDACTED] Advised customer request is under review. CM will follow up when completed or within [REDACTED]. Customer accepts and verifies the check should be mailed to the following name and address: [REDACTED]

Date	Comment
[REDACTED]	*****Outbound to the cx***** writer called the cx and left vm with ext. [REDACTED] is agreeable then we will submit for the reimbursement.
[REDACTED]	*****Outbound to the cx***** writer called the cx and advised that we can submit the claim for [REDACTED] for the reimbursement and [REDACTED] copay and cx agreed, writer submitted and waiting on the check approval
[REDACTED]	*****Case Closing Summary***** Case was escalated due to [REDACTED] replacement and DM notes were placed for [REDACTED] and [REDACTED] reimbursement for payment spent earlier on the [REDACTED] was sent for [REDACTED] with [REDACTED] copay *****Outbound to the cx***** writer called the cx and left vm with ext. [REDACTED]

Email(s)

Date	Subject	From	To	Sent Date/Time
[REDACTED]	A and [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Hello [REDACTED]				
<p>Thank you for your email. I would be more than happy to help you. I just want to gather a bit more information. To my understanding you are waiting for a part, the [REDACTED] to come in? Can you verify you are working with [REDACTED]?</p> <p>There are no recalls on your vehicle, however, I recommend keeping any and all receipts for repair work. If a recall were to happen you can submit your receipts for possible reimbursement.</p> <p>Has your vehicle been to the dealership within the [REDACTED]? If so, when? To be able to better assist I will need a recent diagnosis.</p> <p>If you have any further questions or concerns, please let us know and we would be happy to help.</p> <p>Thank you again for your email, [REDACTED]. Have a great day.</p> <p>Best wishes, [REDACTED] Customer Care [REDACTED]</p>				

Date	Subject	From	To	Sent Date/Time
[REDACTED]	A and [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Hello [REDACTED]				
<p>Thank you for your email. I would be more than happy to help you. I just want to gather a bit more information. To my understanding you are waiting for a part, the [REDACTED] to come in? Can you verify you are working with [REDACTED]?</p> <p>There are no recalls on your vehicle, however, I recommend keeping any and all receipts for repair work. If a recall were to happen you can submit your receipts for possible reimbursement.</p> <p>Has your vehicle been to the dealership within the [REDACTED]? If so, when? To be able to better assist I will need a recent diagnosis.</p> <p>If you have any further questions or concerns, please let us know and we would be happy to help.</p> <p>Thank you again for your email, [REDACTED]. Have a great day.</p> <p>Best wishes, [REDACTED] Customer Care [REDACTED]</p>				

Date	Subject	From	To	Sent Date/Time
[REDACTED]	RE: [REDACTED] and [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
<p>Thank you for getting back to me att.is my proof and no the truck hasn't been to the shop within [REDACTED]. Been waiting [REDACTED] for part What is [REDACTED] going to do about this serious problem. I've had a truck that's unsafe to drive.Sent from my [REDACTED] smartphone</p> <p>----- Original message -----From: US Customer Care <[REDACTED]> Date: [REDACTED] To: [REDACTED]</p> <p>Subject: [REDACTED] and [REDACTED]</p> <p>Hello [REDACTED]</p> <p>Thank you for your email. I would be more than happy to help you. I just want to gather a bit more information. To my understanding you are waiting for a part, the [REDACTED] to come in? Can you verify you are working with [REDACTED]?</p> <p>There are no recalls on your vehicle, however, I recommend keeping any and all receipts for repair work. If a recall were to happen you can submit your receipts for possible reimbursement.</p> <p>Has your vehicle been to the dealership within the [REDACTED]? If so, when? To be able to better assist I will need a recent diagnosis.</p> <p>If you have any further questions or concerns, please let us know and we would be happy to help.</p> <p>Thank you again for your email, [REDACTED]. Have a great day.</p> <p>Best wishes, [REDACTED] Customer Care [REDACTED]</p>				

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

Hello [REDACTED],

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: [REDACTED]

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

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

Talk to you soon!

Best wishes,

[REDACTED] |
PHON [REDACTED] ext. [REDACTED]
ref: [REDACTED] ref

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

Hello [REDACTED],

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: [REDACTED]

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

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

Talk to you soon!

Best wishes,

[REDACTED] |
PHON [REDACTED] ext. [REDACTED]
ref: [REDACTED] ref

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

Good Morning [REDACTED]

Thank you for taking my call [REDACTED]. Kindly advise us if you are able to accept Warranty Notes for the customer [REDACTED] [REDACTED]

Please forward us the warranty pricing labor and parts for the customer.

Best Regards,

[REDACTED] |
ext. [REDACTED]
ref: [REDACTED] ref

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

Good Morning [REDACTED]

Thank you for taking my call [REDACTED]. Kindly advise us if you are able to accept Warranty Notes for the customer [REDACTED] [REDACTED]

Please forward us the warranty pricing labor and parts for the customer.

Best Regards,

[REDACTED] |
ext. [REDACTED]
ref: [REDACTED] ref

Date	[REDACTED]	Subject	RE: ABS and [REDACTED]
-------------	------------	----------------	------------------------

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

Good Morning [REDACTED]

Thank you for taking my call [REDACTED]. Kindly advise us if you are able to accept Warranty Notes for the customer [REDACTED].

Please forward us the warranty pricing labor and parts for the customer.

Best Regards,

[REDACTED] | [REDACTED] ext. [REDACTED]

ref: [REDACTED]

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

PART [REDACTED]

TAX [REDACTED]

LABOR [REDACTED] 1.1

LOP [REDACTED]

TOTAL [REDACTED]

From: US Customer Care <[REDACTED]>
 Sent: [REDACTED]
 To: [REDACTED]
 Cc: [REDACTED]
 Subject: RE: ABS and [REDACTED]

Good Morning [REDACTED]

Thank you for taking my call [REDACTED]. Kindly advise us if you are able to accept Warranty Notes for the customer [REDACTED].

Please forward us the warranty pricing labor and parts for the customer.

Best Regards,

[REDACTED] | [REDACTED] ext. [REDACTED]

<<https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z000013SNOE&from=ext>>

ref: [REDACTED]

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

Hello [REDACTED]

The warranty notes are added for the case no [REDACTED] cost assistance of [REDACTED] with no copay for the customer [REDACTED]

Best Regards,

[REDACTED]
[REDACTED] ext. [REDACTED]

"THIS APPROVAL DOES NOT SATISFY PRE-AUTHORIZATION REQUIREMENTS BY [REDACTED] OUR OFFER TO COVER A REPAIR AS GOODWILL IS A COVERAGE RESPONSIBILITY DECISION, NOT ENGINEERING. PTSC AND DIGITAL IMAGING RULES MUST BE FOLLOWED IN ORDER TO ENSURE PROPER CLAIM PAYMENT BY [REDACTED]"

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] and [REDACTED]

PAR [REDACTED]

TAX [REDACTED]

LABOR [REDACTED] 1.1

[REDACTED]

TOTAL [REDACTED]

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

Good Morning [REDACTED]

Thank you for taking my call [REDACTED] Kindly advise us if you are able to accept Warranty Notes for the customer [REDACTED]

Please forward us the warranty pricing labor and parts for the customer.

Best Regards,

[REDACTED]
[REDACTED] ext. [REDACTED]

ref:_00Dj01qsDF_5003Z1ZFdyu:ref

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

Hello [REDACTED]

The warranty notes are added for the case no [REDACTED] cost assistance of [REDACTED] with no copay for the customer [REDACTED]

Best Regards,

[REDACTED]
[REDACTED] ext. [REDACTED]

"THIS APPROVAL DOES NOT SATISFY PRE-AUTHORIZATION REQUIREMENTS BY [REDACTED] OUR OFFER TO COVER A REPAIR AS GOODWILL IS A COVERAGE RESPONSIBILITY DECISION, NOT ENGINEERING. PTSC AND DIGITAL IMAGING RULES MUST BE FOLLOWED IN ORDER TO ENSURE PROPER CLAIM PAYMENT BY [REDACTED]"

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] and [REDACTED]

PAR [REDACTED]

TAX [REDACTED]

LABOR [REDACTED] 1.1

[REDACTED]

TOTAL [REDACTED]

From: US Customer Care <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] and [REDACTED]

Good Morning [REDACTED]

Thank you for taking my call [REDACTED] Kindly advise us if you are able to accept Warranty Notes for the customer [REDACTED]

Please forward us the warranty pricing labor and parts for the customer.

Best Regards,

[REDACTED]
[REDACTED] ext. [REDACTED]

ref:_00Dj01qsDF_5003Z1ZFdyu:ref

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

Thank you very much.

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

Hello [REDACTED]

The warranty notes are added for the case no [REDACTED] cost assistance of [REDACTED] with no copay for the customer [REDACTED] [REDACTED]

Best Regards,

[REDACTED]
[REDACTED] ext. [REDACTED]

"THIS APPROVAL DOES NOT SATISFY PRE-AUTHORIZATION REQUIREMENTS BY [REDACTED]. OUR OFFER TO COVER A REPAIR AS GOODWILL IS A COVERAGE RESPONSIBILITY DECISION, NOT ENGINEERING. PTSC AND DIGITAL IMAGING RULES MUST BE FOLLOWED IN ORDER TO ENSURE PROPER CLAIM PAYMENT BY [REDACTED]"

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] and [REDACTED]

PART [REDACTED]
TAX [REDACTED]
LABOR [REDACTED] 1.1
[REDACTED]
TOTAL [REDACTED]

From: US Customer Care <[REDACTED] <[REDACTED]>>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] and [REDACTED]

Good Morning [REDACTED]

Thank you for taking my call [REDACTED]. Kindly advise us if you are able to accept Warranty Notes for the customer [REDACTED] [REDACTED]

Please forward us the warranty pricing labor and parts for the customer.

Best Regards,

[REDACTED]
[REDACTED]

[REDACTED] ext. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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

Good morning,

I am emailing in regards to Mr. [REDACTED] repairs. I got in touch with him [REDACTED] and he will be dropping off his vehicle in the evening. We will get the repairs done [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: 'US Customer Care' <[REDACTED]> ; [REDACTED]
Subject: RE: [REDACTED] and [REDACTED]

Thank you very much.

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

Hello [REDACTED]

The warranty notes are added for the case no [REDACTED] cost assistance of [REDACTED] with no copay for the customer [REDACTED] [REDACTED]

Best Regards,

[REDACTED]
[REDACTED] ext. [REDACTED]

"THIS APPROVAL DOES NOT SATISFY PRE-AUTHORIZATION REQUIREMENTS BY [REDACTED] OUR OFFER TO COVER A REPAIR AS GOODWILL IS A COVERAGE RESPONSIBILITY DECISION, NOT ENGINEERING. [REDACTED] AND DIGITAL IMAGING RULES MUST BE FOLLOWED IN ORDER TO ENSURE PROPER CLAIM PAYMENT BY [REDACTED]"

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] and [REDACTED]

PART [REDACTED]
TAX [REDACTED]
LABOR [REDACTED] 1.1
[REDACTED]
TOTAL [REDACTED]

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

Subject: RE: ABS and HCU

Good Morning [REDACTED]

Thank you for taking my call [REDACTED]. Kindly advise us if you are able to accept Warranty Notes for the customer [REDACTED] [REDACTED]

Please forward us the warranty pricing labor and parts for the customer.

Best Regards,

[REDACTED]

[REDACTED] ext. [REDACTED]
<[REDACTED]?oid=00Dj0000001qsDF&esid=0183Z000013SNOE&from=int>

ref:_00Dj01qsDF_5003Z1ZFdyu:ref

<[REDACTED]?oid=00Dj0000001qsDF&esid=0183Z000013SSW!&from=ext>

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

Good morning,

I am emailing in regards to Mr. [REDACTED] vehicle. Parts accidentally gave me the incorrect part price. I have listed below the correct price. I do sincerely apologize for this.

Part [REDACTED]

Tax [REDACTED]

Labor [REDACTED]

Lop [REDACTED]

TOTAL: [REDACTED]

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

Hello [REDACTED]

The warranty notes are added for the case no [REDACTED] cost assistance of [REDACTED] with no copay for the customer [REDACTED]

Best Regards,

[REDACTED]
[REDACTED] ext. [REDACTED]

"THIS APPROVAL DOES NOT SATISFY PRE-AUTHORIZATION REQUIREMENTS BY [REDACTED] OUR OFFER TO COVER A REPAIR AS GOODWILL IS A COVERAGE RESPONSIBILITY DECISION, NOT ENGINEERING. PTSC AND DIGITAL IMAGING RULES MUST BE FOLLOWED IN ORDER TO ENSURE PROPER CLAIM PAYMENT BY [REDACTED]"

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Subject: RE: ABS and [REDACTED]

PART [REDACTED]

TAX [REDACTED]

LABO [REDACTED] 1.1

LOP [REDACTED]

TOTAL [REDACTED]

From: US Customer Care <[redacted]>
Sent: [redacted]
To: [redacted]; [redacted]
Cc: [redacted]
Subject: RE: ABS and [redacted]

Good Morning [redacted]

Thank you for taking my call [redacted]. Kindly advise us if you are able to accept Warranty Notes for the customer [redacted]

Please forward us the warranty pricing labor and parts for the customer.

Best Regards,

[redacted]
[redacted] ext. [redacted]
[redacted]
[redacted]
[redacted]

Date	[redacted]	Subject	RE: ABS and [redacted]
From	[redacted]	To	[redacted]
		Sent Date/Time	[redacted]

Hello [REDACTED]

The warranty notes are in for [REDACTED] [REDACTED] for [REDACTED] with no copay. Please ignore the previous Warranty Notes for [REDACTED]. Kindly advise the repair status on the vehicle as well please.

Best Regards,

[REDACTED] ext. [REDACTED]

"THIS APPROVAL DOES NOT SATISFY PRE-AUTHORIZATION REQUIREMENTS BY [REDACTED]. OUR OFFER TO COVER A REPAIR AS GOODWILL IS A COVERAGE RESPONSIBILITY DECISION, NOT ENGINEERING. PTSC AND DIGITAL IMAGING RULES MUST BE FOLLOWED IN ORDER TO ENSURE PROPER CLAIM PAYMENT BY [REDACTED]."

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] and HCU

Good morning,

I am emailing in regards to Mr. [REDACTED] vehicle. Parts accidentally gave me the incorrect part price. I have listed below the correct price. I do sincerely apologize for this.

Part [REDACTED]

Tax [REDACTED]

Labor [REDACTED]

Lop [REDACTED]

TOTAL: [REDACTED]

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

Hello [REDACTED]

The warranty notes are added for the case no [REDACTED] cost assistance of [REDACTED] with no copay for the customer [REDACTED] [REDACTED]

Best Regards,

[REDACTED] ext. [REDACTED]

"THIS APPROVAL DOES NOT SATISFY PRE-AUTHORIZATION REQUIREMENTS BY [REDACTED]. OUR OFFER TO COVER A REPAIR AS GOODWILL IS A COVERAGE RESPONSIBILITY DECISION, NOT ENGINEERING. PTSC AND DIGITAL IMAGING RULES MUST BE FOLLOWED IN ORDER TO ENSURE PROPER CLAIM PAYMENT BY [REDACTED]."

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] and HCU

PAR [REDACTED]

TAX [REDACTED]

LABOR [REDACTED] 1.1

LOP [REDACTED]

TOTAL [REDACTED]

From: US Customer Care <[REDACTED]>

Sent: [REDACTED]

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: ABS and HCU

Good Morning [REDACTED]

Thank you for taking my call [REDACTED]. Kindly advise us if you are able to accept Warranty Notes for the customer [REDACTED].

Please forward us the warranty pricing labor and parts for the customer.

Best Regards,

[REDACTED]
[REDACTED] ext. [REDACTED]

ref: [REDACTED] ref

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

Hello [REDACTED]

The warranty notes are in for [REDACTED] [REDACTED] for [REDACTED] with no copay. Please ignore the previous Warranty Notes for [REDACTED]. Kindly advise the repair status on the vehicle as well please.

Best Regards,

[REDACTED]
[REDACTED] ext. [REDACTED]

"THIS APPROVAL DOES NOT SATISFY PRE-AUTHORIZATION REQUIREMENTS BY [REDACTED]. OUR OFFER TO COVER A REPAIR AS GOODWILL IS A COVERAGE RESPONSIBILITY DECISION, NOT ENGINEERING. PTSC AND DIGITAL IMAGING RULES MUST BE FOLLOWED IN ORDER TO ENSURE PROPER CLAIM PAYMENT BY [REDACTED]."

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] and HCU

Good morning,

I am emailing in regards to Mr. [REDACTED] vehicle. Parts accidentally gave me the incorrect part price. I have listed below the correct price. I do sincerely apologize for this.

Part [REDACTED]

Tax [REDACTED]

Labor [REDACTED]

Lop [REDACTED]

TOTAL: [REDACTED]

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

Hello [REDACTED]

The warranty notes are added for the case no [REDACTED] cost assistance of [REDACTED] with no copay for the customer [REDACTED] [REDACTED]

Best Regards,

[REDACTED]
[REDACTED] ext. [REDACTED]

"THIS APPROVAL DOES NOT SATISFY PRE-AUTHORIZATION REQUIREMENTS BY [REDACTED]. OUR OFFER TO COVER A REPAIR AS GOODWILL IS A COVERAGE RESPONSIBILITY DECISION, NOT ENGINEERING. PTSC AND DIGITAL IMAGING RULES MUST BE FOLLOWED IN ORDER TO ENSURE PROPER CLAIM PAYMENT BY [REDACTED]."

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] and HCU

PAR [REDACTED]

TAX [REDACTED]

LABOR [REDACTED] 1.1

LOP [REDACTED]

TOTAL [REDACTED]

From: US Customer Care <[REDACTED]>

Sent: [REDACTED]

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: ABS and HCU

Good Morning [REDACTED]

Thank you for taking my call [REDACTED]. Kindly advise us if you are able to accept Warranty Notes for the customer [REDACTED].

Please forward us the warranty pricing labor and parts for the customer.

Best Regards,

[REDACTED]
[REDACTED] ext. [REDACTED]

ref: [REDACTED] ref

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

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