

New Customer Assistance Inquiry Record (CAIR)				
VIN		Model Year	Brand	RAM
Body		Vehicle	CAB 4X4	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center
Batch Case Information				
Open Date		CAIR Type	Regular	Status
Close Date		Origin	Telephone	Reason
Mileage			Language	English
Contact Email			Contact Mobile	
Caller Address				
City/State/Country/Zip				
Customer				
Customer Address				
City/State/Country/Zip				
Dealer			Dealer Phone	
Dealer Address				
Dealer Zone			Service District	F
Subject	law/Buy back			
Synopsis	No response			
Customer Anomaly	Brakes			
	Automatic Braking System (ABS)			
Contact Reason		Dispute Resolution - Buyback/Law	Customer Anomaly	ABS Issues
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Law Request			

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

ABS issues reoccurring.

Case Comments

Date	Comment
	Cx called in regards to a lemon law request. Cx stated that this is his [redacted] experiencing this issue with his ABS controls. Cx stated that he wanted to request a buyback. Agent advised cx that his concerns were documented to his case, and his case will be escalated to a CM for review. Informed cx that it can take 48 to [redacted] before he gets an update regarding his request. Cx would like to receive an email with updates at ([redacted]). Case was reassigned to specialist.
	cx called in for an update on the case and wanted to know how far along the case is.
	"[redacted]" CM called to advise the cx I will be the CM on case - [redacted] CM advised cx that I need more information on if he will like repair assistance or buyback consideration - CM advised to call back - follow up set for Friday
	[redacted] has escalated case to external system with name [redacted] Case was escalated successfully
	[redacted] advised vehicle has not been there, no answer from cst follow up set for final attempt to call cst.

New Customer Assistance Inquiry Record (CAIR)

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

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

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

Customer					
Customer Address					
City/State/Country/Zip					

Dealer		Dealer Phone	
Dealer Address	1450 N TOMOKA FARMS RD		
Dealer Zone		Service District	E

Subject	Part
Synopsis	unable to expedite part / vehicle is not at DRL.
Customer Anomaly	Engine OTHER
Contact Reason	Not Available/Backordered Customer Anomaly 30 General engine issues

Reason Code After Sales - Complaint - Parts - Parts - Part in backorder/not available

Case Status History

Create Date	Status
07/02/2023	Open
08/02/2023	Closed
08/02/2023	Open
08/04/2023	Closed

Initial Description

Part for the "control antilock" has been ordered.

Case Comments

Date	Comment
	- Part for the "control antilock" has been ordered. - Part number: [REDACTED]-AB - Dealer's name: [REDACTED] - Dealer's phone number: [REDACTED] [REDACTED] - Dealer on file, does not have a dealer specialist - Case reassign
	[OUTBOUND CX & [REDACTED] [DID NOT MAKE CONTACT] [REDACTED] ed Cx for first [REDACTED] and to provide next steps. Cx unavailable, will reattempt [REDACTED] in two business days. [OUTBOUND EM [REDACTED] [EXTERNAL] Hello, I am reaching out on behalf of Mr. [REDACTED] that he has on order. I am showing an ABS Control Module currently on order for Mr. and it also shows it is on backorder. Can you provide the following information: Part No., [REDACTED] Order No., [REDACTED] OCM: [REDACTED] ETA: [REDACTED] Thank you, [REDACTED] BC Specialist [REDACTED] ext. [REDACTED] until [REDACTED]
	Vehicle has arrived at dealership [REDACTED] by dealer employees
	[OUTBOUND CX & [REDACTED] [DID NOT MAKE CONTACT] CM [REDACTED] ed Cx for first [REDACTED] and to provide next steps. ** [REDACTED] CM reached out to [REDACTED] R to get update on Cx's vehicle part arrival status.
	Customer calling to speak with his case manager regarding his open case Agent try to [REDACTED] case manager but no answer , cannot left voicemail because mailbox is full, agent left message on case manager page so cause manager can [REDACTED] customer No further action
	****PARTS POD UPDATE**** Part #: [REDACTED] Order #: [REDACTED] As of [REDACTED] No need for part escalation order released to PDC ETA [REDACTED] Order #: [REDACTED] As of [REDACTED] Reaching out to PE team for assistance ETA [REDACTED] (subject to change)
	System Update:[Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA. (CHKS.)
	System Update:[OMC# [REDACTED] Order# [REDACTED] FOR PN: [REDACTED] [IS RESOLVED]
	****PARTS POD UPDATE**** Part #: [REDACTED] Order #: [REDACTED] As of [REDACTED] TRACKING [REDACTED]
	OBC TO PARTS [REDACTED] LVM with parts. CM requesting a call back with confirmation of part arrival. **OBC TO CST** CM LVM with the customer. CM informed the customer of part arrival. CM advised case closing due to no further action. NO EMAIL ON FILE.
	Voice of customer: Customer called regarding case states that he got an call with misinformation Advisor advice: Customer that case is closed indeed and will be documented on so CM can review Next step: No further action
	CM LVM with the customer. CM requesting a call back.
	[REDACTED] spoke with the customer. CM advised ABS can not be ordered until [REDACTED] due to engineer review. Case closing.

New Customer Assistance Inquiry Record (CAIR)# [REDACTED]

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

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

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

Customer	[REDACTED]				
Customer Address	[REDACTED]				
City/State/Country/Zip	[REDACTED]	MO	[REDACTED]	[REDACTED]	[REDACTED]

Dealer	[REDACTED]	[REDACTED]	Dealer Phone	[REDACTED]
Dealer Address	3600 WEST BROADWAY			
	ARDMORE	OK	[REDACTED]	[REDACTED]
Dealer Zone	[REDACTED]	[REDACTED]	Service District	A

Subject	vehicle concern				
Synopsis	complete				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	[REDACTED]	Not Available/Backordered	Customer Anomaly	30	General engine issues

Reason Code After Sales - Complaint - Parts - Parts - Part in backorder/not available

Case Status History

Create Date	Status
07 [REDACTED]	Open
08/1 [REDACTED]	Closed
08/27 [REDACTED]	Open
09/05/2023 [REDACTED]	Closed

Initial Description

CX called in stated that her vehicle is at the [REDACTED] waiting for a part to get it repair. CX said it is the hydraulic control unit need to repair but was told by [REDACTED] that the parts is on back order. CX wants to the part to be expedited.

PART NUMBER [REDACTED]
DEALER: [REDACTED]

Case Comments

Date	Comment
[REDACTED]	VOC: CX called in stated that her vehicle is at the [REDACTED] waiting for a part to get it repair. CX said it is the hydraulic control unit need to repair but was told by [REDACTED] that the parts is on back order. CX wants to the part to be expedited. PART NUMBER: [REDACTED] DEALER: [REDACTED] DODGE-CHRY-JEEP LLC Action Taken: Agent advise CX that the case will be escalated and someone will be reaching out to her within 1 to [REDACTED] Next Step: Reassign to specialist
[REDACTED]	** TO PARTS** CM spoke with [REDACTED] in parts. CM was advised customer's order [REDACTED] PA [REDACTED] advised order has been released to [REDACTED] ETA 1 week ** TO CS** CM spoke with the customer. CM advised the customer of part status and ETA for arrival. Vehicle is not in service. CM will follow up with parts.
[REDACTED]	**update** CM looked on DC and found the ETA date [REDACTED]
[REDACTED]	**update** CM email CX to provide CX with a part update
[REDACTED]	** TO PARTS** CM spoke to PA [REDACTED] and he confirmed part has arrived. [REDACTED] asked to be transferred over to service. ** TO SERVICE** CM spoke to [REDACTED] SA assigned is out on lunch [REDACTED] stated ETA on repairs is [REDACTED] but CM will follow up with [REDACTED] Monday on firm ETA on repairs. ** TO CX** CM tried to reach the CX and CX didn't pick up. CM left VM on part status.
[REDACTED]	CM sent an email to the CX with parts update.
[REDACTED]	CM called CX and left VM
[REDACTED]	CM called CX and left VM
[REDACTED]	CM called CX and left VM informing CX of the case being closed. CM sent an email.
[REDACTED]	CM received email from CX. CX has an appointment [REDACTED]
[REDACTED]	Vehicle has arrived at dealership [REDACTED] and attended by dealer employee
[REDACTED]	Vehicle has arrived at dealership [REDACTED] and attended by dealer employee
[REDACTED]	CM called CX and left VM and sent email.
[REDACTED]	[REDACTED] called the CX. CX stated she had the vehicle back but she had to take the vehicle back because her husband felt like there was air in the brake lines. CM informed CX to make sure to have the [REDACTED] address and her case will be close. CX stated she would.

Email(s)

Date	Subject	vehicle concern
[REDACTED]	[REDACTED]	[REDACTED]
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]
Hello [REDACTED]		
We are sending you this email to provide you with a part update.		
At this time, the ETA for your ABS part is [REDACTED]		
We will continue to provide you with part updates as we get them.		
[REDACTED]		
Business Hours: [REDACTED]		
ref: [REDACTED] ref [REDACTED]		

Date	Subject	vehicle concern
[REDACTED]	[REDACTED]	[REDACTED]
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]

Hello [REDACTED]

We are sending you this email to provide you with a part update.

At this time, the ETA for your ABS part is [REDACTED].

We will continue to provide you with part updates as we get them.

[REDACTED]

Business Hours: [REDACTED]
ref: [REDACTED] ref

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

Hello Ms. [REDACTED]

I am sending you this email on behalf of [REDACTED] to provide you with a part update. At this time, part has arrived. We will continue to provide you with repair updates as we get them.

[REDACTED] on behalf of [REDACTED]

----- Original Message -----
From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: vehicle concern

Hello [REDACTED]

We are sending you this email to provide you with a part update.

At this time, the ETA for your ABS part is [REDACTED].

We will continue to provide you with part updates as we get them.

[REDACTED]

Business Hours: [REDACTED]
ref: [REDACTED] ref

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

Hello [REDACTED]

I have been trying to reach you about the case you made about [REDACTED] CREW CAB [REDACTED]

This is my [REDACTED]. At this time I will need to close the case. However, if you still need assistance please either give me a callback or reply to this email.

[REDACTED]

Business Hours: [REDACTED]

----- Original Message -----
From: [REDACTED] Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: vehicle concern

Hello Ms. [REDACTED]

I am sending you this email on behalf of [REDACTED] to provide you with a part update. At this time, part has arrived. We will continue to provide you with repair updates as we get them.

[REDACTED] on behalf of [REDACTED]

----- Original Message -----
From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: vehicle concern

Hello [REDACTED]

We are sending you this email to provide you with a part update.

At this time, the ETA for your ABS part is [REDACTED].

We will continue to provide you with part updates as we get them.

[REDACTED]

Business Hours: [REDACTED]
ref: [REDACTED] ref

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

Hello [REDACTED]

I have been trying to reach you about the case you made about [REDACTED] CREW [REDACTED]

This is my [REDACTED]. At this time I will need to close the case. However, if you still need assistance please either give me a callback or reply to this email.

[REDACTED]
[REDACTED]

Business Hours: [REDACTED]

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

From: RAM Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: vehicle concern

Hello Ms. [REDACTED]

I am sending you this email on behalf of [REDACTED] to provide you with a part update. At this time, part has arrived. We will continue to provide you with repair updates as we get them.

[REDACTED] on behalf of [REDACTED]
[REDACTED]

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

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

Hello [REDACTED]

We are sending you this email to provide you with a part update.

At this time, the ETA for your ABS part is [REDACTED].

We will continue to provide you with part updates as we get them.

[REDACTED]
[REDACTED]

Business Hours: [REDACTED]

ref: [REDACTED] ref

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

I have set an appt. for [REDACTED] do have the part Thank You so much would like to follow up after the work is done if that's ok

Sent from Mail<<https://go.microsoft.com/fwlink/?LinkId=550986>> for [REDACTED]

From: RAM Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: vehicle concern

Hello [REDACTED]

I have been trying to reach you about the case you made about [REDACTED] CREW [REDACTED]

This is my [REDACTED]. At this time I will need to close the case. However, if you still need assistance please either give me a callback or reply to this email.

[REDACTED]

Business Hours: [REDACTED]

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

From: RAM Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: vehicle concern

Hello Ms. [REDACTED]

I am sending you this email on behalf of [REDACTED] to provide you with a part update. At this time, part has arrived. We will continue to provide you with repair updates as we get them.

[REDACTED] on behalf of [REDACTED]

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

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

Hello [REDACTED]

We are sending you this e [REDACTED] provide you with a part update.

At this time, the ETA for your ABS part is [REDACTED]

We will continue to provide you with part updates as we get them.

[REDACTED]

Business Hours: [REDACTED]

ref: [REDACTED] ref [REDACTED]
[REDACTED]?oid=00Dj0000001qsDF&esid=0183Z000015RdMc&from=ext]

Date	Subject	RE: vehicle concern
From	To	Sent Date/Time

Good Morning,

Did the service department give you an ETA on your repair?

Business Hours:

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

From: Admin Service [redacted]
Sent: [redacted]
To: [redacted]
Subject: RE: vehicle concern

I have set an appt. for [redacted] do have the part Thank You so much would like to follow up after the work is done if that's ok

Sent from Mail for [redacted]

From: RAM Customer Care
Sent: [redacted]
To: [redacted]
Subject: RE: vehicle concern

Hello [redacted]

I have been trying to reach you about the case you made about [redacted]

This is my [redacted]. At this time I will need to close the case. However, if you still need assistance please either give me a callback or reply to this email.

Business Hours:

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

From: RAM Customer Care [redacted]
Sent: [redacted]
To: [redacted]
Subject: RE: vehicle concern

Hello Ms. [redacted]

I am sending you this email on behalf of [redacted] to provide you with a part update. At this time, part has arrived. We will continue to provide you with repair updates as we get them.

[redacted] on behalf of [redacted]

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

From: US Customer Care [redacted]
Sent: [redacted]
To: [redacted]
Subject: vehicle concern

Hello [redacted]

We are sending you this email to provide you with a part update.

At this time, the ETA for your ABS part is [redacted].

We will continue to provide you with part updates as we get them.

Business Hours:

ref: [redacted]

Date	[redacted]	Subject	RE: vehicle concern	Sent Date/Time	[redacted]
From	[redacted]	To	[redacted]		[redacted]

Good Morning,

Did the service department give you an ETA on your repair?

[REDACTED]
[REDACTED] ext [REDACTED]
Business Hours: [REDACTED]

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

From: Admin Service [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: vehicle concern

I have set an appt. for [REDACTED] do have the part Thank You so much would like to follow up after the work is done if that's ok

Sent from Mail for [REDACTED]

From: RAM Customer Care
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: vehicle concern

Hello [REDACTED]

I have been trying to reach you about the case you made about [REDACTED]

This is my [REDACTED]. At this time I will need to close the case. However, if you still need assistance please either give me a callback or reply to this email.

[REDACTED]
[REDACTED] ext [REDACTED]
Business Hours: [REDACTED]

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

From: RAM Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: vehicle concern

Hello Ms. [REDACTED]

I am sending you this email on behalf of [REDACTED] to provide you with a part update. At this time, part has arrived. We will continue to provide you with repair updates as we get them.

[REDACTED] on behalf of [REDACTED]
[REDACTED]

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

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

Hello [REDACTED]

We are sending you this email to provide you with a part update.

At this time, the ETA for your ABS part is [REDACTED].

We will continue to provide you with part updates as we get them.

[REDACTED]
[REDACTED] ext [REDACTED]
Business Hours: [REDACTED]

ref: [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)

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

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

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

Customer					
Customer Address					
City/State/Country/Zip					

Dealer		Rhythm		Ram		Dealer Phone	
Dealer Address	2210 GALLATIN PIKE N						
	MADISON			TN	37115 2006		
Dealer Zone		Sales District		Service District	S		

Subject	Customer Enquiry - Back Order Part				
Synopsis	Past 14 days, closing case.				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason		Part Not Available/Backordered	Customer Anomaly	161	ABS Issues

Reason Code After Sales - Complaint - Parts - Parts - Part in backorder/not available

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Cx wants to expediate the back ordered part

Case Comments

Date	Comment
	Customer's Voice Cx called in regarding Part order, and wants the part order to be expediated ***Action Taken*** As per Ah informed cx that this case will be escalated to specialist for further review and can expect a call back in [redacted] Cx provided Order Number : [redacted] Part number : [redacted] Order Type Special AH: [redacted] Recalls: [redacted]

New Customer Assistance Inquiry Record (CAIR)						
VIN		Model Year		Brand	RAM	
Body		Vehicle		CREW CAB 4X4		
Customer Provided VIN		Line of Business		Customer Assistance Center		
Batch Case Information						
Open Date		CAIR Type	Regular	Status	Closed	
Close Date		Origin	Telephone	Reason		
Mileage		Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile		
Caller Address				Source	Customer	
City/State/Country/Zip						
Customer						
Customer Address						
City/State/Country/Zip						
Dealer			OF	Dealer Phone		
Dealer Address						
Dealer Zone						
		Sales District		Service District	H	
Subject	Goodwill request					
Synopsis	NRN					
Customer Anomaly						
Contact Reason		Warranty Repair Reimbursement	Customer Anomaly			
Reason Code	After Sales - Complaint - Warranty - Reimbursement request - Repair carried out and paid by Customer					

Case Status History

Create Date	Status
07/01/2014	Open
07/01/2014	Suspended
07/01/2014	Open
07/01/2014	Suspended
07/01/2014	Open
07/01/2014	Suspended
07/01/2014	Open
07/01/2014	Closed
07/01/2014	Open
07/01/2014	Closed
07/01/2014	Open
07/01/2014	Closed
07/01/2014	Open
07/01/2014	Closed
07/01/2014	Open
07/01/2014	Closed

Initial Description

CX wants reimbursement for [redacted] deductible for the repair carried out for the [redacted] for exact same issue

Case Comments

Date	Comment
	Summary of Conversation: Does Caller have these documents: Yes Select the address of the Repair Payer: Owner Mailing address: Street: [redacted] City: [redacted] State: TX Zip: [redacted] Country: [redacted] Mileage at the time of Repair: [redacted] Date of Repair: [redacted] Repair Facility: [redacted] of [redacted] Amount of Reimbursement Request: [redacted] Does the caller currently own the vehicle? Yes How Caller paid for the repairs? Credit Card How will Caller submit the documents? Email Select the email address of Repair Payer: Owner
	Customer's Voice CX states that he has issue with ABS module [redacted] already. CX has taken the vehicle to the dlr [redacted] to get the same issue fixed. CX states [redacted] time, repair was covered under warranty, [redacted] it was covered under dlr warranty but the [redacted] dlr charged him with [redacted] deductible. CX states that he had the same issue thrice now and want to be reimbursed. The vehicle was at the dlr in the last 14 [redacted] for diagnosis. ***Action Taken*** CX basic warranty expired on [redacted] and it still meets the criteria of warranty expiring within [redacted] and CX's loyalty score is [redacted]. Also CX has had the same issue fixed thrice. Due to these reasons, case is being reassigned for goodwill consideration. CX was given case number and cx was informed that case will be reassigned to a specialist for consideration. AH: [redacted] Recalls: [redacted] ***Next Steps*** Reassigned
	The case is now being reviewed for possible reimbursement. If the customer calls in, please advise them that additional documents [redacted] complete from the same repair issue are needed.
	Emailed the customer to advised to submit the documents again with [redacted] B as file size. If the customer calls in, please advise them that additional documents [redacted] complete from the same repair issue are needed.
	All necessary documents have been received and the case is now being reviewed for possible reimbursement. If the customer calls in, please advise them that the documents were received and that they can expect a decision within [redacted] from [redacted] s date
	Declining the customer's request for reimbursement due to the reason that as per [redacted] reimbursement policy deductibles are non reimbursable. The repairs also can't be covered under part warranty due to the reason that 24/unlimited part warranty is already expired. Internal note don't disclose to the customer. As per our corporate resources "If a part covered under warranty is replaced with a new part, then the new part has the remainder of the current warranty or the [redacted] warranty, whichever will last longer." [redacted] covered under warranty dated [redacted] [redacted] covered under part warranty [redacted] Reimbursement declined.
	Emailed the customer to advised that the [redacted] was covered due to the part warranty for the repairs happened last [redacted]. Advised that the [redacted] is not covered due to the reason that the part warranty is already expired at the time of repair. Advised that deductible are non-reimbursable.
	Emailed the customer that the part warranty expires last [redacted] (unlimited) that's why the [redacted] didn't got covered under the part warranty.
	Emailed the customer to inform that the part warranty will not renew if the part is replaced for the [redacted]. The part warranty acquired after th [redacted] will just continue if the same repair happened.

Email(s)

Date	Subject	From	To	Sent Date/Time
	Documents required for Reimbursement Request re [redacted] ref [redacted]			

Case [REDACTED]
Dear [REDACTED]
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.
Please forward your original repair order and proof of payment receipt by replying to this email.
Proof of payment consist of credit card receipt, front and back of cancelled check, repair order stamped "paid in full" , credit card/bank statement, or cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
[REDACTED]
Customer Care, [REDACTED]

Date	[REDACTED]	Subject	RE: Documents required for Reimbursement Request re [REDACTED] ref
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Sent from my [REDACTED] smartph [REDACTED]
----- Original message ----- From: US Customer Care <[REDACTED]> Date: [REDACTED] To: [REDACTED]
Subject: Documents required for Reimbursement Request ref: _00Dj01qsDF_5003Z1bAaU7:ref Case [REDACTED] Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN. Please forward your original repair order and proof of payment receipt by replying to this email. Proof of payment consists of credit card receipt, front and back of canceled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid. We will review the matter when we receive the documents and contact you with the response. Sincerely, [REDACTED] Care, [REDACTED]

Date	[REDACTED]	Subject	RE: Documents required for Reimbursement Request ref: _00Dj01qsDF_5003Z1bAaU7:ref
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Dear Mr. [REDACTED]
Thank you for allowing RAM 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.
In line with your concern, please submit the [REDACTED] (receipt detached) with regards to the [REDACTED] that was repaired to your vehicle.
Looking forward to your response.
Regards,
[REDACTED]
[REDACTED] Customer Care
ref: [REDACTED] ref

Date	[REDACTED]	Subject	RE: Documents required for Reimbursement Request re [REDACTED] ref
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED] 07/11 [REDACTED]

Sent from my [REDACTED] smartph [REDACTED]
----- Original message ----- From: US Customer Care <[REDACTED]> Date: [REDACTED] ([REDACTED] To: [REDACTED]
Subject: RE: Documents required for Reimbursement Request ref: _00Dj01qsDF_5003Z1bAaU7:ref Dear Mr. [REDACTED]
Thank you for allowing RAM 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.
In line with your concern, please submit the [REDACTED] (receipt detached) with regards to the [REDACTED] that was repaired to your vehicle.
Looking forward to your response.
Regards,
[REDACTED]
[REDACTED] Customer Care ref: _00Dj01qsDF_5003Z1bAaU7:ref

Date	[REDACTED]	Subject	Regarding your Case [REDACTED]
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Dear [REDACTED]
Thank you for contacting Customer Care.
This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds [REDACTED]. If you are sending [REDACTED] document that is larger than [REDACTED], save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed [REDACTED] send the documents in multiple emails.
If you have any questions please respond to this email.
Thank you,
Customer Care

Date	[REDACTED]	Subject	RE: Regarding your Case [REDACTED]
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Dear Mr. [REDACTED]

Good Day! with regards to your last email, we did a quick refresh of my system and it looks like this time we did receive an attachment, unfortunately the attachment is coming up blank. This can sometimes be a result of an invalid file type ([REDACTED]). If you could attempt to send it in again in a different file type mainly PDF with not more than [REDACTED] size it would be much appreciated.

Looking forward to your response.

Regards,

[REDACTED]
[REDACTED] Customer Care

Dear [REDACTED]

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds [REDACTED]. If you are sending [REDACTED] document that is larger than [REDACTED], save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed [REDACTED] send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you.

Customer Care

ref: [REDACTED]ref

Date	[REDACTED]	Subject	RE: Regarding your Case [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Sent from my [redacted] [redacted] [redacted] smartph [redacted]
----- Original message ----- From: US Customer Care <[redacted]> Date: [redacted] ([redacted]) To: [redacted]
Subject: RE: Regarding your Case [redacted] Dear Mr. [redacted]

Good Day! with regards to your last email, we did a quick refresh of my system and it looks like this time we did receive an attachment, unfortunately the attachment is coming up blank. This can sometimes be a result of an invalid file type ([redacted]). If you could attempt to send it in again in a different file type mainly [redacted] with not more than [redacted] B size it would be much appreciated.

Looking forward to your response.

Regards,
[redacted]
RAM Customer Care

Dear [redacted]

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds [redacted]. If you are sending [redacted] document that is [redacted], save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed [redacted] send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,
Customer Care

ref: [redacted] ref

Date	[redacted]	Subject	RE: Regarding your Case [redacted]	Sent Date/Time	[redacted]
From	[redacted]	To	[redacted]		[redacted]

Sent from my [redacted] [redacted] [redacted] smartph [redacted]
----- Original message ----- From: US Customer Care <[redacted]> Date: [redacted] ([redacted]) To: [redacted]
Subject: RE: Regarding your Case [redacted] Dear Mr. [redacted]

Good Day! with regards to your last email, we did a quick refresh of my system and it looks like this time we did receive an attachment, unfortunately the attachment is coming up blank. This can sometimes be a result of an invalid file type ([redacted]). If you could attempt to send it in again in a different file type mainly [redacted] with not more than [redacted] B size it would be much appreciated.

Looking forward to your response.

Regards,
[redacted]
RAM Customer Care

Dear [redacted]

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds [redacted]. If you are sending [redacted] document that is [redacted], save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed [redacted] send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,
Customer Care

ref: [redacted] ref

Date	[redacted]	Subject	RE: Regarding your Case [redacted]	Sent Date/Time	[redacted]
From	[redacted]	To	[redacted]		[redacted]

Sent from my [redacted] [redacted] [redacted] smartph [redacted]
----- Original message ----- From: US Customer Care <[redacted]> Date: [redacted] ([redacted]) To: [redacted]
Subject: RE: Regarding your Case [redacted] Dear Mr. [redacted]

Good Day! with regards to your last email, we did a quick refresh of my system and it looks like this time we did receive an attachment, unfortunately the attachment is coming up blank. This can sometimes be a result of an invalid file type ([redacted]). If you could attempt to send it in again in a different file type mainly [redacted] with not more than [redacted] B size it would be much appreciated.

Looking forward to your response.

Regards,
[redacted]
RAM Customer Care

Dear [redacted]

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds [redacted]. If you are sending [redacted] document that is [redacted], save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed [redacted] send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

ref: [redacted] ref

Date	[redacted]	Subject	RE: Regarding your Case [redacted]	Sent Date/Time	[redacted]
From	[redacted]	To	[redacted]		[redacted]

Sent from my [redacted] [redacted] [redacted] smartph [redacted]
----- Original message ----- From: US Customer Care <[redacted]> Date: [redacted] ([redacted]) To: [redacted]
Subject: RE: Regarding your Case [redacted] Dear Mr. [redacted]

Good Day! with regards to your last email, we did a quick refresh of my system and it looks like this time we did receive an attachment, unfortunately the attachment is coming up blank. This can sometimes be a result of an invalid file type ([redacted]). If you could attempt to send it in again in a different file type mainly [redacted] with not more than [redacted] B size it would be much appreciated.

Looking forward to your response.

Regards,
[redacted]
RAM Customer Care

Dear [redacted]

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds [redacted]. If you are sending [redacted] document that is [redacted], save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed [redacted] send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,
Customer Care

ref: [redacted] ref

Date	[redacted]	Subject	RE: Regarding your Case [redacted]	Sent Date/Time	[redacted]
From	[redacted]	To	[redacted]		[redacted]

Sent from my [redacted] [redacted] [redacted] smartph [redacted]
----- Original message ----- From: US Customer Care <[redacted]> Date: [redacted] ([redacted]) To: [redacted]
Subject: RE: Regarding your Case [redacted] Dear Mr. [redacted]

Good Day! with regards to your last email, we did a quick refresh of my system and it looks like this time we did receive an attachment, unfortunately the attachment is coming up blank. This can sometimes be a result of an invalid file type ([redacted]). If you could attempt to send it in again in a different file type mainly [redacted] with not more than [redacted] B size it would be much appreciated.

Looking forward to your response.

Regards,
[redacted]
RAM Customer Care

Dear [redacted]

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds [redacted]. If you are sending [redacted] document that is [redacted], save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed [redacted] send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,
Customer Care

ref: [redacted] ref

Date	[redacted]	Subject	RE: Regarding your Case [redacted]
From	[redacted]	To	[redacted] Sent Date/Time [redacted]

Dear Mr. [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 we appreciate your time and effort in bringing this matter to us.

Upon thorough review and consideration, we regret to inform you that your request for reimbursement has been denied due to the following reason:

As per [REDACTED] reimbursement policy deductibles are non-reimbursable.

As much as quality service is our concern, please be informed that there are certain guidelines and qualifications that we need to meet in order to grant your request.

Please feel free to reach out to our customer care hotline 1 866-726-4636 if you have any questions or clarifications.

Thank you for your utmost understanding. We look forward to your continued business with us, and we appreciate you reaching out to us [REDACTED]

Sincerely,

[REDACTED]
Customer Care
ref: [REDACTED].ref

Date	[REDACTED]	Subject	RE: Regarding your Case [REDACTED]	Sent Date/Time	[REDACTED]
From	[REDACTED]	To	[REDACTED]		[REDACTED]

Good afternoon sir, this is unacceptable! This is the [REDACTED] I have had the truck in for this same ABS Electronic braking system issue. The last repair only lasted one year and [REDACTED]. What warranty is on the repair from [REDACTED]? [REDACTED] from my [REDACTED] smartphone

----- Original message -----
From: US Customer Care <[REDACTED]> Date: [REDACTED] To: [REDACTED]
Subject: RE: Regarding your Case [REDACTED] Dear Mr. [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 we appreciate your time and effort in bringing this matter to us.

Upon thorough review and consideration, we regret to inform you that your request for reimbursement has been denied due to the following reason:

[REDACTED] reimbursement policy deductibles are non-reimbursable.

As much as quality service is our concern, please be informed that there are certain guidelines and qualifications that we need to meet in order to grant your request.

Please feel free to reach out to our customer care hotline [REDACTED] you have any questions or clarifications.

Thank you for your utmost understanding. We look forward to your continued business with us, and we appreciate you reaching out to us [REDACTED]

Sincerely,

[REDACTED]
Customer Care ref: 00Dj01qsDF_5003Z1bAaU7:ref

Date	[REDACTED]	Subject	RE: Regarding your Case [REDACTED]	Sent Date/Time	[REDACTED]
From	[REDACTED]	To	[REDACTED]		[REDACTED]

Dear Mr. [REDACTED]

In line with your concern, The repairs happened dated [REDACTED] is covered under 24/unlimited part warranty for the repairs happened last [REDACTED].

The [REDACTED] will not be covered under part warranty since it was already expired. [REDACTED] reimbursement policy deductible are non reimbursable.

Please feel free to reach out to our customer care hotline 1 866-726-4636 if you have any questions or clarifications. We greatly appreciate your patience and cooperation.

Sincerely,

[REDACTED]
Customer Care
ref: [REDACTED].ref

Date	[REDACTED]	Subject	RE: Regarding your Case [REDACTED]	Sent Date/Time	[REDACTED]
From	[REDACTED]	To	[REDACTED]		[REDACTED]

So with that being said there is no parts warranty for the repair made on [REDACTED]? That part that was installed on [REDACTED] failed within [REDACTED]. Why is it not covered under parts warranty? [REDACTED] from my [REDACTED] smartphone

----- Original message -----
From: US Customer Care <[REDACTED]> Date: [REDACTED] To: [REDACTED]
Subject: RE: Regarding your Case [REDACTED] Dear Mr. [REDACTED]

In line with your concern, The repairs happened dated [REDACTED] is covered under 24/unlimited part warranty for the repairs happened last [REDACTED].

The [REDACTED] will not be covered under part warranty since it was already expired. [REDACTED] reimbursement policy deductible are non reimbursable.

Please feel free to reach out to our customer care hotline [REDACTED] you have any questions or clarifications. We greatly appreciate your patience and cooperation.

Sincerely,

[REDACTED]
Customer Care ref: 00Dj01qsDF_5003Z1bAaU7:ref

Date	[REDACTED]	Subject	RE: Regarding your Case [REDACTED]	Sent Date/Time	[REDACTED]
From	[REDACTED]	To	[REDACTED]		[REDACTED]

Dear Mr. [REDACTED]

Good Day! The part warranty expires last [REDACTED] (unlimited) that's why the [REDACTED] didn't got covered under part warranty.

Please feel free to reach out to our customer care hotline 1 866-726-4636 if you have any questions or clarifications. We greatly appreciate your patience and cooperation.

Sincerely,

[REDACTED]
Customer Care
ref: [REDACTED].ref

Date	Subject	RE: Regarding your Case	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

----- Original message -----
From: [REDACTED] Customer Care <[REDACTED]>
Subject: RE: Regarding your Case [REDACTED] Dear Mr. [REDACTED].
Date: [REDACTED] from my [REDACTED] smartphone

Good Day! The part warranty expires last [REDACTED] (unlimited) that's why the [REDACTED] didn't got covered under part warranty.

Please feel free to reach out to our customer care hotline [REDACTED] you have any questions or clarifications. We greatly appreciate your patience and cooperation.

Sincerely,

[REDACTED] Customer Care ref:_00Dj01qsDF_5003Z1bAaU7:ref

Date	Subject	RE: Regarding your Case	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

The Mr. [REDACTED]

Good Day! The part warranty starts after the [REDACTED] happened to your vehicle. The part warranty will not re-new if its repaired for the [REDACTED]. The new part has the remainder of the parts warranty acquired after the [REDACTED].

Please feel free to reach out to our customer care hotline 1 866-726-4636 if you have any questions or clarifications. We greatly appreciate your patience and cooperation.

Sincerely,

[REDACTED]
Customer Care
ref: [REDACTED].ref

New Customer Assistance Inquiry Record (CAIR)					
VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	SLT CREW CAB 4X4	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer			RAM	Dealer Phone	
Dealer Address	4	WAY			
	UKIAH		CA	95482 7300	
Dealer Zone				Service District	V
Subject	expediting Backordered part				
Synopsis	CAR FIXED				
Customer Anomaly					
Contact Reason		Part Not Available/Backordered		Customer Anomaly	
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Cx is trying to get their [redacted] repaired at [redacted] and [redacted] R asked to call us so that Cx has [redacted] and the Hydraulic pump for ABS pump has gone out. Hydraulic unit is gone opout. The [redacted] R is telling them that the part is in backordered and they will be available about auagust. They are calling us for the Expediting the parts.

Case Comments

Date	Comment
	Customer's Voice Cx is trying to get their [redacted] repaired at [redacted] and [redacted] R asked to call us so that Cx has [redacted] and the Hydraulic pump for ABS pump has gone out. Hydraulic unit is gone opout. The [redacted] R is telling them that the part is in backordered and they will be available about auagust. They are calling us for the Expediting the parts. Part No. Are: Order No. - [redacted] Part No. Are - hydraulic control unit - [redacted] ABS Module - [redacted] Brake Fluid - [redacted] AF: [redacted] ***Action Taken*** As per supervisor, Cx was advised that the case will be escalated to specialist and they will be able to get in touch with in 2 - [redacted] AF: [redacted] Supervisor Recalls: NA [redacted] ***Next Steps*** Escalated to Specialist
	Customer called in for an update on case. Customer was advised that CM will be sent a message No further actions taken
	Cx called for a update on this case also stated that she was promised a call back and it has been [redacted] and no call back Advised cx that the case will be sent to CM supervisor
	****PARTS POD UPDATE**** as of [redacted] Case manager did not conduct Part Order Detail Part Order Detail is a requirement for part escalation
	MVP plans: 0 Open Recalls: 0 Dealer Code: [redacted] Vehicle is at dealer [redacted] - No Order Number: [redacted] Current ETA: [redacted] for Control unit & Abs module Part Number: [redacted] Order type: [redacted]
	****PARTS POD UPDATE**** As of [redacted] Case manager did not conduct Part Order Detail Part Order Detail is a requirement for part escalation
	Obc to cx** Agent called cx to update her on her parts arrival. The ETA for her parts is [redacted] cx was happy her parts were going to be on ground soon cm to follow up with dlr to make sure the part is on ground and fixed between [redacted]
	CST Call to check on the status of her part. Since the last update she received she was told that the part is in B/O No further actions taken
	obc to dlr** Agent called dlrship to know the exact status of cx parts. [redacted] stated that the estimated they were waiting on parts that were scheduled to be delivered on the [redacted] cm to follow up with dlrship when the parts arrive.
	****PARTS POD UPDATE**** Part Number: [redacted] , Order : [redacted] As of [redacted] Part has already INVOICED [redacted] - It is the [redacted] responsibility to ensure that they receive their part orders within a reasonable amount of time from the date of INVOICE. If they don't, they are required to contact the servicing [redacted] that sent them the order to inquire on its whereabouts. If the parcel cannot be located, the [redacted] R will have to file an MRA and reorder accordingly. [redacted] Order : [redacted] As of [redacted] reaching out to PE team for assistance ETA week of [redacted] (subject to change)
	System Update:[Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA. (CHKS.)]
	System Update:[# [redacted] Order# [redacted] FOR PN: [redacted] IS RESOLVED]
	Cx called for updated on the case Tried contacting CM Cx disconnected
	****PARTS POD UPDATE**** Order : [redacted] As of [redacted] TRACKING# [redacted]
	Obc to dealership** [redacted] confirmed cx part was available and they were going to call her to set up an appointment in [redacted] cm to follow up with cx after she is done from the dealership
	Obc to cx** Cx staed her parts finally arrived, and her car is fixed. cm informed cx that this case will be closed, but she can call us back if she has further concerns in the future and we will be glad to help.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	CAB CHASSIS	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	R
Subject	Part backorder - ABS				
Synopsis	Vehicle is repaired and [redacted] was given SC				
Customer Anomaly	Brakes Automatic Braking System (ABS)				
Contact Reason		Part Not Available/Backordered	Customer Anomaly	161	ABS Issues
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

Case Status History

Create Date	Status
07/07/2014	Open
08/07/2014	Closed
08/07/2014	Open
08/11/2014	Closed

Initial Description

customer requesting to expediate the parts.

part number: [redacted]
Deale code : [redacted]

Case Comments

Date	Comment
[redacted]	*Voice of the Customer** customer requesting to expediate the parts. part number: [redacted] Deale code : [redacted] ***Actions Taken*** so i have created the case and assigned it to the specialist.
[redacted]	PA request Part # & Order#, in E, will upgrade to S row PART: [redacted] ORDER [redacted] **PARTS POD EXP** PART: [redacted] ANTI-LOCK BRAKE SYSTEM ORDER [redacted] ETA: - Rent; n/a MANAGED ALLOC LVL 2?
[redacted]	Outbound call to [redacted] Outbound call to [redacted] Soft phone issues not performing servic unable to [redacted]
[redacted]	***PARTS POD UPDATE*** Part: [redacted] (Control) Order: [redacted] Reaching out to PE Team for assistance with part. As of [redacted] Per GPOP: Part STOCK is under QUARANTINE pending quality / engineering review and inspection. Working to obtain timing on resolutvo predict allocation and shipment to [redacted] R to fulfill No firm [redacted] provide at this time. Pending response from [redacted] / [redacted] Working to improve. NEXT UPDATE: Within [redacted]
[redacted]	System Update:[Order is pending and cannot be upgraded at this time.] Order has been Rel to [redacted] Curr prom date - [redacted] and please check parts detail screen for updated earliest ETA.
[redacted]	***PARTS POD UPDATE*** Part: [redacted] (Control) Order: [redacted] As of [redacted] Per GPOP: Order has been invoiced from [redacted] ETA: 1-3 Business Please follow up with the dealer to ensure parts arrival for the customer!
[redacted]	Hello [redacted] Thank you for contacting Ram Customer Care. PART: ABS ETA: [redacted], Part in transit I will be checking into Delivery to the Dealership on [redacted] and keep you updated.Please do not hesitate to contact us if you need any further assistance Thank you again [redacted] Have a great day
[redacted]	***OB TO [redacted]*** CM reached out to parts to confirm parts arrived, PA advised vehicle was picked up [redacted] ***EMAIL TO CX*** Closed loop.
[redacted]	***EMAIL TO CX*** Closed loop. Offered CX oil change SC for inconvenience, waiting response.
[redacted]	***EMAIL FR [redacted]*** Waiting response on SC. If no response by 8/7 case will be closed.
[redacted]	***EMAIL TO CX*** Closed loop. No response on SC as of 8/7.
[redacted]	CX re-opened case. accepted SC.
[redacted]	Sc not added, setting task.
[redacted]	Casher [redacted] states [redacted] was not at that location [redacted] however [redacted] is [redacted] Agent left VM for [redacted] advising that the oil change has been added to VIN and that the plan provisions have been sent via email and postage mail. Agent promised close loop as well

Email(s)

Date	Subject	From	To	Sent Date/Time
[redacted]	RAM Contact Center Case [redacted] Part backorder - ABS	[redacted]	[redacted]	[redacted]

Hello [redacted] c/o [redacted]
Thank you for contacting Ram Customer Care.
[redacted] CAB CHASSIS
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]
Please do not hesitate to contact us if you need any further assistance.
Thank you again for your email [redacted] great day.
Best wishes,
[redacted]
Telephone: [redacted] Ext: [redacted]
Ram Customer Care
ref: [redacted] ref

Date	Subject	
[redacted]	Contact Center Case [redacted] Part backorder - ABS	
From	To	Sent Date/Time
[redacted]	[redacted]	[redacted]

Hello [redacted] c/o [redacted]
Thank you for contacting Ram Customer Care.
[redacted] CAB CHASSIS
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]
Please do not hesitate to contact us if you need any further assistance.
Thank you again for your email [redacted] great day.
Best wishes,
[redacted]
Telephone: [redacted] Ext: [redacted]
Ram Customer Care
ref: [redacted] ref

Date	Subject	
[redacted]	Contact Center Case [redacted] Part backorder - ABS	
From	To	Sent Date/Time
[redacted]	[redacted]	[redacted]

Hello [redacted] c/o [redacted]
Thank you for contacting Ram Customer Care.
PART: ABS
ETA: [redacted], Part in transit
I will be checking into Delivery to the Dealership on [redacted] and keep you updated. Please do not hesitate to contact us if you need any further assistance
Thank you again [redacted] Have a great day.
Best wishes,
[redacted]
Telephone: [redacted] Ext: [redacted]
Ram Customer Care

----- Original Message -----
From: [redacted] Customer Care ([redacted])
Sent: [redacted]
To: [redacted]
Subject: [redacted] Contact Center Case [redacted] Part backorder - ABS

Hello [redacted] c/o [redacted]
Thank you for contacting Ram Customer Care.
[redacted] CAB CHASSIS
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]
Please do not hesitate to contact us if you need any further assistance.
Thank you again for your email [redacted] great day.
Best wishes,
[redacted]
Telephone: [redacted] Ext: [redacted]
Ram Customer Care

ref: [redacted] ref

Date	Subject	
[redacted]	Contact Center Case [redacted] Part backorder - ABS	
From	To	Sent Date/Time
[redacted]	[redacted]	[redacted]

Hello [REDACTED] COMPANY;
 Thank you for contacting Ram Customer Care.
 PART: ABS
 ETA: [REDACTED], Part in transit
 I will be checking into Delivery to the Dealership on [REDACTED] and keep you updated. Please do not hesitate to contact us if you need any further assistance
 Thank you again [REDACTED] COMPANY. Have a great day.
 Best wishes,
 [REDACTED]
 Telephone: [REDACTED] Ext: [REDACTED]
 Ram Customer Care

----- Original Message -----
 From: [REDACTED] Customer Care ([REDACTED])
 Sent: [REDACTED]
 To: [REDACTED]
 Subject: [REDACTED] Contact Center Case [REDACTED] Part backorder - ABS

Hello [REDACTED] c/o [REDACTED] COMPANY;
 Thank you for contacting Ram Customer Care.
 [REDACTED] REG CAB CHASSIS
 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]
 Please do not hesitate to contact us if you need any further assistance.
 Thank you again for your email [REDACTED] COMPANY. Have a great day.
 Best wishes,
 [REDACTED]
 Telephone: [REDACTED] Ext: [REDACTED]
 Ram Customer Care

ref: [REDACTED] ref

Date	[REDACTED]	Subject	RE: [REDACTED] Contact Center Case [REDACTED] Part backorder - ABS
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

I am reaching out to see if you have received your vehicle and how it is working? I've reached out to the dealership and they advised the vehicle has been picked up and I wanted to confirm with 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 please reply to the email with and/or give me a call back advising how I can be of assistance.

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

----- Original Message -----
 From: [REDACTED] Customer Care ([REDACTED])
 Sent: [REDACTED]
 To: [REDACTED]
 Subject: [REDACTED] Contact Center Case [REDACTED] Part backorder - ABS

Hello [REDACTED] COMPANY;
 Thank you for contacting Ram Customer Care.
 PART: ABS
 ETA: [REDACTED], Part in transit
 I will be checking into Delivery to the Dealership on [REDACTED] and keep you updated. Please do not hesitate to contact us if you need any further assistance
 Thank you again [REDACTED] COMPANY. Have a great day.
 Best wishes,
 [REDACTED]
 Telephone: [REDACTED] Ext: [REDACTED]
 Ram Customer Care

----- Original Message -----
 From: [REDACTED] Customer Care ([REDACTED])
 Sent: [REDACTED]
 To: [REDACTED]
 Subject: [REDACTED] Contact Center Case [REDACTED] Part backorder - ABS

Hello [REDACTED] c/o [REDACTED] COMPANY;
 Thank you for contacting Ram Customer Care.
 [REDACTED] REG CAB CHASSIS
 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]
 Please do not hesitate to contact us if you need any further assistance.
 Thank you again for your email [REDACTED] COMPANY. Have a great day.
 Best wishes,
 [REDACTED]
 Telephone: [REDACTED] Ext: [REDACTED]
 Ram Customer Care

ref: [REDACTED] ref

Date	[REDACTED]	Subject	RE: [REDACTED] Contact Center Case [REDACTED] Part backorder - ABS
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

I am reaching out to see if you have received your vehicle and how it is working? I've reached out to the dealership and they advised the vehicle has been picked up and I wanted to confirm with 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 please reply to the email with and/or give me a call back advising how I can be of assistance.

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

----- Original Message -----
From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RAM Contact Center Case [REDACTED] Part backorder - ABS

Hello [REDACTED] COMPANY;
Thank you for contacting Ram Customer Care.
PART: ABS
ETA: [REDACTED]. Part in transit
I will be checking into Delivery to the Dealership on [REDACTED] and keep you updated. Please do not hesitate to contact us if you need any further assistance
Thank you again [REDACTED] COMPANY. Have a great day.
Best wishes,
[REDACTED]
Telephone: [REDACTED] Ext: [REDACTED]
Ram Customer Care

----- Original Message -----
From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RAM Contact Center Case [REDACTED] Part backorder - ABS

Hello [REDACTED] c/o [REDACTED] COMPANY;
Thank you for contacting Ram Customer Care.
[REDACTED] RAM [REDACTED] REG CAB CHASSIS
Here is some information that will be helpful for you to have:
[REDACTED] Ram [REDACTED] Case Management
My Schedule: [REDACTED] through [REDACTED]
Department Telephone number: [REDACTED] Extension: [REDACTED]
Please do not hesitate to contact us if you need any further assistance.
Thank you again for your email [REDACTED] COMPANY. Have a great day.
Best wishes,
[REDACTED]
Telephone: [REDACTED] Ext: [REDACTED]
Ram Customer Care

ref: [REDACTED] ref

Date	[REDACTED]	Subject	Re: RAM Contact Center Case [REDACTED] Part backorder - ABS
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Yes we picked it up after waiting nearly 5 months for a part. Check back in a week and we will see if it's working correctly

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

> I am reaching out to see if you have received your vehicle and how it is working? I've reached out to the dealership and they advised the vehicle has been picked up and I wanted to confirm with 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 please reply to the email with and/or give me a call back advising how I can be of assistance.

> Regards,

> [REDACTED] Case Manager
> Phone: [REDACTED] | Ext: [REDACTED]

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

> *From:* RAM Customer Care [REDACTED]
> *Sent:* [REDACTED]
> *To:* [REDACTED]
> *Subject:* RAM Contact Center Case [REDACTED]; Part backorder - ABS

> Hello [REDACTED] COMPANY;

> Thank you for contacting Ram Customer Care.

> PART: ABS

> ETA: [REDACTED], Part in transit

> I will be checking into Delivery to the Dealership on [REDACTED] and keep you updated. Please do not hesitate to contact us if you need any further assistance

> Thank you again [REDACTED] COMPANY. Have a great day.

> Best wishes,

> [REDACTED]
> Telephone: [REDACTED] Ext: [REDACTED]
> Ram Customer Care

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

> *From:* RAM Customer Care [REDACTED]
> *Sent:* [REDACTED]
> *To:* [REDACTED]
> *Subject:* RAM Contact Center Case [REDACTED]; Part backorder - ABS

> Hello [REDACTED] COMPANY;

> Thank you for contacting Ram Customer Care.

> [REDACTED] REG CAB CHASSIS

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

> [REDACTED] Ram [REDACTED] Case Management
> My Schedule: [REDACTED]
> Department Telephone number: [REDACTED]; Extension: [REDACTED]

> Please do not hesitate to contact us if you need any further assistance.

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

> Best wishes,

> [REDACTED]
> Telephone: [REDACTED] Ext: [REDACTED]
> Ram Customer Care

> ref: [REDACTED] ref

> --

> Outside Sales

> O: [REDACTED]
> C: [REDACTED]

> [REDACTED] s of [REDACTED]
> [REDACTED]
> [REDACTED]

Date	[REDACTED]	Subject	Re: RAM Contact Center Case [REDACTED] Part backorder - ABS
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Good afternoon,

Unfortunately my policy does not allow me to keep the case open for that long. This case can be re-opened automatically within the [REDACTED] you are experiencing issues with the vehicle anytime after repairs, please take the vehicle back to the dealership and give us a call/email back. We will be more than happy to assist.

This is a courtesy email to inform you of the case closure. We look forward to assisting you with any additional concerns or questions. Should you receive a survey on your experience with us, your input will be greatly appreciated. Thank you for being a loyal Ram customer! Have a great rest of your day!

Regards,

[REDACTED] Case Manager
Phone [REDACTED] Ext. [REDACTED]

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: [REDACTED] Contact Center Case [REDACTED] Part backorder - ABS
Yes we picked it up after waiting [REDACTED] months for a part. Check back in [REDACTED] and we will see if it's working correctly
On [REDACTED] US Customer Care <[REDACTED]> wrote:
I am reaching out to see if you have received your vehicle and how it is working. I've reached out to the dealership and they advised the vehicle has been picked up and I wanted to confirm with 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 please reply to the email with and/or give me a call back advising how I can be of assistance.

Regards,

[REDACTED] Case Manager
Phone [REDACTED] Ext. [REDACTED]

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

From: [REDACTED] Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] Contact Center Case [REDACTED] Part backorder - ABS
Hello [REDACTED]
Thank you for contacting Ram Customer Care.
PART: ABS
ETA: [REDACTED], Part in transit
I will be checking into Delivery to the Dealership on [REDACTED] and keep you updated. Please do not hesitate to contact us if you need any further assistance
Thank you again [REDACTED] Have a great day.
Best wishes,
[REDACTED]
Telephone: [REDACTED] Ext: [REDACTED]
Ram Customer Care

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

From: [REDACTED] Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] Contact Center Case [REDACTED] Part backorder - ABS
Hello [REDACTED] c/o [REDACTED]
Thank you for contacting Ram Customer Care.
[REDACTED] REG CAB CHASSIS
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]
Please do not hesitate to contact us if you need any further assistance.
Thank you again for your email [REDACTED] Have a great day.
Best wishes,
[REDACTED]
Telephone: [REDACTED] Ext: [REDACTED]
Ram Customer Care

ref: [REDACTED] ref

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Outside Sales

[REDACTED]
C: [REDACTED]

[REDACTED] s of [REDACTED]
[REDACTED]

Date	[REDACTED]	Subject	Re: [REDACTED] Contact Center Case [REDACTED] Part backorder - ABS
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

I apologize for the inconvenience of the part being on back order. I would like to offer you a free service contract with tire rotations and oil changes. It would be at no cost to you, all I would need is your approval and I can work on getting them added to your vehicle. I would contact [REDACTED] ([REDACTED] Protection) purchase the service contract and have it added onto your VIN.

Please let me know if that's something you would be okay with and I will start working on it now and let you know once it's ready for use.

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

----- Original Message -----
From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: RAM Contact Center Case [REDACTED] Part backorder - ABS

Good afternoon,

Unfortunately my policy does not allow me to keep the case open for that long. This case can be re-opened automatically within the [REDACTED] you are experiencing issues with the vehicle anytime after repairs, please take the vehicle back to the dealership and give us a call/email back. We will be more than happy to assist.

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

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

----- Original Message -----
From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: RAM Contact Center Case [REDACTED] Part backorder - ABS
Yes we picked it up after waiting [REDACTED] months for a part. Check back in a week and we will see if it's working correctly
On [REDACTED] US Customer Care <[REDACTED]> wrote:

I am reaching out to see if you have received your vehicle and how it is working? I've reached out to the dealership and they advised the vehicle has been picked up and I wanted to confirm with 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 please reply to the email with and/or give me a call back advising how I can be of assistance.

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

----- Original Message -----
From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RAM Contact Center Case [REDACTED] Part backorder - ABS

Hello [REDACTED]
Thank you for contacting [REDACTED] Customer Care.
PART: ABS
ETA: [REDACTED], Part in transit
I will be checking into Delivery to the Dealership on [REDACTED] and keep you updated. Please do not hesitate to contact us if you need any further assistance
Thank you again [REDACTED] Have a great day.
Best wishes,
[REDACTED]
Telephone: [REDACTED] Ext: [REDACTED]
[REDACTED] Customer Care

----- Original Message -----
From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RAM Contact Center Case [REDACTED] Part backorder - ABS

Hello [REDACTED]
Thank you for contacting [REDACTED] Customer Care.
[REDACTED] REG CAB CHASSIS
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]
Please do not hesitate to contact us if you need any further assistance.
Thank you again for your email [REDACTED] Have a great day.
Best wishes,
[REDACTED]
Telephone: [REDACTED] Ext: [REDACTED]
[REDACTED] Customer Care

ref: [REDACTED] ref

--
[REDACTED]
Outside Sales

C: [REDACTED]
[REDACTED] is of [REDACTED]

[Redacted]

Date	[Redacted]	Subject	Re: RAM Contact Center Case # 86718021: Part backorder - ABS		
From	[Redacted]	To	[Redacted]	Sent Date/Time	[Redacted]

This is a courtesy email to inform you of the case closure. We look forward to assisting you with any additional concerns or questions. Should you receive a survey on your experience with us, your input will be greatly appreciated. Thank you for being a loyal Ram customer! Have a great rest of your day!

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

----- Original Message -----
From: US Customer Care [Redacted]
Sent: [Redacted]
To: [Redacted]
Subject: Re: RAM Contact Center Case [Redacted]; Part backorder - ABS

I apologies for the inconvenience of the part being on back order. I would like to offer you a free service contract with tire rotations and oil changes. It would be at no cost to you, all I would need is your approval and I can work on getting them added to your vehicle. I would contact [Redacted] ([Redacted] Protection) purchase the service contract and have it added onto your VIN.

Please let me know if that's something you would be okay with and I will start working on it now and let you know once it's ready for use.

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

----- Original Message -----
From: US Customer Care [Redacted]
Sent: [Redacted]
To: [Redacted]
Subject: Re: RAM Contact Center Case [Redacted]; Part backorder - ABS

Good afternoon,

Unfortunately my policy does not allow me to keep the case open for that long. This case can be re-opened automatically within the [Redacted] you are experiencing issues with the vehicle anytime after repairs, please take the vehicle back to the dealership and give us a call/email back. We will be more than happy to assist.

This is a courtesy email to inform you of the case closure. We look forward to assisting you with any additional concerns or questions. Should you receive a survey on your experience with us, your input will be greatly appreciated. Thank you for being a loyal Ram customer! Have a great rest of your day!

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

----- Original Message -----
From: [Redacted]
Sent: [Redacted]
To: [Redacted]
Subject: Re: RAM Contact Center Case [Redacted]; Part backorder - ABS
Yes we picked it up after waiting [Redacted] months for a part. Check back in [Redacted] and we will see if it's working correctly
On [Redacted] US Customer Care <[Redacted]> wrote:

I am reaching out to see if you have received your vehicle and how it is working? I've reached out to the dealership and they advised the vehicle has been picked up and I wanted to confirm with 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 please reply to the email with and/or give me a call back advising how I can be of assistance.

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

----- Original Message -----
From: [Redacted]
Sent: [Redacted]
To: [Redacted]
Subject: RAM Contact Center Case [Redacted]; Part backorder - ABS

Hello [Redacted],
Thank you for contacting Ram Customer Care.
PART: ABS
ETA: [Redacted], Part in transit
I will be checking into Delivery to the Dealership on [Redacted] and keep you updated. Please do not hesitate to contact us if you need any further assistance
Thank you again [Redacted] Have a great day.
Best wishes,
[Redacted]
Telephone: [Redacted] Ext: [Redacted]
Ram Customer Care

----- Original Message -----
From: [Redacted]
Sent: [Redacted]
To: [Redacted]
Subject: RAM Contact Center Case [Redacted]; Part backorder - ABS

Hello [Redacted],
Thank you for contacting Ram Customer Care.
[Redacted] REG CAB CHASSIS
Here is some information that will be helpful for you to have:
[Redacted] Ram [Redacted] Case Management
My Schedule: [Redacted] EST, [Redacted] through [Redacted]
Department Telephone number: [Redacted] Extension [Redacted]
Please do not hesitate to contact us if you need any further assistance.
Thank you again for your email [Redacted] Have a great day.
Best wishes,
[Redacted]
Telephone: [Redacted] Ext: [Redacted]

Ram Customer Care

ref: [REDACTED] ref

[REDACTED]
Outside Sales

C: [REDACTED]

[REDACTED] s of [REDACTED]
[REDACTED]

Date	[REDACTED]	Subject	Re: RAM Contact Center Case [REDACTED] Part backorder - ABS
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

A free oil change would be very nice.

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

> I apologies for the inconvenience of the part being on back order. I would
> like to offer you a free service contract with tire rotations and oil
> changes. It would be at no cost to you, all I would need is your approval
> and I can work on getting them added to your vehicle. I would contact MVP
> ([REDACTED] Protection) purchase the service contract and have it added
> onto your VIN.

> Please let me know if that's something you would be okay with and I will
> start working on it now and let you know once it's ready for use.

> Regards,

> [REDACTED] Case Manager
> Phone: [REDACTED] | Ext. [REDACTED]

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

> *From:* US Customer Care [REDACTED]
> *Sent:* [REDACTED]
> *To:* [REDACTED]
> *Subject:* Re: RAM Contact Center Case [REDACTED] Part backorder - ABS

> Good afternoon,

> Unfortunately my policy does not allow me to keep the case open for that
> long. This case can be re-opened automatically within the [REDACTED]
> you are experiencing issues with the vehicle anytime after repairs, please
> take the vehicle back to the dealership and give us a call/email back. We
> will be more than happy to assist.

> This is a courtesy email to inform you of the case closure. We look
> forward to assisting you with any additional concerns or questions. Should
> you receive a survey on your experience with us, your input will be greatly
> appreciated. Thank you for being a loyal Ram customer! Have a great rest of
> your day!

> Regards,

> [REDACTED] Case Manager
> Phone: [REDACTED] | Ext. [REDACTED]

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

> *From:* [REDACTED]
> *Sent:* [REDACTED]
> *To:* [REDACTED]
> *Subject:* Re: RAM Contact Center Case [REDACTED] Part backorder - ABS

> Yes we picked it up after waiting [REDACTED] months for a part. Check back
> in [REDACTED] and we will see if it's working correctly

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

>> I am reaching out to see if you have received your vehicle and how it is
>> working? I've reached out to the dealership and they advised the vehicle
>> has been picked up and I wanted to confirm with 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 please reply to the email with and/or give me a call
>> back advising how I can be of assistance.

>> Regards,

>> [REDACTED] Case Manager
>> Phone: [REDACTED] | Ext. [REDACTED]

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

>> *From:* RAM Customer Care [REDACTED]
>> *Sent:* [REDACTED]
>> *To:* [REDACTED]
>> *Subject:* RAM Contact Center Case [REDACTED] Part backorder - ABS

>> Hello [REDACTED] COMPANY;

>> Thank you for contacting Ram Customer Care.

>> PART: ABS

>> ETA: [REDACTED], Part in transit

>> I will be checking into Delivery to the Dealership on [REDACTED] and keep
>> you updated. Please do not hesitate to contact us if you need any further
>> assistance

>> Thank you again [REDACTED] COMPANY. Have a great day.

>> Best wishes,

>> [REDACTED]
>> Telephone: [REDACTED] Ext: [REDACTED]
>> Ram Customer Care

>>
 >>----- Original Message -----
 >>*From:* RAM Customer Care [REDACTED]
 >>*Sent:* [REDACTED]
 >>*To:* [REDACTED]
 >>*Subject:* RAM Contact Center Case [REDACTED] Part backorder - ABS
 >>
 >>
 >> Hello [REDACTED] c/o [REDACTED] COMPANY;
 >> Thank you for contacting Ram Customer Care.
 >> [REDACTED] CAB CHASSIS
 >> Here is some information that will be helpful for you to have:
 >> [REDACTED] Case Management
 >> My Schedule; [REDACTED] EST; [REDACTED]
 >> Department Telephone number: [REDACTED], Extension: [REDACTED]
 >>
 >> Please do not hesitate to contact us if you need any further assistance.
 >>
 >> Thank you again for your email [REDACTED] COMPANY. Have a great day.
 >>
 >>
 >> Best wishes,
 >> [REDACTED]
 >> Telephone: [REDACTED] Ext; [REDACTED]
 >> Ram Customer Care
 >>
 >>
 >> ref [REDACTED] ref
 >>
 >>
 >>--
 >> Outside Sales
 >> O: [REDACTED]
 >> C: [REDACTED]
 >> [REDACTED] s of [REDACTED]
 >> [REDACTED]
 >> [REDACTED]
 >>
 >>
 >>--
 >> [REDACTED]
 >> Outside Sales
 >> [REDACTED]
 >> C: [REDACTED]
 >> [REDACTED] s of [REDACTED]
 >> [REDACTED]
 >> [REDACTED]
 >> [REDACTED]

Date	[REDACTED]	Subject	Re: RAM Contact Center Case [REDACTED] Part backorder - ABS
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

The oil change package that is good for [REDACTED] with [REDACTED] has been added to your vehicle. We have sent a copy of the plan provisions to your email and requested a copy to be sent to the address on file, this can take up to [REDACTED] weeks to receive in the mail. I wanted to check in to make sure everything is to your satisfaction. If you are happy with your experience, there is no need to call me back. Your case will be closed in [REDACTED] however, if you need to discuss these details further, I can be reached at [REDACTED] Ext. [REDACTED]

[REDACTED] on behalf of KJ

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: [REDACTED] Contact Center Case [REDACTED]; Part backorder - ABS
A free oil change would be very nice.
On [REDACTED] US Customer Care <[REDACTED]> wrote:
I apologies for the inconvenience of the part being on back order. I would like to offer you a free service contract with tire rotations and oil changes. It would be at no cost to you, all I would need is your approval and I can work on getting them added to your vehicle. I would contact [REDACTED] ([REDACTED] Protection) purchase the service contract and have it added onto your VIN.

Please let me know if that's something you would be okay with and I will start working on it now and let you know once it's ready for use.

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

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

From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: [REDACTED] Contact Center Case [REDACTED]; Part backorder - ABS

Good afternoon,

Unfortunately my policy does not allow me to keep the case open for that long. This case can be re-opened automatically within the [REDACTED] you are experiencing issues with the vehicle anytime after repairs, please take the vehicle back to the dealership and give us a call/email back. We will be more than happy to assist.

This is a courtesy email to inform you of the case closure. We look forward to assisting you with any additional concerns or questions. Should you receive a survey on your experience with us, your input will be greatly appreciated. Thank you for being a loyal Ram customer! Have a great rest of your day!

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

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: [REDACTED] Contact Center Case [REDACTED]; Part backorder - ABS
Yes we picked it up after waiting [REDACTED] months for a part. Check back in a week and we will see if it's working correctly
On [REDACTED] US Customer Care <[REDACTED]> wrote:
I am reaching out to see if you have received your vehicle and how it is working? I've reached out to the dealership and they advised the vehicle has been picked up and I wanted to confirm with 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 please reply to the email with and/or give me a call back advising how I can be of assistance.

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

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

From: [REDACTED] Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] Contact Center Case [REDACTED]; Part backorder - ABS

Hello [REDACTED]
Thank you for contacting Ram Customer Care.
PART: ABS
ETA: [REDACTED], Part in transit
I will be checking into Delivery to the Dealership on [REDACTED] and keep you updated. Please do not hesitate to contact us if you need any further assistance
Thank you again [REDACTED] Have a great day.
Best wishes,
[REDACTED]

Telephone: [REDACTED] Ext: [REDACTED]
Ram Customer Care

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

From: [REDACTED] Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] Contact Center Case [REDACTED]; Part backorder - ABS

Hello [REDACTED]
Thank you for contacting Ram Customer Care.
[REDACTED] CAB CHASSIS
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]
Please do not hesitate to contact us if you need any further assistance.
Thank you again for your email [REDACTED] Have a great day.
Best wishes,
[REDACTED]

Telephone: [REDACTED] Ext: [REDACTED]
Ram Customer Care

ref: [REDACTED] ref

--
[REDACTED]
Outside Sales

[REDACTED]
C: [REDACTED]

[REDACTED] s of [REDACTED]
[REDACTED]

--
[REDACTED]
Outside Sales

[REDACTED]
C: [REDACTED]

[REDACTED] s of [REDACTED]
[REDACTED]

Date	[REDACTED]	Subject	Re: RAM Contact Center Case [REDACTED] Part backorder - ABS
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Dear [REDACTED]

This is a courtesy email to inform you of the closure of your case.
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 KJ, your input would be greatly appreciated.
Thank you for being a loyal RAM customer!

Best Regards,
[REDACTED] on behalf of [REDACTED]
[REDACTED] Customer Care

----- Original Message -----
From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: RAM Contact Center Case [REDACTED]; Part backorder - ABS

The oil change package that is good for [REDACTED] with [REDACTED] has been added to your vehicle. We have sent a copy of the plan provisions to your email and requested a copy to be sent to the address on file, this can take up to [REDACTED] weeks to receive in the mail. I wanted to check in to make sure everything is to your satisfaction. If you are happy with your experience, there is no need to call me back. Your case will be closed in [REDACTED] however, if you need to discuss these details further, I can be reached at [REDACTED] Ext. [REDACTED]

[REDACTED] on behalf of KJ

----- Original Message -----
From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: RAM Contact Center Case [REDACTED]; Part backorder - ABS

A free oil change would be very nice.
On [REDACTED] US Customer Care <[REDACTED]> wrote:
I apologies for the inconvenience of the part being on back order. I would like to offer you a free service contract with tire rotations and oil changes. It would be at no cost to you, all I would need is your approval and I can work on getting them added to your vehicle. I would contact [REDACTED] ([REDACTED]) purchase the service contract and have it added onto your VIN.

Please let me know if that's something you would be okay with and I will start working on it now and let you know once it's ready for use.

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

----- Original Message -----
From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: RAM Contact Center Case [REDACTED]; Part backorder - ABS

Good afternoon,
Unfortunately my policy does not allow me to keep the case open for that long. This case can be re-opened automatically within the [REDACTED] you are experiencing issues with the vehicle anytime after repairs, please take the vehicle back to the dealership and give us a call/email back. We will be more than happy to assist.

This is a courtesy email to inform you of the case closure. We look forward to assisting you with any additional concerns or questions. Should you receive a survey on your experience with us, your input will be greatly appreciated. Thank you for being a loyal Ram customer! Have a great rest of your day!

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

----- Original Message -----
From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: RAM Contact Center Case [REDACTED]; Part backorder - ABS

Yes we picked it up after waiting [REDACTED] months for a part. Check back in a week and we will see if it's working correctly
On [REDACTED] US Customer Care <[REDACTED]> wrote:
I am reaching out to see if you have received your vehicle and how it is working? I've reached out to the dealership and they advised the vehicle has been picked up and I wanted to confirm with 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 please reply to the email with and/or give me a call back advising how I can be of assistance.

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

----- Original Message -----
From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RAM Contact Center Case [REDACTED]; Part backorder - ABS

Hello [REDACTED] SUPPLY COMPANY;
Thank you for contacting Ram Customer Care.
PART: ABS
ETA: [REDACTED], Part in transit
I will be checking into Delivery to the Dealership on [REDACTED] and keep you updated. Please do not hesitate to contact us if you need any further assistance
Thank you again [REDACTED] SUPPLY COMPANY. Have a great day.
Best wishes,
[REDACTED]
Telephone: [REDACTED] Ext: [REDACTED]
Ram Customer Care

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

From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RAM Contact Center Case [REDACTED]: Part backorder - ABS

Hello [REDACTED] c/o [REDACTED] COMPANY;

Thank you for contacting Ram Customer Care.

[REDACTED] REG CAB CHASSIS

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]

Please do not hesitate to contact us if you need any further assistance.

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

Best wishes,

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

Ram Customer Care

ref: [REDACTED] ref

--

[REDACTED]
Outside Sales

[REDACTED]
C: [REDACTED]

[REDACTED] s of [REDACTED]
[REDACTED]

--

[REDACTED]
Outside Sales

[REDACTED]
C: [REDACTED]

[REDACTED] s of [REDACTED]
[REDACTED]

New Customer Assistance Inquiry Record (CAIR)

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

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

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

Customer					
Customer Address					
City/State/Country/Zip					

Dealer		Dealer Phone	
Dealer Address			

Dealer Zone	West	District	
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Subject Parts

Synopsis ---

Customer Anomaly

Contact Reason Available Parts And Prices **Customer Anomaly**

Reason Code After - Information & Assistance requests - Parts - Parts - Info about availability and prices

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Parts

Case Comments

Date	Comment
	VOC Cx stated he was advised by dlr that he needs a new antilock brake hydraulic control but the dlr is unable to order the part so the dlr told cx to reach out to us. Part number: Cx was advised case would be escalated to escalation team to see if the part can be expedited for cx. Cx was advised that the process take 1 to 2 weeks and the team will reach out to him when they have a update. Reassigned
	-- EMAIL Hello I am reaching out to get information on vehicle. I am seeking an update on the diagnosis of this vehicle. Is this customer in a hurry or not? Do you know if any parts have been ordered? If so, can you provide the part or order number? Your assistance is greatly appreciated!
	--OBC TO CUSTOMER CM spoke to the customer he refused to verify email

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	CAB 4X4	
Customer Provided VIN		Line of		Customer Assistance	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Brand Site	Reason	assistance
Mileage	Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer		Dealer Phone			
Dealer Address	1091 FREMONT PIKE RTE 20				
	WOODVILLE	OH	43469 9606	USA	
Dealer Zone					
Subject					
Synopsis	No further action needed, closing case.				
Customer Anomaly	Brakes Automatic Braking System (ABS)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		ABS Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07	New
07	Open
08/1	Closed

Initial Description

my trucks been down with no abs and traction control light for no dealer can get me this parts i am a first responder and i need help with this part

Case Comments

Date	Comment
	VOC: CUSTOMER STATES NO DEALERSHIP CAN ORDER THE PARTS HE NEEDS TO HAVE HIS VEHICLE FIXED. CUSTOMER'S VEHICLE HAS BEEN SITTING IN THE DEALERSHIP FOR ACTIONS TAKEN: REASSIGN TO A SPECIALIST NEXT STEPS: SPECIALIST WILL DECIDE
	***OB Call to the *** refunded the money for the part, the cx took the vehicle out of the dlrship. Cx sold it elsewhere.
	CX called to get to transferred to mopar.
	OB Call to the Cx informed about case closure.

Email(s)

Date		Subject	
From		To	
Hello			
This email is to notify that case reference to VIN: now closed. You should be receiving from a survey requesting feedback on your management experience. While it is up to you whether you respond to that survey, we would appreciate your honest response. Thank you for allowing us to support you. We look forward to working with you again.			
Please don't hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.			
Best Regards,			
Specialist: Case Phone number: ext. ref:			

Date		Subject	
From		To	
Hello			
This email is to notify that case reference to VIN: now closed. You should be receiving from a survey requesting feedback on your management experience. While it is up to you whether you respond to that survey, we would appreciate your honest response. Thank you for allowing us to support you. We look forward to working with you again.			
Please don't hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.			
Best Regards,			
Specialist: Case Phone number: ext. ref:			

New Customer Assistance Inquiry Record (CAIR)#						
VIN		Model Year		Brand	RAM	
Body		Vehicle		CREW CAB 4X4		
Customer Provided VIN		Line of Business		Customer Assistance Center		
Batch Case Information						
Open Date		CAIR Type	Regular	Status	Closed	
Close Date		Origin	Telephone	Reason		
Mileage		Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile		
Caller Address				Source	Customer	
City/State/Country/Zip						
Customer						
Customer Address						
City/State/Country/Zip						
Dealer				Dealer Phone		
Dealer Address	1754 MAIN STREET					
	SANFORD			ME	04073 2457	
Dealer Zone		Sales District		Service District	M	
Subject	Parts unavailable/ Backordered					
Synopsis	closed					
Customer Anomaly						
Contact Reason		Not Available/Backordered		Customer Anomaly		
Reason Code	Alter Sales - Complaint - Parts - Parts - Part in backorder/not available					

Case Status History

Create Date	Status
07	Open
07	Closed
07	Open
07	Suspended
07	Open
08/1	Closed

Initial Description

The customer is calling because they are having problems with the hydraulic control module and want to get the parts expedited

Case Comments

Date	Comment
	Customer's Voice The customer is calling because they are having problems with the hydraulic control module and want to get the parts expedited. They actually want to get the vehicle traded in but it's been given problems and would not be able to sell it until the problems are resolved. The cx took the vehicle in to the dealership and the diagnosis that was given is that the hydraulic control module needed to be replaced. However, the dealership stated that the parts are on backorder and won't be available until ***Action Taken*** Since the parts has just been ordered the agent advised the customer to wait until next week after has passed and get the part number and name. Thereafter, the parts could possibly be expedited for the repairs to be completed. Agent gave case number and told them to call back so that the case can be reopened and escalated. NO FURTHER ACTIONS TAKEN
	Part no : Order no : Cx doesn't know the order no. Cx wants to expediate the part asap
	*****Goodwill Qualifier***** In-Service Date: Original Owner: Yes Mileage: New/Used Vehicle Purchase History: 1 new 1 used Loyalty Score: Case Critical: Previous related repairs: Basic Warranty: BASIC WARRANTY 36 or Expired (Time) Powertrain Warranty: POWERTRAIN WARRANTY 0 or MVP plans: No Open Recalls: 0 Other:
	****OUTBOUND DLR CONTACT **** VIN: CM spoke to SA advised that part no order had been placed currently as it is on an engineering hold until the review is completed
	****OUTBOUND CX CONTACT **** CM left a message for CX to advised that the parts are not currently been released as the are on an engineering hold Vehicle has arrived at dealership and attended by dealer employee
	**** OUTBOUND DEALER CONTACT **** CM called dir to get an update on cx car,SA stated that cx picked up the vehicle on of they replaced the interlock brake system module which had been on BO for a long time.
	OUTBOUND CUSTOMER CONTACT* CM called cx to know if the car is okay now in order to close the case but was unable to establish contact. cm left a VM in same regard.
	****OUTBOUND EMAIL CX CONTACT**** CM sent cx close loop email
	FINAL CLOSING EMAIL **OUTBOUND CUSTOMER CONTACT**** CM sent cx final email. CM closing case, no further action is required in this case.

Email(s)

Date	Subject
	Parts unavailable/ Backordered
From	To
Sent Date/Time	
Good afternoon Mr	
My name is and I am reaching out to you on behalf of your case manager, who is out of the office. I am looking for an update on your repair. I see the vehicle was in the dealership back on the Has it been repaired and back to you at this point?	
Please let us know the status when you have some time. Thank you!	
Sincerely,	
ref. ref	

Date	Subject
	Parts unavailable/ Backordered
From	To
Sent Date/Time	

Good afternoon Mr [REDACTED]
My name is [REDACTED] and I am reaching out to you on behalf of your case manager, who is out of the office. I am looking for an update on your repair. I see the vehicle was in the dealership back on the [REDACTED]. Has it been repaired and back to you at this point?
Please let us know the status when you have some time. Thank you!

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

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

Hello Mr. [REDACTED]

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

- Your case number is [REDACTED].
- The Ram Case Management telephone number is: [REDACTED]
- My direct extension: [REDACTED]

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

Best Regards,
Ugonna,
Ram Case Management

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

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

Good afternoon Mr [REDACTED]
My name is [REDACTED] and I am reaching out to you on behalf of your case manager, who is out of the office. I am looking for an update on your repair. I see the vehicle was in the dealership back on the [REDACTED]. Has it been repaired and back to you at this point?
Please let us know the status when you have some time. Thank you!

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

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

Hello Mr. [REDACTED]

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

- Your case number is [REDACTED].
- The Ram Case Management telephone number is: [REDACTED]
- My direct extension: [REDACTED]

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

Best Regards,
Ugonna,
Ram Case Management

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

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

Good afternoon Mr [REDACTED]
My name is [REDACTED] and I am reaching out to you on behalf of your case manager, who is out of the office. I am looking for an update on your repair. I see the vehicle was in the dealership back on the [REDACTED]. Has it been repaired and back to you at this point?
Please let us know the status when you have some time. Thank you!

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

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

Hello Mr. [REDACTED]

My name is [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 4].
- The Ram Case Management telephone number is: [REDACTED]
- My direct extension: [REDACTED]

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

Best Regards,
Ugonna,
Ram Case Management

----- Original Message -----
From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Parts unavailable/ Backordered

Good afternoon Mr [REDACTED]
My name is [REDACTED] and I am reaching out to you on behalf of your case manager, who is out of the office. I am looking for an update on your repair. I see the vehicle was in the dealership back on the [REDACTED]. Has it been repaired and back to you at this point?
Please let us know the status when you have some time. Thank you!

Sincerely,
[REDACTED] Case Management

ref: [REDACTED] ref

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

Good Morning Mr. [REDACTED]

[REDACTED] contacting you because [REDACTED] indicated that VIN: [REDACTED] has been repaired. I wanted to ensure that everything is resolved and completed to your satisfaction.
I would greatly appreciate it if you could reply to this email confirming if the vehicle is fully operational or in need of further repairs.
This case ([REDACTED]) will automatically close in [REDACTED] if no response is received. Of course, if further assistance is needed after the [REDACTED] have lapsed. Please don't hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,
Ugonna,
Ram Case Management

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

Hello Mr. [REDACTED]

My name is [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 4].
- The Ram Case Management telephone number is: [REDACTED]
- My direct extension: [REDACTED]

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

Best Regards,
Ugonna,
Ram Case Management

----- Original Message -----
From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Parts unavailable/ Backordered

Good afternoon Mr [REDACTED]
My name is [REDACTED] and I am reaching out to you on behalf of your case manager, who is out of the office. I am looking for an update on your repair. I see the vehicle was in the dealership back on the [REDACTED]. Has it been repaired and back to you at this point?
Please let us know the status when you have some time. Thank you!

Sincerely,
[REDACTED] Case Management

ref: [REDACTED] ref

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

Good Morning Mr. [REDACTED]

I'm contacting you because [REDACTED] indicated that VIN: [REDACTED] has been repaired. I wanted to ensure that everything is resolved and completed to your satisfaction.

I would greatly appreciate it if you could reply to this email confirming if the vehicle is fully operational or in need of further repairs.

This case ([REDACTED]) will automatically close in [REDACTED] if no response is received. Of course, if further assistance is needed after the [REDACTED] have lapsed. Please don't hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,
Ugonna,
Ram Case Management

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

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

Hello Mr. [REDACTED]

My name is [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 Ram Case Management telephone number is: [REDACTED]
- My direct extension: [REDACTED]

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

Best Regards,
Ugonna,
Ram Case Management

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

From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Parts unavailable/ Backordered

Good afternoon Mr [REDACTED]

My name is [REDACTED] and I am reaching out to you on behalf of your case manager, who is out of the office. I am looking for an update on your repair. I see the vehicle was in the dealership back on the [REDACTED] Has it been repaired and back to you at this point? Please let us know the status when you have some time. Thank you!

Sincerely,
[REDACTED] Case Management

ref: [REDACTED] ref

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

Good Morning Mr. [REDACTED]

I'm contacting you because [REDACTED] indicated that VIN: [REDACTED] has been repaired. I wanted to ensure that everything is resolved and completed to your satisfaction.

I would greatly appreciate it if you could reply to this email confirming if the vehicle is fully operational or in need of further repairs.

This case ([REDACTED]) will automatically close in [REDACTED] if no response is received. Of course, if further assistance is needed after the [REDACTED] have lapsed. Please don't hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,
Ugonna,
Ram Case Management

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

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

Hello Mr. [REDACTED]

My name is [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 Ram Case Management telephone number is: [REDACTED]
- My direct extension: [REDACTED]

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

Best Regards,
Ugonna,
Ram Case Management

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

From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Parts unavailable/ backordered

Good afternoon Mr. [REDACTED]

My name is [REDACTED] and I am reaching out to you on behalf of your case manager, who is out of the office. I am looking for an update on your repair. I see the vehicle was in the dealership back on the [REDACTED]. Has it been repaired and back to you at this point? Please let us know the status when you have some time. Thank you!

Sincerely,
[REDACTED] Case Management

ref: [REDACTED] ref

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

Good afternoon Mr. [REDACTED]

As mentioned in my last email, please keep my information and give me a call directly if you have any further concerns with your vehicle. There is no need to reply to this email if you are no longer having any concerns with your vehicle and your issues are resolved at this time.

We just wanted to thank you for allowing [REDACTED] Customer Care the opportunity to address your concern. If you require any further assistance and are able to get the vehicle back into the dealership and get it diagnosed, then certainly give us a call back so we may reopen your case and look into the concern further.

We also wanted to let you know that we attempt to conduct a satisfaction survey upon closure of a case; therefore, you could potentially receive a survey by email. [REDACTED] ask that you take the time to complete the survey so we can know how we're doing and what improvements we can make to enhance the customer experience.

Thank you for your time, participation, patience and for being a loyal [REDACTED] customer. It has been a pleasure working with you, and all the best in the future,

Best Regards,
Ugonna,
[REDACTED] Case Management.
Phone: [REDACTED]

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

Good Morning Mr. [REDACTED]

[REDACTED] contacting you because [REDACTED] indicated that VIN: [REDACTED] has been repaired. I wanted to ensure that everything is resolved and completed to your satisfaction. I would greatly appreciate it if you could reply to this email confirming if the vehicle is fully operational or in need of further repairs. This case ([REDACTED]) will automatically close in [REDACTED] if no response is received. Of course, if further assistance is needed after the [REDACTED] have lapsed. Please don't hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,
Ugonna,
[REDACTED] Case Management

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

Hello Mr. [REDACTED]

My name is [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] Case Management telephone number is: [REDACTED]
· My direct extension: [REDACTED]

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

Best Regards,
Ugonna,
[REDACTED] Case Management

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

Good afternoon Mr. [REDACTED]

My name is [REDACTED] and I am reaching out to you on behalf of your case manager, who is out of the office. I am looking for an update on your repair. I see the vehicle was in the dealership back on the [REDACTED]. Has it been repaired and back to you at this point? Please let us know the status when you have some time. Thank you!

Sincerely,
[REDACTED] Case Management

ref: [REDACTED] ref

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

Good afternoon Mr. [REDACTED]

As mentioned in my last email, please keep my information and give me a call directly if you have any further concerns with your vehicle. There is no need to reply to this email if you are no longer having any concerns with your vehicle and your issues are resolved at this time.

We just wanted to thank you for allowing [REDACTED] Customer Care the opportunity to address your concern. If you require any further assistance and are able to get the vehicle back into the dealership and get it diagnosed, then certainly give us a call back so we may reopen your case and look into the concern further.

We also wanted to let you know that we attempt to conduct a satisfaction survey upon closure of a case; therefore, you could potentially receive a survey by email. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience.

Thank you for your time, participation, patience and for being a loyal [REDACTED] customer. It has been a pleasure working with you, and all the best in the future,

Best Regards,
Ugonna,
[REDACTED] Case Management.
Phone: [REDACTED]

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

Good Morning Mr. [REDACTED]

I'm contacting you because [REDACTED] indicated that VIN: [REDACTED] has been repaired. I wanted to ensure that everything is resolved and completed to your satisfaction. I would greatly appreciate it if you could reply to this email confirming if the vehicle is fully operational or in need of further repairs. This case ([REDACTED]) will automatically close in [REDACTED] if no response is received. Of course, if further assistance is needed after the [REDACTED] have lapsed. Please don't hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,
Ugonna,
[REDACTED] Case Management

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

Hello Mr. [REDACTED]

My name is [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] Case Management telephone number is: [REDACTED]
- My direct extension: [REDACTED]

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

Best Regards,
Ugonna,
[REDACTED] Case Management

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

Good afternoon Mr. [REDACTED]

My name is [REDACTED] and I am reaching out to you on behalf of your case manager, who is out of the office. I am looking for an update on your repair. I see the vehicle was in the dealership back on the [REDACTED]. Has it been repaired and back to you at this point? Please let us know the status when you have some time. Thank you!

Sincerely,
[REDACTED] Case Management

ref: [REDACTED] ref

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

Good afternoon Mr. [REDACTED]

As mentioned in my last email, please keep my information and give me a call directly if you have any further concerns with your vehicle. There is no need to reply to this email if you are no longer having any concerns with your vehicle and your issues are resolved at this time.

We just wanted to thank you for allowing [REDACTED] Customer Care the opportunity to address your concern. If you require any further assistance and are able to get the vehicle back into the dealership and get it diagnosed, then certainly give us a call back so we may reopen your case and look into the concern further.

We also wanted to let you know that we attempt to conduct a satisfaction survey upon closure of a case; therefore, you could potentially receive a survey by email. We'd ask that you take the time to complete the survey so we'll know how we're doing and what improvements we can make to enhance the customer experience.

Thank you for your time, participation, patience and for being a loyal [REDACTED] customer. It has been a pleasure working with you, and all the best in the future,

Best Regards,
Ugonna,
[REDACTED] Case Management.
Phone: [REDACTED]

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

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

Good Morning Mr. [REDACTED]

I'm contacting you because [REDACTED] indicated that VIN: [REDACTED] has been repaired. I wanted to ensure that everything is resolved and completed to your satisfaction.

I would greatly appreciate it if you could reply to this email confirming if the vehicle is fully operational or in need of further repairs.

This case ([REDACTED]) will automatically close in [REDACTED] if no response is received. Of course, if further assistance is needed after the [REDACTED] have lapsed. Please don't hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,
Ugonna,
[REDACTED] Case Management

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

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

Hello Mr. [REDACTED]

My name is [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] Case Management telephone number is: [REDACTED]
- My direct extension: [REDACTED]

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

Best Regards,
Ugonna,
[REDACTED] Case Management

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

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

Good afternoon Mr. [REDACTED]

My name is [REDACTED] and I am reaching out to you on behalf of your case manager, who is out of the office. I am looking for an update on your repair. I see the vehicle was in the dealership back on the [REDACTED]. Has it been repaired and back to you at this point? Please let us know the status when you have some time. Thank you!

Sincerely,
[REDACTED]
[REDACTED] Case Management

ref: [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	CREW CAB 4X4	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer			RAM	Dealer Phone	
Dealer Address					
Dealer Zone	FRANKLIN		TN	37064 3007	
Subject	goodwill request				
Synopsis	Referred to dlr for repair appt scheduling				
Customer Anomaly	Brakes Automatic Braking System (ABS)				
Contact Reason		Vehicle Warranty Plan Coverage		Customer Anomaly	ABS Issues
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
07/22/2023	Open
08/22/2023	Closed
08/22/2023	Open
08/25/2023	Closed

Initial Description

cx has issue with ABS module and dealership is charging him [REDACTED] is looking for goodwill assist.

Case Comments

Date	Comment
	voice of cx: cx has an issue with his vehicle with his ABS module. cx took it to the dealership and dealership is charging him [REDACTED] stated that the truck has only [REDACTED] cx is seeking for goodwill assistance. action taken: created a case and cx warranty has expired as of [REDACTED] cx has only [REDACTED] and loyalty score is [REDACTED] created a case and reassigned to specialist for goodwill consideration. AH: [REDACTED] Recall :0 dealer code: [REDACTED] next steps: reassigned to specialist and provided cx with case #
	CX called in regarding his case [REDACTED] He has not received any call from [REDACTED]. He has left a VM. Agent advised CX that CM will be sent a message to contact him ASAP with an update on case. No further action.
	[REDACTED] is following up on case and request to speak with CM. Cx was connected with CM.
	*** Inbound Cx Contact *** Customer is stating that his vehicle has been down for going on [REDACTED] and he has not received a call from anyone. ABS Module is on BO, [REDACTED] is wanting to pick up the vehicle and just drop it back off when the part is in hand. Advised that I will be in contact with [REDACTED] expedite part and VOR status. Contacting [REDACTED]
	*** Outbound [REDACTED] Contact *** SA [REDACTED] Transferred over to [REDACTED] left VM regarding call back for VOR and part info for expediting. Requested CB Parts has no info on vehicle or part ordered
	[REDACTED] from CX: CX states he has been trying to make contact with CM and never can get through. CX would like to have a SUP call because he is not getting any communication from his CM. Tried to transfer CX to CM and the line rang straight to voicemail while CM was still available. Putting in SUP call request
	[REDACTED] from CX I advised cx it looks like CM called [REDACTED] get BO part info but could not speak with SA
	*** [REDACTED] from [REDACTED] states the part # for the ABS module is [REDACTED]. The USB pump part # is [REDACTED]. [REDACTED] have been ordered as special handling and are n back order. The order # is [REDACTED]
	Part #: [REDACTED] Order #: [REDACTED] ETA: [REDACTED] Repair/Accessory: ABS Module Rental: NO Start Date: NAVOR: Y Updated customer, expedited part. Vehicle is VOR. Next contact [REDACTED]
	System Update:[Order already upgraded to [REDACTED] ORDER# [REDACTED] PART# [REDACTED]
	****PARTS POD UPDATE**** Part #: [REDACTED] Order #: [REDACTED] As of [REDACTED] Per [REDACTED] ASN (Advanced Shipping Notice) - [REDACTED] released material for service fulfillment. Order scheduled to fill with STOCK in transit to MOPAR from [REDACTED] pending CONFIRMATION receipt at [REDACTED] for processing ETA: Tentative week of [REDACTED] (Subject to Change) - Pending delays due to manpower constraints / shortages in supply base network Working to improve.
	[REDACTED] Busy signal when outbound sup call made. [REDACTED] number on file [REDACTED] confirmed parts status with customer. [REDACTED] review for repairs discussed and confirmed with customer CM would review with [REDACTED] further. [REDACTED] quoted [REDACTED] for repairs and advised CM will confirm warranty pricing and review GW offer further with [REDACTED] Customer.
	System Update:[[REDACTED] Order# [REDACTED] FOR PN: [REDACTED] [IS RESOLVED]
	*** Outbound [REDACTED] Contact *** Pump is received still waiting on ABS Module. Uploading estimate for repairs received from [REDACTED]
	SA [REDACTED] estimate for full repair cost is [REDACTED]
	Part Specialist Update Part [REDACTED] order [REDACTED] invoiced from [REDACTED] Tracking [REDACTED] Delivered [REDACTED] CM follow up with dealer parts to ensure arrival and confirm repairs
	[REDACTED] needs an update on how the work will be paid for pat is in CX would like an update as well please on MOnday if possible
	*** [REDACTED] from [REDACTED] ** CM in Not Ready. CM tried to call [REDACTED]. No answer. Left a note on Chatter for a callback.
	[REDACTED] Service Advisor states parts are in and vehicle is there and says cst told them we are supposed to be covering it, calling to confirm. Attempted to reach CM 2x while in Research- no luck ***Service Advisor seeking contact ASAP at Cell: [REDACTED] *** asked for warranty pricing break down to help CM out. Does not have pricing right now, can try to gather REPAIR DESCRIPTION- ABS MODULE AND ABS PUMP Parts [REDACTED] Labor [REDACTED] Total [REDACTED] (taxes and shop fees not yet included)
	[REDACTED] is sending over warranty pricing estimate. Advised that we will be submitting for full coverage and respond with dm notes approval
	*** Outbound Cx Contact *** Updated cx on [REDACTED] coverage. Advised that we will touch base [REDACTED] on repairs. Cx is wanting information on when the vehicle will be repaired and returned. CX will be going out of town for surgery and will be gone for [REDACTED] Customer is hoping he can get vehicle back before [REDACTED] Advised that I will get hold of [REDACTED] and inform him on ETA. Cx is requesting I email information.
	HIGH DOLLAR GOODWILL/CHECK Case [REDACTED] Year : [REDACTED] Make: Ram Model: [REDACTED] Mileage: [REDACTED] ISD: [REDACTED] Original Owner: [REDACTED] Yes Brand loyalty: [REDACTED] Warranty Status: Expired Mechanical SC : None FCA History: 5 [REDACTED] Does SM agree customer merits goodwill: Yes Price: [REDACTED]

Email(s)

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

Dear Mr. [redacted],

I'd like to thank you for allowing [redacted] Customer [redacted] the opportunity to address your concern. Our primary focus is your satisfaction. I will be your case manager throughout this experience.

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

My name is [redacted]
My phone number is [redacted] Ext: [redacted]
My hours are [redacted]

If you have any questions or concerns please reach out to me, I am happy to assist.

Best Regards,

[redacted]
[redacted] Manager
Ext: [redacted]
ref: [redacted] ref

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

Thank you! Were they able to locate my vehicle at the dealership?

Sent from my [redacted]

> On [redacted], [redacted] RAM Custome [redacted] <[redacted]> wrote:
>
> ☐ Dear Mr. [redacted]
>
> I'd like to thank you for allowing [redacted] Customer [redacted] the opportunity to address your concern. Our primary focus is your satisfaction. I will be your case manager throughout this experience.
>
> Here is some information that will be helpful for you to have:
>
> My name is [redacted]
> My phone number is [redacted] Ext: [redacted]
> My hours are [redacted]
>
> If you have any questions or concerns please reach out to me, I am happy to assist.
>
> Best Regards,
>
> [redacted]
> [redacted] Manager
> Ext: [redacted]
>
> ref:_00Dj01qsDF_5003Z1bAqIq:ref

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

Good Morning,

I apologize for the delay.
I have submitted for expediting of part for your vehicle. I will have an update from my expediting by [redacted]
We will be touching base [redacted] on progress of your case.

Have a great day.

Best Regards,

[redacted]
[redacted] Manager
Ext: [redacted]

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

Thank you! Were they able to locate my vehicle at the dealership?

Sent from my [redacted]

On [redacted], [redacted] RAM Customer [redacted] <[redacted]> wrote:
☐
Dear Mr. [redacted],

I'd like to thank you for allowing [redacted] Customer [redacted] the opportunity to address your concern. Our primary focus is your satisfaction. I will be your case manager throughout this experience.

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

My name is [redacted]
My phone number is [redacted] Ext: [redacted]
My hours are [redacted]

If you have any questions or concerns please reach out to me, I am happy to assist.

Best Regards,

[redacted]
[redacted] Manager
Ext: [redacted]
ref: [redacted] ref

Date		Subject	Re: Ram	Number:	
From		To		Sent Date/Time	

Thank you! I certainly appreciate you and your help!

Sent from my [REDACTED]

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

> Good Morning,

> I apologize for the delay.

> I have submitted for expediting of part for your vehicle. I will have an update from my expediting by [REDACTED]

> We will be touching base [REDACTED] on progress of your case.

> Have a great day.

> Best Regards,

> [REDACTED] Manager
> [REDACTED] Ext: [REDACTED]

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

> From: [REDACTED]

> Sent: [REDACTED]

> To: [REDACTED]

> Subject: Re: Ram [REDACTED] Number: [REDACTED]

> Thank you! Were they able to locate my vehicle at the dealership?

> Sent from my [REDACTED]

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

>

> Dear Mr. [REDACTED]

> I'd like to thank you for allowing Ram Customer Care the opportunity to address your concern. Our primary focus is your satisfaction. I will be your case manager throughout this experience.

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

> My name is [REDACTED]

> My phone number is [REDACTED] Ext: [REDACTED]

> My hours are [REDACTED] Time.

> If you have any questions or concerns please reach out to me, I am happy to assist.

> Best Regards,

> [REDACTED] Manager
> [REDACTED] Ext: [REDACTED]

> ref: [REDACTED] ref

Date		Subject	Re: Ram	Number:	
From		To		Sent Date/Time	

Good Afternoon,

I have submitted for full coverage of the repair, and everything has been approved.
I will be reaching out [REDACTED] verify repair satisfaction.

Have a great weekend.
Best Regards,

[REDACTED] Manager
Ext: [REDACTED]

----- Original Message -----
From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: [REDACTED] Number: [REDACTED]

Thank you! I certainly appreciate you and your help!
Sent from my [REDACTED]
On [REDACTED] at [REDACTED] RAM Customer Care <[REDACTED]> wrote:
□
Good Morning,

I apologize for the delay.
I have submitted for expediting of part for your vehicle. I will have an update from my expediting by [REDACTED]
We will be touching base [REDACTED] on progress of your case.

Have a great day.

Best Regards,

[REDACTED] Manager
Ext: [REDACTED]

----- Original Message -----
From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: [REDACTED] Number: [REDACTED]

Thank you! Were they able to locate my vehicle at the dealership?
Sent from my [REDACTED]
On [REDACTED] at [REDACTED] RAM Customer Care <[REDACTED]> wrote:
□
Dear Mr. [REDACTED],

I'd like to thank you for allowing [REDACTED] Customer Care the opportunity to address your concern. Our primary focus is your satisfaction. I will be your case manager throughout this experience.

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

My name is [REDACTED]
My phone number is [REDACTED] Ext: [REDACTED]
My hours are [REDACTED] Standard Time.

If you have any questions or concerns please reach out to me, I am happy to assist.

Best Regards,

[REDACTED] Manager
Ext: [REDACTED]

ref: [REDACTED] ref

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

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