

New Customer Assistance Inquiry Record (CAIR)			
VIN		Model Year	Brand
Body		Vehicle	RAM
Customer Provided VIN		Line of Business	Customer Assistance Center
Batch Case Information			
Open Date		CAIR Type	Regular
Close Date		Origin	Telephone
Mileage	Miles	Market	U
Contact Email		Contact Phone	
Caller Address		Source	Customer
City/State/Country/Zip			
Customer			
Customer Address			
City/State/Country/Zip	SPRINGFIELD	GA	
Dealer		AUTO MART INC	Dealer Phone
Dealer Address	1500 HIGHWAY 21 SOUTH		
	SPRINGFIELD	GA	31329 5203
Dealer Zone			Service District
Subject	Recall request		Campaign
Synopsis			
Customer Anomaly			
Contact Reason		Complaint That Recall Campaign Not Yet Launched	Customer Anomaly
Reason Code	After Sales - Complaint - Recall Campaign - Recall Campaign - Campaign not yet launched		

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Cx states I looked online and there is huge issue with this part. This is the [REDACTED] we will have to replace the part. Cx states why there is no recall on the vehicle for this part.

Cx states I am going to sue mopar -

Part is antilock brake module and antilock brake hydraulic control

Case Comments

Date	Comment
	Customer's Voice Cx states I looked online and there is huge issue with this part. This is the [REDACTED] we will have to replace the part. Cx states why there is no recall on the vehicle for this part. Cx states I am going to sue mopar - Part is antilock brake module and antilock brake hydraulic control January [REDACTED] ***Action Taken*** Advised that there is currently no recall regarding this but have created a case, cx can hold onto the receipt for repair for future recall campaign. AH: [REDACTED] Recalls: 0 DLR: ***Next Steps*** Closed

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	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	F
Subject	Parts				
Synopsis					
Customer Anomaly	Brakes				
Automatic Braking System (ABS)					
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Cx states we have been waiting for the part
 Cm called on [redacted], has also called [redacted] prior to that
 vehicle was in dlr since [redacted], dlr cannot get the part for the cx

antilock braking system is not working

Cx have not heard from the [redacted], regarding an order on this.

Case Comments

Date	Comment
	Customer's Voice Cx states we have been waiting for the part Cm called on [redacted], has also called [redacted] prior to that vehicle was in dlr since [redacted], dlr cannot get the part for the cx antilock braking system is not working Cx have not heard from the [redacted], and does not know if [redacted] have ordered the part for the Cx or not. Cx wants to know how he can get this taken care of and get his vehicle fixed. ***Action Taken*** Contacted [redacted] consulted with parts department, [redacted] confirmed that part already arrived in [redacted]. Part number - [redacted] Provided information to Cx, so that he can book an appointment to get the truck fixed. AH: [redacted] Recalls: 0 [redacted]. ***Next Steps*** Closed

New Customer Assistance Inquiry Record (CAIR)					
VIN		Model Year		Brand	RAM
Body		Vehicle			CAB 4X4
Customer Provided VIN		Line of Business	CAC		Customer Assistance Center
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		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	P
Subject	Parts				
Synopsis	asking for deductible charges to waive				
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
09/2	Open
09/2	Closed
09/2	Open
	Suspended
	Open
	Suspended
	Open
	Suspended
	Open
	Suspended
	Open
	Suspended
	Open
	Closed

Initial Description

Part is on backorder and cx wants to expedite the process

Case Comments

Date	Comment
	Customer's Voice - Cx took the truck in for service to dlr and ordered a part Brake system hydraulic control unit system - It was supposed to be delivered in dlr changed ETA to - cx wants to expedite the process ***Action taken*** - Informed cx to get part number and order number to get it expedited - cx has case number For next agent - Confirm dlr and expedite the process AH Recalls:0 ***Next Steps*** Closed
	order number part number updated dlr records reassign for part expedite
	****OBC TO DLB**** Informed the Part is on Engineering hold until PART NO: 68142491AB ORDER NO: 012314 SA Allen- do not have any loaner car available
	****PARTS EXPEDITE - PART NUMBER : ORDER NUMBER : *** OMC Number: Part Order Detail Name: ANTI-LOCK BRAKE SYSTEM Part Number: Order Number: ETA: NA Order Type: Special Part Type
	*** TO CUST*** Left VM and email.
	****PARTS POD UPDATE**** ORDER NUMBER PART NUMBER is a Daily Order - Required to be Special Handling for expedition Please have upgrade order. If does not have option to UPGRADE to special handling, they must CANCEL AND REORDER as Special Handling Support escalate accordingly. Escalate to AM if refuses to comply to BO Parts Expediting Process
	*****OBC TO PARTS DEPT*** Re - Informed the part is under Engineering review and part cannot be done as special handling. Suspending the case
	*****OBC TO DLB**** All the parts ordered are under special handling. Cust order expected delivery is on March 2024. Case escalating to AM and suspending
	****Email response from AM**** "There is nothing additional I can do to expedite the part. The dealer needs to do Upgrade to to make this a priority and try to get the part from another dealer within parts locator." Dlr already do the expedition and no part is available due to the strike.
	*****No new updates on the parts as there is an ongoing strike*****
	**** TO **** Part rep informed the ANTI LOCK BRAKE SYSTEM part is not available any where and no D2D. CM checked on the servicing part for customer, informed nothing available . Also informed the part will be available only after *****Actions taken**** Suspending the case as there is no ETA *****Next Steps**** Suspended
	*** TO *** Parts rep informed the parts that was BO for has arrived and transferred to service. ****Actions taken**** Checking with on the repairs as he was not available at the time. ***Next steps*** Informing cust on the updates.
	**** TO CUST*** Not answered, left VM.
	**** TO **** not working and checked with others no updates.
	**** TO CUST*** Not answered, left VM and informed the BO Part arrived and will check on the repairs with tnr as he is not available *****Actions taken**** Calling for repair updates. ***Next STEPS**** Assigning the task
	**** TO CUST*** Not answered, left VM and email on the repair status of the vehicle. ****Actions taken**** Sending closing email to customer to get after repair satisfaction. *****Next steps**** If no response in closing the case.

Date	Comment
	****B Email from customer*** Customer got appointment for the repairs on [REDACTED] will check back on [REDACTED] y for mre info.
	*****Action Taken***** Spoken with person from dealership, and as per him deductible charges we cannot waive off. next step: same inform the cx
	*****Action Taken***** called [REDACTED] and he did not pick up the call.... left voice mail that he can call us on out extension. next step: after getting the reply from cx we close the case.
	*****Action Taken***** Spoken with dealer ship and as per them deductible charges we cannot waive.
	*****Action Taken***** Spoken with customer and he was asking me to waive [REDACTED] for deductible charges. Informed him that deductible charges we cannot waive that. next step: no action required hence closed.

Email(s)

Date	Subject	Parts
0 [REDACTED]	[REDACTED]	[REDACTED]
From [REDACTED]	To [REDACTED]	Sent Date/Time [REDACTED] [REDACTED]

Good Morning,

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]. I am looking to get an update on the case and tried to reach out but not answered. Please provide the best contact number to reach to you.

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

Best Regards,
[REDACTED] - Case Management
Ext : [REDACTED]
ref: [REDACTED] ref

Date	Subject	Parts
0 [REDACTED]	[REDACTED]	[REDACTED]
From [REDACTED]	To [REDACTED]	Sent Date/Time [REDACTED] [REDACTED]

Good Morning,

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]. I am looking to get an update on the case and tried to reach out but not answered. Please provide the best contact number to reach to you.

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

Best Regards,
[REDACTED] - Case Management
Ext : [REDACTED]
ref: [REDACTED] ref

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

Good Morning,

[REDACTED] contacting you because [REDACTED] VIN: [REDACTED] has been returned. I wanted to ensure that everything is okay as the dealer has indicated there were no repairs completed.

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

This case [REDACTED] will automatically close in [REDACTED] days 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,
[REDACTED] - Case Management
Ext : [REDACTED]
ref: [REDACTED] ref

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

Good Morning,

I'm contacting you because [REDACTED] VIN: [REDACTED] has been returned. I wanted to ensure that everything is okay as the dealer has indicated there were no repairs completed.

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

This case [REDACTED] will automatically close in [REDACTED] days 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,
[REDACTED] - Case Management
Ext : [REDACTED]
ref: [REDACTED] ref

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

Good Morning,

I'm contacting you because [REDACTED] VIN: [REDACTED] has been returned. I wanted to ensure that everything is okay as the dealer has indicated there were no repairs completed.

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

This case [REDACTED] will automatically close in [REDACTED] days 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,

[REDACTED] - Case Management

Ext : [REDACTED]

ref: [REDACTED] ref

Date	12/ [REDACTED]	Subject	Re: Parts		
From	[REDACTED]	To	[REDACTED]	Sent Date/Time	[REDACTED]

I've tried calling you. I have an appointment set up for [REDACTED] for my truck to be fixed.

[REDACTED]

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

>

>

> Good Morning,

>

> [REDACTED] contacting you because [REDACTED] VIN: [REDACTED] has been returned. I wanted to ensure that everything is okay as the dealer has indicated there were no repairs completed.

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

> This case [REDACTED] will automatically close in [REDACTED] days 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,

> [REDACTED] - Case Management

> [REDACTED] Ext : [REDACTED]

>

>

> ref: [REDACTED] ref

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

I brought my truck in to get repaired. They said I owe [REDACTED] for my deductible. This is a safety item. Shouldn't [REDACTED] be covering this free of charge?

[REDACTED]

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

>

>

> Good Morning,

>

> [REDACTED] contacting you because [REDACTED] VIN: [REDACTED] has been returned. I wanted to ensure that everything is okay as the dealer has indicated there were no repairs completed.

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

> This case [REDACTED] will automatically close in [REDACTED] days 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,

> [REDACTED] - Case Management

> [REDACTED] Ext : [REDACTED]

>

>

> ref: [REDACTED] ref

Date	12/ [REDACTED]	Subject	[REDACTED]		
From	[REDACTED]	To	[REDACTED]	Sent Date/Time	[REDACTED]

Hi [REDACTED]

Thank you for your email. my name is [REDACTED] (Case Manager).

We see that you have asked for deductible charges.

We apologies this is something which we couldn't reimburse. Please confirm if there is anything else I may assist you with.

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

Your case number is [REDACTED]

The [REDACTED] Case Management Team phone number is [REDACTED]

My direct extension is [REDACTED]

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

Please don't hesitate to email or contact me back if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated. ☐

Thank you for choosing [REDACTED]

Best Regards,

[REDACTED] Case Management

[REDACTED] Ext : [REDACTED]

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

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: Re: Parts

I brought my truck in to get repaired. They said I owe [REDACTED] for my deductible. This is a safety item. Shouldn't [REDACTED] be covering this free of charge?

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

☐

Good Morning,

[REDACTED] contacting you because [REDACTED] VIN: [REDACTED] has been returned. I wanted to ensure that everything is okay as the dealer has indicated there were no repairs completed.

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

This case [REDACTED] automatically close in [REDACTED] days 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,

[REDACTED] Case Management

[REDACTED] Ext : [REDACTED]

ref: [REDACTED] [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle	RAM	CREW CAB	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		Market	U	Language	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	Mid Atlantic	Sales District		Service District	B
Subject	vehicle concern				
Synopsis					
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
09/21	Open
09/21	Closed
09/21	Open
09/21	Closed

Initial Description

Customer called in regarding vehicle concern.

Case Comments

Date	Comment
	voice of customer: Customer called in regarding vehicle concern. actions taken: agent reviewed information provided by customer. Stated their ABS is not working. Their cruise control kicks on and off. The customer stated the dealer isn't allowed to order the parts at this time. Agent advised customer that there isn't any way to expedite the production or shipping of the parts. Agent advised customer that they will be notified when the parts become available. next steps: no further actions required. case closed
	- Customer stated the DMR is not able to order any part until - Customer was advised that he will need to work with the or reach out to a different dealership. No further action required.

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	Brand Site	Reason	assistance
Mileage		Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip			WI		
Customer					
Customer Address					
City/State/Country/Zip			WI		
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	C
Subject	Warranty Issues				
Synopsis					
Customer Anomaly					
Contact Reason		Vehicle Warranty Plan Coverage		Customer Anomaly	
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
	New
	Open
	Closed
	Open
	Closed
	Open
	Closed

Initial Description

My [redacted] broke down while on vacation in [redacted] (from [redacted] Vehicle was towed to [redacted] in [redacted]. I was informed that there was a code on the truck that was not a manufacturer's code and that the warranty would not cover the needed repairs, this was directly from the Service Manager. I was told they didn't know what the code was and was not provided any proof that this particular code caused the damage that I had to pay out of pocket to repair. When I picked up the truck, I asked if the vehicle was back to manufacturer settings and was told no because they didn't know what the code was or why it was there. Based on the warranty information I have, a vehicle's warranty is not automatically voided because of this however whatever this code is they are stating is on the truck would need to be the cause of the issue in order for it not to be covered. I have not made modifications to the truck and purchased it used in [redacted]. I am looking for assistance to get this straightened out. I do not understand why the powertrain warranty was voided and why the repairs were not covered. We attempted to contact the dealer to get additional paperwork/information and left a message but never received any response or the information that was requested. Please contact me for any further information or questions. Thank you.

Case Comments

Date	Comment
[redacted]	***IB EMAIL FROM BRANDSITE*** Customer Inquiry: I was informed that there was a code on the truck that was not a manufacturer's code and that the warranty would not cover the needed repairs, this was directly from the Service Manager. I was told they didn't know what the code was and was not provided any proof that this particular code caused the damage that I had to pay out of pocket to repair. When I picked up the truck, I asked if the vehicle was back to manufacturer settings and was told no because they didn't know what the code was or why it was there. Based on the warranty information I have, a vehicle's warranty is not automatically voided because of this however whatever this code is they are stating is on the truck would need to be the cause of the issue in order for it not to be covered. I have not made modifications to the truck and purchased it used in [redacted]. I am looking for assistance to get this straightened out. I do not understand why the powertrain warranty was voided and why the repairs were not covered. We attempted to contact the dealer to get additional paperwork/information and left a message but never received any response or the information that was requested. Please contact me for any further information or questions. Thank you.
[redacted]	** email to cx** Good Day [redacted] Thank you for allowing [redacted] Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is [redacted] I will be your Case Manager 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] telephone number is: [redacted] My direct extension: [redacted] If I am not available, please leave a message or dial 1 to speak with another manager on the team Our 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! Customer Service is very important to us at ram. I would like to thank you for working with me to resolve your concerns. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey. Our short survey will only take a few [redacted] to complete. We appreciate your feedback. [redacted] customer services [redacted] Ext. [redacted]
[redacted]	cm checked GWA for vehicle restriction. 4 [redacted] ADDED RESTRICTION 1 COMPLETE VEHICLE [redacted] 2 [redacted] PCM HAS BEEN MODIFIED AND SHOWA NON MOPAR PART NUMBER. cm to call dlr
[redacted]	**outbound call to dlr** [redacted] explained that they noticed the vehicle programing has been modified. they had the Area rep and tech looked at it. they confirmed the same. cm to reach out to cx
[redacted]	**outbound call to cx** led to vm left vm- explained the situation to cx. provided contact information for call back within [redacted]
[redacted]	**Outbound call to cx** cm explained to cx pcm has been restricted due to modification. cx explained the dlr never know what the code stand for. they said they did not know what the code stand for. cm opted to call the dlr to collect the code and escalate to our tech team to decipher what code stand for.
[redacted]	**OB call to dlr** cm asked for code that populated on dashboard dlr provided- [redacted] \$\$\$ cm to escalate to tech team
[redacted]	**escalation tech pod** cx requested to know what the code that populated on vehicle stands for. code - [redacted] \$\$\$ cx said that dlr are unable to decipher what code stands for and cx requested to know the meaning. Kindly assist.
[redacted]	**tech Pod** Agent can not found any information regarding - [redacted] \$\$\$ A normal DTC is [redacted] long code. unfortunately there is no information about a code like this. The other option is for the dealer to create a STAR to ask about this code but since the dealer and the AM has decided that this is a modified part, there might be little to nothing the STAR team can do, but still could be worth a try.

Date	Comment
	Outbound call to cx cm explained veh tech team could not decipher the code- that means it's a non mopar code. cx asked if dlr do not know what code stands for how did they know transmission was damage due to the code. cx requested for reimbursement for repairs done on vehicle. cm checked VIP to see. vehicle is restricted [REDACTED] ADDED RESTRICTION 1 COMPLETE VEHICLE [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] HAS BEEN MODIFIED AND SHOW A NON MOPAR PART NUMBER. cm explained cx would not be reimbursed cos vehicle warranty already voided. cm gave cx mopar and certified preowned warranty dept. phone number for any other question. case closed
	Customer's Voice cx said he wants to get reimbursment, he did something that should have been covered on the warranty . [REDACTED] said modification voided cx warranty. cx said he doesn't agree because the modification doesn't cause the damage of the vehicle . cx said he will go for lawsuit. **Action Taken** told cx there is ntn we can do if the [REDACTED] .
	Customer's Voice When the truck broke down I had to take it to the nearest [REDACTED] ; [REDACTED] ; [REDACTED] ; Told them they were stranded ; They told us the truck was fixed and it wasn't covered under warranty ; [REDACTED] ; Paid out of pocket ; We missed a lot of work ; [REDACTED] trip to get to this [REDACTED] and back from where [REDACTED] ; I called for reimbursement ; I have extended warranty on the vehicle with the [REDACTED] ; This was voided as well ; A big headache ; With the [REDACTED] saying my vehicle warranty is gone we are completely out of pocket ; Now I'm trying to pursue the case that the vehicle should still be under warranty and the [REDACTED] reimbursement ; Last gentleman I talked to said this is all normal and [REDACTED] can do this ; Has had the vehicle back since [REDACTED] ; They voided warranty ; CX stating no modifications done ; Bought [REDACTED] ; [REDACTED] Got ABS module failure ; Was replaced under warranty ; Early [REDACTED] ; Something occurred at the [REDACTED] ; No knowledge of how the truck got this code ; CX wanted to get the vehicle back to stock ; ***Action Taken*** AH: [REDACTED] Recalls: [REDACTED] [REDACTED] ***Next Steps*** Review with TL

Email(s)

Date	Subject	Warranty Issues
From	To	Sent Date/Time
Good Day		
<p>Thank you for allowing [REDACTED] Customer [REDACTED] an opportunity to address your concern. Our primary focus is your satisfaction.</p> <p>My name is [REDACTED] and I will be your Case Manager to ensure all questions and issues are addressed.</p> <p>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] If I am not available, please leave a message or dial 1 to speak with another manager on the team Our hours are: [REDACTED] Eastern Standard Time [REDACTED] [REDACTED]</p> <p>Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!</p> <p>Customer Service is very important to us at ram . I would like to thank you for working with me to resolve your concerns. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey. Our short survey will only take a few [REDACTED] to complete. We appreciate your feedback.</p> <p>[REDACTED] customer services [REDACTED] Ext-[REDACTED] ref: [REDACTED] ref</p>		

Date	Subject	Warranty Issues
From	To	Sent Date/Time
Good Day		
<p>Thank you for allowing [REDACTED] Customer [REDACTED] an opportunity to address your concern. Our primary focus is your satisfaction.</p> <p>My name is [REDACTED] and I will be your Case Manager to ensure all questions and issues are addressed.</p> <p>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] If I am not available, please leave a message or dial 1 to speak with another manager on the team Our hours are: [REDACTED] Eastern Standard Time [REDACTED] [REDACTED]</p> <p>Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!</p> <p>Customer Service is very important to us at ram . I would like to thank you for working with me to resolve your concerns. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey. Our short survey will only take a few [REDACTED] to complete. We appreciate your feedback.</p> <p>[REDACTED] customer services [REDACTED] Ext-[REDACTED] ref: [REDACTED] ref</p>		

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		Friendly		Dealer Phone	
Dealer Address					
6512 Wes Rd					
Hamilton NY 13346 3114					
Dealer Zone		Sales District		Service District	Z
Subject					
Goodwill request					
Synopsis					
Repair completed, GW accepted, cx happy with outcome.					
Customer Anomaly					
Brakes					
Automatic Braking System (ABS)					
Contact Reason		Technical Issue With Vehicle	Customer Anomaly		Issues
Reason Code					
After Sales - Complaint - Product - Vehicle concern - Additional details					

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Repair Assistance for an upcoming service appointment

Case Comments

Date	Comment
	voice of customer: Customer called in regarding goodwill request. actions taken: agent reviewed information provided by customer. In reference to case [REDACTED] Stated their ABS is not working. Agent verified that the basic warranty is expired, but the customer qualified for goodwill. Customer qualified by time and mileage. Customer has a loyalty score of [REDACTED]. Vehicle is currently at [REDACTED] in [REDACTED]. Case being reassigned for good will consideration. next steps: Case being reassigned for good will consideration.
	cx called in to speak to the CM, got approval form the CM, the cx was transferred over.
	[REDACTED] told cx hydraulic control unit needs to be replaced, cx seeking GW. Basic warranty expired but cx eligible for GW - Loyalty Score is [REDACTED] qualified by time and mileage as well. GW Qualifier template: In-Service Date: [REDACTED] Original Owner: YES Mileage: [REDACTED] Vehicle Purchase History: [REDACTED] New/Used [REDACTED] Loyalty Score: [REDACTED] Case Critical: [REDACTED] Previous related repairs: [REDACTED] MVP plans: NO Open Recalls: [REDACTED] Basic Warranty Info: Basic Warranty expired [REDACTED] Powertrain Warranty: [REDACTED] or [REDACTED] remaining
	Called cx - advised a GW review is underway and CM will need to contact [REDACTED] to obtain needed information and documentation from them. Sent first contact email to cx.
	VOC Confirmed for customer we need to obtain diagnosis and cost assessment from [REDACTED] to proceed. We'll review GW request once [REDACTED] information is obtained, and give cx a call back with feedback.
	VOD Called SM [REDACTED]. Feedback below. ***Funnel*** Is the concern a result of misuse/abuse/lack of maintenance? Customer not there in 2 years prior. Could the customer have caused/prevented concern? Is the concern related to the age and/or mileage(daily use or wear and tear)? Has the vehicle been properly maintained? Have there been any previous related repairs([REDACTED])? Have there been any previous out-of-pocket repairs([REDACTED] CHECK WITH CM)? How long will repairs take to complete: already done *Do you feel this customer should receive assistance and why? No. [REDACTED] customer went to [REDACTED] cx has some kind of issue. [REDACTED] needs to take pictures inside/out due to previous complaints about scratches, etc. Has this customer been provided assistance previously ([REDACTED])? *Would you be willing to provide assistance? No * Mileage [REDACTED] was [REDACTED] now [REDACTED] *Repair completed [REDACTED] but vehicle not picked up yet because cx waiting for DM Note payment [REDACTED] - Mileage [REDACTED] was [REDACTED] now [REDACTED] **Cost Breakdown** Parts: [REDACTED] Labor: [REDACTED] x4 = [REDACTED] - [REDACTED] discount = [REDACTED] Taxes: [REDACTED] Total: [REDACTED]
	REPAIR GOODWILL for DM NOTES In-Service Date: [REDACTED] Original Owner: Yes Critical Case Score: 0 Open Recalls: No Mileage: [REDACTED] Loyalty: [REDACTED] Multiple Repairs: [REDACTED] Authorized [REDACTED] Friendly [REDACTED] Basic Warranty Info: Basic Warranty expired [REDACTED] Powertrain Warranty: [REDACTED] or [REDACTED] remaining Final Breakdown (with [REDACTED] military discount) Parts: [REDACTED] Labor: [REDACTED] Taxes: [REDACTED] ----- Total: [REDACTED] Co-Pay: [REDACTED] Specialist seeking cost assistance of [REDACTED] with cx co-pay of [REDACTED] on assistance for repair of [REDACTED] based on dealer input and for cx satisfaction. Cx believed from initial call to [REDACTED] Customer Care and [REDACTED] that GW/DM Note would cover full cost. I advised to expect a co-pay arrangement if we can approve GW. Cx says vehicle really a [REDACTED] model made in [REDACTED]: there was a recall for [REDACTED] ABS unit (his vehicle issue), with a technical service bulletin out for it. [REDACTED] will take DM Note - waiting for payment before releasing vehicle. [REDACTED] applied military discount of [REDACTED] for cx. GW considerations: fairly recent vehicle; high Loyalty Score, low mileage, out of warranty but w/in GW standards. Requesting [REDACTED] coverage ([REDACTED]) with cx co-pay of [REDACTED]
	VOD Called [REDACTED] advised SM [REDACTED] DM Note approved for [REDACTED] customer's co-pay amount is [REDACTED]. Cx waiting for release of vehicle ASAP. Left voice mail for cx, confirming DM Note approved for assistance with repair costs. He may arrange to pick up vehicle with [REDACTED]
	Left voice mail for cx, advising case will be closed given all repairs completed and co-pay arrangements finalized. Indicated follow up survey coming for additional feedback and to feel free to let us know if he is in need of any further assistance.
	VOD Called [REDACTED] - they advised repairs completed and vehicle picked up.

Email(s)

Date	Subject	
	Goodwill request	
From	To	Sent Date/Time

Dear [REDACTED]

Thank you for allowing Ram Customer Care an opportunity to address your concern. Please be assured that our primary focus is your satisfaction.

My name is [REDACTED] and I will be your Case Manager moving forward to ensure all questions and issues are addressed for you. 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 is: [REDACTED]
 My hours are [REDACTED], [REDACTED], [REDACTED]

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation! You will be hearing from me soon.

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

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

Dear [REDACTED]

I'm hoping that you had a great birthday on [REDACTED]. I was glad to hear from your Friendly [REDACTED] Ram dealership that your vehicle is back home with you now, especially since that was something high up on your birthday wish list. Just following up to ensure your [REDACTED] fully drivable for you and we may close your case [REDACTED].

Thank you so much for allowing Ram Customer Care the opportunity to address your concerns. Your current case is scheduled for closure on [REDACTED] you require any further help, please feel free to reach out to us. For any new concerns that may come up, we recommend that you obtain a new diagnosis at your dealership and give us a call so that we may look into that matter further and co-ordinate our efforts with you once again.

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 Ram customer. It has been a pleasure working with you [REDACTED]. Wishing you all the best in the future!

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

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

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

Dear [REDACTED]

Thank you for allowing Ram Customer Care an opportunity to address your concern. Please be assured that our primary focus is your satisfaction.

My name is [REDACTED] and I will be your Case Manager moving forward to ensure all questions and issues are addressed for you. 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 is: [REDACTED]
 My hours are [REDACTED], [REDACTED], [REDACTED]

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation! You will be hearing from me soon.

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

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

Dear [REDACTED],

I'm hoping that you had a great birthday on [REDACTED]. I was glad to hear from your Friendly [REDACTED] dealership that your vehicle is back home with you now, especially since that was something high up on your birthday wish list. Just following up to ensure your [REDACTED] fully drivable for you and we may close your case [REDACTED].

Thank you so much for allowing [REDACTED] Customer Care the opportunity to address your concerns. Your current case is scheduled for closure on [REDACTED] you require any further help, please feel free to reach out to us. For any new concerns that may come up, we recommend that you obtain a new diagnosis at your dealership and give us a call so that we may look into that matter further and co-ordinate our efforts with you once again.

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 [REDACTED]. Wishing you all the best in the future!

Sincerely,

[REDACTED]
Case Management

Ext: [REDACTED]

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

From: US Customer Care ([REDACTED])

Sent: [REDACTED]

To: [REDACTED]

Subject: Goodwill request

Dear [REDACTED],

Thank you for allowing [REDACTED] Customer Care an opportunity to address your concern. Please be assured that our primary focus is your satisfaction.

My name is [REDACTED] and I will be your Case Manager moving forward to ensure all questions and issues are addressed for you. 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 is: [REDACTED]

My hours are [REDACTED] [REDACTED] [REDACTED]

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation! You will be hearing from me soon.

Sincerely,

[REDACTED]
Case Management

Ext: [REDACTED]

ref: [REDACTED] ref

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

VIN	[REDACTED]	Model Year	[REDACTED]	Brand	RAM
Body	[REDACTED]	Vehicle	RAM [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	[REDACTED]	Source	Customer		
City/State/Country/Zip	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Customer	LAWRENCE SCHROEDER				
Customer Address	[REDACTED]				
City/State/Country/Zip	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer	[REDACTED]	[REDACTED]	[REDACTED]	Dealer Phone	[REDACTED]
Dealer Address	[REDACTED]				
Dealer Zone	Mid Atlantic	Sales District	[REDACTED]	Service District	L
Subject	Mopar E-Store				
Synopsis	Case is not related to a [REDACTED] order concern. No part information in case in order to email customer				
Customer Anomaly					
Contact Reason	[REDACTED]	Backorder Or Unavailable Accessory	Customer Anomaly	[REDACTED]	[REDACTED]
Reason Code	After Sales - Complaint - Accessories - Accessories - Accessory in backorder/ not available				

Case Status History

Create Date	Status
[REDACTED]	Open
[REDACTED]	Closed

Initial Description

Mopar E-Store

Case Comments

Date	Comment
[REDACTED]	cs is unable to source Anti-Lock Brake System Module Case reassigned for further assistance

New Customer Assistance Inquiry Record (CAIR)				
VIN		Model Year		Brand
Body		Vehicle		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center
Batch Case Information				
Open Date		CAIR Type	Regular	Status
Close Date		Origin	Brand Site	Reason
Mileage		Market	U	Language
Contact Email		Contact Phone		Contact Mobile
Caller Address				Source
City/State/Country/Zip			ME	Customer
Customer				
Customer Address				
City/State/Country/Zip			ME	
Dealer				Dealer Phone
Dealer Address				
Dealer Zone		Sales District		Service District
				M
Subject	Goodwill Request			
Synopsis	Repair reimbursement / customer happy			
Customer Anomaly				
Contact Reason		Request For Rental Reimbursement	Customer Anomaly	
Reason Code	Alter Sales - Complaint - Product - Reimbursement request - Repair/Rental			

Case Status History

Create Date	Status
09/22/2023	New
09/25/2023	Open
	Closed

Initial Description

At only on my truck, I have had to have the (Anti-Lock Brake Control) replaced. I have read numerous stories on-line of this problem and the dealership personnel were very aware of this issue. I have lodged a complaint with and feel Ram should cover this issue. As you can see I am over on warranty time, but only have on my truck I am asking for reimbursement of the this repair cost me. Thanks for any assistance.

Case Comments

Date	Comment
	Cx contacted us regarding (Anti-Lock Brake Control) reimbursement that repair cost him. Ccr utilized the dealer connect and found out that the warranty for has already expired. Advised the cx that we will reassign the case to our Ram Specialist for further review. Reassign the case
	IB FROM CX-cx contacted and wanted update on their case -cx tried to contact to CM but they are busy at that moment. ***ACTION TAKEN*** - created a follow up task for CM
	OB call to Darlings VOD vehicle in the dealership - and time for - unit replaced. pass the state inspection so believes it was maintained. when it came it. no recall issue abs hydraulic control - CX pays for it. Next Step Contact customer and goodwill qualification.
	Goodwill Qualifier - Date: Original Owner: No Mileage: New/Used Vehicle Purchase History: Score: Case Critical: Previous related repairs: Yes (Basic Warranty: Powertrain Warranty: MVP plans: No Open Recalls: No Other:
	OB > CX VM
	IB from CX CX sent in credit card statement, but not visible on CM's end Asked to send the document again Promised to follow-up in
	CM asked what happens if it is done under warranty? YES ? If the repair isn't warrantable; Is the concern a result of misuse/abuse/lack of maintenance? NO Could the customer have caused/prevented concern? NO Is the concern related to the age and/or mileage(daily use or wear and tear)? NO Has the vehicle been properly maintained? YES Have there been any previous related repairs(ONA)? NO Have there been any previous out-of-pocket repairs(QNA CHECK WITH CM)? NO What is the repair cost at customer price? labour- part- What is the bre ing, parts and labor? N/A How long will repairs take to complete (date)? Do you feel this customer should receive assistance and why? Has been a good cx to the brand (Has this customer been provided assistance previously (DLR)? NO (radio is covered for this model) Would you be willing to provide assistance (asked only if in parameters)? YES ? ? Has anyone gone on a test drive with the vehicle? N/A Has STAR Technical Assistance been involved? N/A Has a data recorder (also known as a co-pilot) been used? (if the problem is electrical in nature or if a stalling problem persist N/A Will we be considering looping in an Area Manager (AM) from the local Business Center or have they been involved at this time? N/A ? ? If the vehicle has been diagnosed; What is the diagnostic? (Anti-Lock Brake Control) Is this warrantable? NO Is there an ETA for repair completion? already completed Are you waiting for parts? If so, gather part and order number? NO Is the customer in a rental/loaner? If so, who is paying, how many days? NO
	REPAIR?GOODWILL?for REIMBURSEMENT if necessary. /? Goodwill?Assistance. requesting review of cost assistance for repair of the (Anti-Lock Brake Control) ? Writer is suggesting the following as a goodwill?gesture based on dealer input and for customer satisfaction. Customer's proof of payment is: ?Receipts with RO attached? ? Date of Repair: In-Service Date: Original Owner: NO Mileage: Multiple Repairs: NO (radio delam) ? Authorized Dealership: Dealer Co-Pay: Opinion?pass the dl funnel (qualifies for the state inspection, it was maintained) BREAK DOWN? labour- part- Total Co-Pay- ? Specialist is seeking reimbursement?of with a customer co-pay of on assistance for repair of (Anti-Lock Brake Control) ? Total for repair Advised customer request is under review. CM will follow up when completed or within Customer accepts and verifies the check should be mailed to the following name and address:
	OB > CX CX happy about the repair reimbursement Agreed this case can be closed

Email(s)

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

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

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

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

[REDACTED]
[REDACTED]
[REDACTED] :

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

Sincerely,
The [REDACTED]

To view the [REDACTED] Privacy Policy, visit
[REDACTED]

Date	[REDACTED]	Subject	HCU replacement
From	us [REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED] 20:49 PM

Hello [REDACTED]

Good day!

This is [REDACTED] from [REDACTED] we are pleased to help you with your concern regarding HCU replacement. I understand that it is very important to you. We would like to assure you that we will look into your concern and determine the next best steps to resolve this.

Upon further research, I have verified that we would need more information to assist you with your concern. Please provide us the information below for us to move forward and investigate your matter.

- VIN
- Active Phone Number
- Current Mailing/Email Address
- Further details of your concern

Once we receive the above information we will investigate this further and take appropriate action.

I apologize for making you take an additional step regarding this issue, it is just to ensure we provide you a clear resolution to avoid any discrepancy.

Your understanding and co-operation on this issue are appreciated. We look forward to hearing from you soon.

Sincerely,
Agent
[REDACTED]
ref: [REDACTED] ref

Date	09 [REDACTED]	Subject	HCU replacement
From	us [REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello [REDACTED]

Good day!

This is [REDACTED] from [REDACTED] we are pleased to help you with your concern regarding HCU replacement. I understand that it is very important to you. We would like to assure you that we will look into your concern and determine the next best steps to resolve this.

Upon further research, I have verified that we would need more information to assist you with your concern. Please provide us the information below for us to move forward and investigate your matter.

- VIN
- Active Phone Number
- Current Mailing/Email Address
- Further details of your concern

Once we receive the above information we will investigate this further and take appropriate action.

I apologize for making you take an additional step regarding this issue, it is just to ensure we provide you a clear resolution to avoid any discrepancy.

Your understanding and co-operation on this issue are appreciated. We look forward to hearing from you soon.

Sincerely,
Agent
[REDACTED]
ref: [REDACTED] ref

Date	09 [REDACTED]	Subject	Re: HCU replacement
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

VIN [REDACTED]

Definitely a known issue and safety problem. Should be a recall ro at least I should receive reimbursement from RAM.

Thanks,

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

> Hello [REDACTED]

>

> Good day!

>

> This is [REDACTED] from [REDACTED] Customer [REDACTED] we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will look into your concern and determine the next best steps to resolve this.

>

> Upon further research, I have verified that we would need more information to assist you with your concern. Please provide us the information below for us to move forward and investigate your matter.

>

- > - VIN
- > - Active Phone Number
- > - Current Mailing/Email Address
- > - Further details of your concern

>

> Once we receive the above information we will investigate this further and take appropriate action.

>

> I apologize for making you take an additional step regarding this issue, it is just to ensure we provide you a clear resolution to avoid any discrepancy.

>

> Your understanding and co-operation on this issue are appreciated. We look forward to hearing from you soon.

>

>

>

> Sincerely,

> Agent

> [REDACTED] Customer [REDACTED]

>

> ref: [REDACTED] ref

>

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

Hello [REDACTED]

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED] Customer [REDACTED] and we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Customer [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Customer [REDACTED] Support

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

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

[REDACTED]
VIN [REDACTED]

Definitely a known issue and safety problem. Should be a recall ro at least I should receive reimbursement from [REDACTED].

Thanks,

On [REDACTED] US Custome [REDACTED] <[REDACTED]> wrote:
Hello [REDACTED]

Good day!

This is [REDACTED] from [REDACTED] Customer [REDACTED] we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will look into your concern and determine the next best steps to resolve this.

Upon further research, I have verified that we would need more information to assist you with your concern. Please provide us the information below for us to move forward and investigate your matter.

- VIN
- Active Phone Number
- Current Mailing/Email Address
- Further details of your concern

Once we receive the above information we will investigate this further and take appropriate action.

I apologize for making you take an additional step regarding this issue, it is just to ensure we provide you a clear resolution to avoid any discrepancy.

Your understanding and co-operation on this issue are appreciated. We look forward to hearing from you soon.

Sincerely,

Agent
[REDACTED] Custome [REDACTED]

ref: [REDACTED] ref

Date	[REDACTED]	Subject	Re: [REDACTED] replacement	Sent Date/Time	[REDACTED]
From	us [REDACTED]	To	[REDACTED]		

Hello [REDACTED]

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED] Customer Care, and we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Customer Care Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Customer Care Support

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

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

[REDACTED]
VIN [REDACTED]

Definitely a known issue and safety problem. Should be a recall ro at least I should receive reimbursement from [REDACTED].

Thanks,

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

Good day!

This is [REDACTED] from [REDACTED] Customer Care we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will look into your concern and determine the next best steps to resolve this.

Upon further research, I have verified that we would need more information to assist you with your concern. Please provide us the information below for us to move forward and investigate your matter.

- VIN
- Active Phone Number
- Current Mailing/Email Address
- Further details of your concern

Once we receive the above information we will investigate this further and take appropriate action.

I apologize for making you take an additional step regarding this issue, it is just to ensure we provide you a clear resolution to avoid any discrepancy.

Your understanding and co-operation on this issue are appreciated. We look forward to hearing from you soon.

Sincerely,

Agent
[REDACTED] Customer Care

ref: [REDACTED] ref

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

Hello [REDACTED].

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] reimbursement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Support

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

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

Hello [REDACTED].

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Support

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

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

[REDACTED]
VIN [REDACTED]
Definitely a known issue and safety problem. Should be a recall ro at least I should receive reimbursement from [REDACTED].
Thanks,
[REDACTED]
On [REDACTED] US Customer Care <[REDACTED]> wrote:
Hello [REDACTED].

Good day!

This is [REDACTED] from [REDACTED] Customer Care we are pleased to help you with your concern regarding HCU replacement. I understand that it is very important to you. We would like to assure you that we will look into your concern and determine the next best steps to resolve this.

Upon further research, I have verified that we would need more information to assist you with your concern. Please provide us the information below for us to move forward and investigate your matter.

- VIN
- Active Phone Number
- Current Mailing/Email Address
- Further details of your concern

Once we receive the above information we will investigate this further and take appropriate action.

I apologize for making you take an additional step regarding this issue, it is just to ensure we provide you a clear resolution to avoid any discrepancy.

Your understanding and co-operation on this issue are appreciated. We look forward to hearing from you soon.

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

Date	[REDACTED]	Subject	Re: HCU replacement
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello [REDACTED].

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] reimbursement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Support

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

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

Hello [REDACTED].

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Support

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

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

[REDACTED]
VIN [REDACTED]
Definitely a known issue and safety problem. Should be a recall ro at least I should receive reimbursement from [REDACTED].
Thanks,
[REDACTED]
On [REDACTED] US Customer Care <[REDACTED]> wrote:
Hello [REDACTED].

Good day!

This is [REDACTED] from [REDACTED] Customer Care we are pleased to help you with your concern regarding HCU replacement. I understand that it is very important to you. We would like to assure you that we will look into your concern and determine the next best steps to resolve this.

Upon further research, I have verified that we would need more information to assist you with your concern. Please provide us the information below for us to move forward and investigate your matter.

- VIN
- Active Phone Number
- Current Mailing/Email Address
- Further details of your concern

Once we receive the above information we will investigate this further and take appropriate action.

I apologize for making you take an additional step regarding this issue, it is just to ensure we provide you a clear resolution to avoid any discrepancy.

Your understanding and co-operation on this issue are appreciated. We look forward to hearing from you soon.

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

Date	[REDACTED]	Subject	Re: HCU replacement
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello [REDACTED].

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] reimbursement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Support

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

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

Hello [REDACTED].

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Support

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

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

[REDACTED]
VIN [REDACTED]
Definitely a known issue and safety problem. Should be a recall ro at least I should receive reimbursement from [REDACTED].
Thanks,
[REDACTED]
On [REDACTED] US Customer Care <[REDACTED]> wrote:
Hello [REDACTED].

Good day!

This is [REDACTED] from [REDACTED] Customer Care we are pleased to help you with your concern regarding HCU replacement. I understand that it is very important to you. We would like to assure you that we will look into your concern and determine the next best steps to resolve this.

Upon further research, I have verified that we would need more information to assist you with your concern. Please provide us the information below for us to move forward and investigate your matter.

- VIN
- Active Phone Number
- Current Mailing/Email Address
- Further details of your concern

Once we receive the above information we will investigate this further and take appropriate action.

I apologize for making you take an additional step regarding this issue, it is just to ensure we provide you a clear resolution to avoid any discrepancy.

Your understanding and co-operation on this issue are appreciated. We look forward to hearing from you soon.

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

Date	[REDACTED]	Subject	Re: HCU replacement
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello Mr. [REDACTED]
My name is [REDACTED] and I have been assigned as your case manager.
Thank you for bringing your concerns to our attention. It is certainly something I would like to review further as our primary focus is your satisfaction.
Here is some information that will be helpful for you to have:
Your case number is [REDACTED]
The [REDACTED] Case Management telephone number is: [REDACTED]
My direct extension: [REDACTED]
My work hours are: [REDACTED]

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

[REDACTED]
Case Manager

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

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

Hello [REDACTED],

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] reimbursement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Support

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

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

Hello [REDACTED],

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[Redacted] Support

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

From: [Redacted]

Sent: [Redacted]

To: [Redacted]

Subject: Re: [Redacted] replacement

[Redacted] VIN [Redacted]

Definitely a known issue and safety problem. Should be a recall ro at least I should receive reimbursement from [Redacted]

Thanks,

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

Hello [Redacted]

Good day!

This is [Redacted] from [Redacted] we are pleased to help you with your concern regarding [Redacted] J replacement. I understand that it is very important to you. We would like to assure you that we will look into your concern and determine the next best steps to resolve this.

Upon further research, I have verified that we would need more information to assist you with your concern. Please provide us the information below for us to move forward and investigate your matter.

- VIN
- Active Phone Number
- Current Mailing/Email Address
- Further details of your concern

Once we receive the above information we will investigate this further and take appropriate action.

I apologize for making you take an additional step regarding this issue, it is just to ensure we provide you a clear resolution to avoid any discrepancy.

Your understanding and co-operation on this issue are appreciated. We look forward to hearing from you soon.

Sincerely,

Agent
[Redacted]

ref: [Redacted] ref

Date	[Redacted]	Subject	Re: [Redacted] replacement
From	[Redacted]	To	[Redacted]
		Sent Date/Time	[Redacted]

Hello Mr. [REDACTED]
My name is [REDACTED] and I have been assigned as your case manager.
Thank you for bringing your concerns to our attention. It is certainly something I would like to review further as our primary focus is your satisfaction.
Here is some information that will be helpful for you to have:
Your case number is [REDACTED]
The [REDACTED] Case Management telephone number is: [REDACTED]
My direct extension: [REDACTED]
My work hours are: [REDACTED]

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

[REDACTED]
Case Manager

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

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

Hello [REDACTED],

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] reimbursement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Support

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

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

Hello [REDACTED],

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[Redacted] Support

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

From: [Redacted]

Sent: [Redacted]

To: [Redacted]

Subject: Re: [Redacted] replacement

[Redacted] VIN [Redacted]

Definitely a known issue and safety problem. Should be a recall ro at least I should receive reimbursement from [Redacted]

Thanks,

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

Hello [Redacted]

Good day!

This is [Redacted] from [Redacted] we are pleased to help you with your concern regarding [Redacted] J replacement. I understand that it is very important to you. We would like to assure you that we will look into your concern and determine the next best steps to resolve this.

Upon further research, I have verified that we would need more information to assist you with your concern. Please provide us the information below for us to move forward and investigate your matter.

- VIN
- Active Phone Number
- Current Mailing/Email Address
- Further details of your concern

Once we receive the above information we will investigate this further and take appropriate action.

I apologize for making you take an additional step regarding this issue, it is just to ensure we provide you a clear resolution to avoid any discrepancy.

Your understanding and co-operation on this issue are appreciated. We look forward to hearing from you soon.

Sincerely,

Agent
[Redacted]

ref: [Redacted] ref

Date	[Redacted]	Subject	Re: [Redacted] replacement
From	[Redacted]	To	[Redacted] Sent Date/Time [Redacted]

Hello Mr. [REDACTED]
My name is [REDACTED] and I have been assigned as your case manager.
Thank you for bringing your concerns to our attention. It is certainly something I would like to review further as our primary focus is your satisfaction.
Here is some information that will be helpful for you to have:
Your case number is [REDACTED]
The [REDACTED] Case Management telephone number is: [REDACTED]
My direct extension: [REDACTED]
My work hours are: [REDACTED]

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

[REDACTED]
Case Manager

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

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

Hello [REDACTED],

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] reimbursement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Support

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

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

Hello [REDACTED],

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[Redacted] Support

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

From: [Redacted]

Sent: [Redacted]

To: [Redacted]

Subject: Re: [Redacted] replacement

[Redacted] VIN [Redacted]

Definitely a known issue and safety problem. Should be a recall ro at least I should receive reimbursement from [Redacted]

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

Hello [Redacted]

Good day!

This is [Redacted] from [Redacted] we are pleased to help you with your concern regarding [Redacted] J replacement. I understand that it is very important to you. We would like to assure you that we will look into your concern and determine the next best steps to resolve this.

Upon further research, I have verified that we would need more information to assist you with your concern. Please provide us the information below for us to move forward and investigate your matter.

- VIN
- Active Phone Number
- Current Mailing/Email Address
- Further details of your concern

Once we receive the above information we will investigate this further and take appropriate action.

I apologize for making you take an additional step regarding this issue, it is just to ensure we provide you a clear resolution to avoid any discrepancy.

Your understanding and co-operation on this issue are appreciated. We look forward to hearing from you soon.

Sincerely,

Agent
[Redacted]

ref: [Redacted] ref

Date	[Redacted]	Subject	Re: [Redacted] replacement	
From	[Redacted]	To	[Redacted]	Sent Date/Time [Redacted] [Redacted]

Hello Mr. [REDACTED]
Can you please confirm which dealership did you go to?
I contacted the [REDACTED] [REDACTED] we were not able to find any detail regarding your vehicle.
Thank you,

[REDACTED] | [REDACTED]

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

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

Hello Mr. [REDACTED]
My name is [REDACTED] and I have been assigned as your case manager.
Thank you for bringing your concerns to our attention. It is certainly something I would like to review further as our primary focus is your satisfaction.
Here is some information that will be helpful for you to have:
Your case number is [REDACTED]
The [REDACTED] Case Management telephone number is: [REDACTED]
My direct extension: [REDACTED]
My work hours are: [REDACTED] [REDACTED] [REDACTED]

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

[REDACTED]
[REDACTED] Case Manager

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

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

Hello [REDACTED]

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED] and we are pleased to help you with your concern regarding [REDACTED] reimbursement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,
[REDACTED] Support

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

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

Hello [REDACTED]

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED] and we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Customer Care Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Customer Care Support

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

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

VIN # [REDACTED]

Definitely a known issue and safety problem. Should be a recall ro at least I should receive reimbursement from [REDACTED]

Thanks,

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

Good day!

This is [REDACTED] from [REDACTED] Customer Care we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will look into your concern and determine the next best steps to resolve this.

Upon further research, I have verified that we would need more information to assist you with your concern. Please provide us the information below for us to move forward and investigate your matter.

- VIN
- Active Phone Number
- Current Mailing/Email Address
- Further details of your concern

Once we receive the above information we will investigate this further and take appropriate action.

I apologize for making you take an additional step regarding this issue, it is just to ensure we provide you a clear resolution to avoid any discrepancy.

Your understanding and co-operation on this issue are appreciated. We look forward to hearing from you soon.

Sincerely,

Agent
[REDACTED] Customer Care

ref: [REDACTED] ref

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

Hello,

I had the repair done at [REDACTED] in [REDACTED]. The invoice number is [REDACTED] and the Service Writer was [REDACTED] at [REDACTED].

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

>
> Hello Mr. [REDACTED].
> Can you please confirm which dealership did you go to?
> I contacted the [REDACTED] we were not able to find
> any detail regarding your vehicle.
> Thank you,

>
> ----- Original Message -----
> *From:* US Customer Care ([REDACTED])
> *Sent:* [REDACTED]
> *To:* [REDACTED]
> *Cc:* [REDACTED]
> *Subject:* Re: [REDACTED] replacement

>
> Hello Mr. [REDACTED],
> My name is [REDACTED], and I have been assigned as your case manager.
> Thank you for bringing your concerns to our attention. It is certainly
> something I would like to review further as our primary focus is your
> satisfaction.
> Here is some information that will be helpful for you to have:
> Your case number is [REDACTED].
> The [REDACTED] Case Management telephone number is: [REDACTED].
> My direct extension: [REDACTED].
> My work hours are: [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 cooperation!

> --
> [REDACTED]
> Case Manager

> ----- Original Message -----
> *From:* US Customer Care ([REDACTED])
> *Sent:* [REDACTED]
> *To:* [REDACTED]
> *Cc:* [REDACTED]
> *Subject:* Re: [REDACTED] replacement

> Hello [REDACTED],

> Good day!

> Thank you so much for the information you provided. This is [REDACTED] from [REDACTED]
> Customer Care, and we are pleased to help you with your concern regarding
> [REDACTED] reimbursement. I understand that it is very important to you. We would
> like to assure you that we will investigate your concern and determine the
> next best steps to resolve this.

> I appreciate the time you have taken to contact us with regard to the
> concern you are having about your vehicle. Upon checking here, the [REDACTED]
> (Anti-Lock Brake System Control) warranty has indeed already expired. What
> I will do now is send the case to our [REDACTED] specialist to further review your
> issue and verify if it can be covered under any warranty. The [REDACTED]
> Specialist should get in contact with you after [REDACTED] via phone
> call at [REDACTED] via email at [REDACTED].
> <[REDACTED]> to give you an update. I would recommend keeping
> your lines open within the said timeframe to ensure that you won't miss
> their notification.

> If you need further assistance, feel free to contact us at [REDACTED].

> If there's any additional information you need you may also visit our
> [REDACTED].

> I appreciate the time and effort you took to contact us and trust this
> referral will enable you to obtain the information you need.

> If you have any issues in the future regarding your vehicle, do not
> hesitate to contact us. Rest assured that we [REDACTED] Customer Care Support, are
> here to take care of any issue you have encountered, and we always endeavor
> to assist our valued customer with the highest quality of support.

> We invite you to complete a brief survey after this email, and we truly
> would appreciate your feedback on your recent awesome experience.

> Sincerely,

> [REDACTED]

Customer Care Support

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

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

Hello [redacted]

Good day!

Thank you so much for the information you provided. This is [redacted] from [redacted] Customer Care, and we are pleased to help you with your concern regarding [redacted] replacement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [redacted] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [redacted] specialist to further review your issue and verify if it can be covered under any warranty. The [redacted] Specialist should get in contact with you after [redacted] via phone call at [redacted] via email at [redacted] to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [redacted]

If there's any additional information you need you may also visit our [redacted]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [redacted] Customer Care Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[redacted] Customer Care Support

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

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

VIN [redacted]

Definitely a known issue and safety problem. Should be a recall ro at least I should receive reimbursement from RAM.

Thanks,

On [redacted] at 4:49?PM US Customer Care <[redacted]> wrote:

>
>> Hello [REDACTED],
>>
>>
>> Good day!
>>
>> This is [REDACTED] from [REDACTED] Customer Care we are pleased to help you with your
>> concern regarding HCU replacement. I understand that it is very important
>> to you. We would like to assure you that we will look into your concern and
>> determine the next best steps to resolve this.
>>
>> Upon further research, I have verified that we would need more
>> information to assist you with your concern. Please provide us the
>> information below for us to move forward and investigate your matter.
>>
>> - VIN
>> - Active Phone Number
>> - Current Mailing/Email Address
>> - Further details of your concern
>>
>> Once we receive the above information we will investigate this further
>> and take appropriate action.
>>
>> I apologize for making you take an additional step regarding this issue,
>> it is just to ensure we provide you a clear resolution to avoid any
>> discrepancy.
>>
>> Your understanding and co-operation on this issue are appreciated. We
>> look forward to hearing from you soon.
>>
>>
>> Sincerely,
>> Agent
>> [REDACTED] Customer Care
>>
>> ref: [REDACTED] ref
>>
>>
>>
>>
>>

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

NFHSNTWRK* HTTPSNFHSNETW GA 11.99 Mktp
WA Order Number
*DECALSPEED CA
ME
*CAR CAN WA ON CA
WA Order Number NY
CIRCLE WA Order Number MO
NY COMPREHENSIVE
ME COMPREHENSIVE M
39.00 TC ME VA-HRC KS
COMPREHENSIVE ME COMPREHENSIVE
Order Number M Mktp US* WA
ME S ONLIN COMPREHENSIVE

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

> Hello Mr. [REDACTED]
> I would require your contact details in order to be able to contact you.
> Additionally I contacted the dealership I was made aware that the issue
> did occur [REDACTED]
> However, customer usually pay for the abs hydraulic control.
> I would also require your repair order along with the payment details made
> for the repair.
> Thank you,
> [REDACTED]

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

> *From:* [REDACTED]
> *Sent:* [REDACTED]
> *To:* [REDACTED]
> *Subject:* Re: HCU replacement
> Hello,
> I had the repair done at [REDACTED] s [REDACTED] in [REDACTED] The invoice number is
> [REDACTED] and the Service Writer was [REDACTED] at [REDACTED]
> [REDACTED]

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

>> Hello Mr. [REDACTED]
>> Can you please confirm which dealership did you go to?
>> I contacted the [REDACTED] [REDACTED] [REDACTED] we were not able to find
>> any detail regarding your vehicle.
>> Thank you,
>> [REDACTED] | [REDACTED]

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

>> *From:* US Customer Care ([REDACTED])
>> *Sent:* [REDACTED]
>> *To:* [REDACTED]
>> *Cc:* [REDACTED]
>> *Subject:* Re: HCU replacement
>>
>> Hello Mr. [REDACTED]
>> My name is [REDACTED] and I have been assigned as your case manager.
>> Thank you for bringing your concerns to our attention. It is certainly
>> something I would like to review further as our primary focus is your
>> satisfaction.
>> Here is some information that will be helpful for you to have:
>> Your case number is [REDACTED]
>> The [REDACTED] Case Management telephone number is: [REDACTED]
>> My direct extension: [REDACTED]
>> My work hours are: [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 cooperation!
>> --

>> [REDACTED] Case Manager

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

>> *From:* US Customer Care ([REDACTED])
>> *Sent:* [REDACTED]
>> *To:* [REDACTED]
>> *Cc:* [REDACTED]
>> *Subject:* Re: HCU replacement
>>

>> Hello [REDACTED]

>> We invite you to complete a brief survey after this email, and we truly
>> would appreciate your feedback on your recent awesome experience.

>> Sincerely,

>> [REDACTED] Customer [REDACTED] Support

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

>> *From:* [REDACTED]
>> *Sent:* [REDACTED]
>> *To:* [REDACTED]
>> *Subject:* Re: HCU replacement

>> [REDACTED]
>> VIN [REDACTED]

>> Definitely a known issue and safety problem. Should be a recall ro at
>> least I should receive reimbursement from RAM.

>> Thanks,

>> On [REDACTED] at 4:49?PM US Customer [REDACTED] <
>> [REDACTED] > wrote:

>>> Hello [REDACTED]

>>> Good day!

>>> This is [REDACTED] from [REDACTED] Customer [REDACTED] we are pleased to help you with your
>>> concern regarding HCU replacement. I understand that it is very important
>>> to you. We would like to assure you that we will look into your concern and
>>> determine the next best steps to resolve this.

>>> Upon further research, I have verified that we would need more
>>> information to assist you with your concern. Please provide us the
>>> information below for us to move forward and investigate your matter.

>>> - VIN
>>> - Active Phone Number
>>> - Current Mailing/Email Address
>>> - Further details of your concern

>>> Once we receive the above information we will investigate this further
>>> and take appropriate action.

>>> I apologize for making you take an additional step regarding this issue,
>>> it is just to ensure we provide you a clear resolution to avoid any
>>> discrepancy.

>>> Your understanding and co-operation on this issue are appreciated. We
>>> look forward to hearing from you soon.

>>> Sincerely,

>>> Agent
>>> [REDACTED] Customer [REDACTED]

>>> ref: [REDACTED] ref

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

Hello Sir,
I believe you have responded with the details that might not be useful.
Can you please refer to the previous email for the documents required?
Thank you,

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: [REDACTED]
NFSNTWRK* HTTPSNFHSNETW GA 11.99 [REDACTED] Mktp US* [REDACTED] Order Number [REDACTED]
[REDACTED] *DECALSPEEDS [REDACTED] CA [REDACTED] Order Number [REDACTED] CA
[REDACTED] *CAR CAN [REDACTED] NY [REDACTED] ON [REDACTED] Order Number [REDACTED]
[REDACTED] NY [REDACTED] NEWPORT ME 71.58 [REDACTED] Order Number 114-
[REDACTED] M [REDACTED] MO [REDACTED] NY [REDACTED] COMPREHENSIVE LAND TECHN
[REDACTED] ME [REDACTED] ME [REDACTED] COMPREHENSIVE LAND TECHN
[REDACTED] KS [REDACTED] ME [REDACTED] COMPREHENSIVE LAND TECHN [REDACTED] M [REDACTED] VA
[REDACTED] ME [REDACTED] COMPREHENSIVE LAND TECHN [REDACTED] ME [REDACTED] COMPREHENSIVE LAND TECHN [REDACTED] M [REDACTED]
Mktp US* [REDACTED] Order Number [REDACTED] COMPREHENSIVE LAND TECHN [REDACTED] M [REDACTED]
[REDACTED] S ONLINE U.S. [REDACTED]

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

Hello Mr. [REDACTED]
I would require your contact details in order to be able to contact you.
Additionally I contacted the dealership I was made aware that the issue did occur [REDACTED]
However, customer usually pay for the abs hydraulic control.
I would also require your repair order along with the payment details made for the repair.
Thank you,

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

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

Hello,
I had the repair done at [REDACTED] in [REDACTED]. The invoice number is [REDACTED] and the Service Writer was [REDACTED] at [REDACTED].

On [REDACTED] at 12:51?PM US Customer Care <[REDACTED]> wrote:

Hello Mr. [REDACTED]
Can you please confirm which dealership did you go to?
I contacted the [REDACTED] [REDACTED] we were not able to find any detail regarding your vehicle.
Thank you,

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

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

Hello Mr. [REDACTED]
My name is [REDACTED] and I have been assigned as your case manager.
Thank you for bringing your concerns to our attention. It is certainly something I would like to review further as our primary focus is your satisfaction.
Here is some information that will be helpful for you to have:
Your case number is [REDACTED]
The [REDACTED] Case Management telephone number is: [REDACTED]
My direct extension: [REDACTED]
My work hours are: [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 cooperation!

[REDACTED]
Case Manager

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

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

Hello [REDACTED],

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] reimbursement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our Ram specialist to further review your issue and verify if it can be covered under any warranty. The Ram Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Support

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

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

Hello [REDACTED],

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Support

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

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

[REDACTED] VIN [REDACTED]

Definitely a known issue and safety problem. Should be a recall ro at least I should receive reimbursement from [REDACTED].
Thanks,

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

Good day!

This is [REDACTED] from [REDACTED] we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will look into your concern and determine the next best steps to resolve this.

Upon further research, I have verified that we would need more information to assist you with your concern. Please provide us the information below for us to move forward and investigate your matter.

- VIN
- Active Phone Number
- Current Mailing/Email Address
- Further details of your concern

Once we receive the above information we will investigate this further and take appropriate action.

I apologize for making you take an additional step regarding this issue, it is just to ensure we provide you a clear resolution to avoid any discrepancy.

Your understanding and co-operation on this issue are appreciated. We look forward to hearing from you soon.

Sincerely,
Agent
[Redacted] Customer Care

ref: [Redacted] ref

Date	[Redacted]	Subject	Re: [Redacted]
From	[Redacted]	To	[Redacted]
		Sent Date/Time	[Redacted]

Hello Sir,
I believe you have responded with the details that might not be useful.
Can you please refer to the previous email for the documents required?
Thank you,

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

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: [REDACTED]
NFSNTWRK* HTTPSNFHSNETW GA 11.99 [REDACTED] Mktp US* [REDACTED] Order Number [REDACTED]
[REDACTED] *DECALSPEEDS [REDACTED] CA [REDACTED] Order Number [REDACTED] CA
[REDACTED] *CAR CAN [REDACTED] NY [REDACTED] ON [REDACTED] Order Number [REDACTED]
[REDACTED] NY [REDACTED] NEWPORT ME 71.58 [REDACTED] Order Number 114-
[REDACTED] MO [REDACTED] NY [REDACTED] COMPREHENSIVE LAND TECHN [REDACTED]
[REDACTED] ME [REDACTED] ME [REDACTED] COMPREHENSIVE LAND TECHN [REDACTED] VA
[REDACTED] KS [REDACTED] ME [REDACTED] COMPREHENSIVE LAND TECHN [REDACTED] M [REDACTED]
Mktp US* [REDACTED] Order Number [REDACTED] COMPREHENSIVE LAND TECHN [REDACTED]
[REDACTED] S ONLINE U.S. [REDACTED]

On [REDACTED] at 7:41?PM US Customer Care <[REDACTED]> wrote:

Hello Mr. [REDACTED]
I would require your contact details in order to be able to contact you.
Additionally I contacted the dealership I was made aware that the issue did occur [REDACTED].
However, customer usually pay for the abs hydraulic control.
I would also require your repair order along with the payment details made for the repair.
Thank you,

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

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

Hello,
I had the repair done at [REDACTED] in [REDACTED]. The invoice number is [REDACTED] and the Service Writer was [REDACTED] at [REDACTED].

On [REDACTED] at 12:51?PM US Customer Care <[REDACTED]> wrote:

Hello Mr. [REDACTED]
Can you please confirm which dealership did you go to?
I contacted the [REDACTED] [REDACTED] we were not able to find any detail regarding your vehicle.
Thank you,

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

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

Hello Mr. [REDACTED]
My name is [REDACTED] and I have been assigned as your case manager.
Thank you for bringing your concerns to our attention. It is certainly something I would like to review further as our primary focus is your satisfaction.
Here is some information that will be helpful for you to have:
Your case number is [REDACTED]
The [REDACTED] Case Management telephone number is: [REDACTED]
My direct extension: [REDACTED]
My work hours are: [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 cooperation!

[REDACTED] Case Manager

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

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

Hello [REDACTED],

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] reimbursement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our Ram specialist to further review your issue and verify if it can be covered under any warranty. The Ram Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Support

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

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

Hello [REDACTED],

Good day!

Thank you so much for the information you provided. This is [REDACTED] from [REDACTED], and we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED], to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

If you need further assistance, feel free to contact us at [REDACTED]

If there's any additional information you need you may also visit our [REDACTED]

I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

Sincerely,

[REDACTED] Support

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

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

[REDACTED] VIN [REDACTED]

Definitely a known issue and safety problem. Should be a recall ro at least I should receive reimbursement from [REDACTED].
Thanks,

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

Good day!

This is [REDACTED] from [REDACTED] we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will look into your concern and determine the next best steps to resolve this.

Upon further research, I have verified that we would need more information to assist you with your concern. Please provide us the information below for us to move forward and investigate your matter.

- VIN
- Active Phone Number
- Current Mailing/Email Address
- Further details of your concern

Once we receive the above information we will investigate this further and take appropriate action.

I apologize for making you take an additional step regarding this issue, it is just to ensure we provide you a clear resolution to avoid any discrepancy.

Your understanding and co-operation on this issue are appreciated. We look forward to hearing from you soon.

Sincerely,
Agent
[Redacted] Customer Care

ref: [Redacted] ref

Date	[Redacted]	Subject	Re: [Redacted]
From	[Redacted]	To	[Redacted]
		Sent Date/Time	[Redacted] [Redacted]

I sent a copy of the repair order. The other info is my online credit card info that shows a payment to [REDACTED] for the amount on the repair order. Ok? Please advise.. Thanks.

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

> Hello Sir,
> I believe you have responded with the details that might not be useful.
> Can you please refer to the previous email for the documents required?
> Thank you,
> [REDACTED]

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

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

> [REDACTED] NFHSNTWRK* [REDACTED] HTTPSNFHSNETW [REDACTED] Mktp
> [REDACTED] Order Number [REDACTED]
> [REDACTED] *DECALSPEED [REDACTED] CA [REDACTED] - S
> [REDACTED] M [REDACTED]
> [REDACTED] *CAR CAN [REDACTED] ON [REDACTED] CA [REDACTED]
> [REDACTED] Order Number [REDACTED]
> [REDACTED] NY [REDACTED] CIRCLE [REDACTED] NEWPORT ME 71.58
> [REDACTED] Order Number [REDACTED]
> [REDACTED] MO [REDACTED]
> [REDACTED] NY [REDACTED] COMPREHENSIVE LAND TECHN [REDACTED]
> [REDACTED] M [REDACTED] COMPREHENSIVE LAND TECHN [REDACTED] M [REDACTED]
> [REDACTED] ME [REDACTED] VA-HRC [REDACTED] KS
> [REDACTED] M [REDACTED]
> [REDACTED] COMPREHENSIVE LAND TECHN [REDACTED] M [REDACTED] COMPREHENSIVE LAND
> TECHN [REDACTED] M [REDACTED] Mktp US* [REDACTED]
> [REDACTED] Order Number [REDACTED] COMPREHENSIVE LAND TECHN [REDACTED]
> [REDACTED] M [REDACTED] S ONLINE U.S. [REDACTED] MO [REDACTED]

> On [REDACTED] at 7:41?PM US Customer Care <[REDACTED]> wrote:

>> Hello Mr. [REDACTED]
>> I would require your contact details in order to be able to contact you.
>> Additionally I contacted the dealership I was made aware that the issue
>> did occur [REDACTED]
>> However, customer usually pay for the abs hydraulic control.
>> I would also require your repair order along with the payment details
>> made for the repair.
>> Thank you,
>> [REDACTED]

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

>> *From:* [REDACTED]
>> *Sent:* [REDACTED]
>> *To:* [REDACTED]
>> *Subject:* Re: HCU replacement
>> Hello,

>> I had the repair done at [REDACTED] in [REDACTED]. The invoice number
>> is [REDACTED] and the Service Writer was [REDACTED] at [REDACTED].

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

>>> Hello Mr. [REDACTED],
>>> Can you please confirm which dealership did you go to?
>>> I contacted the [REDACTED] [REDACTED], we were not able to
>>> find any detail regarding your vehicle.
>>> Thank you,
>>> [REDACTED] [REDACTED]

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

>>> *From:* US Customer Care [REDACTED]
>>> *Sent:* [REDACTED]
>>> *To:* [REDACTED]
>>> *Cc:* [REDACTED]
>>> *Subject:* Re: HCU replacement

>>> Hello Mr. [REDACTED],
>>> My name is [REDACTED] and I have been assigned as your case manager.
>>> Thank you for bringing your concerns to our attention. It is certainly
>>> something I would like to review further as our primary focus is your
>>> satisfaction.
>>> Here is some information that will be helpful for you to have:
>>> Your case number is [REDACTED].
>>> The [REDACTED] telephone number is: [REDACTED]

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

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

>>> --
>>> [REDACTED]
>>> Case Manager

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

>>> *From:* US Customer Care [REDACTED]
>>> *Sent:* [REDACTED]
>>> *To:* [REDACTED]
>>> *Cc:* [REDACTED]
>>> *Subject.* Re: [REDACTED] replacement

>>> Hello [REDACTED]

>>> Good day!

>>> Thank you so much for the information you provided. This is [REDACTED] from [REDACTED] Customer Care, and we are pleased to help you with your concern regarding [REDACTED] reimbursement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

>>> I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What I will do now is send the case to our [REDACTED] specialist to further review your issue and verify if it can be covered under any warranty. The [REDACTED] Specialist should get in contact with you after [REDACTED] via phone call at [REDACTED] or via email at [REDACTED] to give you an update. I would recommend keeping your lines open within the said timeframe to ensure that you won't miss their notification.

>>> If you need further assistance, feel free to contact us at [REDACTED]

>>> If there's any additional information you need you may also visit our [REDACTED]

>>> I appreciate the time and effort you took to contact us and trust this referral will enable you to obtain the information you need.

>>> If you have any issues in the future regarding your vehicle, do not hesitate to contact us. Rest assured that we [REDACTED] Customer Care Support, are here to take care of any issue you have encountered, and we always endeavor to assist our valued customer with the highest quality of support.

>>> We invite you to complete a brief survey after this email, and we truly would appreciate your feedback on your recent awesome experience.

>>> Sincerely,
>>> [REDACTED] Customer Care Support

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

>>> *From:* US Customer Care [REDACTED]
>>> *Sent:* [REDACTED]
>>> *To:* [REDACTED]
>>> *Subject.* Re: [REDACTED] replacement

>>> Good day!

>>> Thank you so much for the information you provided. This is [REDACTED] from [REDACTED] Customer Care, and we are pleased to help you with your concern regarding [REDACTED] replacement. I understand that it is very important to you. We would like to assure you that we will investigate your concern and determine the next best steps to resolve this.

>>> I appreciate the time you have taken to contact us with regard to the concern you are having about your vehicle. Upon checking here, the [REDACTED] (Anti-Lock Brake System Control) warranty has indeed already expired. What

>>> I will do now is send the case to our [REDACTED] specialist to further review your
>>> issue and verify if it can be covered under any warranty. The [REDACTED]
>>> Specialist should get in contact with you after [REDACTED] via phone
>>> call at [REDACTED] or via email at [REDACTED]
>>> <[REDACTED]> to give you an update. I would recommend keeping
>>> your lines open within the said timeframe to ensure that you won't miss
>>> their notification.

>>> If you need further assistance, feel free to contact us at [REDACTED]

>>> If there's any additional information you need you may also visit our
>>> [REDACTED]

>>> I appreciate the time and effort you took to contact us and trust this
>>> referral will enable you to obtain the information you need.

>>> If you have any issues in the future regarding your vehicle, do not
>>> hesitate to contact us. Rest assured that we [REDACTED] Support, are
>>> here to take care of any issue you have encountered, and we always endeavor
>>> to assist our valued customer with the highest quality of support.

>>> We invite you to complete a brief survey after this email, and we truly
>>> would appreciate your feedback on your recent awesome experience.

>>> Sincerely,

>>> [REDACTED] Support

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

>>> *From:* [REDACTED]

>>> *Sent:* [REDACTED]

>>> *To:* [REDACTED]

>>> *Subject* Re: HCU replacement

>>> [REDACTED]

>>> VIN [REDACTED]

>>> [REDACTED]

>>> Definitely a known issue and safety problem. Should be a recall ro at
>>> least I should receive reimbursement from RAM.

>>> Thanks,

>>> [REDACTED]

>>> On [REDACTED] at 4:49?PM US Customer Care <

>>> [REDACTED]> wrote:

>>>> Hello [REDACTED]

>>>> Good day!

>>>> This is [REDACTED] from [REDACTED] we are pleased to help you with your
>>>> concern regarding HCU replacement. I understand that it is very important
>>>> to you. We would like to assure you that we will look into your concern and
>>>> determine the next best steps to resolve this.

>>>> Upon further research, I have verified that we would need more
>>>> information to assist you with your concern. Please provide us the
>>>> information below for us to move forward and investigate your matter.

- >>>> - VIN
- >>>> - Active Phone Number
- >>>> - Current Mailing/Email Address
- >>>> - Further details of your concern

>>>> Once we receive the above information we will investigate this further
>>>> and take appropriate action.

>>>> I apologize for making you take an additional step regarding this
>>>> issue, it is just to ensure we provide you a clear resolution to avoid any
>>>> discrepancy.

>>>> Your understanding and co-operation on this issue are appreciated. We
>>>> look forward to hearing from you soon.

>>>> Sincerely,

>>>> Agent

>>>> [REDACTED]

>>>> ref: [REDACTED]

>>>>
>>>
>>>
>>>
>>>
>>>
>>>
>>>
>>
>>
>>
>
>
>

<i>Date</i>		<i>Subject</i>	Re:	
<i>From</i>		<i>To</i>		<i>Sent Date/Time</i>

My phone number is on the repair order, [REDACTED]

On [REDACTED] <[REDACTED]> wrote:

> I sent a copy of the repair order. The other info is my online credit card
> info that shows a payment to [REDACTED] for the amount on the repair
> order.. OK? Please advise.. Thanks.

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

>> Hello Sir,
>> I believe you have responded with the details that might not be useful.
>> Can you please refer to the previous email for the documents required?
>> Thank you,

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

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

>> NFHSNTWRK* [REDACTED] Mktp
>> Order Number [REDACTED]
>> PAYPAL *DECALSPEED [REDACTED] CA [REDACTED] - S
>> ME [REDACTED] PAYPAL [REDACTED] CA [REDACTED]
>> PAYPAL *CAR CAN [REDACTED] ON [REDACTED]
>> WA 12.87 Order Number [REDACTED] PAYPAL [REDACTED]
>> NY [REDACTED] CIRCLE [REDACTED]
>> WA [REDACTED] Order Number [REDACTED]
>> MO [REDACTED] PAYPAL [REDACTED]
>> NY [REDACTED] COMPREHENSIVE [REDACTED] TECHN [REDACTED]
>> ME [REDACTED] COMPREHENSIVE [REDACTED] TECHN [REDACTED] M [REDACTED]
>> TC [REDACTED] VA-HRC [REDACTED] KS [REDACTED]
>> M [REDACTED] M [REDACTED] ME [REDACTED]
>> COMPREHENSIVE [REDACTED] TECHN [REDACTED] M [REDACTED] COMPREHENSIVE [REDACTED]
>> TECHN [REDACTED] A M [REDACTED] Mktp US* [REDACTED] WA [REDACTED]
>> Order Number [REDACTED] COMPREHENSIVE [REDACTED] TECHN [REDACTED]
>> ME [REDACTED] S ONLINE U.S. [REDACTED]

>> On [REDACTED] at 7:41?PM US Customer Care <[REDACTED]> wrote:

>>> Hello Mr. [REDACTED].
>>> I would require your contact details in order to be able to contact you.
>>> Additionally I contacted the dealership I was made aware that the issue
>>> did occur [REDACTED].
>>> However, customer usually pay for the abs hydraulic control.
>>> I would also require your repair order along with the payment details
>>> made for the repair.
>>> Thank you,

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

>>> *From:* [REDACTED]
>>> *Sent:* [REDACTED]
>>> *To:* [REDACTED]
>>> *Subject:* Re: HCU replacement

>>> Hello,
>>> I had the repair done at [REDACTED] in [REDACTED]. The invoice number
>>> is [REDACTED] and the Service Writer was [REDACTED] at [REDACTED].

>>> On [REDACTED] at 12:51?PM US Customer Care <[REDACTED]> wrote:

>>>> Hello Mr. [REDACTED].
>>>> Can you please confirm which dealership did you go to?
>>>> I contacted the [REDACTED] [REDACTED] we were not able to
>>>> find any detail regarding your vehicle.
>>>> Thank you,

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

>>>> *From:* US Customer Care [REDACTED]
>>>> *Sent:* [REDACTED]
>>>> *To:* [REDACTED]
>>>> *Cc:* [REDACTED]
>>>> *Subject:* Re: HCU replacement

>>>> Hello Mr. [REDACTED], and I have been assigned as your case manager.
>>>> My name is [REDACTED].
>>>> Thank you for bringing your concerns to our attention. It is certainly

>>>> something I would like to review further as our primary focus is your
>>>> satisfaction.
>>>> Here is some information that will be helpful for you to have:
>>>> Your case number is [REDACTED].
>>>> The [REDACTED] Case Management telephone number is: [REDACTED]
>>>> My direct extension: [REDACTED]
>>>> My work hours are: [REDACTED] [REDACTED] [REDACTED]

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

>>>> --
>>>> [REDACTED]
>>>> Case Manager

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

>>>> *From:* US [REDACTED]
>>>> *Sent:* [REDACTED]
>>>> *To:* [REDACTED]
>>>> *Cc:* [REDACTED]
>>>> *Subject:* Re: HCU replacement

>>>> Hello [REDACTED]

>>>> Good day!

>>>> Thank you so much for the information you provided. This is [REDACTED] from
>>>> [REDACTED] and we are pleased to help you with your concern
>>>> regarding HCU reimbursement. I understand that it is very important to you.
>>>> We would like to assure you that we will investigate your concern and
>>>> determine the next best steps to resolve this.

>>>> I appreciate the time you have taken to contact us with regard to the
>>>> concern you are having about your vehicle. Upon checking here, the HCU
>>>> (Anti-Lock Brake System Control) warranty has indeed already expired. What
>>>> I will do now is send the case to our [REDACTED] specialist to further review your
>>>> issue and verify if it can be covered under any warranty. The [REDACTED]
>>>> Specialist should get in contact with you after [REDACTED] via phone
>>>> call at [REDACTED] or via email at [REDACTED].
>>>> [REDACTED] to give you an update. I would recommend
>>>> keeping your lines open within the said timeframe to ensure that you won't
>>>> miss their notification.

>>>> If you need further assistance, feel free to contact us at [REDACTED]

>>>> If there's any additional information you need you may also visit our
>>>> [REDACTED]

>>>> I appreciate the time and effort you took to contact us and trust this
>>>> referral will enable you to obtain the information you need.

>>>> If you have any issues in the future regarding your vehicle, do not
>>>> hesitate to contact us. Rest assured that we [REDACTED] Support, are
>>>> here to take care of any issue you have encountered, and we always endeavor
>>>> to assist our valued customer with the highest quality of support.

>>>> We invite you to complete a brief survey after this email, and we truly
>>>> would appreciate your feedback on your recent awesome experience.

>>>> Sincerely,

>>>> [REDACTED] Support

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

>>>> *From:* US [REDACTED]
>>>> *Sent:* [REDACTED]
>>>> *To:* [REDACTED]
>>>> *Subject:* Re: HCU replacement

>>>> Hello [REDACTED]

>>>> Good day!

>>>> Thank you so much for the information you provided. This is [REDACTED] from
>>>> [REDACTED] and we are pleased to help you with your concern
>>>> regarding HCU replacement. I understand that it is very important to you.
>>>> We would like to assure you that we will investigate your concern and