

New Customer Assistance Inquiry Record (CAIR)						
VIN		Model Year		Brand	RAM	
Body		Vehicle	RAM	LONGHORN MEGA CAB 4X4		
Customer Provided VIN		Line of		Customer Assistance Center		
Batch Case Information						
Open Date		CAIR Type	Regular	Status	Closed	
Close Date		Origin	Telephone	Reason		
Mileage		Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile		
Caller Address					Customer	
City/State/Country/Zip	Stanford		KY	40484		
Customer						
Customer Address						
City/State/Country/Zip	STANFORD		KY			
Dealer				Dealer Phone		
Dealer Address						
	711 MAPLE AVENUE					
	DANVILLE		KY	40422 1146		
Dealer Zone		Sales District				
Subject	vehicle concen					
Synopsis	Hot alert reviewed - Didn't meet GW					
Customer Anomaly	Brakes					
	Automatic Braking System (ABS)					
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	161	ABS Issues	
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details					

Case Status History

Create Date	Status
	Open
	Closed
	Open
	Closed

Initial Description

cx is calling as he got his electronic braking service light is coming n the vehicle after the repairs is been done on the vehicle and again the dealership is charging for it so cx is calling to get assistance.

Case Comments

Date	Comment
	cx is calling as he got his electronic braking service light is coming n the vehicle after the repairs is been done on the vehicle and again the dealership is charging for it so cx is calling to get assistance. as the warranty on the vehicle is already expired and cx is repeating the same thing again and again that it should be recall advised cx that there is no recall on vehicle no further actions needed closing case

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body	D28P92	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		VALOR CHRYSLER	JEEP RAM	Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	X
Subject	vehicle concern				
Synopsis	Closing case as cx is not responding.				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason		Technical Issue With Vehicle	Customer Anomaly	161	ABS Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
	Open
	Closed
	Open
	Closed

Initial Description

cx states they have an issue with the extended warranty , as cx is facing with the abs module and the dlr said that the repair is not available .

Case Comments

Date	Comment
	*****OB call to cx***** tried to contact over phone but could not get through, mailbox is full , sending email.
	IB call from cx case owner on call with cx. cx opted to call back. case owner to reach out to cx
	*****Ob call to cx***** CX said he is having ABS problem with his vehicle and his cruise control function is not working properly, it's turning on and off every sec. called at the dealership for the issue and the dealership told him that part is not available for this particular issue so no way of diagnosing the vehicle. CX is not happy with the situation and looking for filing a law-suit.
	*****Ob call to dlr**** Part representative transferred me to the service manager but he was not available at the moment.
	OB call to dlr* Unable to connect with service advisor at the department as nobody was available.
	*****OB call to cx***** Unable to connect with cx over phone , mail box is full , no option of sending message.
	*****OB call to cx***** Unable to connect with cx over phone , mail box is full , no option of sending message.
	*****OB call to cx***** Unable to connect with cx over phone , mail box is full , no option of sending message. Closing case as cx is not responding over calls and email.
	*****Outbound Customer Contact Required***** Hot Alert Outreach Only ***** Do not re-assign the case to me, I am not the original case owner. Please try calling the customer again at different times and attempt the close loop process again, Try reaching out to him during early hours between also if he's unresponsive after first attempt I would suggest send them an email asking for a different contact number and preferred time to contact them.
	***OB call to cx** CX unable to hear my voice , will call again.
	*****OB call to cx***** Unable to connect with cx over phone , mail box is full , no option of sending message
	email sent to cx I tried to reach out to you at but could not get through, Please let me know what is the best phone number you have where I can reach out to you.
	*****OB call to cx***** Unable to connect with cx over phone , mail box is full , no option of sending message. closing case as cx is not responding over phone calls and on emails.

Email(s)

Date	Subject	
	vehicle concern	
From	To	Sent Date/Time

Hello [REDACTED].

My name is [REDACTED] and I have been assigned as your Case Manager.

Thank you for contacting us regarding your [REDACTED]. I tried to contact on [REDACTED] but could not get through.

In the meantime, I would like to ask that you reply to this email confirming the following information for this case.

- Best contact# to reach you
- Best email to communicate with you
- Your preferred method of contact
- Current servicing dealership.

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

Your Case# is: [REDACTED]

Case Management Contact#: [REDACTED] Extension [REDACTED]

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

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]

[REDACTED] Case Management

[REDACTED] Ext [REDACTED]

ref: [REDACTED] ref

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

Hello [REDACTED].

My name is [REDACTED] and I have been assigned as your Case Manager.

Thank you for contacting us regarding your [REDACTED]. I tried to contact on [REDACTED] but could not get through.

In the meantime, I would like to ask that you reply to this email confirming the following information for this case.

- Best contact# to reach you
- Best email to communicate with you
- Your preferred method of contact
- Current servicing dealership.

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

Your Case# is: [REDACTED]

Case Management Contact#: [REDACTED] Extension [REDACTED]

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

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]

[REDACTED] Case Management

[REDACTED] Ext [REDACTED]

ref: [REDACTED] ref

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

Hi [REDACTED].

I tried to contact the service advisor multiple times at the dealership but could not get through. I will again reach out to them to discuss your case with them.

I will let you know once I receive any update from their side.

Regards,

[REDACTED] case management.

ref: [REDACTED] ref

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

Hello [REDACTED],

I am sending you this email regarding the closure of your Case with [REDACTED] Case [REDACTED]

I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [REDACTED]

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

[REDACTED] Extension is: [REDACTED]

Thank you for allowing Customer Care the opportunity to address your concern and as stated in our telephone conversation, Please don't hesitate to contact me if you have any questions or concerns. Thank you for your patience and cooperation!

Thank you for giving us the opportunity to work with you. You may have the potential to receive an email survey regarding my performance. Please feel free to fill out the survey, we'd appreciate hearing your feed-back..

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

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

Hi [REDACTED]

I tried to reach out to you at [REDACTED] but could not get through, Please let me know what is the best phone number you have where I can reach out to you.

Regards,
[REDACTED]
ref: [REDACTED] [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)					
VIN		Model Year		Brand	RAM
Body		Vehicle			
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	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					
7245 HIGHWAY 61					
SAINT FRANCISVILLE LA 70775 7237					
Dealer Zone		Sales District		Service District	W
Subject					
parts expedition					
Synopsis					
vehicle been fixed and in cx possession					
Customer Anomaly					
Contact Reason		Not Available/Backordered		Customer Anomaly	
Reason Code					
After Sales - Complaint - Parts - Parts - Part in backorder/not available					

Case Status History

Create Date	Status
	Open
	Suspended
	Open
	Closed

Initial Description

parts expedition

Case Comments

Date	Comment
	part order customer called in wanted to get some parts expedited customer doesn't know when the part was ordered he says the dealership texted him the part# & order# and told him to call us to get the part expedited preferred contact reaining case
	CST contact intro, -VM- CM calling to review anpart and will call agian tomrow
	PART: ANTI-LOCK BRAKE SYSTEM ORDER ETA: RENT: n/a
	****PARTS POD UPDATE**** Part: (Module) Order: Reaching out to PE Team for assistance with part. As of Per PST DUE on shipment of STOCK to MOPAR and behind schedule on production- Working with R to obtain timing on production and shipment for order fulfillment. No firm ETA to provide at this time. Working with R to determine timing on availability. Working to improve. NEXT UPDATE: Within
	System Update:[Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA. (CHKS.)]
	CST -VM- intro, calling about part concern, Part info obtained and our parts team will work with suppliers to obtain part asap. No eta at this time
	Hello ; Thank you for contacting Ram Customer Care. Hello, this is Customer Care Specialist, I called and left a voice message to review your vehicle concerns.I will attempt to contact you again PART: ABS Module ETA; No ETA at this time The part request has been escalated to our internal Parts team for and they will work with the suppliers to improve the ETA. I will continue to monitor your order and keep you updated weekly or sooner as new information becomes available. CM Contact paragraph included
	System Update:[Order# FOR PN: IS RESOLVED]
	R Part is resolved by Supplier but may still be to get to
	****PARTS POD UPDATE**** Part: (Module) has superseded to Order: Order has been upgraded to ensure priority. As of Per Part STOCK is under QUARANTINE pending quality / engineering review and inspection. Working to obtain timing on resolve to predict allocation and shipment to R to fulfill No firm ETA to provide at this time. Pending response from / Working to improve. NEXT UPDATE: Within
	Reassignment to new CM Part on back order No ETA
	****PARTS POD UPDATE**** Part: (Module) Order: Order has been upgraded to ensure priority. As of No new information available. Per Part STOCK is under QUARANTINE pending quality / engineering review and inspection. Working to obtain timing on resolve to predict allocation and shipment to R to fulfill No firm ETA to provide at this time. Pending response from / Working to improve. NEXT UPDATE: Within
	****PARTS POD UPDATE**** Part: (Module) Order: PART SUPERSEDED, NEW PART HAS BEEN ORDERED Please reach out to and confirm order information then re-escalate parts task if needed
	dlr claims that eta was she says parts have arrived as she sees but dont seem to see where they are at. she advised me she will call me when she has any update provided number and ext
	**** TO ** spoke to dlr claims that the cx is bringing the vehicle on the for service
	****PARTS POD UPDATE**** Part: (Module) Order: Per As of Order INVOICED from PDC. TRACKING # Delivered ; Received by
	obc to dlr spoke to over at service she claims the vehicle has been picked up **obc to cx** called cx and got no answer
	obc to cx called out and no answer

Email(s)

Date	1	Subject	RAM Contact Center Case
From	ramcustomercare@cac.stellantis.com	To	
		Sent Date/Time	1

Hello [REDACTED]
Thank you for contacting [REDACTED] Customer Care.
[REDACTED]

Hello, this is [REDACTED] Customer Care Specialist, I called and left a voice message [REDACTED] to review your vehicle concerns. I will attempt to contact you again [REDACTED]

PART: ABS Module
ETA; No ETA at this time

The part request has been escalated to our internal Parts team for and they will work with the suppliers to improve the ETA. I will continue to monitor your order and keep you updated weekly or sooner as new information becomes available.

Here is some information that will be helpful for you to have:
[REDACTED] Case Management
My Schedule, [REDACTED] through [REDACTED]
Department Telephone: [REDACTED] Extension: [REDACTED]
Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at [REDACTED]
Thank you again [REDACTED]. Have a great day.
Best wishes,
[REDACTED] Customer Care
ref: [REDACTED] ref

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

Hello [REDACTED]
Thank you for contacting [REDACTED] Customer Care.
[REDACTED]

Hello, this is [REDACTED] Customer Care Specialist, I called and left a voice message [REDACTED] to review your vehicle concerns. I will attempt to contact you again [REDACTED]

PART: ABS Module
ETA; No ETA at this time

The part request has been escalated to our internal Parts team for and they will work with the suppliers to improve the ETA. I will continue to monitor your order and keep you updated weekly or sooner as new information becomes available.

Here is some information that will be helpful for you to have:
[REDACTED] Case Management
My Schedule, [REDACTED] through [REDACTED]
Department Telephone: [REDACTED] Extension: [REDACTED]
Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at [REDACTED]
Thank you again [REDACTED]. Have a great day.
Best wishes,
[REDACTED] Customer Care
ref: [REDACTED] ref

Date	Subject	Contact Center Case	parts expedition
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
From	To	Sent Date/Time	
[REDACTED]	[REDACTED]	[REDACTED]	

Hello [REDACTED]
Thank you for contacting [REDACTED] Customer Care.
At this time we are still actively working with our corporate resources and suppliers to improve the time frame of the part your vehicle needs. At this time we do not have a firm ETA. We will follow up with you on a weekly basis unless we get a positive update sooner. We do sincerely apologize for the delay. Please rest assured we are doing all we can to speed this up for you.
Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at [REDACTED]
Thank you again for your email [REDACTED]. Have a great day.
Best wishes,
[REDACTED] ext: [REDACTED]
[REDACTED] Customer Care

----- Original Message -----
From: RAM Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RAM Contact Center Case [REDACTED]

Hello [REDACTED]
Thank you for contacting [REDACTED] Customer Care.
[REDACTED]

Hello, this is [REDACTED] Customer Care Specialist, I called and left a voice message [REDACTED] to review your vehicle concerns. I will attempt to contact you again [REDACTED]

PART: ABS Module
ETA; No ETA at this time

The part request has been escalated to our internal Parts team for and they will work with the suppliers to improve the ETA. I will continue to monitor your order and keep you updated weekly or sooner as new information becomes available.

Here is some information that will be helpful for you to have:
[REDACTED] Case Management
My Schedule, [REDACTED] through [REDACTED]
Department Telephone: [REDACTED] Extension: [REDACTED]
Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at [REDACTED]
Thank you again [REDACTED]. Have a great day.
Best wishes,
[REDACTED] Customer Care
ref: [REDACTED] ref

Date	Subject	Contact Center Case	parts expedition
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

From		To		Sent Date/Time	
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Hello [REDACTED]
Thank you for contacting [REDACTED]
At this time we are still actively working with our corporate resources and suppliers to improve the time frame of the part your vehicle needs. At this time we do not have a firm ETA. We will follow up with you on a weekly basis unless we get a positive update sooner. We do sincerely apologize for the delay. Please rest assured we are doing all we can to speed this up for you.
Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at [REDACTED]
Thank you again for your email [REDACTED]. Have a great day.
Best wishes,
[REDACTED]
[REDACTED] ext; [REDACTED]

----- Original Message -----
From: RAM Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RAM Contact Center Case [REDACTED]

Hello [REDACTED]
Thank you for contacting [REDACTED]
[REDACTED]

Hello, this is [REDACTED] Customer Care Specialist, I called and left a voice message [REDACTED] to review your vehicle concerns. I will attempt to contact you again [REDACTED]

PART: ABS Module
ETA; No ETA at this time

The part request has been escalated to our internal Parts team for and they will work with the suppliers to improve the ETA. I will continue to monitor your order and keep you updated weekly or sooner as new information becomes available.

Here is some information that will be helpful for you to have:
[REDACTED] Case Management
My Schedule: [REDACTED] through [REDACTED]
Department Telephone: [REDACTED] Extension: [REDACTED]
Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at [REDACTED]
Thank you again [REDACTED]. Have a great day.
Best wishes,
[REDACTED]
[REDACTED]

ref: [REDACTED] ref

Date	[REDACTED]	Subject	F [REDACTED] Contact Center Case [REDACTED] parts expedition		
From		To		Sent Date/Time	[REDACTED] 13:16 PM

Hello [REDACTED]
Thank you for contacting [REDACTED]
At this time we are still actively working with our corporate resources and suppliers to improve the time frame of the part your vehicle needs. At this time we do not have a firm ETA. We will follow up with you on a weekly basis unless we get a positive update sooner. We do sincerely apologize for the delay. Please rest assured we are doing all we can to speed this up for you.
Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at [REDACTED]
Thank you again for your email [REDACTED]. Have a great day.
Best wishes,
[REDACTED]
[REDACTED] ext; [REDACTED]

----- Original Message -----
From: RAM Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RAM Contact Center Case [REDACTED]

Hello [REDACTED]
Thank you for contacting [REDACTED]
[REDACTED]

Hello, this is [REDACTED] Customer Care Specialist, I called and left a voice message [REDACTED] to review your vehicle concerns. I will attempt to contact you again [REDACTED]

PART: ABS Module
ETA; No ETA at this time

The part request has been escalated to our internal Parts team for and they will work with the suppliers to improve the ETA. I will continue to monitor your order and keep you updated weekly or sooner as new information becomes available.

Here is some information that will be helpful for you to have:
[REDACTED] Case Management
My Schedule: [REDACTED] through [REDACTED]
Department Telephone: [REDACTED] Extension: [REDACTED]
Please do not hesitate to contact us if you need any further assistance by replying to this email or calling us at [REDACTED]
Thank you again [REDACTED]. Have a great day.
Best wishes,
[REDACTED]
[REDACTED]

ref: [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body		Vehicle		CREW CAB 4X4	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage	Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address	1790 MAPLELAWN DR				
	TROY		MI	48084 4611	
Dealer Zone		Sales			C
Subject	Part expertise				
Synopsis	Cx told that the issue is fixed and got the vehicle back				
Customer Anomaly					
Contact Reason		Part Not Available/Backordered		Customer Anomaly	
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

Case Status History

Create Date	Status
	Open
01/05/2024	Closed
01/05/2024	Closed

Initial Description

Customer calling in to get back ordered part expedited for the [redacted] the ABS light came on and the traction control and the cruise control and we can't order it until [redacted] and i can not drive my truck

Case Comments

Date	Comment
	Voice of customer [redacted] Customer calling in to get back ordered part expedited for the [redacted] the ABS light came on and the traction control and the cruise control we can't order it until [redacted] and i can not drive my truck its Hydraulic control unit ***Action Taken*** advised the cx that someone will contact the cx within [redacted] AH [redacted] recalls:U [redacted] ***Next Steps*** reassigned
	OB to cx Unable to speak. Left VM
	Emailed [redacted] R to give an update as no one is responding on calls. No response from email. Escalated to AM. AM replied back telling to contact SM. Provided SM details [redacted] to cx*** Unable to speak. Left VM
	[redacted] no cruise control or ABS. Awaiting on part expedite. Currently its the weekend and parts dept is not open at [redacted]
	IB call from CX asking to speak to CM. Sent chatter to CM. Branded call.
	Customer is calling in to speak with CM. Advised CM not available sent internal message Customer said best contact is [redacted] Customer is asking to please be called [redacted]
	Customer is calling in for contact says he has not had contact from CM. Agent confirmed email [redacted] is correct but customer said he never received email. Agent confirmed number on file are not best contact customer wants to be reached at [redacted] Customer is very upset says he has been told over and over for CM and is requesting a Sup. Advised [redacted] for Sup contact.
	***OB call to the dealer Sup got in touch with the parts department and let them know we aren't able to get in touch with them for long as no one is answering. The parts dept. acknowledged that the customer needs the part [redacted] but told in order to get this repair done the customer would need an appointment and transferred me to the [redacted] advisor directly. No response from the service advisor and it went straight to voicemail
	Outbound Supervisor call [redacted] Sup was unable to connect with the customer
	IB CX call Customer called in very frustrated about no contact. He said he had a SUP call schedules and no one got back to him [redacted] He's warning litigation.
	C to cx Unable to speak. Left VM
	IB FROM CX CX called in upset because a CM has not reached out, CX also stated that he has provided correct number multiple times and did not get a VM. Agent updated number on file and advised that they have sent a message to CM to reach out. Agent apologized for the delay.
	cx wants to speak with cm. cm not available . cx was informed that he would get a call bk
	*** [redacted] to cx*** cx was very frustrated as he said he didn't get any call from anyone till now. Cx was shouting to give him an update. Told him that parts dep told him to take the vehicle to the dealership for diagnosis again and then only then can order the parts. Cx got really angry saying that he has already took the vehicle to dealership for diagnosis for which they told the issue is with [redacted] component and its backordered. Told cx will call him back after getting touch with dealership
	*** [redacted] to [redacted] *** Parts dept told that they didn't get any update from [redacted] Advisor to order the parts so they cant order it .Told to contact the service advisor to get more info on that. *** [redacted] to cx*** Told cx the update obtained from parts. Cx told he will contact the dealer. Told him writer will also escalate the issue as there is no response from SA SA - kyler - [redacted]
	the cx called in to speak to the CM, [redacted] was on another call the cx was advised that a message will be sent out to the CM.
	Customer Voice Cx called and said he is really frustrated with the agents who worked before on this case and on the CM. Cx is going to file a case against the service he is receiving from US. Cx had said to multiple agents to update his contact information in the file but everyone said yes we did that yet the old numbers were reflecting. Cx wants the CM to call back immediately to provide an update ***Action taken*** informed the CM over the chatter
	the cx called in to speak to the CM, got approval from the CM, and the cx was transferred over to her.
	CX calling to speak with CM , let CX know CM is not available will leave a message to follow up as soon as possible
	- Cx called in and stated that he has never gotten a callback and he wants an update on his case. - Agent advised cx that the CM is logged off but will be transferred to CM line to have them assist. - No further actions taken.
	Inbound call from the CX - Cx called in and stated that he has never gotten a callback and he wants an update on his case. CM was not available. Cm was really upset. Writer informed that CM will be calling back as soon as possible
	OBC to cx Cx told he got in touch with the [redacted] and [redacted] that they are not able to order parts because its blocked until [redacted] Told cx we wont be able to do anything if the part is blocked and they cant order the parts. Cx seems upset and he told he wont be able to drive his car in winter and he will contact the corporate to know what they can do. Meanwhile he asked writer if she could look into something. Told cx will try to do whatever writer can and will update him. Next step Follow up with cx
	*** [redacted] sup call*** called cx reach VM left VM for cx Follow up [redacted]

Date	Comment
	Cx called in cx stated [REDACTED] he has problems with his vehicle [REDACTED] & [REDACTED] have problems with ABS. cx was told by the dealer tat not until [REDACTED] he could get his part cx says that the part is block. Dealer [REDACTED] Phone [REDACTED] Part Number: [REDACTED] Part Name ANTI-LOCK BRAKE SYSTEM Dealer says that they will push the order for cx Advisor explain to cx that CM on case CM will update on parts
	****OBC to cx**** Unable to speak. Left VM. Told cx in the VM that if the part is blocked we wont be able to do anything other than wait but if the part has been ordered and order number is there then will try to escalate to part team Next step Confirm with [REDACTED] on the part ordered or not
	*****OB Email to [REDACTED]***** Send email asking for the update on parts. *****OB Email to cx***** Updated cx the same Next Step Waiting for email response from SA
	Vehicle has arrived at dealership [REDACTED] and attended by dealer employee
	***** [REDACTED] to [REDACTED] [REDACTED] provided the part number and order number and told that the estimate is [REDACTED] Part Number : [REDACTED] Order number : [REDACTED]
	****PARTS POD UPDATE**** PART: [REDACTED] (Module) ORDER [REDACTED] ETA: [REDACTED] ? Reaching out to PE Team for assistance with part. NEXT UPDATE WITHIN [REDACTED]
	System Update:[Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA. (CHKS.)
	System Update:[[REDACTED] Order# [REDACTED] FOR PN: [REDACTED] IS RESOLVED]
	IBC From cx CX called to get updates about the parts. writer informed that the parts has been expedited and current ETA is [REDACTED] Cx got angry and and stated that he is frustrated as this delay has been ongoing and its been [REDACTED] now. **next steps** check parts Eta and inform Cx**
	****PARTS POD UPDATE**** PART: [REDACTED] (Module) ORDER [REDACTED] Order RULED to CONTROL [REDACTED] INVOICED PDC [REDACTED] UPS TRACKING# [REDACTED] DLVD [REDACTED] - SIGNED BY [REDACTED]
	inbound call from the cx cx wants update as per the update writer updated as there is an update from the parts expedite and writer told cx that your cm will make sure with the dealership and let you know and you can call from your side to the dealer as well and check so can work.
	Vehicle has arrived at dealership [REDACTED] and attended by dealer employee
	*****OB Escalate to AM***** Waiting for response from AM
	*** [REDACTED] C to cx**** Unable to speak. Left VM Next Step Follow up with cx on repair status
	[REDACTED] from Customer: Cx contacted [REDACTED] to speak to [REDACTED] unavailable sent alert for [REDACTED] to contact customer
	inbound from the cx - warmed transferred to the CM on file.
	****IBC from cx**** Cx told that the part arrived but he got the wrong part. [REDACTED] is really frustrated and told its been [REDACTED] he is waiting for the truck and no progress. Told cx will reach out to SM and talk to him and will let cx know. Cx wants an update by [REDACTED]. Told [REDACTED] will try to provide. He asked if he [REDACTED] is not able to fix the issue he is asking if they could provide a rental/loaner. Told cx we can try for reimbursement. Cx told he will wait to hear from writer on the update from SM. Next Step Emailed SM. waiting for update.
	***** [REDACTED] to cx**** Cx told that he contacted the [REDACTED] and they told that there is a service contract under his account so will be only able to order a used part and he has to wait for the part. Cx asked writer to contact the SM and get a progress to the case. Told cx will reach out to [REDACTED] and let him know
	****Email from SM [REDACTED]**** Updated that the vehicle will complete by [REDACTED] and no loaner ** [REDACTED] C to cx**** Informed cx that the same. Cx said he is not happy and he don't trust it will be repaired by [REDACTED] as he told [REDACTED] it was [REDACTED] and then they told the part came in is wrong. Cx told the issue has been going on since [REDACTED] and no progress on this. He told he will contact the [REDACTED] of [REDACTED] and will address the concern. Asked me to call him on [REDACTED] Writer confirmed the same. Next Step Follow up with cx after repair
	*** Inbound call from cx*** CX was transferred to CM.
	****IBC from cx**** Cx told wrong part came in again and vehicle is still at the dealership. Told cx will reach out to dealership for more information. Cx is really frustrated as its been [REDACTED] and he is waiting for the vehicle and he said he is disappointed with the whole process. Told cx we can provide for rental reimbursement and assistance while vehicle is at the dealership. Cx agreed to the same. Informed him will contact the dealership and update him the status. Next Step Call/Email [REDACTED] R for the vehicle issue
	****OB Email to [REDACTED] asking about the concern and next steps**** Emailed cx with updates Next Step Waiting for email response from SA: [REDACTED]
	*****Email from [REDACTED]**** Vehicle is fixed and cx is gone **** [REDACTED] C to cx**** Cx told it seems like vehicle is fixed. He said e will drive around and see. Next Step Follow up with cx after repair
	***** [REDACTED] to cx**** Unable to speak. left VM
	****OBC to cx**** Cx told that the break is not fixed properly and there is something wrong so he took an appt on [REDACTED]. Told cx will follow up after that Next Step Follow up with cx on repair
	Vehicle has arrived at dealership [REDACTED] and attended by dealer employee
	Vehicle has arrived at dealership [REDACTED] and attended by dealer employee
	*** [REDACTED] C to cx**** Cx told that the issue is fixed and got the vehicle back

Email(s)

Date	Subject	Part expertise
From	To	Sent Date/Time
Hello ,		
Thank you for reaching out to [REDACTED] customer care, my name is [REDACTED] and I have been assigned as your Case Manager. I will contact you within [REDACTED] to review the case with you.		
Here is some information that will be helpful for you to have:		
Your case number is: [REDACTED]		
My telephone number is: [REDACTED]		
My direct extension: [REDACTED]		
My work hours are: [REDACTED] Eastern Standard Time [REDACTED]		
If you have any questions or concerns, please reach out to me as I would be happy to assist.		
Look forward to speaking with you soon.		
Regards,		
[REDACTED] Case Management		
ref: [REDACTED] ref		

Date	Subject	Part expertise
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Look forward to speaking with you soon.

Regards,
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Date	[REDACTED]	Subject	RE: Part expertise
From	[REDACTED]	To	[REDACTED] [REDACTED] [REDACTED]
		Sent Date/Time	[REDACTED]

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Also please provide the best number to call you.

Thank you and Have a great rest of the day.

Regards,
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Regards,
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 Case Management

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I am waiting for email response from [REDACTED] on the parts. As soon as I receive information on the same I will update you.

Happy [REDACTED]

Regards,
[REDACTED] Management

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From: US Customer Care [REDACTED]
Sent: [REDACTED]
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Case Management

ref: [REDACTED] ref

Date	[REDACTED]	Subject	CLOSING EMAIL
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Good Morning [REDACTED]

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

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

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

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

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[REDACTED] EXT: [REDACTED]

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

Good Morning [REDACTED]

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

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

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

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

Regards,

[REDACTED]
Case [REDACTED]
[REDACTED] EXT: [REDACTED]

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Part expertise

Hi [REDACTED]

I am waiting for email response from [REDACTED] for the update and next steps. As soon as I receive information on the same I will update you.

Thanks and Regards,

[REDACTED]
Case [REDACTED]

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Part expertise

Hi [REDACTED]

I am waiting for email response from [REDACTED] on the parts. As soon as I receive information on the same I will update you.

Happy [REDACTED]

Regards,

[REDACTED]
Case [REDACTED]

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Part expertise

Hello,

I have been trying to reach you. I have contacted the dealership, though was not able to get to service department, was able to get to the parts team and they told parts can only be ordered if the vehicle is taken to the dealership for diagnosis and service advisor has to examine properly. I tried reaching out to service advisor but no response. I would appreciate if you could go to dealership and update me back with the appointment date.

Also please provide the best number to call you.

Thank you and Have a great rest of the day.

Regards,

[REDACTED]
Case [REDACTED]

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

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

Hello ,

Thank you for reaching out to [REDACTED] customer care, my name is [REDACTED] and I have been assigned as your Case Manager. I will contact you within [REDACTED] to review the case with you.

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

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

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

Look forward to speaking with you soon.

Regards,

[REDACTED]
Case [REDACTED]

ref: [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)

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

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

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

Customer	GREGORY A GILES AND TAMMY S GILES				
Customer Address					
City/State/Country/Zip					

Dealer		Dealer Phone	
Dealer Address			
Dealer Zone		Sales	
		Service	R

Subject	Parts expedite				
Synopsis	Hot alert reviewed - agent followed				
Customer Anomaly					
Contact Reason		Part Not Available/Backordered		Customer Anomaly	
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

Case Status History

Create Date	Status
	Open
	Closed
	Open
	Closed

Initial Description

CX called in and states that he has an issue with the vehicle. And placed an order for ABS module. But they can only get the part

Case Comments

Date	Comment
	Customer's Voice CX called in and states that he has an issue with the vehicle. And placed an order for ABS module. But said they can only get the part ***Action Taken*** R is yet to place the order. informed CX to get the order number and call us back

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM	
Body		Vehicle	RAM	LONGHORN CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center		
Batch Case Information						
Open Date		CAIR Type	Regular	Status	Closed	
Close Date		Origin	Telephone	Reason		
Mileage		Market	U	Language	English	
Contact Email		Contact Phone		Contact Mobile		
Caller Address					Source	Customer
City/State/Country/Zip						
Customer						
Customer Address	128 BOYDS T					
City/State/Country/Zip						
Dealer					Dealer Phone	
Dealer Address	I 10 EAST					
BAYTOWN						
Dealer Zone		Sales District		Service District	F	
77521						
Subject	parts					
Synopsis	closed					
Customer Anomaly						
Contact Reason		Not Available/Backordered		Customer Anomaly		
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available					

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

parts

Case Comments

Date	Comment
	cx call in wanted to see if he can get the part he need for his vehicle expedited part [redacted] cx will reassign case no further action taken
	CM called CX. CX stated the [redacted] R on file is incorrect. CM corrected the [redacted] R on file and will reassign case to the assigned CM. CX stated the part is the ABS.
	[redacted] to [redacted] No response unable to confirm order #
	Vehicle has arrived at dealership [redacted] and attended by dealer employee
	[redacted] Telephone I spoke with [redacted] for Part [redacted] ABS Module on the order [redacted] She had to force order at first but it didn't take so [redacted] reordered [redacted] *Special*
	PART POD TEMPLATE Part [redacted] Order [redacted] ETA: n/a Rental Y/N (Start date) N Allowance:
	****PARTS POD UPDATE**** Part: [redacted] (Control) Order: [redacted] [redacted] Reaching out to PE Team for assistance with part. As of [redacted] Per GPOP: Part STOCK is under QUARANTINE pending quality / engineering review and inspection. Working to obtain timing on resoveto predict allocation and shipment to [redacted] R to fulfill No firm ETA to provide at this time. Pending response from [redacted] / [redacted] Working to improve. NEXT UPDATE: Within [redacted]
	System Update:[Order is pended and cannot be upgraded at this time.]
	Order has been Rel to [redacted], tentative ETA 2 to [redacted] and please check parts detail screen for updated earliest ETA.
	Current Promise date [redacted]
	OUTbound to Customer [redacted] is disconnected [redacted] I left vm with estimated time of arrival and offered update [redacted] and left my number
	System Update:[[redacted] Order [redacted] FOR PN: [redacted] IS RESOLVED]
	Your shipment [redacted] Estimated delivery The delivery date will be provided as soon as possible.
	Your shipment [redacted] Estimated delivery [redacted] by [redacted] Past Event Label Created Current Event On the Way
	Outbound to Customer I called and left vm saying his module is showing ups tracking for [redacted]. I left my number and ext.
	Your shipment [redacted] Delivered On [redacted] Delivered To [redacted] Received By: [redacted]
	Delivery
	OUTbound to Customer I called and left a vm saying his part arrived at dealer. I advised of case closure

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 Ph		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					

Customer	RUSSELL
Customer Address	PO BOX
City/State/Country/Zip	

Dealer	TOLIVER CDJR OF	Dealer Ph	
Dealer Address			
Dealer Z		Sales District	B

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

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

X said dlr told him is vehicle hcu is not covered under the warranty

Case Comments

Date	Comment
	Customer's Voice CX said he took his vehicle to the dlr because the abs light came on He was informed that it would be covered under warranty CX took the vehicle to the dlr and he was informed that it is the and it is not covered under warranty CX is seeking cost assistance ***Action Taken*** CX basic warranty expired CX is the and has CX was informed that the case will be escalated and a specialist will contact CX in CX was provided the case number AH: Recalls: ***Next Steps*** Reassign
	OBE to CX introducing self **OBC to DLR Spoke with SA needs to be replaced Parts : Labor: Total OBE to CX email is CX is ok with co-pay
	Goodwill Repair Assistance Template VIN: Mileage: Original Owner: yes Warranty status: outside of basic by 1 yr 8 months under miles Does the SM agree with GW has taken good care of vehicle Service history? excellent vehicle total and pre owned Parts: Labor: Total: CX Copay: What is the issue: HC Justification for assistance: brand loyalty, customer retent extremely low miles ***Case Prep*** Warranty/SC: YES In Warranty: YES Oil Change SC: YES Current Mileage: ISD: Original Owner: YES Vehicle Location: AT DLR UNDER REPAIR) Vehicle Concern: hcu Customer Email: Customer Preferred Contact: either
	Cx called in for a case update. Agent reviewed case and tried reaching out to CM. CM informed agent to tell cx that she would reach out to them when he is through speaking to the dealer. No further assistance.
	Dear Mr. ? have great news. I was able to get the proposal approved and I have sent the authorization to the dealership, you may reach out to for scheduling of work. If you have any further questions please reply to this email of give me a call. Thank you, ?
	OBDLR SA stated cx picked up sent cx email asking about repairs

Email(s)

Date	Subject	
10	Vehicle Concern	
From	To	Sent Date/Time

Hello,

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

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

Your case number for your records is:

Please be advised that there are no open recalls on your vehicle at this time.
Can you please confirm the dealership you are working with, and who your service advisor is?

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

ref: ref

Date	Subject	
10	Vehicle Concern	
From	To	Sent Date/Time

Hello,

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

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

Your case number for your records is: [REDACTED]

Please be advised that there are no open recalls on your vehicle at this time.
 Can you please confirm the dealership you are working with, and who your service advisor is?

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

[REDACTED]
 ref: [REDACTED] ref

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

Hello,

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

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

I have spoken with the dealership and already sent over your approval for repairs with your responsibility toward repair being [REDACTED] co-pay.

You may reach out to the dealership to discuss scheduling and any questions you may have about the vehicle or repair.
 Your case number for your records is: [REDACTED]

Please be advised that there are no open recalls on your vehicle at this time.

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

[REDACTED]

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

Hello,

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

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

Your case number for your records is: [REDACTED]

Please be advised that there are no open recalls on your vehicle at this time.
 Can you please confirm the dealership you are working with, and who your service advisor is?

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

[REDACTED]

ref: [REDACTED] ref

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

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is [REDACTED] & I will be your case manager in regards to your case with [REDACTED]. Our primary focus is your satisfaction.
 My office hours are M-F [REDACTED] - [REDACTED] EST.
 My Direct phone number is: [REDACTED] & EXT: [REDACTED] you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you.

I have spoken with the dealership and already sent over your approval for repairs with your responsibility toward repair being [REDACTED] co-pay.

You may reach out to the dealership to discuss scheduling and any questions you may have about the vehicle or repair.
 Your case number for your records is: [REDACTED]

Please be advised that there are no open recalls on your vehicle at this time.

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

[REDACTED]

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

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is [REDACTED] & I will be your case manager in regards to your case with [REDACTED]. Our primary focus is your satisfaction.
 My office hours are M-F [REDACTED] - [REDACTED] EST.
 My Direct phone number is: [REDACTED] & EXT: [REDACTED] you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you.
 Your case number for your records is: [REDACTED]

Please be advised that there are no open recalls on your vehicle at this time.
 Can you please confirm the dealership you are working with, and who your service advisor is?

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

[REDACTED]

ref.: [REDACTED] ref

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

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is [REDACTED] & I will be your case manager in regards to your case with [REDACTED]. Our primary focus is your satisfaction.
 My office hours are M-F [REDACTED] - [REDACTED] EST.
 My Direct phone number is: [REDACTED] & EXT: [REDACTED] you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you.

I have spoken with the dealership and already sent over your approval for repairs with your responsibility toward repair being [REDACTED] co-pay.

You may reach out to the dealership to discuss scheduling and any questions you may have about the vehicle or repair.
 Your case number for your records is: [REDACTED]

Please be advised that there are no open recalls on your vehicle at this time.

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

[REDACTED]

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

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is [REDACTED] & I will be your case manager in regards to your case with [REDACTED]. Our primary focus is your satisfaction.
 My office hours are M-F [REDACTED] - [REDACTED] EST.
 My Direct phone number is: [REDACTED] & EXT: [REDACTED] you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you.
 Your case number for your records is: [REDACTED]

Please be advised that there are no open recalls on your vehicle at this time.
 Can you please confirm the dealership you are working with, and who your service advisor is?

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

[REDACTED]

ref.: [REDACTED] ref

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

Dear Mr. [REDACTED],

I have great news. I was able to get the proposal approved and I have sent the authorization to the dealership, you may reach out to [REDACTED] for scheduling or ETA. If you have any further questions please reply to this email or give me a call.

Thank you,

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Vehicle Concern

Hello,

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

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

I have spoken with the dealership and already sent over your approval for repairs with your responsibility toward repair being [REDACTED] co-pay.

You may reach out to the dealership to discuss scheduling and any questions you may have about the vehicle or repair.
Your case number for your records is: [REDACTED]

Please be advised that there are no open recalls on your vehicle at this time.

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

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

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

Hello,

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

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

Your case number for your records is: [REDACTED]

Please be advised that there are no open recalls on your vehicle at this time.
Can you please confirm the dealership you are working with, and who your service advisor is?

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

ref: [REDACTED] ; [REDACTED] ref

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

Dear Mr. [REDACTED],

I have great news. I was able to get the proposal approved and I have sent the authorization to the dealership, you may reach out to [REDACTED] for scheduling or ETA. If you have any further questions please reply to this email or give me a call.

Thank you,

[REDACTED]

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Vehicle Concern

Hello,

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

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

I have spoken with the dealership and already sent over your approval for repairs with your responsibility toward repair being [REDACTED] co-pay.

You may reach out to the dealership to discuss scheduling and any questions you may have about the vehicle or repair.
Your case number for your records is: [REDACTED]

Please be advised that there are no open recalls on your vehicle at this time.

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

[REDACTED]

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

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

Hello,

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

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

Your case number for your records is: [REDACTED]

Please be advised that there are no open recalls on your vehicle at this time.
Can you please confirm the dealership you are working with, and who your service advisor is?

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

[REDACTED]

ref: [REDACTED] ; [REDACTED] ref

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

Dear Mr. [REDACTED]

I have great news. I was able to get the proposal approved and I have sent the authorization to the dealership , you may reach out to [REDACTED] a for scheduling or ETA. If you have any further questions please reply to this email of give me a call.

Thank you,

[REDACTED]

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

From: US Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Vehide Concern

Hello,

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

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

I have spoken with the dealership and already sent over your approval for repairs with your responsibility toward repair being [REDACTED] co-pay.

You may reach out to the dealership to discuss scheduling and any questions you may have about the vehicle or repair.
Your case number for your records is: [REDACTED]

Please be advised that there are no open recalls on your vehicle at this time.

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

[REDACTED]

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

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

Hello,

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

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

Your case number for your records is: [REDACTED]

Please be advised that there are no open recalls on your vehicle at this time.
Can you please confirm the dealership you are working with, and who your service advisor is?

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

[REDACTED]

ref: [REDACTED] ; [REDACTED] ref

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

Good morning,

I've just spoken with the dealer and they stated that you have picked up your vehicle? If so how is everything running so far? If you are still needing assistance please reply to this email.

██████████

██████████ Case Management
██████████ ext.4062962

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

From: US Customer Care [██████████]
Sent: ██████████
To: ██████████
Cc: ██████████
Subject: RE: Vehide Concern

Dear Mr. ██████████,

I have great news. I was able to get the proposal approved and I have sent the authorization to the dealership , you may reach out to ██████████ scheduling or ETA. If you have any further questions please reply to this email of give me a call.

Thank you,

██████████

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

From: US Customer Care [██████████]
Sent: ██████████
To: ██████████
Cc: ██████████
Subject: RE: Vehide Concern

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is ██████████ & I will be your case manager in regards to your case with ██████████. Our primary focus is your satisfaction.

My office hours are M-██████████

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

I have spoken with the dealership and already sent over your approval for repairs with your responsibility toward repair being ██████████ co-pay.

You may reach out to the dealership to discuss scheduling and any questions you may have about the vehicle or repair.

Your case number for your records is: ██████████

Please be advised that there are no open recalls on your vehicle at this time.

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

██████████

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

From: US Customer Care [██████████]
Sent: ██████████
To: ██████████
Subject: Vehide Concern

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is ██████████ & I will be your case manager in regards to your case with ██████████. Our primary focus is your satisfaction.

My office hours are M-██████████

██████████ phone number is: ██████████ & EXT: ██████████ you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you.

Your case number for your records is: ██████████

Please be advised that there are no open recalls on your vehicle at this time.

Can you please confirm the dealership you are working with, and who your service advisor is?

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

██████████

ref: ██████████ ; ██████████ ref

New Customer Assistance Inquiry Record (CAIR)# 87637174

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

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

Dealer	[REDACTED]	Dealer Ph	[REDACTED]
Dealer Address	[REDACTED]		

Dealer Z	[REDACTED]	Sales District	[REDACTED]	Service District	E
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Subject	Vehicle concern
Synopsis	
Customer Anomaly	Brakes

[REDACTED]	[REDACTED]	Technical Issue With Vehicle	Customer Anomaly	161	ABS Issues
------------	------------	------------------------------	------------------	-----	------------

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details
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Case Status History

Create Date	Status
[REDACTED]	Open
[REDACTED]	Closed

Initial Description

[REDACTED] stated that they have the person with the ABS system.

Case Comments

Date	Comment
[REDACTED]	****VOC** CX stated that they have [REDACTED] ABS replacement, once user warranty and [REDACTED] when out of warranty and no parts available and it got [REDACTED] and cx is not in warranty. CX is not at the dealership [REDACTED] for diagnosis the parts not available and currently it has valuation on parts going on - said the dealer ****Actions taken**** Advised the cx that their case will be escalated to a specialist and they will reach out to them within [REDACTED] for further assistance. ****Next steps**** Reassigned

New Customer Assistance Inquiry Record (CAIR)

VIN		Model Year		Brand	RAM
Body	DJ7P91	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	Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	N
Subject	Vehicle concern				
Synopsis	part made it in				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason		Technical Issue With Vehicle		Customer Anomaly	161
					ABS Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

Cx ABS module went bad.

Case Comments

Date	Comment
	Cx said for the his ABS module went bad and dealership informed this part is not available until part expedited. -Customer name: -Customer number: -Customer email: Cx is seeking assistance to get Chrysler Dodge -Dealership name: -Dealership number: -Part name: ABS Module -Part number: Agent informed cx that a case will be created for further assistance to determine what can be done to resolve vehicle issue.
	***OB Call to CST *** Description of Call : CM called CX to introduce self. I informed CX that I will be his case manager and will be working to get his part expedited Current Vehicle Concerns : parts back ordered Current Vehicle Location : W/CX next steps: contact for order number The date of the next steps. current CM
	***OB Call to (Code / Name *** Description of Call : I spoke with parts team and I was advised that no order was placed because it was under engineer review so I requested they order it. he said he would order and then disconnected on me. Current Vehicle Concerns : parts back ordered Current Vehicle Location : W/CX next steps: contact for order number The date of the next steps. current CM
	***OB Call to (Code / Name *** Description of Call : spoke to at parts to get the order number he said order was placed part order number. order number. Current Vehicle Location : W/CX next steps: review for part expedite The date of the next steps. current CM
	Part Order Info: Code : Part # : Order # : # : ETA : CM will contact on verify part arrival. Next Steps : CM Calling CST to inform of this update. Follow Up Date :
	Outbound call to the customer Number called: Who did you speak with: Description of the call: CM gave update to CX that the part eta is for CM will be in touch with on confirm arrival. The Current Status of Vehicle/Case: w/CX The Current Vehicle Concern: parts back ordered The Next Steps: Call see if parts arrived The next Follow-up date:
	Outbound call to the Dealer Who did you speak with: in parts Description of the call: CM called in to see if part was delivered as the eta says with parts states the part arrived The Current Status of Vehicle/Case: w/CX The Current Vehicle Concern: waiting on part The Next Steps: Contact CX with update The next Follow-up date:
	Outbound call to the Dealer Who did you speak with: SA Description of the call: Spoke to SA she states CXs vehicle is with CX and is out of warranty this is all information I needed to move forward with assisting CX The Current Status of Vehicle/Case: w/CX The Current Vehicle Concern: back ordered part The Next Steps: contact CX The next Follow-up date:
	Outbound call to the customer Description of the call: CM called CX to inform part was delivered. CX did not answer so I left a voicemail. waiting for CX call back. The Current Status of Vehicle/Case: w/cx The Current Vehicle Concern: back ordered parts The Next Steps: Wait for CX call back. The next Follow-up date:
	Outbound call to the Dealer Who did you speak with: SA Description of the call: CM called and spoke to SA to see if vehicle has been repaired. i was told by in parts on that the part was delivered but told by SA that the the part has not arrived. not sure why i was given the wrong information. Will be on lookout for delivery. The Current Status of Vehicle/Case: w/CX The Current Vehicle Concern: back ordered The Next Steps: contact CX The next Follow-up date:
	Outbound call to the customer Description of the call: CM called CX to inform of part back order. part has still not been delivered. CX is upset and just wants his part delivered. I assured CX that we are doing all we can to get part in for him. The Current Status of Vehicle/Case: w/CX The Current Vehicle Concern: back ordered part. The Next Steps: wait for update The next Follow-up date:
	Outbound call to the Dealer Who did you speak with: no answer from sa left message. Description of the call: calling to get update on parts The Current Status of Vehicle/Case: w/cx The Current Vehicle Concern: back ordered parts The Next Steps: contact CX The next Follow-up date:
	Outbound call to the customer Description of the call: Calling CX to see if he has heard from with any update and to just let him know we are working on getting his part. i have had issues with reaching out to SA but left message with them to get back to me with any update. The Current Status of Vehicle/Case: w/cx The Current Vehicle Concern: back ordered part The Next Steps: contact The next Follow-up date:
	Parts Specialist Case has been escalated unnecessarily PART: CONTROL ORDER: Part has already INVOICED PDC - It is the responsibility to ensure that they receive their part orders within a reasonable amount of time from the date of INVOICE. If they don't, they are required to contact the servicing PDC that sent them the order to inquire on its whereabouts. If the parcel cannot be located, the R will have to file an MRA and reorder accordingly.
	Vehicle has arrived at dealership and attended by dealer employee
	Outbound call to the Dealer Who did you speak with: left message for SA Description of the call: left message The Current Status of Vehicle/Case: at dlr? The Current Vehicle Concern: back ordered parts The Next Steps: contact cx The next Follow-up date:

Date	Comment
[REDACTED]	***Outbound call to the customer*** Description of the call: CX states he is at dlr now part has come in. i informed cx i will be closing case. The Current Status of Vehicle/Case: at dlr The Current Vehicle Concern: back ordered parts The Next Steps: close case

Email(s)

Date	Subject	Vehicle concern
[REDACTED]	[REDACTED]	[REDACTED]
From	[REDACTED]	[REDACTED]
To	[REDACTED]	[REDACTED]
Sent Date/Time	[REDACTED]	[REDACTED]
Dear [REDACTED]		
Attached is your case number.		
ref: [REDACTED] ref		

Date	Subject	Vehicle concern
[REDACTED]	[REDACTED]	[REDACTED]
From	[REDACTED]	[REDACTED]
To	[REDACTED]	[REDACTED]
Sent Date/Time	[REDACTED]	[REDACTED]
Dear [REDACTED]		
Attached is your case number.		
ref: [REDACTED] ref		

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

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

Date	Subject	Case Closure
[REDACTED]	[REDACTED]	[REDACTED]

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

Good day [redacted]

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

Best regards,

[redacted] Customer Care Specialist

[redacted] Case Manager

Hours : [redacted]

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

From: US Customer Care [redacted]
Sent: [redacted]
To: [redacted]
Cc: [redacted]
Subject: RE: Vehicle concern

Case # [redacted]

[redacted]

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

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

My phone number is [redacted]

My hours are [redacted] Standard Time.

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

Best Regards,

[redacted]

[redacted] Customer Care Case Specialist

[redacted] EXT [redacted]

ref: [redacted] ref

Date [redacted] **Subject** Case Closure
From [redacted] **To** [redacted] **Sent Date/Time** [redacted]

Good day, [REDACTED]

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

Best regards,

[REDACTED] Customer Care Specialist

[REDACTED] Case Manager

Hours : [REDACTED]

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

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

Case [REDACTED]

Dec [REDACTED]

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

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

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

My hours are [REDACTED] Standard Time.

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

Best Regards,

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

ref: [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)						
VIN		Model Year		Brand	RAM	
Body		Vehicle	RAM	CREW CAB		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center		
Batch Case Information						
Open Date		CAIR Type	Regular	Status	Closed	
Close Date		Origin	Brand Site	Reason	assistance	
Mileage		Market	U	Language	English	
Contact Email		Contact Ph		Contact Mobile		
Caller Address					Source	Customer
City/State/Country/Zip						
Customer						
Customer Address						
City/State/Country/Zip						
Dealer		C-		Dealer Ph		
Dealer Address						
Dealer Z		Sales District		Service District	I	
Subject	ABS Module/Service Light					
Synopsis						
Customer Anomaly	Brakes					
	Automatic Braking System (ABS)					
Contact Reason		Technical Issue With Vehicle		Customer Anomaly	ABS Issues	
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details					

Case Status History

Create Date	Status
	New
	Open
	Closed

Initial Description

My traction Control/ABS light keeps flashing. – service electronic break system– or – Service Anti-Lock Brake system–. This is a known issue in these trucks and continues to fail.

Case Comments

Date	Comment
	Cust has a multiple vehicle concern about ABS light, Electronic break system and brake. Asked if cx visited dealer to get diagnose. Provided dealer details to cx if the vehicle not yet diagnosed 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 . 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 of our Advisors.

Brand :

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

Sincerely,

The

To view the visit

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

Hello [REDACTED].

Thank you for contacting [REDACTED]. This is [REDACTED] and we are pleased to help you with vehicle concern. I understand that this is important to you. Rest assured to provide you the best answer to your concern.

I was greatly saddened to know the difficulty you have encountered with your vehicle. We value this matter as we know that your safety is very important to us, and we never wanted any vehicle owner to have a difficult experience with [REDACTED].

Have you taken the vehicle to a dealership to get a diagnosis within the [REDACTED]?

If YES, was the dealer able to get a diagnosis of the vehicle?

If NO, you need to take your vehicle into a [REDACTED] dealership to get a diagnosis. Here is the servicing dealer that I found in your email.

Dealer: [REDACTED]

Address: [REDACTED]

Phone number: [REDACTED]

If you have any additional questions or concerns, please contact us at [REDACTED].

Sincerely,

[REDACTED]

[REDACTED] Customer Care

ref.: [REDACTED]; [REDACTED] ref

Date	[REDACTED]	Subject	RE: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello [REDACTED].

Thank you for contacting [REDACTED]. This is [REDACTED] and we are pleased to help you with vehicle concern. I understand that this is important to you. Rest assured to provide you the best answer to your concern.

I was greatly saddened to know the difficulty you have encountered with your vehicle. We value this matter as we know that your safety is very important to us, and we never wanted any vehicle owner to have a difficult experience with [REDACTED].

Have you taken the vehicle to a dealership to get a diagnosis within the [REDACTED]?

If YES, was the dealer able to get a diagnosis of the vehicle?

If NO, you need to take your vehicle into a [REDACTED] dealership to get a diagnosis. Here is the servicing dealer that I found in your email.

Dealer: [REDACTED]

Address: [REDACTED]

Phone number: [REDACTED]

If you have any additional questions or concerns, please contact us at [REDACTED].

Sincerely,

[REDACTED]

[REDACTED] Customer Care

ref.: [REDACTED]; [REDACTED] ref

New Customer Assistance Inquiry Record (CAIR)					
VIN		Model Year		Brand	RAM
Body		Vehicle	RAM		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date		CAIR Type	Regular	Status	Closed
Close Date		Origin	Telephone	Reason	
Mileage		Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City/State/Country/Zip					
Customer					
Customer Address					
City/State/Country/Zip					
Dealer					
Dealer Address					
City/State/Country/Zip					
Dealer Zone		Sales District		Service District	B
Subject	vehicle concern-parts not available				
Synopsis	No required documentation from Customer.				
Customer Anomaly	Engine				
	OTHER				
Contact Reason		Part Not Available/Backordered		Customer Anomaly	General engine issues
Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

Case Status History

Create Date	Status
	Open
	Closed

Initial Description

cx states his vehicle is at the dealer for [REDACTED] now and they are still waiting for the parts. Cx states that the issue with the illusion power..

Case Comments

Date	Comment
	Customer's Voice cx states his vehicle is at the dealer for [REDACTED] now and they are still waiting for the parts. Cx states that the issue with the illusion power.. Cx states that we should call him back on [REDACTED] **Action taken** Cx was informed that his case has bn reassigned to a specialist for further review. Cx was informed that we will get back to him in [REDACTED] AH [REDACTED] Recall: [REDACTED] Dir: [REDACTED] Next step** Reassign
	Email from [REDACTED] sensor on order ****OUTBOUND DEALERSHIP CONTACT**** [REDACTED] Parts - [REDACTED] was not able to locate parts info under name or VIN and cannot search further as we dont know which sensor it is.
	****OUTBOUND DEALERSHIP CONTACT**** [REDACTED] Service - Pat advised [REDACTED] not available at the moment but will have him call back.
	****OUTBOUND CUSTOMER CONTACT**** [REDACTED] S [REDACTED] Advised CX we are following up with [REDACTED] he mentioned there was recall concerns and mentioned paying out of pocket for previous repair. Advised will follow-up with [REDACTED] and advised he can submit any docs for us to review including for recall. sending initial contact email.
	****OUTBOUND DEALERSHIP CONTACT**** [REDACTED] Service - Pat transferred to Service - [REDACTED] confirmed resolved and [REDACTED] was last time vehicle was seen. they do not have parts on order.
	****OUTBOUND CUSTOMER CONTACT**** [REDACTED] S [REDACTED] CX clarified vehicle seems ok but still feels like steering may be off. When trying to clarify the repair details further he mentioned that another [REDACTED] repair shop was involved but did not confirm the name. cx was hoping to get assistance for parts as paid [REDACTED] in total to resolve. He advised [REDACTED] did PCM [REDACTED] Advised cx before we can proceed to submit docs including receipts and ROs so we can review further.
	**** OB call from CX** Spoke with CX and advised to send the docs as no email received from him. confirmed email address and physical address. as per previous notes the CX states the vehicle was repaired and then recall was issued and they paid the amount form their pocket. [REDACTED] told them to speak with us.
	OB to CX Introduction as new CM. Asking re-imburement for recall repair Avs light comes off and on Follow up mail sent. OB to [REDACTED] Phone not picked. No option for Voice mail **Next Step** Call [REDACTED] and Current vehicle concern Call Cx to resend mail
	OB TO [REDACTED] ** Dir says Replaced Turbo/Repair done at [REDACTED] Inspected [REDACTED] No payment done under recall. Car is not here currently. **OB TO [REDACTED] ** Asked to call him back. **Next Step Call Cx for clarity on dealerships used.
	OB call to CX Cx confirms he used another dealership for the repair of his vehicle and as that time, he was not aware of an open recall. Cx stated [REDACTED] cost was higher and that was why he opted for another dealership. Cx wants assistance with the Total cost [REDACTED] spent. Other dealership used not [REDACTED] accredited. [REDACTED] wants dealership updated to another one. Cx tried to send attachments and name of current dealership he wants updated but attachment is not received in mail yet. [REDACTED] told Cx that there's an open recall on the vehicle and should have it checked. Cx says he won't be going to [REDACTED] for that but the preferred dealership he wants updated. **Next step** Check attachment again. Update new dealership. Ask TL advise on cost assistance. Call back Cx
	OB call to CX Cx not available to pick the call. Voice Message dropped. Cx has not sent any attachment. Cx offered [REDACTED] of dealership close to him [REDACTED] (s) away [REDACTED] away [REDACTED] CX reminded that there's an open recall on his vehicle. (Software) Lx told we can not pay for repairs from a non registered [REDACTED] dealership. asked to call back. **Next Step** Call Cx on any assistance required further. Update dealer details. When reply gotten. Close case.
	OB call to CX Called CX on the vehicle payment he was requesting having gone to a non-[REDACTED] dealership, stating we can't render assistance on that. [REDACTED] complains there's another issue with the [REDACTED] and he took it to the dealership but he is told they don't have it. CM asked Cx how she can be of assistance to him on this current issue even if the last one could not be paid for. CX said he has taken it back from the dealership, having spent [REDACTED] already and that it's a junkie truck and will tell everyone not to buy the truck. CM asked what assistance she can provide further on the current issue and CX said it's a junkie truck and cut off the call. **Action Step** Spoke with a Supervisor ([REDACTED]) and was told I could still assist him by calling the dealership and getting details on the repair being a recall and the necessary documents. **OB call to CX** told CX he should provide me with the name of the dealership, phone number and the receipts of the payment on the open recall repair and we'd talk with the dealership to see the further assistance we can render to him. Cx agrees to send the mail and documents. **Mail Sent to Cx stating same. **Next Step** Check mail from CX. -Ask for new dir he wants updated. -Work on the current issue with the vehicle [REDACTED]. Call Dir that repaired the open recall for clarity.
	- Cx has not replied the mail with documents for the processing of the recall repair assistance. **OB mail to CX** CM sends a mail reminding Cx to send in the documents as soon as possible and also update CM on the new dealership he wants to handle his current [REDACTED] issue. **Next Step** - Check mail from CX again. - Call Dir that repaired the open recall for clarity and processing payment. - Call CX Remind Cx of the open recall. [REDACTED] D Truck Engine Calibration VB SOFTWARE November 30 [REDACTED] -Fill in the new [REDACTED] he wants updated. -Work on the current issue with the vehicle [REDACTED]
	Action Step Mail checked. Cx has not replied to the mail on details of the dealership used and documents. **Next Step** Call Cx and inform that the case will be closed if further action is not taken to provide the dealer details and documents used for payment.

Date	Comment
[REDACTED]	***OB call to CX** Requesting for documents again. Cx was not available to pick the call. Voice message dropped on closing the case if no further response in [REDACTED] business days. ***Action Step*** Closing mail notification sent to Cx for [REDACTED] if Cx does not respond. ***Next Step*** -Check mail for documents - Close case if no response.
[REDACTED]	***Action Step*** No reply from Cx [REDACTED] Closed.

Email(s)

Date	From	To	Subject	Sent Date/Time
10/10/2011	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Good Afternoon [REDACTED]

The case for your [REDACTED] is assigned to [REDACTED] from [REDACTED]. Here is some information that will be helpful for you to have:
Your case number is [REDACTED]
The [REDACTED] Management telephone number is: [REDACTED]
Extension: [REDACTED]
Work hours are: [REDACTED] Eastern Standard Time [REDACTED]

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

Date	From	To	Subject	Sent Date/Time
11/10/2011	[REDACTED]	[REDACTED]	[REDACTED] - Vehicle Concerns	[REDACTED] 15:19 PM

Hello [REDACTED]

Thank you for contacting [REDACTED] Customer Care. I just wanted to send you a follow-up contact regarding your [REDACTED]. As you know I have been assigned as your case manager moving forward and want to assure you I will assist you to the best of my abilities. This will be regarding the [REDACTED] Number: [REDACTED]

In following up with our conversation I wanted to offer my contact information should you need to follow-up any further.

As we discussed, if you ever need to submit documents or want to provide an update, you can submit them by replying and adding them as a separate attachment in your response.

Have a great day.

Best Regards,
[REDACTED] Management
Work Hours: [REDACTED]
[REDACTED] Ext # [REDACTED]
ref: [REDACTED] ref

Date	From	To	Subject	Sent Date/Time
12/10/2011	[REDACTED]	[REDACTED]	RE: [REDACTED] - Vehicle Concerns	[REDACTED]

Good morning, [REDACTED]

My name is [REDACTED] and I will be your case manager for this case. Below is your case number and my contact information.
[REDACTED] Number: [REDACTED]
[REDACTED] Manager: [REDACTED]
Contact Number: [REDACTED]
[REDACTED] Manager Extension: [REDACTED]
Hours: [REDACTED] to [REDACTED]

I am sincerely looking forward to working with you. Thank you for being a valued customer.

Thank you,
[REDACTED] Management
[REDACTED] ext. [REDACTED]

----- Original Message -----
From: [REDACTED] Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] - Vehicle Concerns

Hello [REDACTED]

Thank you for contacting [REDACTED] Customer Care. I just wanted to send you a follow-up contact regarding your [REDACTED]. As you know I have been assigned as your case manager moving forward and want to assure you I will assist you to the best of my abilities. This will be regarding the [REDACTED] Number: [REDACTED]

In following up with our conversation I wanted to offer my contact information should you need to follow-up any further.

As we discussed, if you ever need to submit documents or want to provide an update, you can submit them by replying and adding them as a separate attachment in your response.

Have a great day.

Best Regards,
[REDACTED] Management
Work Hours: [REDACTED]
[REDACTED] Ext # [REDACTED]
ref: [REDACTED] ref

Date	12/12/2011	Subject	RE: Case [REDACTED] - Vehicle Concerns
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Good morning, [REDACTED]

My name is [REDACTED] and I will be your case manager for this case. Below is your case number and my contact information.

Case Number: [REDACTED]

Case Manager: [REDACTED]

Contact Number: [REDACTED]

Case Manager Extension: [REDACTED]

Hours: [REDACTED] day to [REDACTED]

I am sincerely looking forward to working with you. Thank you for being a valued customer.

Thank you,
[REDACTED]
Ram- Case Management
[REDACTED] ext. [REDACTED]

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

From: RAM Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Case [REDACTED] - Vehicle Concerns

Hello [REDACTED]

Thank you for contacting RAM Customer Care. I just wanted to send you a follow-up contact regarding your [REDACTED]. As you know I have been assigned as your case manager moving forward and want to assure you I will assist you to the best of my abilities. This will be regarding the Case Number: [REDACTED]

In following up with our conversation I wanted to offer my contact information should you need to follow-up any further.

As we discussed, if you ever need to submit documents or want to provide an update, you can submit them by replying and adding them as a separate attachment in your response.

Have a great day.

Best Regards,
[REDACTED] - Case Management
Work Hours: [REDACTED]
[REDACTED] Ext # [REDACTED]

ref: [REDACTED] ref

Date	12/12/2011	Subject	RE: Case [REDACTED] - Vehicle Concerns
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello [REDACTED]

My name is [REDACTED] and we spoke on the phone about your [REDACTED] CAB 4X4

Here is some information that will be helpful for you to have:
Your case number is ([REDACTED])

The [REDACTED] Team phone number is [REDACTED]
My direct extension is [REDACTED]
My work hours are [REDACTED]

I'd be in contact with the dealership concerning the payment on recalls and the issue with the light that comes off and on with your vehicle.

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

Thank you for choosing Ram!

[REDACTED]
Ram [REDACTED] Management
[REDACTED]

----- Original Message -----
From: [REDACTED] Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] - Vehicle Concerns

Good morning, [REDACTED]

My name is [REDACTED] and I will be your case manager for this case. Below is your case number and my contact information.

[REDACTED] Number: [REDACTED]
[REDACTED] Manager: [REDACTED]

Contact Number: [REDACTED]
[REDACTED] Manager Extension: [REDACTED]
Hours: [REDACTED] to [REDACTED]

I am sincerely looking forward to working with you. Thank you for being a valued customer.

Thank you,
[REDACTED]
Ram- [REDACTED] Management
[REDACTED] ext. [REDACTED]

----- Original Message -----
From: [REDACTED] Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] - Vehicle Concerns

Hello [REDACTED]

Thank you for contacting [REDACTED] Customer Care. I just wanted to send you a follow-up contact regarding your [REDACTED]. As you know I have been assigned as your case manager moving forward and want to assure you I will assist you to the best of my abilities. This will be regarding the [REDACTED] Number: [REDACTED]

In following up with our conversation I wanted to offer my contact information should you need to follow-up any further.

As we discussed, if you ever need to submit documents or want to provide an update, you can submit them by replying and adding them as a separate attachment in your response.

Have a great day.

Best Regards,
[REDACTED] Management
Work Hours: [REDACTED]
[REDACTED] Ext [REDACTED]

ref: [REDACTED] ref

Date	[REDACTED]	Subject	RE: [REDACTED] - Vehicle Concerns
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

Hello [REDACTED]

My name is [REDACTED] and we spoke on the phone about your [REDACTED] CAB 4X4

Here is some information that will be helpful for you to have:
Your case number is ([REDACTED])

The [REDACTED] Team phone number is [REDACTED]
My direct extension is [REDACTED]
My work hours are [REDACTED]

I'd be in contact with the dealership concerning the payment on recalls and the issue with the light that comes off and on with your vehicle.

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Thank you for choosing Ram!

[REDACTED]
Ram [REDACTED] Management
[REDACTED]

----- Original Message -----
From: [REDACTED] Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] - Vehicle Concerns

Good morning, [REDACTED]

My name is [REDACTED] and I will be your case manager for this case. Below is your case number and my contact information.

[REDACTED] Number: [REDACTED]
[REDACTED] Manager: [REDACTED]

Contact Number: [REDACTED]
[REDACTED] Manager Extension: [REDACTED]
Hours: [REDACTED] to [REDACTED]

I am sincerely looking forward to working with you. Thank you for being a valued customer.

Thank you,
[REDACTED]
Ram- [REDACTED] Management
[REDACTED] ext. [REDACTED]

----- Original Message -----
From: [REDACTED] Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] - Vehicle Concerns

Hello [REDACTED]

Thank you for contacting [REDACTED] Customer Care. I just wanted to send you a follow-up contact regarding your [REDACTED]. As you know I have been assigned as your case manager moving forward and want to assure you I will assist you to the best of my abilities. This will be regarding the [REDACTED] Number: [REDACTED]

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Have a great day.

Best Regards,
[REDACTED] - [REDACTED] Management
Work Hours: [REDACTED]
[REDACTED] Ext [REDACTED]

ref: [REDACTED] ref

Date	Subject	RE:	Sent Date/Time
[REDACTED]	[REDACTED]	[REDACTED] - Vehicle Concerns	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Hello [REDACTED]

My name is [REDACTED] and we spoke on the phone about your [REDACTED] CAB 4X4

Here is some information that will be helpful for you to have:
Your case number is ([REDACTED])

The [REDACTED] Team phone number is [REDACTED]
My direct extension is [REDACTED]
My work hours are [REDACTED]

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Thank you for choosing Ram!

[REDACTED]
Ram Case Management
[REDACTED]

----- Original Message -----
From: [REDACTED] Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Case [REDACTED] - Vehicle Concerns

Good morning, [REDACTED]

My name is [REDACTED] and I will be your case manager for this case. Below is your case number and my contact information.

Case Number: [REDACTED]

Case Manager: [REDACTED]

Contact Number: [REDACTED]
Case Manager Extension: [REDACTED]
Hours: [REDACTED] to [REDACTED]

I am sincerely looking forward to working with you. Thank you for being a valued customer.

Thank you,
[REDACTED]
Ram- Case Management
[REDACTED] ext. [REDACTED]

----- Original Message -----
From: [REDACTED] Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Case [REDACTED] - Vehicle Concerns

Hello [REDACTED]

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Have a great day.

Best Regards,
[REDACTED] - Case Management
Work Hours: [REDACTED]
[REDACTED] Ext [REDACTED]

ref: [REDACTED] ref

Date	Subject	RE: Case	- Vehicle Concerns
From	To	Sent Date/Time	

Hello Mr [REDACTED]

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

From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Case [REDACTED] - Vehicle Concerns

Hello [REDACTED]

My name is [REDACTED] and we spoke on the phone about your [REDACTED] [REDACTED] [REDACTED]

Here is some information that will be helpful for you to have:
Your case number is ([REDACTED])

The [REDACTED] phone number is [REDACTED]
My direct extension is [REDACTED]
My work hours are [REDACTED] [REDACTED] [REDACTED]

I'd be in contact with the dealership concerning the payment on recalls and the issue with the light that comes off and on with your vehicle.

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Thank you for choosing Ram!

[REDACTED]
Ram Case Management
[REDACTED] ext. [REDACTED]

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

From: [REDACTED] Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Case [REDACTED] - Vehicle Concerns

Good morning, [REDACTED]

My name is [REDACTED] and I will be your case manager for this case. Below is your case number and my contact information.

Case Number: [REDACTED]
Case Manager: [REDACTED]
Contact Number: [REDACTED]
Case Manager Extension: [REDACTED]
Hours: [REDACTED] to [REDACTED]

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Thank you,
[REDACTED]
Ram- Case Management
[REDACTED] ext. [REDACTED]

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

From: [REDACTED] Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Case [REDACTED] - Vehicle Concerns

Hello [REDACTED]

Thank you for contacting [REDACTED] Customer Care. I just wanted to send you a follow-up contact regarding your [REDACTED] [REDACTED] [REDACTED]. As you know I have been assigned as your case manager moving forward and want to assure you I will assist you to the best of my abilities. This will be regarding the Case Number: [REDACTED]

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Have a great day.

Best Regards,
[REDACTED] Case Management
Work Hours: [REDACTED] ([REDACTED]) [REDACTED] EST
[REDACTED] Ext [REDACTED]

ref: [REDACTED] [REDACTED] ref

Date	[REDACTED]	Subject	RE: Case [REDACTED] - Vehicle Concerns
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello Mr [REDACTED]

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

From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Case [REDACTED] - Vehicle Concerns

Hello [REDACTED]

My name is [REDACTED] and we spoke on the phone about your [REDACTED] [REDACTED] [REDACTED]

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The [REDACTED] phone number is [REDACTED]
My direct extension is [REDACTED]
My work hours are [REDACTED] [REDACTED] [REDACTED]

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Thank you for choosing Ram!

[REDACTED]
Ram Case Management
[REDACTED] ext. [REDACTED]

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

From: [REDACTED] Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Case [REDACTED] - Vehicle Concerns

Good morning, [REDACTED]

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Case Number: [REDACTED]
Case Manager: [REDACTED]
Contact Number: [REDACTED]
Case Manager Extension: [REDACTED]
Hours: [REDACTED] to [REDACTED]

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Thank you,
[REDACTED]
Ram- Case Management
[REDACTED] ext. [REDACTED]

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

From: [REDACTED] Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Case [REDACTED] - Vehicle Concerns

Hello [REDACTED]

Thank you for contacting [REDACTED] Customer Care. I just wanted to send you a follow-up contact regarding your [REDACTED] [REDACTED] [REDACTED]. As you know I have been assigned as your case manager moving forward and want to assure you I will assist you to the best of my abilities. This will be regarding the Case Number: [REDACTED]

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Have a great day.

Best Regards,
[REDACTED] - Case Management
Work Hours: [REDACTED] ([REDACTED]) [REDACTED] EST
[REDACTED] Ext [REDACTED]

ref.: [REDACTED] [REDACTED] ref

Date	[REDACTED]	Subject	RE: Case [REDACTED] - Vehicle Concerns
From	[REDACTED]	To	[REDACTED] [REDACTED] [REDACTED]
		Sent Date/Time	[REDACTED]

Hello Mr [REDACTED]

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

From: US Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Case [REDACTED] - Vehicle Concerns

Hello [REDACTED]

My name is [REDACTED] and we spoke on the phone about your [REDACTED] [REDACTED] [REDACTED]

Here is some information that will be helpful for you to have:
Your case number is ([REDACTED])

The [REDACTED] phone number is [REDACTED]
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My work hours are [REDACTED] [REDACTED] [REDACTED]

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Thank you for choosing Ram!

[REDACTED]
Ram Case Management
[REDACTED] ext. [REDACTED]

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

From: [REDACTED] Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Case [REDACTED] - Vehicle Concerns

Good morning, [REDACTED]

My name is [REDACTED] and I will be your case manager for this case. Below is your case number and my contact information.

Case Number: [REDACTED]
Case Manager: [REDACTED]
Contact Number: [REDACTED]
Case Manager Extension: [REDACTED]
Hours: [REDACTED] to [REDACTED]

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Thank you,
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Ram- Case Management
[REDACTED] ext. [REDACTED]

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

From: [REDACTED] Customer Care ([REDACTED])
Sent: [REDACTED]
To: [REDACTED]
Subject: Case [REDACTED] - Vehicle Concerns

Hello [REDACTED]

Thank you for contacting [REDACTED] Customer Care. I just wanted to send you a follow-up contact regarding your [REDACTED] [REDACTED] [REDACTED]. As you know I have been assigned as your case manager moving forward and want to assure you I will assist you to the best of my abilities. This will be regarding the Case Number: [REDACTED]

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Have a great day.

Best Regards,
[REDACTED] - Case Management
Work Hours: [REDACTED] ([REDACTED]) [REDACTED] EST
[REDACTED] Ext [REDACTED]

ref.: [REDACTED] [REDACTED] ref

Date	[REDACTED]	Subject	RE: Case [REDACTED] - Vehicle Concerns
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Hello Mr [REDACTED]

We apologize for all the inconvenience you have had to face so far in the repair of your vehicle.

We are going to look into assisting with the payment you have incurred in repairing an open recall issue on your vehicle.

Please provide us with the following..

Name of the dealership,

Address,

Phone number of the dealership and

The receipts of the payment on the open recall repair and we'd talk with the dealership to see the further assistance we can render to you.

Thank you for your patience and co-operation.

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

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

From: RAM Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Case [REDACTED] - Vehicle Concerns

Hello Mr [REDACTED]

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

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

Hello [REDACTED]

My name is [REDACTED] and we spoke on the phone about your [REDACTED]

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

Your case number is ([REDACTED])

The [REDACTED] phone number is [REDACTED]

My direct extension is [REDACTED]

My work hours are [REDACTED]

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Thank you for choosing [REDACTED]

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

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

From: RAM Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Case [REDACTED] - Vehicle Concerns

Good morning, [REDACTED]

My name is [REDACTED] and I will be your case manager for this case. Below is your case number and my contact information.

Case Number: [REDACTED]

Case Manager: [REDACTED]

Contact Number: [REDACTED]

Case Manager Extension: [REDACTED]

Hours: [REDACTED] to [REDACTED]

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Thank you,

[REDACTED] Case Management
[REDACTED] ext. [REDACTED]

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

From: RAM Customer Care [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Case [REDACTED] - Vehicle Concerns

Hello [REDACTED]

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Have a great day.

Best Regards,

[REDACTED] Case Management

Work Hours: [REDACTED]

Ext [REDACTED]

ref: [REDACTED] ref

Date	[REDACTED]	Subject	RE: Case [REDACTED] D - Vehicle Concerns
From	[REDACTED]	To	[REDACTED] Sent Date/Time [REDACTED]

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