

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

VIN	[REDACTED]	Model Year	[REDACTED]	Brand	RAM
Body	[REDACTED]	Vehicle	RAM [REDACTED]	LONGHORN 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	[REDACTED]
Mileage	[REDACTED]	Market	U	Language	[REDACTED]

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

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

Dealer	[REDACTED]	Dealer Phone	[REDACTED]
Dealer Address			
Dealer Zone	[REDACTED]	Sales District	ME [REDACTED]
		Service District	Z [REDACTED]

Subject	Concept vehicle inquiry		
Synopsis	No further assistance needed.		
Customer Anomaly			
Contact Reason	[REDACTED]	Service Problem Not Resolved	Customer Anomaly [REDACTED]
Reason Code	After Sales - Complaint - Network - Treatment in workshop - Service Problem Not Resolved		

Case Status History

Create Date	Status
08/30/2023 [REDACTED]	Open
08/30/2023 [REDACTED]	Closed
08/3 [REDACTED]	Open
09/ [REDACTED]	Closed

Initial Description

Cx called for assistance.

Trn cx to the correct dept.

Case Comments

Date	Comment
[REDACTED]	Hot Alert Review: Customer verbatim Your system kept sending me to a survey instead of letting me tell agent what the problem was. Was not just dissatisfied but really upset. Ater years of buying chrysler cars and trucks this may end it. Customer care was pathetic. three tries. Your ex loyal customer. My next call is to consumer reports about the [REDACTED] ram breaking problem.
[REDACTED]	OB Customer call [REDACTED] and customer requested a callback confirmed [REDACTED] review
[REDACTED]	**Hot Alert** OB call to [REDACTED] Description of call: [REDACTED] review, [REDACTED] has issues with electronic braking system that sounds an alarm. [REDACTED] stated there was supposed to be an update and parts to fix it but wasn't until [REDACTED] 4 in order to correct the concerns. [REDACTED] last service visit around [REDACTED]. [REDACTED] sates he wants he wants to make another appointment but they stated they cannot do anything in order to fix it. [REDACTED] stated he will go back to the [REDACTED] and if needed he will be calling back. Current Vehicle Concerns: Electronic brake control alarm. Next Steps: Close case. Follow up date: None.

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	CREW CAB 4X4	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Address	1030 E WALL ST			Phone	
Zone	EAGLE RIVER		WI		
		Sales District		Service District	L
Subject	Vehicle Concern > ABS module > Backordered Part				
Synopsis	completed				
Customer Anomaly					
Contact Reason	Not Available/Backordered	Customer Anomaly			
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

Case Status History

Create Date	Status
08/30/2023	Open
08/30/2023	Closed
09/	Open
	Closed

Initial Description

Cst said this has a light on for ABS, wants to know if the part is on back order.

Case Comments

Date	Comment
	Cst said this has a light on for ABS, wants to know if the part is on back order. Part will be remade and it would be available in Agent let cst know to call back and get this expedited after getting diagnosed.
	customer called in and states that the electronic braking control is an issue customer states that he had the vehicle taken to Eagle River Dcjr, Inc., they diagnosed the vehicle with the electronic module needs to be replaced. customer was advised that they have ordered the parts. customer states that the code they recieved was ABS motor control.
	Goodwill Qualifier - RAM CREW CAB In-Service Date: Original Owner: Yes Mileage: New/Used Vehicle Purchase History: Score: Case Critical: Previous related repairs: Yes Basic Warranty: Expired Powertrain Warranty: or MVP plans: None Open Recalls: None Other: None
	Outbound Dir Contact Cm spoke with Parts. Parts stated will order ABS module stated will not allow them to order HCU, advised will send it up to see about the HCU and will follow up for the ABS module order number. ABS module Code: Order Number: Part Number: Order Type: S Current ETA: HCU Code: Order Number: Part Number: Order Type: S Current ETA:
	Outbound Cx Contact FC. Cm spoke with Cx, advised will work with and internal parts team to see what we can do about getting the parts. advised of welcome email.
	*****OUTBOUND CUSTOMER CONTACT***** Left a VM to ask about the repair update

Email(s)

Date	Subject	Sent Date/Time
09/	Welcome email	
From	To	

Good Afternoon [REDACTED]

My name is [REDACTED] and I have been assigned as your Case Manager. I understand your frustration with your vehicle being down and we will try and help. I will reach out to the Dealer and gather some information.

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

- Your case number is [REDACTED]
- The Case Management telephone number is: [REDACTED]
- My direct extension for leaving a Voice Mail is: [REDACTED]
- My work hours are: [REDACTED] Monday through [REDACTED]

[REDACTED]
Case Management
ref [REDACTED] ref

Date	09 [REDACTED]	Subject	Welcome email	
From	u [REDACTED]	To	[REDACTED]	Sent Date/Time 09/27/2023 20:38 PM

Good Afternoon [REDACTED]

My name is [REDACTED] and I have been assigned as your Case Manager. I understand your frustration with your vehicle being down and we will try and help. I will reach out to the Dealer and gather some information.

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

- Your case number is [REDACTED]
- The Case Management telephone number is: [REDACTED]
- My direct extension for leaving a Voice Mail is: [REDACTED]
- My work hours are: [REDACTED] -- [REDACTED] EST Monday through [REDACTED]

[REDACTED]
Case Management
ref [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)

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

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

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

Customer					
Customer Address					
City/State/Country/Zip					

Dealer		Dealer Phone	
Dealer Address			

Dealer Zone		Sales District		Service District	C
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Subject	cost assistance				
Synopsis	Cst referred to a [REDACTED] Cst stated that he has upcoming surgery, will not be able to take the vehicle in or come up with any copay at this time. Will call back.				
Customer Anomaly	Drivability Product Handling (Poor Ride)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
[REDACTED]	Open
[REDACTED]	Closed

Initial Description

Cost assistance for a transmission

Case Comments

Date	Comment
[REDACTED]	**IB**from the customer who is calling for cost assistance with having his transmission replaced. Customer is stating he is a loyal customer and needs assistance.
[REDACTED]	- cx engine was coming on and off and he needed to change the brakes. Cx stated that he took the car to a local mechanic and they informed him that the transmission needs to be replaced but it will be [REDACTED] to have the vehicle fixed. Cx wants to know if we can cover the expenses for him. - Agent informed customer that there is no open recall. Cx was informed that case will be escalated for GW assistance. [REDACTED] was informed he will be contacted back within [REDACTED] owner of the car. - LS: [REDACTED] - [REDACTED] 15 case reassigned.
[REDACTED]	***[REDACTED] CALL*** [REDACTED] CM spoke with [REDACTED] and she stated that the vehicle is not there. The vehicle was there in [REDACTED]
[REDACTED]	***OUTBOUND CUSTOMER CALL*** CM called (979) 590-8528 and the call went to VM. CM left a VM requesting a call back. CM sent an email.
[REDACTED]	For any GW consideration the cst needs to take the vehicle to a [REDACTED] for diagnostic.
[REDACTED]	***[REDACTED] CUSTOMER CALL*** [REDACTED] CM called [REDACTED] spoke with Mr. [REDACTED]. He stated that he has the vehicle in his possession and it is drivable. He stated that it was not diagnosed by our [REDACTED] but wss at a IRF. CM explained that for GW consideration the vehicle will have to be diagnosed at one of our [REDACTED] and the cst understood. CM made a courtesy call to [REDACTED] and spoke with [REDACTED] and he stated that they are [REDACTED] and the cst will have to take the vehicle in and they will look at it [REDACTED] after. The cst will call other [REDACTED] around to see if they can look at the vehicle sooner. If any GW is provided CM will cover 1/2 of the repair
[REDACTED]	EMAIL address was verified.
[REDACTED]	***[REDACTED] CUSTOMER CALL*** CM called [REDACTED] the call went to VM. CM left a VM requesting a call back.. Was an appt set? CM sent an email.
[REDACTED]	EMAIL FROM [REDACTED] - I called the ram dealership in mineral [REDACTED] and set up appointment for [REDACTED]. But I have to cancel it because my wife said we don't have the money to get it fix. So we are going to [REDACTED] and try to save up some money. So can we still use good will and in the future? Thank you so much for working with us. You are [REDACTED] in [REDACTED]

Date	Comment
	OUTBOUND CUSTOMER CALL CM called [REDACTED] and spoke with Mr. [REDACTED] and he explained that he will not be able to come up with any copay for his repair so he will save up some money. His vehicle has not been diagnosed at any [REDACTED] as yet. He stated that he just had surgery and has another upcoming surgery so he wanted to know if GW will still be there. CM explained that the further OOW the vehicle is it may be declined but advised the cst to take the vehicle in for diag and call back as soon as he is able to do so and he understood and thanked CM for assistance provided. CM sent a closing email to the cst.

Email(s)

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

Dear [REDACTED]

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

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

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

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

[REDACTED]
RAM Customer Care
ref: [REDACTED] ref

Date	Subject	RE: Initial Contact
[REDACTED]	[REDACTED]	[REDACTED]
From	To	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED] 20:34 PM

Hello Mr. [REDACTED]

This is [REDACTED] with RAM Customer Care. I tried to call you but got your voicemail. Was an appointment set at a Dealership?

Thank you,
[REDACTED]
RAM Customer Care
Telephone: [REDACTED] extt [REDACTED]

----- Original Message -----
From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] Initial Contact

Dear [REDACTED]

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

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

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

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

[REDACTED]
RAM Customer Care
ref: [REDACTED] ref

Hello Mr. [REDACTED]

This is a courtesy email to inform you of the closure of your case. Please let me know when you are able to take the vehicle in for repair. I would like to express my appreciation for allowing me to assist you with your vehicle concern. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

Thank you for being a loyal RAM customer!

Best Regards,

RAM Customer Care

Teleph [REDACTED]

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

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

I called the ram dealership in [REDACTED] and set up appointment for [REDACTED]. But I have to cancel it because my wife said we don't have the money to get it fix. So we are going to park it and try to save up some money. So can we still use good will and in the future? Thank you so much for working with us. You are [REDACTED] [REDACTED] million.

Sent from my [REDACTED]
On [REDACTED], RAM Customer Care <[REDACTED]> wrote:
□

Hello Mr. [REDACTED]

This is [REDACTED] with RAM Customer Care. I tried to call you but got your voicemail. Was an appointment set at a Dealership?

Thank you,

[REDACTED]
RAM Customer Care
Teleph [REDACTED]

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

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

Dear [REDACTED]

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

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

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

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

[REDACTED]
RAM Customer Care

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		
Contact Email		Contact Phone		Contact Mobile		
Caller Address					Source	Customer
City/State/Country/Zip						
Customer						
Customer Address						
City/State/Country/Zip	DEFUNIAK SPRINGS					
Dealer Address	5200 SOUTH FERDON BLVD					
	CRESTVIEW	FL	32536 9236			
Dealer Zone			Service District	B		
Subject	Vehicle Concern					
Synopsis	closed					
Customer Anomaly	Brakes					
	Automatic Braking System (ABS)					
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	161	ABS Issues	
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details					

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

customer called in for more info about avehicle concern due to the ads dinging and grinding

Case Comments

Date	Comment
	Customer called in because her abs Light was dinging and grinding and was told from the dealership that it was due to a recall Agent advised the customer that there is no open recall on the vehicle and told customer that she would need a recent diagnostic for further assistance

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	
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					
TX					
Dealer Zone		Service District	F		
Subject	Vehicle Concern				
Synopsis	closed				
Customer Anomaly	Brakes				
Automatic Braking System (ABS)					
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	161	ABS Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/30/2023	Open
09/05/2023	Suspended
09/	Open
	Closed
	Open
	Closed

Initial Description

Cx is saying that the ABS module is fixed under warranty now the ABS module is not under warranty and it has to be repaired. Cx giving a complaint against the ABS system

Case Comments

Date	Comment
	Voice of the Customer Cx is saying that the ABS module is fixed under warranty now the ABS module is not under warranty and it has to be repaired. Cx giving a complaint after the ABS system ***Actions Taken*** Advised that cx is eligible to get a goodwill Loyalty Score: Dealer Name: Dealer Code: Reassigning the case ***Next Steps*** Specialist will call the Cx
	Dealer Code: In-Service Date: Mileage: Original Owner? N Loyalty Score: Is vehicle within Warranty? N (within) Is customer in rental? N Parts on B/O? Y/N (If yes, provide part number and order number) STAR Case? N (If known) Current location of vehicle:? Repeat issue? N Previous Related Cases/Goodwill/DM Notes: N Customer Concern/Issue/Request: ABS Informational/Complaint: Complaint
	*COB CALL TO : Spoke to who asked for Cst. name. Placed on hold. checked and was advised that not there and no open ticket.
	*OB CALL TO CST MESSAGE: DISCONNECTED OR NO LONGER IN SERVICE. *OB CALL TO CST MESSAGE: Wireless Cst not available, try again later. Initial email sent.
	*OB CALL TO CST MESSAGE: Wireless Cst. not available. Please try again later. Email sent.
	IB CALL FROM CST Spoke to Cst. Cst provided updated email: Cst stating that has gotten an appt. set for . Advised Cst that will at that peak with and will will be looking to see what assistance can be offered. Cst thanked CM.
	Vehicle has arrived at dealership and attended by dealer employee
	*OB CALL TO Spoke to who advised that just went to lunch.
	Email to : Good afternoon, Customer seeking assistance with the ABS stating that has had fixed 3 before and is now out of warranty. Mileage? Diagnosis? Warranty Pricing (t be reviewed)? Part order information? Thanks,
	Email reply from Mileage? 65141 Diagnosis? abs pump and module failure Warranty Pricing (to be reviewed)? Part order information? HCU MODULE FLUID

Date	Comment
	*OB CALL TO CST [REDACTED] Spoke to [REDACTED] and advised that had received requested info from the Dlr. Advised that will be assisting with is repairs with [REDACTED] [REDACTED] shocked and asked again about the amount. [REDACTED] thanked CM. Advised [REDACTED] that will be checking that part order placed and that if B/O will escalate and will keep hm advised as to status and confirm receipt with Dlr. [REDACTED] again thanked CM.
	Part Order Information: p/n: [REDACTED] ([REDACTED] o): [REDACTED] Omc: [REDACTED] Eta: [REDACTED] p/n: [REDACTED] No order showing at this time. Check with Dlr.
	Email to Dlr: I see the order for the [REDACTED] and have escalated, but not seeing order for the ABS. Please advise.
	*OB CALL TO CST [REDACTED] Spoke to [REDACTED] and advised that have confirmed order for the [REDACTED] and that have escalated and advised [REDACTED] of parts process. Advised that have reached to ask why no order for Abs, but will keep advised. [REDACTED] hanked CM for the help and the updates.
	****PARTS POD UPDATE**** Part: [REDACTED] (Control) Order: [REDACTED] [REDACTED] [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 resloveto predict allocation and shipment to [REDACTED] R to fulfill No firm ETA to provide at this time. Pending response from [REDACTED] / [REDACTED] Working to improve. NEXT UPDATE: Within [REDACTED]
	System Update:[Order is pended and cannot be upgraded at this time.]
	Order block has been removed; order has been released to [REDACTED] on [REDACTED] unable to VOR, tentative ETA is [REDACTED]
	System Update:[[REDACTED] Order [REDACTED] FOR PN: [REDACTED] IS RESOLVED]
	*OB CALL TO CST [REDACTED] Spoke to [REDACTED] and advised that part has been released as of [REDACTED] and eta [REDACTED]. Advised [REDACTED] that will confirm receipt with Dlr and will advise. [REDACTED] stating that was concern about that and thanked CM.
	*OB CALL TO [REDACTED] PARTS [REDACTED] Spoke to PA [REDACTED] and asked if can confirm part in and was advised that yes. Was not able to confirm p/n: [REDACTED] Email sent to Dlr what is the order number not seeing order that applies to [REDACTED]
	****PARTS POD UPDATE**** Part: [REDACTED] (Control) Order: [REDACTED] [REDACTED] [REDACTED] As of [REDACTED]. Per GPOP: Order has been invoiced from [REDACTED] ETA: [REDACTED] Please follow up with the dealer to ensure parts arrival for the customer!
	STOCK IS AT [REDACTED] WAITING TO COMPLETE RECEIVING PROCESS Eta [REDACTED]
	*OB CALL TO [REDACTED] Spoke to SA [REDACTED] who advised that this is done, but asked for [REDACTED] to [REDACTED] check. Spoke with [REDACTED] on other cases. Trans. to Parts: Spoke to PA [REDACTED] and advised that looking for confirmation of part receipt and provided #. [REDACTED] confirmed that has arrived. Asked to be trans. back to Service. Spoke to [REDACTED] and advised that [REDACTED] in Parts have confirmed that part arrived. [REDACTED] advised that will have to call [REDACTED] Advised that will advise [REDACTED] SA [REDACTED] advised that since too many different things are showing at this point can only confirm that got DM to cover repairs and would like to make sure before [REDACTED] is advised. Stated that will send email and will wait for response then will advise [REDACTED]
	*OB CALL TO CST [REDACTED] Spoke to [REDACTED] and advised that have confirmed with Parts that part in, but advised that spoke with [REDACTED] who advised that wants to [REDACTED] check everything first before calling you on when to bring vehicle back in for the repairs. [REDACTED] stating that will be having surgery and will be [REDACTED]. Advised [REDACTED] that [REDACTED] will take that in consideration went scheduling if [REDACTED] advised. Asked if no further assistance needed of case closure. [REDACTED] thanked CM.

Email(s)

Date	08/ [REDACTED]	Subject	Initial Contact
From	ra [REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED] [REDACTED]
Dear [REDACTED]			
Thank you for allowing RAM Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.			
My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:			
Your case number is [REDACTED]			
The [REDACTED] Case Management telephone number: [REDACTED]			
My direct extension: [REDACTED]			
My work hours are: [REDACTED] Eastern Standard Time [REDACTED] [REDACTED].			
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!			
[REDACTED]			
ref: [REDACTED] ref			

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

Dear [REDACTED]

This is [REDACTED] Case Manager

This is a courtesy email to inform you of the case closure. I would like to express my appreciation for allowing me to assist with your Repairs & part expediting. We look forward to assisting you with any additional concerns or questions. Should you receive a survey on your interaction with me, your input will be greatly appreciated. Thank you for being a loyal [REDACTED] customer! Have a great rest of your day!

Best regards,

[REDACTED]
Customer Care Specialist

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

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

Dear [REDACTED]

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

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

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

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

[REDACTED]

ref: [REDACTED] ref

Date	1 [REDACTED]	Subject	Re: [REDACTED] Case Management - Case [REDACTED]	
From	[REDACTED]	To	[REDACTED]	Sent Date/Time [REDACTED]

██████████
thankyou very much for your interest and support in my request for
corporate care for my (repeat) ██████████ truck brake trouble. I
appreciate the support you have provided.
kind regards,
██████████

On ██████████ RAM Customer Care wrote:

> Dear ██████████,
>
> This is ██████████ Case Manager
>
> This is a courtesy email to inform you of the case closure. I would like
> to express my appreciation for allowing me to assist with your Repairs &
> part expediting. We look forward to assisting you with any additional
> concerns or questions. Should you receive a survey on your interaction
> with me, your input will be greatly appreciated. Thank you for being a
> loyal ██████████ customer! Have a great rest of your day!

> Best regards,

> ██████████
> ██████████ Customer Care Specialist
> ██████████
>
>

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

> *From:* RAM Customer Care [██████████]
> *Sent:* ██████████
> *To:* ██████████
> *Subject:* ██████████ Initial Contact

> Dear ██████████,

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

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

> * Your case number is ██████████
> * The ██████████ Case Management telephone number: ██████████
> * My direct extension: ██████████
> * My work hours are: ██████████ ██████████ ██████████
> *

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

> ██████████
>
>
>

> ref: ██████████ ref

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	LONGHORN CREW CAB 4X4	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		Market	U	Language	
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					
	JACKSONVILLE		FL	32220 2827	
Dealer Zone		Sales District		Service District	F
Subject	part				
Synopsis	1				
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 cis waiting on a part

Case Comments

Date	Comment
	cx cis waiting on a part cx stated that dealer called for parts part name ABs Dealer Phone Adviser reassign
	*** ** completed
	cx ants repair to be covered under gw for his inconvenience, cx hasn't had diagnosis. cm advised we need diagnosis since he is asking for assistance with repairs and not just expediting. closing case until further notice.

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM		
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		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip	ST GEORGE				
Dealer				Dealer Phone	
Dealer Address	301 RIVER HIGHLANDS BLVD				
	COVINGTON	LA	70433 7008		
Dealer Zone		Sales District		Service District	R
Subject	Vehicle Concern				
Synopsis	Vehicle repaired and picked up.				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	161	ABS Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Vehicle Concern

Case Comments

Date	Comment
	VOC - Cx called in bc he wants to expedite a part for his vehicle. The [redacted] advised him to reach out to us to look into. They can't get the part until [redacted]. Actions Taken - Agent advised that case will be escalated since the part is backordered. The part is ABS module. Vehicle already went for a diagnosis within the last 14 [redacted]. Next Steps - Reassigned to Specialist.
	* [redacted] CST - CM intro, email validated, calling to review vehicle concerns, contacting [redacted] for part info * [redacted] Parts -VM- request parts info
	* [redacted] PARTS dept -VM- CM left contact info, [redacted] request CB with PN and ON
	* [redacted] of [redacted] Parts [redacted] Not at [redacted] No Ticket No part order, checked [redacted] location not there * [redacted] CST - VM- calling to inquire about location for [redacted] for part order, CM contact into
	***Case Note, Research shows a report used sale case was entered but closed due to no documents revd
	*** [redacted] CUSTOMER CALL *** CM called [redacted] and spoke with Mr. [redacted]. He stated that his vehicle was repaired and picked up [redacted]. His serving [redacted] was [redacted] R in [redacted]. The cst is satisfied. CM verified the email address and informed the cst that his case will be updated and closed. CM sent a closing email.
	CASE PREP Dealer Code: [redacted] In-Service Date: [redacted] Mileage: [redacted] Original Owner? Yes Loyalty Score: [redacted] Is vehicle within Warranty? No Is customer in rental? No Parts on B/O? delivered STAR Case? Y/N (If yes, provide number) Days off road (If known)- 0 Current location of vehicle- cST, Repaired Repeat issue? No Previous Related Cases/Goodwill/DM Notes: No Customer Concern/Issue/Request: B/O Part

Email(s)

Date		Subject	Vehicle Concern
From		To	
		Sent Date/Time	

Hello Mr. and Mrs. [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 concern.

We look forward to assisting you should you have any additional concerns or questions in the future.

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

Thank you for being a loyal RAM customer!

Best Regards,

RAM Customer Care

[REDACTED]

Telephone: [REDACTED] ext [REDACTED]

ref: [REDACTED] ref [REDACTED]

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	CREW CAB	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	B
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer		KEY	OF	Dealer Phone	
Dealer Address					
190 SYKES MOUNTAIN AVE					
JUNCTION					
Dealer Zone		Sales District		Service District	Y
Subject	Expedite Parts, part no -				
Synopsis					
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 states his vehicle's ABS is not functioning and Vehicle at Dlr says parts are not available and it would take upto parts to arrive. Cx doesn't have order no

Case Comments

Date	Comment
	Customer's Voice Cx states his vehicle's ABS is not functioning and Vehicle at Dlr says parts are not available and it would take upto parts to arrive. Cx doesn't have order no N - ***Action taken*** Advised Cx to get ON ***Next steps*** Closed as Cx disconnected call

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle			
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Brand Site	Reason	assistance
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer			Jeep Fiat of	Dealer Phone	
Dealer Address					
City/State/Country/Zip					
Dealer Zone				Service District	H
Subject	Abs pump control				
Synopsis	close case				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	161	ABS Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
08/30/2023	Open
08/3	Open
08/3	Closed

Initial Description

Abs light and traction control light

Case Comments

Date	Comment
	Customer states in email that Abs light and traction control light appeared. Agent sent customer email to visit the dealer for a diagnosis close case

Email(s)

Date	From	To	Subject	Sent Date/Time
08			S Customer Care	
<p>Hello</p> <p>Thank you for reaching out to Customer Care.</p> <p>I am happy to assist you with the next steps for the issues you are facing with your vehicle.</p> <p>Have you taken it in for service for a diagnosis on why the ABS light and traction light came one?</p> <p>If you have not taken it in yet, please do so, that way, a repair plan can begin.</p> <p>Should you have further questions, please call Ram Customer Care at .</p> <p>Best regards,</p> <p>Customer Care ref:_00Dj01qsDF_5003Z1cUrj6:ref</p>				

Date	From	To	Subject	Sent Date/Time
08			S Customer Care	

Hello [REDACTED]

Thank you for reaching out to [REDACTED] Customer Care.

I am happy to assist you with the next steps for the issues you are facing with your vehicle.

Have you taken it in for service for a diagnosis on why the ABS light and traction light came on?

If you have not taken it in yet, please do so, that way, a repair plan can begin.

Should you have further questions, please call Ram Customer Care at [REDACTED]

Best regards,

[REDACTED] Customer Care

ref: [REDACTED] ef

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	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer		SUPERIOR		Dealer Phone	
Dealer Address					
			AR		
Dealer Zone		Sales District		Service District	Q
Subject	Recall			Campaign	
Synopsis	Case closed				
Customer Anomaly					
Contact Reason		Vehicle Not Part Of The Recall Campaign		Customer Anomaly	
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN Check - Recall Doesn't Apply				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

ABS light coming on and a notification telling him electronic control pump failure. Customer is calling to check to find out if there is a recall on the vehicle for that issue because the cost of repair is high.

Case Comments

Date	Comment
	VOC: Cx calling because his vehicle keep having an ABS light coming on and a notification telling him electronic control pump failure. Customer is calling to check to find out if there is a recall on the vehicle for that issue because the cost of repair is high. AT: Advised the customer that the vehicle does not have any recall and that he qualify for goodwill and he will have to contact us after the diagnosis NS: No further actions

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer			JEEP DODGE RAM	Dealer Phone	
Dealer Address					
	POST FALLS		ID	83854 6061	
Dealer Zone	West	Sales District		Service District	A
Subject	Vehicle Concern				
Synopsis	/				
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
08/3	Open
	Suspended
	Open
	Suspended
	Open
	Closed
	Open
	Closed

Initial Description

GW repair for electrical ABS but was not and is mechanic
 odometer damaged through repair cx can not read how many miles cx is going
 UNSAFE TO DRIVE AND VOR BY
 cx is being inconvenienced to do is projects needed
 no ETA for parts

Case Comments

Date	Comment
	VOC Cx called in to mention that GW repair for electrical ABS but was not and is mechanic ABS that needs repair Cx says odometer was damaged through repair and he was not able read how many miles cx is going Cx says R confirmed that the part that is supposed to read the tire pressure to tell how fast vehicle is going is connected to the system that is needed cx says confirmed vehicle is UNSAFE TO DRIVE AND VOR B R cx is being inconvenienced to do is projects needed for his upcoming wedding in a month and needs a vehicle that can tow so he can have the projects needed to be done completed as this day is very Important for he and his fiance no ETA for parts and cx is requesting a Rental assistance before as his Fiance can not be without a vehicle Advisor documented cx concerns escalated for review Reassigned
	OB R spoke to left vm
	OB CST Left vm
	IB CST CALL Customer said the ongoing issue with the vehicle the electrical ABS went out but now it is the electrical and mechanical ABS. They could not diag it without swapping out electrical. They did confirm its noth. when taking out ABS it has stored memory, when they replaced it with another faulty one they could not upload any info from the tuner due to tire size. It is not recognizing a speed for the truck due to tire size. They need a working electrical ABS unit. Its not the speedometer its the connection from the electrical ABS. (cst has oversized tires from purchase). The dealer says because the vehicle for the is VOR that its been moved to the front of the list, it should be ordered. CM looked up part order it is REL to PDC Order #: when it started throwing ABS codes it had went to in CA and they were going to do a GW repair right and a little The part was BO and vehicle sat for Cst had to leave to go to for firefighting job. Once he brought it to they were going to GW the repair as well. Email: Cst seeking loaner or rental reimbursement
	SA direct #: 5 cell
	OB R Left vm for

Date	Comment
	C [REDACTED] R Left vm for [REDACTED]
	C [REDACTED] vm
	I [REDACTED] CALL Customer has the vehicle back but still has malfunctioning pump on BO
	C [REDACTED] R left vm for service
	C [REDACTED] They are blocked out of ordering the [REDACTED] pump until [REDACTED] Part#: [REDACTED] possibly.
	C [REDACTED] R Left vm for [REDACTED]
	email am
	C [REDACTED] Cm called the cst left vm informing I am working on pump information from the dlr to possibly expedite.
	AM asked dlr to reply
	CM emailed AM and dlr informing I am still needing an update.
	IB [REDACTED] CALL [REDACTED] s called in they replaced ABS module and fault code returned found case regarding ABS pump module under engineer review. RO closed the [REDACTED] CM asked them to still place the order. Its on BO with no ETA CM informed [REDACTED] s to still place the order.
	CM emailed AM
	No part on order, parts pod involved.
	C [REDACTED] Cm called the cst to f/u informing we are working on ordering part. Left vm
	Part # [REDACTED] order #: [REDACTED] ; [REDACTED] ETA: [REDACTED] VOR: n Repair: y Rental: n
	System Update: [REDACTED] # [REDACTED] Order [REDACTED] FOR PN: [REDACTED] [IS RESOLVED]
	C [REDACTED] T left vm the part is being sent out ETA [REDACTED]
	****PARTS POD UPDATE**** Part: [REDACTED] (Control) Order: [REDACTED] [REDACTED] As of [REDACTED] Per PGOP: Order has been invoiced from PDC. ETA: [REDACTED] please follow up with the dealer to ensure parts arrival for the customer!
	[REDACTED] Spoke to [REDACTED] he said the vehicle isn't there he is waiting on part. Advised it should be in dealer asked if it s the same part or revised CM not sure but they are supposed to proceed with repair. It is there. Customer needs to make an appt.
	C [REDACTED] Left vm to check on appt
	[REDACTED] Dealer has not reached out to him advised if he doesn't hear in a few days give a call. Customer is getting married [REDACTED] but can do it [REDACTED]
	Good afternoon, Please feel free to respond to this email or give me a call when an appointment is set.
	C [REDACTED] vm for appt
	C [REDACTED] Hello, I spoke to [REDACTED] at the dealership. I will reach out to them to confirm again.
	C [REDACTED] [REDACTED] the appt is scheduled for [REDACTED]
	Hello, The dealership informed me your appointment is on the [REDACTED] and I will follow up then.
	C [REDACTED] CM called the cst left vm asking if he went to appt [REDACTED] informed case will be closing. Call back if needig further assistac.e

Email(s)

Date	0	Subject	Ram Customer Care [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]
Hello,			
Thank you for allowing RAM Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.			
My name is [REDACTED] and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:			
Your case number is [REDACTED]			
The [REDACTED] Case Management telephone number: [REDACTED]			
My direct extension: [REDACTED]			
My work hours are: [REDACTED] Eastern Standard Time [REDACTED]			
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!			
[REDACTED]			
ref:_00Dj01qsDF_5003Z1cUtJD:ref			

Date	08	Subject	Ram Customer Care [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello,

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

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

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

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

[REDACTED]

ref: [REDACTED] ref

Date	09 [REDACTED]	Subject	RE: Ram Customer Care [REDACTED]
From	u [REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello,

The part needed for the ABS is being sent to the dealership. It has an ETA of [REDACTED].

[REDACTED]
Case Management

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

Hello,

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

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

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

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

[REDACTED]

ref: [REDACTED] ref

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

ref: [REDACTED] ref

Date	09/ [REDACTED]	Subject	Re: Ram Customer Care [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello,

Yes it for the pump. I will update you on its arrival [REDACTED].

[REDACTED]
Case Management

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

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

Great, thank you so [REDACTED]. And that part is the hydraulic pump for the ABS unit? That's what the dealership was waiting on. Thanks again for helping follow through on this.

[REDACTED]
Sent from the all new [REDACTED] app for [REDACTED]

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

Hello,

The part needed for the ABS is being sent to the dealership. It has an ETA of [REDACTED].

[REDACTED]
Case Management

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

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

Hello,

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

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

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

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

[REDACTED]

ref: [REDACTED] ref

Date	10/ [REDACTED]	Subject	Re: Ram Customer Care [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Good afternoon,

Please feel free to respond to this email or give me a call when an appointment is set.

██████████
Case Management

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

From: US Customer Care [██████████]
Sent: ██████████
To: ██████████
Subject: Re: Ram Customer Care ██████████

Hello,

Yes it for the pump. I will update you on its arrival ██████████.

██████████
Case Management

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

From: ██████████
Sent: ██████████
To: ██████████
Subject: Re: Ram Customer Care ██████████

Great, thank you so ██████████. And that part is the hydraulic pump for the ABS unit? That is what the dealership was waiting on. Thanks again for helping follow through on this.

Sent from the all new ██████████ app for ██████████

On ██████████ US Customer Care <██████████> wrote:

Hello,

The part needed for the ABS is being sent to the dealership. It has an ETA of ██████████.

██████████
Case Management

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

From: US Customer Care [██████████]
Sent: ██████████
To: ██████████
Subject: Ram Customer Care ██████████

Hello,

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

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

Your case number is ██████████
The ██████████ Case Management telephone number: ██████████
My direct extension: ██████████
My work hours are: ██████████ ██████████ ██████████

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

██████████

ref: ██████████ ref

<i>From</i>		<i>To</i>		<i>Sent Date/Time</i>			
-------------	--	-----------	--	-----------------------	--	--	--

Hi [REDACTED].
The dealership cannot verify that they've received the part and the case manager, [REDACTED] in the service department has not returned my phone call regarding whether they've received the part. They certainly haven't scheduled an appointment yet to replace the hydraulic pump in the truck.

[REDACTED]

Sent from the all new [REDACTED] app for [REDACTED]

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

Good afternoon,

Please feel free to respond to this email or give me a call when an appointment is set.

[REDACTED]

Case Management

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

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

Hello,

Yes it for the pump. I will update you on its arrival [REDACTED].

[REDACTED]

Case Management

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

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

Great, thank you so [REDACTED]. And that part is the hydraulic pump for the ABS unit? That's what the dealership was waiting on. Thanks again for helping follow through on this. [REDACTED]

Sent from the all new [REDACTED] app for [REDACTED]

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

Hello,

The part needed for the ABS is being sent to the dealership. It has an ETA of [REDACTED].

[REDACTED]

Case Management

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

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

| |
| |
| |
|

Hello,

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

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

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

[REDACTED]

|
|
|
|

ref: [REDACTED] ref

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

Hello,

I spoke to [REDACTED] at the dealership. I will reach out to them to confirm again.

[REDACTED]
Case Management

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

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

Hi [REDACTED].
The dealership cannot verify that they've received the part and the case manager, [REDACTED] in the service department has not returned my phone call regarding whether they've received the part. They certainly haven't scheduled an appointment yet to replace the hydraulic pump in the truck.

[REDACTED]
Sent from the all new [REDACTED] app for [REDACTED]

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

Good afternoon,

Please feel free to respond to this email or give me a call when an appointment is set.

[REDACTED]
Case Management

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

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

Hello,

Yes it for the pump. I will update you on its arrival [REDACTED].

[REDACTED]
Case Management

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

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

Great, thank you so much [REDACTED]. And that part is the hydraulic pump for the ABS unit? That's what the dealership was waiting on. Thanks again for helping follow through on this.

[REDACTED]
Sent from the all new [REDACTED] app for [REDACTED]

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

Hello,

The part needed for the ABS is being sent to the dealership. It has an ETA of [REDACTED].

[REDACTED]
Case Management

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

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

Hello,

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

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

Your case number is [REDACTED]

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

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

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

[REDACTED]

ref: [REDACTED] ref

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

Hello,

The dealership informed me your appointment is on the [REDACTED] and I will follow up then.

[REDACTED] Management

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

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

Hello,

I spoke to [REDACTED] at the dealership. I will reach out to them to confirm again.

[REDACTED] Management

[REDACTED] Original Message -----

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

Hi [REDACTED]
The dealership cannot verify that they've received the part and the case manager, [REDACTED] in the service department has not returned my phone call regarding whether they've received the part. They certainly haven't scheduled an appointment yet to replace the hydraulic pump in the truck.

Sent from the all new [REDACTED]-app for [REDACTED]

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

Good afternoon,

Please feel free to respond to this email or give me a call when an appointment is set.

[REDACTED] Management

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

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

Hello,

Yes it for the pump. I will update you on its arrival [REDACTED].

[REDACTED] Management

[REDACTED] Original Message -----

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

Great, thank you so [REDACTED]. And that part is the hydraulic pump for the ABS unit? That's what the dealership was waiting on. Thanks again for helping follow through on this.

Sent from the all new [REDACTED]-app for [REDACTED]

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

Hello,

The part needed for the ABS is being sent to the dealership. It has an ETA of [REDACTED].

[REDACTED] Management

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

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

Hello,

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

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

Your case number is [REDACTED]

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

My direct extension: [REDACTED]

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

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

[REDACTED]

ref: [REDACTED] ref

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

hello,

We have made several attempts to reach you via phone and email and have been unsuccessful. At this time we are going to move forward and close your case. However, should you need further assistance, please reach back out to us. The [REDACTED] customer care phone number is : [REDACTED]

I would like to express my appreciation for allowing me to assist you with your vehicle concerns We look forward to assisting you should you have any additional concerns or questions in the future.

Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated. Thank you for being a loyal customer!

Best Regards,
[REDACTED]

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

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

Hello,

The dealership informed me your appointment is on the [REDACTED] and I will follow up then.

[REDACTED]
Case Management

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

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

Hello,

I spoke to [REDACTED] at the dealership. I will reach out to them to confirm again.

[REDACTED]
Case Management

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

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

Hi [REDACTED],

The dealership cannot verify that they've received the part and the case manager, [REDACTED] in the service department has not returned my phone call regarding whether they've received the part. They certainly haven't scheduled an appointment yet to replace the hydraulic pump in the truck.

[REDACTED]
Sent from the all new [REDACTED] app for [REDACTED]

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

Good afternoon,

Please feel free to respond to this email or give me a call when an appointment is set.

[REDACTED]
Case Management

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

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

Hello,

Yes it for the pump. I will update you on its arrival [REDACTED].

[REDACTED]
Case Management

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

From: [REDACTED]
Sent: [REDACTED]

To: [REDACTED]
Subject: Re: Ram Customer Care [REDACTED]

Great, thank you so much [REDACTED]. And that part is the hydraulic pump for the ABS unit? That is what the dealership was waiting on. Thanks again for helping follow through on this.

Sent from the all new [REDACTED] app for [REDACTED]

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

Hello,

The part needed for the ABS is being sent to the dealership. It has an ETA of [REDACTED].

[REDACTED]
Case Management

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

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

Hello,

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

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

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

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

[REDACTED]
ref: [REDACTED] ref

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

The appointment for the hydraulic pump replacement was scheduled for [REDACTED]. I will let you know if it was successful.
Thanks.

Sent from the all new [REDACTED] app for [REDACTED]

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

hello,

We have made several attempts to reach you via phone and email and have been unsuccessful. At this time we are going to move forward and close your case. However, should you need further assistance, please reach back out to us. The [REDACTED] customer care phone number is : [REDACTED]

I would like to express my appreciation for allowing me to assist you with your vehicle concerns. We look forward to assisting you should you have any additional concerns or questions in the future.

Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated. Thank you for being a loyal customer!

Best Regards,
[REDACTED]

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

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

Hello,

The dealership informed me your appointment is on the [REDACTED] and I will follow up then.

[REDACTED]
Case Management

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

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

Hello,

I spoke to [REDACTED] at the dealership. I will reach out to them to confirm again.

[REDACTED]
Case Management

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

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

Hi [REDACTED]. The dealership cannot verify that they've received the part and the case manager [REDACTED], in the service department has not returned my phone call regarding whether they've received the part. They certainly haven't scheduled an appointment yet to replace the hydraulic pump in the truck. [REDACTED]

Sent from the all new [REDACTED] app for [REDACTED]

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

Good afternoon,

Please feel free to respond to this email or give me a call when an appointment is set.

[REDACTED]
Case Management

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

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

Hello,

Yes it for the pump. I will update you on its arrival [REDACTED].

[REDACTED]

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

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

Great, thank you so [REDACTED]. And that part is the hydraulic pump for the ABS unit? That's what the dealership was waiting on. Thanks again for helping follow through on this. [REDACTED]

Sent from the all new [REDACTED] app for [REDACTED]
On [REDACTED] US Customer Care <[REDACTED]> wrote:

Hello,

The part needed for the ABS is being sent to the dealership. It has an ETA of [REDACTED].

[REDACTED]

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

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

| |
| |
| |
| |

Hello,

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

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

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

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

[REDACTED]

| |
| |

||
||
||

ref: [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	SLT 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		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	A
Subject	Vehicle concern				
Synopsis					
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	161	ABS Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Vehicle concern

Case Comments

Date	Comment
	Customer stated that he keep having issue with abs module and it keeps getting mess up and light keeps going off and it had been change three time already and customer contact dealership and dealer stated that they do not have the parts Agent advised customer that she will try to call dealership to set up appointment after vehicle arrive at dealership customer can call back so case can get reassign to case manager for further assistance dealership: appointment: at No further action ***NEXT AGENT *** KINDLY REASSIGN CASE TO CASE MANAGER WHEN CUSTOMER CALL BACK AFTER VECHILE GET DIAGNOSED

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	
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					
DADE CITY					
Dealer Zone		Sales District		Service District	C
Subject	Parts				
Synopsis	No response from Cst.				
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

The customer contacted in regards of a backordered part the electronic system that the dealership stated will not be available until the month of . Customer is seeking assistance with expediting the part.

Case Comments

Date	Comment
	The customer contacted in regards of a backordered part the electronic system that the dealership stated will not be available until the month of . Customer is seeking assistance with expediting the part. Dealership- Advisor informed the customer that the case will be reassigned for further review.
	[OB DLR] Spoke with parts. Order was shows as delivered, but parts stated they received a bunch at and weren't sure which CXs they went to. New order placed. Order
	[OB CX] Called CX. No answer, left VM.
	Vehicle has arrived at dealership of and attended by dealer employee
	OBC Agent reached out to (SA) to get an update on customer vehicle Part and service update. stated the they replaced the HCU and Cst has pick-up the vehicle.
	OBC CM reached out to the Cst to follow-up on the pick-up of his vehicle and how well it's operating. CM left a message via VM.
	OBC CM reached out to the Cst to follow-up on the pick-up of his vehicle and how well it's operating. CM left a message via VM. No email Address listed. Close Loop.

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year		Brand	
Body		Vehicle	RAM	CREW CAB 4X4	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer					
Dealer Address					
Dealer Zone Southwest Sales District Service District R					
Subject parts					
Synopsis Vehicle is repaired and returned. Cx happy					
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
08/3	Open
09/	Suspended
09/	Open
09/28/2023	Closed

Initial Description

cx has an problem with ABS system break module. cx visited the dlr for the repair and diagnosis. dlr told cx that parts are not available and parts are on backorder and there will not any update till is looking for an assistance

Case Comments

Date	Comment
	Customer's Voice cx has an problem with ABS system break module. cx visited the dir. for the repair and diagnosis. dlr told cx that parts are not available and parts are on backorder and there will not any update till cx is looking for an assistance. cx does not have the part number and order number. ***Action Taken*** escalating the case for the part backorder handling. informed cx that cx will get the call back within 1 business day. AH: Recalls:1 ***Next Steps*** reassigned
	CASE NOTES Moving Task per TL Jube
	CASE PREP Code: Warranty: Expired Basic, PT, MVP SC: 0 Extended Warranties: 0 Current Mileage: ISD: Original owner: yes Household Vehicles: 3 Other brand vehicles Repeat issue: no Star Cases Open: 0 Recalls: Y26 Wheel Studs RRTs: 0 Prior Goodwill/DM Notes: 0 R/o History: yes Vehicle issues: ABS modu,e on back order Parts on B/o: yes Is the customer in a rental: N/a Customer seeking: Parts expediting Informational/Complaint: Complaint
	(OB) to (at: Description of call: Writer called the R for information on the vehicle and the needing parts for the vehicle, Writer was informed that the vehicle is in. Call was accidentally Dropped and called the R back to be told they can not get the Order as they are under engineering review, Please call back for PM Current Vehicle Concern: ABS Module Next Steps: Call the for Part Number Follow up date: (OB) to (CXT) at: Description of call: Writer called the CX and was sent to VM. Writer left brief message of Recall and call back info as well as emailed the Case into email Current Status of Vehicle/Case: Needs ABS Module Current Vehicle Concern: ABS on back order Next Steps: Follow up with CX Follow up date:
	PARTS POD INFORMATION Part #: Order: ETA: No ETA- B/O Rental: 0 Allowance: 0
	(OB) to (at: Description of call: Writer called the parts department and was sent to VM. Writer left call back information and will be sending an email to the SM and PM Current Vehicle Concern: ABS Module Next Steps: Has the responded and Part ordered? Location of the Vehicle: At the Follow up date: (OB) to (CXT) at: Description of call: Writer called the and informed that the part is not avaiable and is not making the part. Writer informed the CX that we are able to expedite this and that The order is there and we are sending this to internal resources and going form there. CX understood and will work to see if the R is willing to work with CM for payment help Current Vehicle Concern: ABS module Next Steps: Email dlr about repair assitance Follow Up with CX:
	PARTS POD UPDATE Part: (Control) Order: Reaching out to PE Team for assistance with part. As of Per GPOP: Part STOCK is under QUARANTINE pending quality / engineering review and inspection. Working to obtain timing on resolveto predict allocation and shipment to R to fulfill No firm ETA to provide at this time. Pending response from / Working to improve. NEXT UPDATE: Within
	System Update:[Order is pended and cannot be upgraded at this time.]

Date	Comment
	Order block has been released. Order cannot be upgraded to R , Order current status released to on ETA 8 to s.
	(OB) to () at: Code: Description of call: Writer called and was confirmed that part is showing eta of Writer spoke with Service and asked if we can cover the repairs with DM notes Current Vehicle Concern: ABS case Next Steps: Speak with the CX Location of the Vehicle: Possible CX Follow up date: (OB) to (CXT) at: Description of call: Writer called and was sent to VM, Writer left call back information for the Cx Current Vehicle Concern: ABS Case Next Steps: Follow up with Cx for latest update Follow Up with CX:
	System Update: Order FOR PN: IS RESOLVED]
	Goodwill Repair Assistance Template VIN: Mileage: Original Owner: Yes w/3 Other brand vehicles Warranty status: Basic expired and PT still active Does the SM agree with : Yes Stellantis Service history? Yes Parts: Labor: Total: Taxes: CX Copay: 0 What is the issue: Abs Module replacement Justification for assistance: Brand Loyalty, Original Owner , CX retention ***Case Prep*** Warranty/SC: PT In Warranty: No Oil Change SC: Yes Current Mileage: ISD: Original Owner: Yes Vehicle Location: Vehicle Concern: Abs Module replacement Customer Email: Customer Preferred Contact:
	***OBE Good Morning, Here is the DM Notes to cover the repair For Mr. I have been informed that the part has arrived at the Dealership, Can I have confirmation on this? Customer Care Case Specialist Phone: EXT: (OB) to (CXT): Description of call: Writer called CX about the payment on the vehicle and the repairs and informed the CX that payment was sent to Dlr and will follow up with the cx on Next Steps: Speak W/CX Follow Up with CX:
	****PARTS POD UPDATE**** Part: (Control) Order: As of Per GPOP: Order has been invoiced from ETA: Please follow up with the dealer to ensure parts arrival for the customer!
	Call Notes (OB) to () at: Code: Description of call: They have received the DM notes anf the vehicle is currently at the being installed and should be completed by the end of the Day Current Vehicle Concern: Abs Module Next Steps: Follow Up w/CX Location of the Vehicle: Follow up date: ***OBE CX*** Good Day Mr. ? I called the Dealership and was informed that the vehicle is currently at the Dealership for the repairs and are expecting them to be complete at the end of thee day. I will follow up with this again On If you have any questions or concerns, please do not hesitate to call me. ext Best Regards, Customer Care Engagement Case Specialist EXT
	Call Notes (OB) to () at: On Case Code: Description of call: Writer was informed that the vehicle is repaired and returned back to the CX Current Vehicle Concern: ABS Module Next Steps: Speak with the CX Location of the Vehicle: CX Follow up date: (OB) to (CXT): Description of call: CX is concerned about the vehicle has a possible reoccurrence and has informed him that we will give him k to Test drive and will follow up on CX agreed and follow through with this again on Next Steps: Final call attempt Follow Up with CX:
	DLr number called asking about cost assistance for cx as per goodwill repair assistance. there is an approved total of informed cst that cm will callback in 1 business day posted chatter message
	(OB) to (CXT): Description of call: Writer was informed that the vehicle is operating smoothly and the CX is satisfied with the Repairs. CM will verify the repairs DM notes have been received from the Next Steps: Follow up with the CX Follow Up with CX:

Email(s)

Date	09/	Subject	case	Sent Date/Time	
From	ra	To		Sent Date/Time	
Case					
Dear Mr. ,					
I'd like to thank you for contacting and bringing your vehicle concerns to our attention. I will be working on your case and finding ways to assist you with getting your vehicle repaired.					
My Name d I have been assigned as your case manager.					
My phone number is					
My hours are Time.					
If you have any questions or concerns please reach out to me as I would be happy to assist.					
Best Regards,					
Customer Care Engagement Case Specialist					
EXT					
ref: ref					

Date	09/	Subject	RE: case	Sent Date/Time	
From	ra	To		Sent Date/Time	

Good Day Mr. [REDACTED]

I called the Dealership and was informed that the vehicle is currently at the Dealership for the repairs and are expecting them to be complete at the end of the day. I will follow up with this again On [REDACTED]. If you have any questions or concerns, please do not hesitate to call me. [REDACTED] ext [REDACTED]

Best Regards,

[REDACTED]
Customer Care Engagement Case Specialist
[REDACTED] EXT [REDACTED]

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

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

Case [REDACTED]

Dear Mr. [REDACTED],

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

My Name [REDACTED] I have been assigned as your case manager.
My phone number is [REDACTED]
My hours are [REDACTED] Standard Time.

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

Best Regards,

[REDACTED]
Customer Care Engagement Case Specialist
[REDACTED] EXT [REDACTED]

ref: [REDACTED] ref

Date	09 [REDACTED]	Subject	RE: [REDACTED] case [REDACTED]
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Good day Mr. [REDACTED]

Great! This is a courtesy email to inform you of the case closure. I would like to express my appreciation for allowing me to assist with your Vehicle concern & part expediting. We look forward to assisting you with any additional concerns or questions. Should you receive a survey on your interaction with me, your input will be greatly appreciated. Thank you for being a loyal [REDACTED] customer! Have a great rest of your day!

Best Regards,

[REDACTED]
Customer Care Engagement Case Specialist
[REDACTED] EXT [REDACTED]

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

From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] case [REDACTED]

Good Day Mr. [REDACTED]

I called the Dealership and was informed that the vehicle is currently at the Dealership for the repairs and are expecting them to be complete at the end of the day. I will follow up with this again on [REDACTED]. If you have any questions or concerns, please do not hesitate to call me. [REDACTED] ext [REDACTED]

Best Regards,

[REDACTED]
Customer Care Engagement Case Specialist
[REDACTED] EXT [REDACTED]

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

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

Case [REDACTED]

Dear Mr. [REDACTED],

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

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

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

My hours are [REDACTED] Time.

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

Best Regards,

[REDACTED]
Customer Care Engagement Case Specialist
[REDACTED] EXT [REDACTED]

ref: [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	CREW CAB 4X4	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		Market	U	Language	
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
				Phone	9
Address					
				759016	
Zone		Sales District		Service District	H
Subject	Vehicle concern with Brakes				
Synopsis	Transferred customer to the parts department for further assistance with his queries.				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		ABS Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Customer stated that his vehicle ABS monitoring system is going off. Customer also mentioned that this is an ongoing issue, he replaced the part through his dealership and it would be if it happens again. Customer wants to know if the part has a manufacture defect or any recalls on his vehicle.

Case Comments

Date	Comment
	Customer's Voice Customer stated that his vehicle ABS monitoring system is going off. Customer also mentioned that this is an ongoing issue, he replaced the part through his dealership and it would be if it happens again. Customer wants to know if the part has a manufacture defect or any recalls on his vehicle. ***Action Taken*** Advised customer that there are no recalls on his vehicle. Transferring customer to the department for further assistance. AH: Recalls: ***Next Steps*** Closed

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle		CREW CAB	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		Market	U	Language	
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	Southwest	Sales District		Service District	C
Subject	vehicle concern			Campaign	
Synopsis	made no response				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason		Recall Parts Backorder/Not Available	Customer Anomaly		ABS Issues
Reason Code	After Sales - Complaint - Recall Campaign - Recall Campaign - Part in backorder				

Case Status History

Create Date	Status
08/3	Open
09/08/2023	Closed
09/	Open
	Closed

Initial Description

cx got an issue with hydraulic control module

Case Comments

Date	Comment
	Customer voice cx got an issue with hydraulic control module. cx went to dlr and was told there are no parts. parts on backorder ***Action Taken*** parts are not available. as per ah, case will be reassigned to the recalls with parts not available queue. cx also has a recall AH: Recalls: 1 ***Next Steps*** Reassign
	This truck has not been in our store since
	CM called - NO ANSWER cm CALLED cx - NO ANSWER - SENT EMAIL
	CM sent email to cx telling him to resopond for further assitancedr
	C M closed case due to no response
	Agent connected the Cx to CM who was the last case owner. The case is currently in hot alert queue.
	CX called in stating that his vehicle is at
	CM called - no answer CM sent email to CX relaying message
	Inbound call from the customer Who did you speak with Description of the call: CX called in wanting to know if his vehicle was safe to drive until the ABS module was available for his truck. Informed CX he should speak to his technician The Current Status of Vehicle/Case: With the CX The Current Vehicle Concern: ABS Module The Next Steps: Call The next Follow-up date:
	**OBC/ Vehicle has not been in R since ** CX just got a call on a drag link, CX needs a pickup for Job , new part () control antilock brake unit will not be released until Calling to see if CX can get Rental Reimbursement, will Call RF of Wichita then to see if rentals are offered and if they have pickup available, needs to be a call back on Monday with update. would like to know if the new part in the vehicle can be repaired under recall. **OBC/ is a part on order, no RO open on vehicle are rentals available, there are no rentals available currently
	**OBC/ No Response ** No answer left VM
	** and may have rental will check in on this and report back to CX
	**OBC/ only have all are being used at this time ** no answer left VM
	** No answer left VM
	** no contact will close case

Email(s)

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

Good Afternoon M
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.
You will receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.
Thank you for being a loyal [REDACTED] customer!

Your case number is : [REDACTED]
The [REDACTED] : [REDACTED]
My direct extension: [REDACTED]
My work hours are: [REDACTED]
Regards,
[REDACTED] Customer Care Specialist
ref: [REDACTED] ref

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

Hello [REDACTED]

Please respond for further Assistance.

Your case number is : [REDACTED]
The [REDACTED] : [REDACTED]
My direct extension: [REDACTED]
My work hours are: [REDACTED]
Regards,
[REDACTED] Customer Care Specialist

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

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You will receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.
Thank you for being a loyal [REDACTED] customer!

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My work hours are: [REDACTED]
Regards,
[REDACTED] Customer Care Specialist
ref: [REDACTED] ref

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

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Regards,

[redacted] Customer Care

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

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

Hello [redacted]

Please respond for further Assistance.

Your case number is : [redacted]
[redacted] :

My direct extension: [redacted]
My work hours are: [redacted]

Regards,

[redacted] Customer Care Specialist
Ext. [redacted]

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

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

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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. You will receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated. Thank you for being a loyal [redacted] customer!

Your case number is : [redacted]
[redacted] :

My direct extension: [redacted]
My work hours are: [redacted]

Regards,

[redacted] Customer Care Specialist
Ext. [redacted]

ref: [redacted] ref

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

Well no one called me back like I was told would happen. It would be nice to talk to you about this issue. Please call, anytime.

Sent from [redacted] on [redacted]

On [redacted], US Customer [redacted] > wrote:

Good Afternoon M

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Regards,

[redacted] Customer Care

[redacted] -- Original Message -----

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

Hello [redacted]

Please respond for further Assistance.

Your case number is : [redacted]
The [redacted] : [redacted]
My direct extension: [redacted]
My work hours are: [redacted]

Regards,

[redacted] Customer Care Specialist
Ext. [redacted]

[redacted] -- Original Message -----

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

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Your case number is : [redacted]
The [redacted] : [redacted]
My direct extension: [redacted]
My work hours are: [redacted]

Regards,

[redacted] Customer Care Specialist
Ext. [redacted]

ref: [redacted] ref

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

Hello [REDACTED]

I am reaching out to inform you that I am currently trying to get a hold of the dealership regarding your vehicle.

Your case number is : [REDACTED]
[REDACTED] :

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

Regards,

[REDACTED] Customer Care Specialist
Ext. [REDACTED]

[REDACTED] Original Message -----

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

Well no one called me back like I was told would happen. It would be nice to talk to you about this issue. Please call, anytime.

Sent from [REDACTED] on [REDACTED]
On [REDACTED] US Customer Care
<[REDACTED]> wrote:
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Regards,
[REDACTED] Customer Care

[REDACTED] Original Message -----

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

Hello [REDACTED]

Please respond for further Assistance.

Your case number is : [REDACTED]
[REDACTED] :

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

Regards,

[REDACTED] Customer Care Specialist
Ext. [REDACTED]

[REDACTED] Original Message -----

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

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My direct extension: [REDACTED]
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Regards,

[REDACTED] Customer Care Specialist
Ext. [REDACTED]

ref: [REDACTED] ref

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