





There is still no ETA available for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank you for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

I just wanted to follow up with you on your case. Unfortunately, there is still no ETA for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank you for your patience.

Regards,  
Dekshanee  
RAM Case Management

ref:!00Dj001qsDF.!500KZ01E3So:ref

<b>Date</b>		<b>Subject</b>	RE: Technical issues
<b>From</b>	uscustomecare@cac.stellantis.com	<b>To</b>	
		<b>Sent Date/Time</b>	

Hello Mr. Jacob,

There is still no ETA available for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank you for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

RE: Technical issues

Hello

There is still no ETA available for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank you for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

I just wanted to follow up with you on your case. Unfortunately, there is still no ETA for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank you for your patience.

Regards,  
Dekshanee  
RAM Case Management

ref:!00Dj001qsDF.!500KZ01E3So:ref

<b>Date</b>		<b>Subject</b>	RE: Technical issues
<b>From</b>	uscustomecare@cac.stellantis.com	<b>To</b>	
		<b>Sent Date/Time</b>	

Good morning [REDACTED]

I apologize for the delay in the process and for all the inconvenience you have had so far. Our Parts Team is working closely with the supplier to get the part as soon as possible. I will update you further in next 5 business days.

Thank you for your patience and co operations.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

[REDACTED]

[REDACTED]

There is still no ETA available for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank your for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [REDACTED]

To: [REDACTED]

[REDACTED]

There is still no ETA available for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank your for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: [REDACTED]

[REDACTED]

I just wanted to follow up with you on your case. Unfortunately, there is still no ETA for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank you for your patience.

Regards,  
Dekshanee  
RAM Case Management

ref:!00Dj001qsDF.!500KZ01E3So:ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	RE: Technical issues
<b>From</b>	uscustomecare@cac.stellantis.com	<b>To</b>	[REDACTED]
		<b>Sent Date/Time</b>	[REDACTED]

Good morning [REDACTED]

Hope you are doing well. I just got to know from dealer that your part is on backorder and unfortunately, not available for next 2 months. I have emailed our parts department if they can help in getting the part sooner. Also, I will be following up with dealer tomorrow to discuss if there is any alternative repair that can make vehicle drivable until then.

I will give you an update by tomorrow.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

[REDACTED]  
[REDACTED]

I apologize for the delay in the process and for all the inconvenience you have had so far. Our Parts Team is working closely with the supplier to get the part as soon as possible. I will update you further in next 5 business days.

Thank you for your patience and co operations.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

[REDACTED]  
[REDACTED]

There is still no ETA available for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank you for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

[REDACTED]  
[REDACTED]

There is still no ETA available for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank you for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

[REDACTED]  
[REDACTED]

I just wanted to follow up with you on your case. Unfortunately, there is still no ETA for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank you for your patience.

Regards,  
Dekshanee  
RAM Case Management

ref:100Dj001qsDF.1500KZ01E3So:ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	RE: Technical issues
<b>From</b>	uscustomecare@cac.stellantis.com	<b>To</b>	[REDACTED]
		<b>Sent Date/Time</b>	[REDACTED]

I reached out to dealer and Area Manager just to confirm if there is any alternative repair available so that we can make your vehicle drivable. Unfortunately, they have confirmed that there is no alternative repair available for this concern. We only have to wait for part to come in. I will be updating you in every 5 business days about the part.

I apologies for the delay in the repair and thank you for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

----- Original Message -----  
From: US Customer Care [uscustomecare@cac.stellantis.com]

Hope you are doing well. I just got to know from dealer that your part is on backorder and unfortunately, not available for next 2 months. I have emailed our parts department if they can help in getting the part sooner. Also, I will be following up with dealer tomorrow to discuss if there is any alternative repair that can make vehicle drivable until then.

I will give you an update by tomorrow.

Regards,  
Dekshanee  
RAM Case Management

----- Original Message -----  
From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: [REDACTED]  
Subject: RE: Technical issues

Good morning [REDACTED]

I apologize for the delay in the process and for all the inconvenience you have had so far. Our Parts Team is working closely with the supplier to get the part as soon as possible. I will update you further in next 5 business days.

Thank you for your patience and co operations.

Regards,  
Dekshanee  
RAM Case Management

----- Original Message -----  
From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: [REDACTED]  
Subject: RE: Technical issues

Hello Mr. [REDACTED],

There is still no ETA available for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank your for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

----- Original Message -----  
From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: [REDACTED] PM  
To: [REDACTED]  
Subject: RE: Technical issues

Hello Mr. [REDACTED],

There is still no ETA available for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank your for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

----- Original Message -----  
From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: [REDACTED] AM  
To: [REDACTED]  
Subject: Technical issues

Good morning [REDACTED],

I just wanted to follow up with you on your case. Unfortunately, there is still no ETA for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank you for your patience.

Regards,  
Dekshanee  
RAM Case Management

ref:!00Dj001qsDF.!500KZ01E3So:ref

<b>Date</b>		<b>Subject</b>	RE: Technical issues
<b>From</b>	uscustomer@cac.stellantis.com	<b>To</b>	
		<b>Sent Date/Time</b>	

Good morning [REDACTED]

Hope you are doing good. I just wanted to follow up with you on your case. I have received an update from our parts team that your part order has been released from PDC and it will be at the dealership in 3-5 business days. I will reach out to dealership on Monday to confirm the part with them and will get back to you with an update.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: [REDACTED]

Subject: RE: Technical Issues

Hello Mr. [REDACTED],

I reached out to dealer and Area Manager just to confirm if there is any alternative repair available so that we can make your vehicle drivable. Unfortunately, they have confirmed that there is no alternative repair available for this concern. We only have to wait for part to come in. I will be updating you in every 5 business days about the part.

I apologies for the delay in the repair and thank you for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: [REDACTED]

Subject: RE: Technical Issues

Good morning [REDACTED],

Hope you are doing well. I just got to know from dealer that your part is on backorder and unfortunately, not available for next 2 months. I have emailed our parts department if they can help in getting the part sooner. Also, I will be following up with dealer tomorrow to discuss if there is any alternative repair that can make vehicle drivable until then.

I will give you an update by tomorrow.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: [REDACTED]

To: [REDACTED]

Subject: RE: Technical Issues

Good morning Mr. [REDACTED],

I apologize for the delay in the process and for all the inconvenience you have had so far. Our Parts Team is working closely with the supplier to get the part as soon as possible. I will update you further in next 5 business days.

Thank you for your patience and co operations.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: [REDACTED]

To: [REDACTED]

Subject: RE: Technical Issues

Hello Mr. [REDACTED],

There is still no ETA available for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank your for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: [REDACTED]

To: [REDACTED]

Subject: RE: Technical Issues

Hello Mr. [REDACTED],

There is still no ETA available for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank your for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: [REDACTED]

To: [REDACTED]  
Subject: Technical issues

Good morning [REDACTED],

I just wanted to follow up with you on your case. Unfortunately, there is still no ETA for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank you for your patience.

Regards,  
Dekshanee  
RAM Case Management

ref:!00Dj001qsDF.!500KZ01E3So.ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	RE: Technical issues
<b>From</b>	uscustomer@cac.stellantis.com	<b>To</b>	[REDACTED]
		<b>Sent Date/Time</b>	[REDACTED]

Good morning [REDACTED]

I followed up with Byers Chrysler Jeep Dodge Ram dealership and was told your vehicle has been repaired and returned you. I wanted to check to see if everything is okay. If everything is to your satisfaction, there is no need for you to contact me back. However, I will leave your case open for two more days prior to closing it. If you do need to contact me, please contact me at [REDACTED]. Thank you, and have an amazing rest of your day!

Dekshanee, FCA Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]  
Sent: [REDACTED] AM  
To: [REDACTED]  
Subject: RE: Technical issues

Good morning [REDACTED]

Hope you are doing good. I just wanted to follow up with you on your case. I have received an update from our parts team that your part order has been released from PDC and it will be at the dealership in 3-5 business days. I will reach out to dealership on Monday to confirm the part with them and will get back to you with an update.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: RE: Technical issues

Hello [REDACTED]

I reached out to dealer and Area Manager just to confirm if there is any alternative repair available so that we can make your vehicle drivable. Unfortunately, they have confirmed that there is no alternative repair available for this concern. We only have to wait for part to come in. I will be updating you in every 5 business days about the part.

I apologies for the delay in the repair and thank you for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: RE: Technical issues

Good morning [REDACTED],

Hope you are doing well. I just got to know from dealer that your part is on backorder and unfortunately, not available for next 2 months. I have emailed our parts department if they can help in getting the part sooner. Also, I will be following up with dealer tomorrow to discuss if there is any alternative repair that can make vehicle drivable until then.

I will give you an update by tomorrow.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: RE: Technical issues

Good morning [REDACTED]

I apologize for the delay in the process and for all the inconvenience you have had so far. Our Parts Team is working closely with the supplier to get the part as soon as possible. I will update you further in next 5 business days.

Thank you for your patience and co operations.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: RE: Technical issues

Hello [REDACTED]

There is still no ETA available for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank your for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]  
Sent: [REDACTED]

To: [REDACTED]  
Subject: RE: Technical issues

Hello [REDACTED]

There is still no ETA available for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank your for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: [REDACTED]

To: [REDACTED]

Subject: Technical issues

Good morning [REDACTED],

I just wanted to follow up with you on your case. Unfortunately, there is still no ETA for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank you for your patience.

Regards,  
Dekshanee  
RAM Case Management

ref:!00Dj001qsDF.!500KZ01E3So:ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	Closing the case
<b>From</b>	uscustomecare@cac.stellantis.com	<b>To</b>	[REDACTED]
		<b>Sent Date/Time</b>	[REDACTED]

Good morning,

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,

Dekshanee

RAM Case Management

Phone: 1-844-827-1999 ext. 5140778

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

From: US Customer Care [uscustomeercare@cac.stellantis.com]

Sent: [REDACTED]

To: [REDACTED]

Subject: RE: Technical issues

Good morning [REDACTED]

I followed up with Byers Chrysler Jeep Dodge Ram dealership and was told your vehicle has been repaired and returned you. I wanted to check to see if everything is okay. If everything is to your satisfaction, there is no need for you to contact me back. However, I will leave your case open for two more days prior to closing it. If you do need to contact me, please contact me at [REDACTED]. Thank you, and have an amazing rest of your day!

Dekshanee, FCA Case Management

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

From: US Customer Care [uscustomeercare@cac.stellantis.com]

Sent: [REDACTED]

To: [REDACTED]

Subject: RE: Technical issues

Good morning [REDACTED]

Hope you are doing good. I just wanted to follow up with you on your case. I have received an update from our parts team that your part order has been released from PDC and it will be at the dealership in 3-5 business days. I will reach out to dealership on Monday to confirm the part with them and will get back to you with an update.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomeercare@cac.stellantis.com]

Sent: [REDACTED]

To: [REDACTED]

Subject: RE: Technical issues

Hello [REDACTED]

I reached out to dealer and Area Manager just to confirm if there is any alternative repair available so that we can make your vehicle drivable. Unfortunately, they have confirmed that there is no alternative repair available for this concern. We only have to wait for part to come in. I will be updating you in every 5 business days about the part.

I apologies for the delay in the repair and thank you for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomeercare@cac.stellantis.com]

Sent: [REDACTED]

To: [REDACTED]

Subject: RE: Technical issues

Good morning [REDACTED],

Hope you are doing well. I just got to know from dealer that your part is on backorder and unfortunately, not available for next 2 months. I have emailed our parts department if they can help in getting the part sooner. Also, I will be following up with dealer tomorrow to discuss if there is any alternative repair that can make vehicle drivable until then.

I will give you an update by tomorrow.

Regards,  
Dekshanee  
RAM Case Management

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

From: US Customer Care [uscustomeercare@cac.stellantis.com]

Sent: [REDACTED] AM

To: [REDACTED]

Subject: RE: Technical issues

Good morning [REDACTED]

I apologize for the delay in the process and for all the inconvenience you have had so far. Our Parts Team is working closely with the supplier to get the part as soon as possible. I will update you further in next 5 business days.

Thank you for your patience and co operations.

Regards,  
Dekshanee  
RAM Case Management

----- Original Message -----  
From: US Customer Care [uscustomecare@cac.stellantis.com]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: RE: Technical Issues

Hello Mr. [REDACTED]

There is still no ETA available for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank your for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

----- Original Message -----  
From: US Customer Care [uscustomecare@cac.stellantis.com]  
Sent: [REDACTED] PM  
To: [REDACTED]  
Subject: RE: Technical Issues

Hello Mr. [REDACTED]

There is still no ETA available for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank your for your patience and co operation.

Regards,  
Dekshanee  
RAM Case Management

----- Original Message -----  
From: US Customer Care [uscustomecare@cac.stellantis.com]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: Technical Issues

Good morning [REDACTED],

I just wanted to follow up with you on your case. Unfortunately, there is still no ETA for the part. Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. I will provide you next update on next Thursday.

Thank you for your patience.

Regards,  
Dekshanee  
RAM Case Management

ref:!00Dj001qsDF.!500KZ01E3So:ref

<b>Date</b>	04/01/2024	<b>Subject</b>	[REDACTED] - 2017 RAM 3500 ST CREW CAB 4X4
<b>From</b>	uscustomecare@cac.stellantis.com	<b>To</b>	[REDACTED]
		<b>Sent Date/Time</b>	[REDACTED]

Hi [REDACTED].

My name is Natasha and I am with the Ram Engagement Team. This email is regarding a survey you recently completed on 2/16/2024. We appreciate the time you took to complete that survey and the feedback provided.

You will also receive an additional survey within 24 hours now that your case is closed. Your feedback on your experience with us will be greatly appreciated.

Kind regards,  
Natasha  
Ram Customer Engagement Team | 866-726-4636  
ref:!00Dj001qsDF.!500KZ01E3So:ref

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	2018	<b>Brand</b>	RAM
<b>Body</b>	[REDACTED]	<b>Vehicle</b>	RAM 2500 ST CREW CAB 4X4		
<b>Customer Provided VIN</b>	[REDACTED]	<b>Line of Business</b>	CAC	Customer Assistance Center	
<b>Batch Case Information</b>					

<b>Open Date</b>	12/29/2023	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	01/03/2024	<b>Origin</b>	Telephone	<b>Reason</b>	
<b>Mileage</b>	17,000 Miles	<b>Market</b>	U	<b>Language</b>	English

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

<b>Customer</b>	[REDACTED]				
<b>Customer Address</b>	[REDACTED]				
<b>City/State/Country/Zip</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	USA

<b>Dealer</b>	60789	GRAHAM BAY AREA CJDR	<b>Dealer Phone</b>	5418885594	
<b>Dealer Address</b>	1400 OCEAN BOULEVARD				
	COOS BAY	OR	97420 2034	USA	
<b>Dealer Zone</b>	West	<b>Sales District</b>		<b>Service District</b>	N

<b>Subject</b>	Technical Assistance Required				
<b>Synopsis</b>	closed				
<b>Customer Anomaly</b>	Brakes				
	Automatic Braking System (ABS)				
<b>Contact Reason</b>	[REDACTED]	Technical Issue With Vehicle	<b>Customer Anomaly</b>	[REDACTED]	ABS Issues

<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				
--------------------	--	--	--	--	--

**Case Status History**

Create Date	Status
12/29/2023 09:17 PM	Open
01/03/2024 11:24 PM	Closed

**Initial Description**

Voc-CX called in stating he is having an issues with the vehicle that he already had replaced with the vehicle had 11000 thousand miles on it and not he is still have hing the same issues and the vehicle now has 17000 miles. Previous case [REDACTED] CX mention that eh is having issues with the ABS on the vehicle

**Case Comments**

Date	Comment
[REDACTED]	[REDACTED]

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	2018	<b>Brand</b>	RAM
<b>Body</b>	[REDACTED]	<b>Vehicle</b>	RAM 2500 POWER WAGON CREW CAB		
<b>Customer Provided VIN</b>	[REDACTED]	<b>Line of Business</b>	CAC	Customer Assistance Center	
<b>Batch Case Information</b>					

<b>Open Date</b>	[REDACTED]	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	[REDACTED]	<b>Origin</b>	Telephone	<b>Reason</b>	
<b>Mileage</b>	44,522 Miles	<b>Market</b>	U	<b>Language</b>	English

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

<b>Customer</b>	[REDACTED]				
<b>Customer Address</b>	[REDACTED]				
<b>City/State/Country/Zip</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	USA

<b>Dealer</b>	63427	RUSS DARROW WEST BEND	<b>Dealer Phone</b>	2628082700	
<b>Dealer Address</b>	2617 W WASHINGTON ST				
	WEST BEND		WI	53095 2107	USA
<b>Dealer Zone</b>	Midwest	<b>Sales District</b>		<b>Service District</b>	D

<b>Subject</b>	Vehicle Concern				
<b>Synopsis</b>	close loop.				
<b>Customer Anomaly</b>	Electronics				
	Dashboard Electronics				

<b>Contact Reason</b>	[REDACTED]	Technical Issue With Vehicle	<b>Customer Anomaly</b>	[REDACTED]	Gage electronic issues
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
12/30/2023 08:38 PM	Open
12/30/2023 08:45 PM	Closed

**Initial Description**

Cx is stating that the ABS and traction control light are flashing on and off.

**Case Comments**

Date	Comment
[REDACTED]	[REDACTED]

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	2018	<b>Brand</b>	RAM
<b>Body</b>	DJ7H91	<b>Vehicle</b>	RAM 2500 SLT CREW CAB 4X4		
<b>Customer Provided VIN</b>		<b>Line of Business</b>	CAC	Customer Assistance Center	
<b>Batch Case Information</b>					

<b>Open Date</b>	12/30/2023	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	12/30/2023	<b>Origin</b>	Telephone	<b>Reason</b>	
<b>Mileage</b>	72,000 Miles	<b>Market</b>	U	<b>Language</b>	English

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

<b>Customer</b>	[REDACTED]				
<b>Customer Address</b>	[REDACTED]				
<b>City/State/Country/Zip</b>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	USA

<b>Dealer</b>	60399	BOERNE DODGE CHRYSLER JEEP	<b>Dealer Phone</b>	8307558001	
<b>Dealer Address</b>	30300 IH 10 W				
	BOERNE		TX	78006 9243	USA
<b>Dealer Zone</b>	Southwest	<b>Sales District</b>		<b>Service District</b>	J

<b>Subject</b>	Vehicle Concern				
<b>Synopsis</b>	closed				
<b>Customer Anomaly</b>	Brakes				
	Automatic Braking System (ABS)				

<b>Contact Reason</b>	[REDACTED]	Technical Issue With Vehicle	<b>Customer Anomaly</b>	[REDACTED]	ABS Issues
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
12/30/2023 09:05 PM	Open
12/30/2023 09:18 PM	Closed

**Initial Description**

Vehicle Concern

**Case Comments**

Date	Comment
[REDACTED]	[REDACTED]

**New Customer Assistance Inquiry Record (CAIR)#**

VIN		Model Year	2018	Brand	RAM
Body		Vehicle	RAM 2500 LARAMIE CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	01/01/2024	CAIR Type	Regular	Status	Closed
Close Date	01/03/2024	Origin	Brand Site	Reason	assistance
Mileage	108,600 Miles	Market	U	Language	English

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

Customer					
Customer Address					
City/State/Country/Zip					

Dealer	60416	LEITH CHRYSLER JEEP	Dealer Phone	9198725500	
Dealer Address	5500 CAPITAL BLVD				
	RALEIGH		NC	27616 2930	USA
Dealer Zone	Southeast	Sales District		Service District	N

Subject	ABS/HCU module failure				
Synopsis					
Customer Anomaly	Engine				
	OTHER				

Contact Reason		Technical Issue With Vehicle	Customer Anomaly		General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
01/01/2024 11:57 PM	New
01/03/2024 12:59 AM	Open
01/03/2024 01:12 AM	Closed

**Initial Description**

Loss of abs, traction control, cruise control, tire pressure sensors, parking sensors, and 4 wheel drive.

**Case Comments**

Date	Comment
01/02/2024	Loss of abs, traction control, cruise control, tire pressure sensors, parking sensors, and 4 wheel drive. Advised customer to visit dealership to have a vehicle diagnosis to repair the issue as well. no further actions taken, case closed.
01/02/2024	Also notified the customer about the recall.

**Email(s)**

Date		Subject	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@cac.stellantis.com	To		Sent Date/Time	
Dear	,				
Thank you for allowing Mopar Connect an opportunity to address your inquiry. Your satisfaction is very important to us.					
We have received your email and Case# we will contact you as soon as possible to assist you.					
Thank you for your patience and cooperation. If you have any questions, please go to Mopar Community Page.					
Mopar Connect Customer Care.					

Date		Subject	RE: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@cac.stellantis.com	To		Sent Date/Time	
Hello					
Thank you so much for reaching out to us here at Ram customer case, this is I have reviewed your email regarding your multiple vehicle concern. I am willing to assist you on this matter.					
I will highly suggest you to visit one of our certified dealerships to have a vehicle diagnosis on why these issues are happening to your vehicle, also to have a vehicle repair by the terms of warranty if you have one. You may find nearest certified dealerships on mopar.com so you could contact them and make an appointment.					
Also, as a courtesy reminder, our records indicate that there is an open recall associated to your 2018 RAM 2500 LARAMIE CREW CAB 4X4 for recall code D Truck Engine Calibration (VB6 Expansio; And I'm happy to inform you that the parts for this repair are available. We highly suggest for you to take your vehicle to your nearest preferred authorized JEEP dealership for repair by then. This repair will be completed free of charge. You can learn more about recalls on www.mopar.com/en-us/my-vehicle/recalls/search.html.					
I hope that you are having a great day. I am happy that I was able to assist you with this matter. There will be a 3 quick question survey after this email. Thank you so much!					
With all sincerity,					
Ram customer care ref:100Dj001qsDF.1500KZ01ED8P:ref					

Date		Subject	RE: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@cac.stellantis.com	To		Sent Date/Time	

Hello [REDACTED]

Thank you so much for reaching out to us here at Ram customer case, this is [REDACTED] I have reviewed your email regarding your multiple vehicle concern. I am willing to assist you on this matter.

I will highly suggest you to visit one of our certified dealerships to have a vehicle diagnosis on why these issues are happening to your vehicle, also to have a vehicle repair by the terms of warranty if you have one. You may find nearest certified dealerships on [mopar.com](http://mopar.com) so you could contact them and make an appointment.

Also, as a courtesy reminder, our records indicate that there is an open recall associated to your 2018 RAM 2500 LARAMIE CREW CAB 4X4 for recall code [REDACTED] D Truck Engine Calibration (VB6 Expansio; And I'm happy to inform you that the parts for this repair are available. We highly suggest for you to take your vehicle to your nearest preferred authorized JEEP dealership for repair by then. This repair will be completed free of charge. You can learn more about recalls on [www.mopar.com/en-us/my-vehicle/recalls/search.html](http://www.mopar.com/en-us/my-vehicle/recalls/search.html).

I hope that you are having a great day. I am happy that I was able to assist you with this matter. There will be a 3 quick question survey after this email. Thank you so much!

With all sincerity,

[REDACTED] Ram customer care

ref:!00Dj001qsDF.!500KZ01ED8P:ref



Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
 The Case Management telephone number: [REDACTED]

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

Sincerely,  
 Lorie  
 Stellantis Case Manager  
 844-888-0601  
 ref:!00Dj001qsDF.!500KZ01EEFE:ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	RE: RAM CASE MANAGEMENT CASE # [REDACTED]
<b>From</b>	uscustomer@cac.stellantis.com	<b>To</b>	[REDACTED]
		<b>Sent Date/Time</b>	[REDACTED]

We attempted to follow up and got no answer

----- Original Message -----  
 From: US Customer Care [uscustomer@cac.stellantis.com]  
 Sent: 1/7/2024 8:56 PM  
 To: [REDACTED]  
 Subject: RAM CASE MANAGEMENT CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
 The Case Management telephone number: 844-888-0601

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

Sincerely,  
 Lorie  
 Stellantis Case Manager  
 844-888-0601  
 ref:!00Dj001qsDF.!500KZ01EEFE:ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	RE: RAM CASE MANAGEMENT CASE # [REDACTED]
<b>From</b>	uscustomer@cac.stellantis.com	<b>To</b>	[REDACTED]
		<b>Sent Date/Time</b>	[REDACTED]

We attempted to follow up and got no answer

----- Original Message -----  
 From: US Customer Care [uscustomer@cac.stellantis.com]  
 Sent: 1/7/2024 8:56 PM  
 To: [REDACTED]  
 Subject: RAM CASE MANAGEMENT CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
 The Case Management telephone number: 844-888-0601

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

Sincerely,  
 Lorie  
 Stellantis Case Manager  
 844-888-0601  
 ref:!00Dj001qsDF.!500KZ01EEFE:ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	RE: RAM CASE MANAGEMENT CASE # [REDACTED]
<b>From</b>	[REDACTED]	<b>To</b>	uscustomer@cac.stellantis.com
		<b>Sent Date/Time</b>	[REDACTED]

I called and left a message for you to call me yesterday morning, [REDACTED] My phone number is [REDACTED]. Please call and explain what " We attempted to follow up and got no answer" means.

Sent from Yahoo Mail on Android

On Fri, Jan 12, 2024 at 10:57 AM, US Customer Care<uscustomecare@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: 1/7/2024 8:56 PM

To: [REDACTED]

Subject: RAM CASE MANAGEMENT CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
The Case Management telephone number: 844-888-0601

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:!00Dj001qsDF.!500KZ01EEFE:ref

<b>Date</b>	[REDACTED]	<b>Subject</b>	RE: RAM CASE MANAGEMENT CASE # [REDACTED]
<b>From</b>	uscustomecare@cac.stellantis.com	<b>To</b>	[REDACTED]
		<b>Sent Date/Time</b>	[REDACTED]

I was out of the office yesterday and have returned. Please confirm you are seeking gpart expeditign assistance. Also, do you prefer phone calls, emails or text for follow up?

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

From: [REDACTED]

Sent: 1/17/2024 4:38 PM

To: uscustomecare@cac.stellantis.com

Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I called and left a message for you to call me yesterday morning, [REDACTED] My phone number is [REDACTED]. Please call and explain what " We attempted to follow up and got no answer" means.

Sent from Yahoo Mail on Android  
On Fri, Jan 12, 2024 at 10:57 AM, US Customer Care <uscustomecare@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: 1/7/2024 8:56 PM

To: [REDACTED]

RAM CASE MANAGEMENT CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
The Case Management telephone number: [REDACTED]

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:!00Dj001qsDF.!500KZ01EEFE:ref

<b>Date</b>	01/17/2024	<b>Subject</b>	RE: RAM CASE MANAGEMENT CASE # [REDACTED]
<b>From</b>	uscustomecare@cac.stellantis.com	<b>To</b>	[REDACTED]
		<b>Sent Date/Time</b>	[REDACTED]

I was out of the office yesterday and have returned. Please confirm you are seeking gpart expeditign assistance. Also, do you prefer phone calls, emails or text for follow up?

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

From: [REDACTED]  
[REDACTED]@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I called and left a message for you to call me yesterday morning, [REDACTED] My phone number is [REDACTED] Please call and explain what " We attempted to follow up and got no answer" means.

Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

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

From: US Customer Care [uscustomercare@cac.stellantis.com]  
Sent: [REDACTED]  
Subject: RAM CASE MANAGEMENT CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
The Case Management telephone number: [REDACTED]

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:!00Dj001qsDF.!500KZ01EEFE:ref

Date	[REDACTED]	Subject	RE: RAM CASE MANAGEMENT CASE # 88451487
From	[REDACTED]	To	uscustomercare@cac.stellantis.com
		Sent Date/Time	[REDACTED]

I prefer to be called at [REDACTED]. I hope that a phone call from you can clear up a few things for me. What is "gpart expediting" for one. Please call me.

Sent from Yahoo Mail on Android

On [REDACTED] US Customer Care<uscustomercare@cac.stellantis.com> wrote:

I was out of the office yesterday and have returned. Please confirm you are seeking gpart expeditign assistance. Also, do you prefer phone calls, emails or text for follow up?

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

From: [REDACTED]  
Sent: [REDACTED]  
[REDACTED]@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I called and left a message for you to call me yesterday morning, [REDACTED] My phone number is [REDACTED]. Please call and explain what " We attempted to follow up and got no answer" means.

Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care<uscustomercare@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

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

From: US Customer Care [uscustomercare@cac.stellantis.com]  
Sent: [REDACTED] m  
Subject: RAM CASE MANAGEMENT CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
The Case Management telephone number: [REDACTED]

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:!00Dj001qsDF.!500KZ01EEFE:ref

Date	[REDACTED]	Subject	RE: RAM CASE MANAGEMENT CASE # [REDACTED]
From	uscustomercare@cac.stellantis.com	To	[REDACTED]
		Sent Date/Time	[REDACTED]

Are you willing to pay a \$300 copay towards the repairs on your vehicle? Please respond yes or no, so that we can follow up accordingly. This will be towards your HCU and most recently diagnosed issues .

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

From: [REDACTED]  
Sent: [REDACTED]  
[REDACTED]: uscusercontent@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I prefer to be called at [REDACTED] I hope that a phone call from you can clear up a few things for me. What is "gpart expediting" for one. Please call me.  
Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscusercontent@cac.stellantis.com> wrote:

I was out of the office yesterday and have returned. Please confirm you are seeking gpart expeditign assistance. Also, do you prefer phone calls, emails or text for follow up?

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

From: [REDACTED]  
Sent: [REDACTED]  
[REDACTED]: uscusercontent@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I called and left a message for you to call me yesterday morning, [REDACTED] My phone number is [REDACTED]. Please call and explain what " We attempted to follow up and got no answer" means.  
Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscusercontent@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

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

From: US Customer Care [uscusercontent@cac.stellantis.com]  
Sent: [REDACTED]  
[REDACTED]  
Subject: RAM CASE MANAGEMENT CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
The Case Management telephone number: [REDACTED]

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:100Dj001qsDF.!500KZ01EEFE:ref

Date [REDACTED]  
From uscusercontent@cac.stellantis.com

Subject	RE: RAM CASE MANAGEMENT CASE # [REDACTED]	Sent Date/Time	[REDACTED]
To	[REDACTED]		

Are you willing to pay a \$300 copay towards the repairs on your vehicle? Please respond yes or no, so that we can follow up accordingly. This will be towards your HCU and most recently diagnosed issues .

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

From: [REDACTED]  
Sent: [REDACTED]  
To: uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I prefer to be called at [REDACTED] I hope that a phone call from you can clear up a few things for me. What is "gpart expediting" for one. Please call me.  
Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

I was out of the office yesterday and have returned. Please confirm you are seeking gpart expeditign assistance. Also, do you prefer phone calls, emails or text for follow up?

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

From: [REDACTED]  
Sent: [REDACTED]  
To: uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I called and left a message for you to call me yesterday morning, Jan 16, 2024. My phone number is [REDACTED] Please call and explain what " We attempted to follow up and got no answer" means.  
Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

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

From: US Customer Care [uscustomercare@cac.stellantis.com]  
Sent: 1/7/2024 8:56 PM  
To: [REDACTED] CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
The Case Management telephone number: [REDACTED]

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:!00Dj001qsDF.!500KZ01EEFE:ref

Date	[REDACTED]	Subject	RE: RAM CASE MANAGEMENT CASE # [REDACTED]	Sent Date/Time	[REDACTED]
From	[REDACTED]	To	uscustomercare@cac.stellantis.com		

I would be willing to pay a \$300 copay only if it resolves all the issues most recently diagnosed with the brakes and the 4wd systems.

Sent from Yahoo Mail on Android

On Fri, Jan 19, 2024 at 2:27 PM, US Customer Care<uscustomecare@cac.stellantis.com> wrote:

Are you willing to pay a \$300 copay towards the repairs on your vehicle? Please respond yes or no, so that we can follow up accordingly. This will be towards your HCU and most recently diagnosed issues .

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

From: [REDACTED]

Sent: [REDACTED]  
uscustomecare@cac.stellantis.com

Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I prefer to be called at [REDACTED] I hope that a phone call from you can clear up a few things for me. What is "gpart expediting" for one. Please call me.

Sent from Yahoo Mail on Android

On Wed, Jan 17, 2024 at 3:55 PM, US Customer Care<uscustomecare@cac.stellantis.com> wrote:

I was out of the office yesterday and have returned. Please confirm you are seeking gpart expeditign assistance. Also, do you prefer phone calls, emails or text for follow up?

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

From: [REDACTED]

Sent: [REDACTED]  
uscustomecare@cac.stellantis.com

Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I called and left a message for you to call me yesterday morning, Jan 16, 2024. My phone number is [REDACTED] Please call and explain what " We attempted to follow up and got no answer" means.

Sent from Yahoo Mail on Android

On Fri, Jan 12, 2024 at 10:57 AM, US Customer Care<uscustomecare@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: [REDACTED]

Subject: RAM CASE MANAGEMENT CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
The Case Management telephone number: 844-888-0601

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:I00Dj001qsDF.I500KZ01EEFE:ref

Date [REDACTED]  
From uscustomecare@cac.stellantis.com

Subject RE: RAM CASE MANAGEMENT CASE # [REDACTED]  
To [REDACTED] Sent Date/Time [REDACTED]

I am not able to confirm if the repairs will resolve all of your concerns . Assistance will be applied towards, axle actuator, hcu, and brake kit repair. I will reach out to the dealer to let them know you have accepted the offer and will follow up again later in the week with more updates as info is gathered and provided.

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

From: [REDACTED]  
Sent: [REDACTED]  
[REDACTED] : uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I would be willing to pay a \$300 copay only if it resolves all the issues most recently diagnosed with the brakes and the 4wd systems.

Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

Are you willing to pay a \$300 copay towards the repairs on your vehicle? Please respond yes or no, so that we can follow up accordingly. This will be towards your HCU and most recently diagnosed issues .

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

From: [REDACTED]  
Sent: 7/19/2024 12:52 PM  
To: uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I prefer to be called at [REDACTED] I hope that a phone call from you can clear up a few things for me. What is "gpart expediting" for one. Please call me.

Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

I was out of the office yesterday and have returned. Please confirm you are seeking gpart expeditign assistance. Also, do you prefer phone calls, emails or text for follow up?

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

From: [REDACTED]  
Sent: [REDACTED]  
[REDACTED] : uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I called and left a message for you to call me yesterday morning, [REDACTED] My phone number is [REDACTED] Please call and explain what " We attempted to follow up and got no answer" means.

Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

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

From: US Customer Care [uscustomercare@cac.stellantis.com]  
Sent: [REDACTED]  
[REDACTED] RAM CASE MANAGEMENT CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
The Case Management telephone number: [REDACTED]

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:100Dj001qsDF.!500KZ01EEFE:ref

---

<b>Date</b> [REDACTED]	<b>Subject</b> RE: RAM CASE MANAGEMENT CASE # [REDACTED]	<b>Sent Date/Time</b> [REDACTED]
<b>From</b> uscustomercare@cac.stellantis.com	<b>To</b> [REDACTED]	[REDACTED]

I am not able to confirm if the repairs will resolve all of your concerns . Assistance will be applied towards, axle actuator, hcu, and brake kit repair. I will reach out to the dealer to let them know you have accepted the offer and will follow up again later in the week with more updates as info is gathered and provided.

Original Message

From: [REDACTED]  
Sent: [REDACTED]  
<uscustomercare@cac.stellantis.com>  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I would be willing to pay a \$300 copay only if it resolves all the issues most recently diagnosed with the brakes and the 4wd systems.

Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

Are you willing to pay a \$300 copay towards the repairs on your vehicle? Please respond yes or no, so that we can follow up accordingly. This will be towards your HCU and most recently diagnosed issues .

Original Message

From: [REDACTED]  
Sent: [REDACTED]  
<uscustomercare@cac.stellantis.com>  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I prefer to be called at [REDACTED] I hope that a phone call from you can clear up a few things for me. What is "gpart expediting" for one. Please call me.

Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

I was out of the office yesterday and have returned. Please confirm you are seeking gpart expeditign assistance. Also, do you prefer phone calls, emails or text for follow up?

Original Message

From: [REDACTED]  
Sent: [REDACTED]  
<uscustomercare@cac.stellantis.com>  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I called and left a message for you to call me yesterday morning, [REDACTED] My phone number is [REDACTED] Please call and explain what " We attempted to follow up and got no answer" means.

Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

Original Message

From: US Customer Care [uscustomercare@cac.stellantis.com]  
Sent: [REDACTED]  
Subject: RAM CASE MANAGEMENT CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
The Case Management telephone number: 844-888-0601

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:!00Dj001qsDF.!500KZ01EEFE:ref

Date [REDACTED] To [REDACTED] uscustomercare@cac.stellantis.com Sent Date/Time [REDACTED]

Do you have anymore info to share regarding my case?

Sent from Yahoo Mail on Android

On [REDACTED] US Customer Care<uscustomercare@cac.stellantis.com> wrote:

I am not able to confirm if the repairs will resolve all of your concerns . Assistance will be applied towards, axle actuator, hcu, and brake kit repair. I will reach out to the dealer to let them know you have accepted the offer and will follow up again later in the week with more updates as info is gathered and provided.

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

From: [REDACTED]  
Sent: [REDACTED]  
uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I would be willing to pay a \$300 copay only if it resolves all the issues most recently diagnosed with the brakes and the 4wd systems.  
Sent from Yahoo Mail on Android

On [REDACTED] US Customer Care<uscustomercare@cac.stellantis.com> wrote:

Are you willing to pay a \$300 copay towards the repairs on your vehicle? Please respond yes or no, so that we can follow up accordingly. This will be towards your HCU and most recently diagnosed issues .

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

From: [REDACTED]  
Sent: [REDACTED]  
uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I prefer to be called at [REDACTED] I hope that a phone call from you can clear up a few things for me. What is "gpart expediting" for one. Please call me.  
Sent from Yahoo Mail on Android

On [REDACTED] US Customer Care<uscustomercare@cac.stellantis.com> wrote:

I was out of the office yesterday and have returned. Please confirm you are seeking gpart expeditign assistance. Also, do you prefer phone calls, emails or text for follow up?

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

From: [REDACTED]  
Sent: [REDACTED]  
uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I called and left a message for you to call me yesterday morning, Jan 16, 2024. My phone number is [REDACTED]. Please call and explain what " We attempted to follow up and got no answer" means.

Sent from Yahoo Mail on Android

On Fri, Jan 12, 2024 at 10:57 AM, US Customer Care<uscustomercare@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

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

From: US Customer Care [uscustomercare@cac.stellantis.com]  
Sent: [REDACTED]  
Subject: RAM CASE MANAGEMENT CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
The Case Management telephone number: 844-888-0601

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:!00Dj001qsDF.!500KZ01EEFE:ref

Date [REDACTED]  
From uscustomercare@cac.stellantis.com

Subject RE: RAM CASE MANAGEMENT CASE # [REDACTED]  
To [REDACTED] Sent Date/Time [REDACTED]

The dealer was sent the notes, the case is complete at the time. The dealer is not able to order parts until the end of the month based on our last conversation.

You may follow up after you are about to get the repairs complete, if you would like us to check in. Otherwise, at this point the dealer should be able to assist you further with next steps leading up to repairs.

Original Message

From: [REDACTED]  
Sent: [REDACTED]  
<uscustomercare@cac.stellantis.com>  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

Do you have anymore info to share regarding my case?

Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

I am not able to confirm if the repairs will resolve all of your concerns . Assistance will be applied towards, axle actuator, hcu, and brake kit repair. I will reach out to the dealer to let them know you have accepted the offer and will follow up again later in the week with more updates as info is gathered and provided.

Original Message

From: [REDACTED]  
To: uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I would be willing to pay a \$300 copay only if it resolves all the issues most recently diagnosed with the brakes and the 4wd systems.

Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

Are you willing to pay a \$300 copay towards the repairs on your vehicle? Please respond yes or no, so that we can follow up accordingly. This will be towards your HCU and most recently diagnosed issues .

Original Message

From: [REDACTED]  
<uscustomercare@cac.stellantis.com>  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I prefer to be called at [REDACTED] I hope that a phone call from you can clear up a few things for me. What is "gpart expediting" for one. Please call me.

Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

I was out of the office yesterday and have returned. Please confirm you are seeking gpart expeditign assistance. Also, do you prefer phone calls, emails or text for follow up?

Original Message

From: [REDACTED]  
<uscustomercare@cac.stellantis.com>  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I called and left a message for you to call me yesterday morning, [REDACTED] My phone number is [REDACTED] Please call and explain what " We attempted to follow up and got no answer" means.

Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

Original Message

From: US Customer Care [uscustomercare@cac.stellantis.com]  
Sent: [REDACTED]  
Subject: RAM CASE MANAGEMENT CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
The Case Management telephone number: 844-888-0601

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:100Dj001qsDF.I500KZ01EEFE:ref

Date [REDACTED]  
From uscustomercare@cac.stellantis.com

Subject RE: RAM CASE MANAGEMENT CASE # [REDACTED]  
To [REDACTED] Sent Date/Time [REDACTED]

The dealer was sent the notes, the case is complete at the time. The dealer is not able to order parts until the end of the month based on our last conversation.

You may follow up after you are about to get the repairs complete, if you would like us to check in. Otherwise, at this point the dealer should be able to assist you further with next steps leading up to repairs.

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

From: [REDACTED]  
Sent: [REDACTED]  
[REDACTED]: uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

Do you have anymore info to share regarding my case?

Sent from Yahoo Mail on Android  
On [REDACTED], US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

I am not able to confirm if the repairs will resolve all of your concerns . Assistance will be applied towards, axle actuator, hcu, and brake kit repair. I will reach out to the dealer to let them know you have accepted the offer and will follow up again later in the week with more updates as info is gathered and provided.

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

From: [REDACTED]  
Sent: [REDACTED]  
[REDACTED]: uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I would be willing to pay a \$300 copay only if it resolves all the issues most recently diagnosed with the brakes and the 4wd systems.

Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

Are you willing to pay a \$300 copay towards the repairs on your vehicle? Please respond yes or no, so that we can follow up accordingly. This will be towards your HCU and most recently diagnosed issues .

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

[REDACTED]  
[REDACTED]  
[REDACTED] com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I prefer to be called at [REDACTED] I hope that a phone call from you can clear up a few things for me. What is "gpart expediting" for one. Please call me.

Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

I was out of the office yesterday and have returned. Please confirm you are seeking gpart expeditign assistance. Also, do you prefer phone calls, emails or text for follow up?

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

From: [REDACTED]  
Sent: [REDACTED]  
[REDACTED]: uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I called and left a message for you to call me yesterday morning, [REDACTED] My phone number is [REDACTED] . Please call and explain what " We attempted to follow up and got no answer" means.

Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

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

From: US Customer Care [uscustomercare@cac.stellantis.com]  
Sent: [REDACTED]  
Subject: RAM CASE MANAGEMENT CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
The Case Management telephone number: 844-888-0601

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:100Dj001qsDF.I500KZ01EEFE:ref

Date [REDACTED]  
From uscustomercare@cac.stellantis.com

Subject RE: RAM CASE MANAGEMENT CASE # [REDACTED]  
To uscustomercare@cac.stellantis.com

Sent Date/Time [REDACTED]

This is a courtesy email to inform you of your case closure at this time. I want to express my appreciation for you allowing me to assist with your vehicle concern. It was a pleasure working with you.

At the conclusion of this case, you will be receiving a 3 question survey regarding your interactions with me specifically. I would really appreciate it if you could take the time to complete the survey.

The dealer will be providing a separate survey regarding your interaction with them.

If you want to express any dissatisfaction regarding

- Vehicle quality
- Vehicle concerns
- Dealer quality of service

You can express those concerns in the Verbatim section of that survey

We want to thank you for being a part of the Ram family. Have a great day.

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

From: US Customer Care [uscustomercare@cac.stellantis.com]

Sent: [REDACTED]

Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

The dealer was sent the notes, the case is complete at the time. The dealer is not able to order parts until the end of the month based on our last conversation.

You may follow up after you are about to get the repairs complete, if you would like us to check in. Otherwise, at this point the dealer should be able to assist you further with next steps leading up to repairs.

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

From: [REDACTED]

Sent: [REDACTED]

uscustomercare@cac.stellantis.com

Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

Do you have anymore info to share regarding my case?

Sent from Yahoo Mail on Android

On [REDACTED] US Customer Care

<uscustomercare@cac.stellantis.com> wrote:

I am not able to confirm if the repairs will resolve all of your concerns . Assistance will be applied towards, axle actuator, hcu, and brake kit repair. I will reach out to the dealer to let them know you have accepted the offer and will follow up again later in the week with more updates as info is gathered and provided.

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

From: [REDACTED]

Sent: [REDACTED]

uscustomercare@cac.stellantis.com

Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I would be willing to pay a \$300 copay only if it resolves all the issues most recently diagnosed with the brakes and the 4wd systems.

Sent from Yahoo Mail on Android

On [REDACTED] US Customer Care

<uscustomercare@cac.stellantis.com> wrote:

Are you willing to pay a \$300 copay towards the repairs on your vehicle? Please respond yes or no, so that we can follow up accordingly. This will be towards your HCU and most recently diagnosed issues .

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

From: [REDACTED]

Sent: [REDACTED]

uscustomercare@cac.stellantis.com

Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I prefer to be called at [REDACTED] I hope that a phone call from you can clear up a few things for me. What is "gpart expediting" for one. Please call me.

Sent from Yahoo Mail on Android

On [REDACTED] US Customer Care

<uscustomercare@cac.stellantis.com> wrote:

I was out of the office yesterday and have returned. Please confirm you are seeking gpart expeditign assistance. Also, do you prefer phone calls, emails or text for follow up?

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

From: [REDACTED]

Sent: [REDACTED]

uscustomercare@cac.stellantis.com

Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I called and left a message for you to call me yesterday morning, [REDACTED] My phone number is [REDACTED] Please call and explain what " We attempted to follow up and got no answer" means.

Sent from Yahoo Mail on Android

On [REDACTED] US Customer Care

<uscustomercare@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

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

From: US Customer Care [uscustomercare@cac.stellantis.com]

Sent: [REDACTED]

Subject: RAM CASE MANAGEMENT CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
The Case Management telephone number: 844-888-0601

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:!00Dj001qsDF.!500KZ01EEFE:ref

**Date** [REDACTED]  
**From** uscusercontent@cac.stellantis.com

**Subject** RE: RAM CASE MANAGEMENT CASE # [REDACTED]  
**To** uscusercontent@cac.stellantis.com **Sent Date/Time** [REDACTED]

This is a courtesy email to inform you of your case closure at this time. I want to express my appreciation for you allowing me to assist with your vehicle concern. It was a pleasure working with you.

At the conclusion of this case, you will be receiving a 3 question survey regarding your interactions with me specifically. I would really appreciate it if you could take the time to complete the survey.

The dealer will be providing a separate survey regarding your interaction with them.

If you want to express any dissatisfaction regarding

- Vehicle quality
- Vehicle concerns
- Dealer quality of service

You can express those concerns in the Verbatim section of that survey

We want to thank you for being a part of the Ram family. Have a great day.

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

From: US Customer Care [uscustomer@cac.stellantis.com]

Sent: [REDACTED]

RE: RAM CASE MANAGEMENT CASE # [REDACTED]

The dealer was sent the notes, the case is complete at the time. The dealer is not able to order parts until the end of the month based on our last conversation.

You may follow up after you are about to get the repairs complete, if you would like us to check in. Otherwise, at this point the dealer should be able to assist you further with next steps leading up to repairs.

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

From: [REDACTED]

Sent: [REDACTED]

uscustomer@cac.stellantis.com

Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

Do you have anymore info to share regarding my case?

Sent from Yahoo Mail on Android

On [REDACTED] US Customer Care

<uscustomer@cac.stellantis.com> wrote:

I am not able to confirm if the repairs will resolve all of your concerns . Assistance will be applied towards, axle actuator, hcu, and brake kit repair. I will reach out to the dealer to let them know you have accepted the offer and will follow up again later in the week with more updates as info is gathered and provided.

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

From: [REDACTED]

Sent: [REDACTED]

uscustomer@cac.stellantis.com

Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I would be willing to pay a \$300 copay only if it resolves all the issues most recently diagnosed with the brakes and the 4wd systems.

Sent from Yahoo Mail on Android

On [REDACTED] US Customer Care

<uscustomer@cac.stellantis.com> wrote:

Are you willing to pay a \$300 copay towards the repairs on your vehicle? Please respond yes or no, so that we can follow up accordingly. This will be towards your HCU and most recently diagnosed issues .

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

From: [REDACTED]

Sent: [REDACTED]

uscustomer@cac.stellantis.com

Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I prefer to be called at [REDACTED] I hope that a phone call from you can clear up a few things for me. What is "gpart expediting" for one. Please call me.

Sent from Yahoo Mail on Android

On [REDACTED] US Customer Care

<uscustomer@cac.stellantis.com> wrote:

I was out of the office yesterday and have returned. Please confirm you are seeking gpart expeditign assistance. Also, do you prefer phone calls, emails or text for follow up?

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

From: [REDACTED]

Sent: [REDACTED]

uscustomer@cac.stellantis.com

Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I called and left a message for you to call me yesterday morning, [REDACTED] My phone number is [REDACTED] . Please call and explain what " We attempted to follow up and got no answer" means.

Sent from Yahoo Mail on Android

On [REDACTED] US Customer Care

<uscustomer@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

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

From: US Customer Care [uscustomer@cac.stellantis.com]

Sent: [REDACTED]

Subject: RAM CASE MANAGEMENT CASE # [REDACTED]

Dear [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
The Case Management telephone number: 844-888-0601

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:!00Dj001qsDF.!500KZ01EEFE:ref

**Date** [REDACTED]  
**From** uscusercontent@cac.stellantis.com

**Subject** RE: RAM CASE MANAGEMENT CASE # [REDACTED]  
**To** uscusercontent@cac.stellantis.com **Sent Date/Time** [REDACTED]

This is a courtesy email to inform you of your case closure at this time. I want to express my appreciation for you allowing me to assist with your vehicle concern. It was a pleasure working with you.

At the conclusion of this case, you will be receiving a 3 question survey regarding your interactions with me specifically. I would really appreciate it if you could take the time to complete the survey.

The dealer will be providing a separate survey regarding your interaction with them.

If you want to express any dissatisfaction regarding

- Vehicle quality
- Vehicle concerns
- Dealer quality of service

You can express those concerns in the Verbatim section of that survey

We want to thank you for being a part of the Ram family. Have a great day.

----- Original Message -----  
From: US Customer Care [uscustomercare@cac.stellantis.com]  
Sent: 2/8/2024 4:50 PM  
To: [REDACTED]  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

The dealer was sent the notes, the case is complete at the time. The dealer is not able to order parts until the end of the month based on our last conversation.

You may follow up after you are about to get the repairs complete, if you would like us to check in. Otherwise, at this point the dealer should be able to assist you further with next steps leading up to repairs.

----- Original Message -----  
From: [REDACTED]  
Sent: [REDACTED]  
To: uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

Do you have anymore info to share regarding my case?  
Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

I am not able to confirm if the repairs will resolve all of your concerns . Assistance will be applied towards, axle actuator, hcu, and brake kit repair. I will reach out to the dealer to let them know you have accepted the offer and will follow up again later in the week with more updates as info is gathered and provided.

----- Original Message -----  
From: [REDACTED]  
Sent: [REDACTED]  
To: uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I would be willing to pay a \$300 copay only if it resolves all the issues most recently diagnosed with the brakes and the 4wd systems.  
Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

Are you willing to pay a \$300 copay towards the repairs on your vehicle? Please respond yes or no, so that we can follow up accordingly. This will be towards your HCU and most recently diagnosed issues .

----- Original Message -----  
From: [REDACTED]  
Sent: [REDACTED]  
To: uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I prefer to be called at [REDACTED] . I hope that a phone call from you can clear up a few things for me. What is "gpart expediting" for one. Please call me.  
Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

I was out of the office yesterday and have returned. Please confirm you are seeking gpart expeditign assistance. Also, do you prefer phone calls, emails or text for follow up?

----- Original Message -----  
From: [REDACTED]  
Sent: [REDACTED]  
To: uscustomercare@cac.stellantis.com  
Subject: RE: RAM CASE MANAGEMENT CASE # [REDACTED]

I called and left a message for you to call me yesterday morning, [REDACTED] My phone number is [REDACTED] Please call and explain what " We attempted to follow up and got no answer" means.  
Sent from Yahoo Mail on Android  
On [REDACTED] US Customer Care  
<uscustomercare@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

----- Original Message -----  
From: US Customer Care [uscustomercare@cac.stellantis.com]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: RAM CASE MANAGEMENT CASE # [REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]  
The Case Management telephone number: 844-888-0601

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:100Dj001qsDF.!500KZ01EEFE:ref

**Date** 02/29/2024 **Subject** Regarding your Case [REDACTED] propos de votre dossier [REDACTED] Referente a su caso [REDACTED]  
**From** uscustomercare@cac.stellantis.com **To** [REDACTED] **Sent Date/Time** 02/29/2024 21:50 PM

Dear [REDACTED],  
Thank you for contacting FCA Customer Care.  
Our records indicate that case number [REDACTED] is closed.  
If you require further assistance please contact us and we would be happy to assist.  
Thank you and have a great day.  
FCA Customer Care

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

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

**Date** [REDACTED] **Subject** RE: RAM CASE MANAGEMENT CASE # [REDACTED]  
**From** [REDACTED] **To** uscustomercare@cac.stellantis.com **Sent Date/Time** [REDACTED]

I have spoken with the dealer and was told to reach out to you to let you know that my truck will need a HCU and an ABS module. Could you please follow up with the dealer?

Sent from Yahoo Mail on Android

On Thu, Feb 8, 2024 at 10:53 AM, US Customer Care<uscustomercare@cac.stellantis.com> wrote:

This is a courtesy email to inform you of your case closure at this time. I want to express my appreciation for you allowing me to assist with your vehicle concern. It was a pleasure working with you.

At the conclusion of this case, you will be receiving a 3 question survey regarding your interactions with me specifically. I would really appreciate it if you could take the time to complete the survey.

The dealer will be providing a separate survey regarding your interaction with them.

If you want to express any dissatisfaction regarding

- Vehicle quality
- Vehicle concerns
- Dealer quality of service

You can express those concerns in the Verbatim section of that survey

We want to thank you for being a part of the Ram family. Have a great day.

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

From: US Customer Care [uscustomercare@cac.stellantis.com]

Sent:

RE: RAM CASE MANAGEMENT CASE #

The dealer was sent the notes, the case is complete at the time. The dealer is not able to order parts until the end of the month based on our last conversation.

You may follow up after you are about to get the repairs complete, if you would like us to check in. Otherwise, at this point the dealer should be able to assist you further with next steps leading up to repairs.

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

you have anymore info to share regarding my case?

Sent from Yahoo Mail on Android

On Tue, Jan 23, 2024 at 2:35 PM, US Customer Care<uscustomercare@cac.stellantis.com> wrote:

I am not able to confirm if the repairs will resolve all of your concerns. Assistance will be applied towards, axle actuator, hcu, and brake kit repair. I will reach out to the dealer to let them know you have accepted the offer and will follow up again later in the week with more updates as info is gathered and provided.

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

From:

Sent:

would be willing to pay a \$300 copay only if it resolves all the issues most recently diagnosed with the brakes and the 4wd systems.

Sent from Yahoo Mail on Android

On Fri, Jan 19, 2024 at 2:27 PM, US Customer Care<uscustomercare@cac.stellantis.com> wrote:

Are you willing to pay a \$300 copay towards the repairs on your vehicle? Please respond yes or no, so that we can follow up accordingly. This will be towards your HCU and most recently diagnosed issues.

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

From:

prefer to be called at. I hope that a phone call from you can clear up a few things for me. What is "gpart expediting" for one. Please call me.

Sent from Yahoo Mail on Android

On at 3:55 PM, US Customer Care<uscustomercare@cac.stellantis.com> wrote:

I was out of the office yesterday and have returned. Please confirm you are seeking gpart expeditign assistance. Also, do you prefer phone calls, emails or text for follow up?

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

From:

called and left a message for you to call me yesterday morning, My phone number is. Please call and explain what " We attempted to follow up and got no answer" means.

Sent from Yahoo Mail on Android

On US Customer Care<uscustomercare@cac.stellantis.com> wrote:

We attempted to follow up and got no answer

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

From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: [REDACTED]

[REDACTED]

Thank you for allowing Stellantis Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. Here is some information that will be helpful for you to have:

Your case number is: [REDACTED]

The Case Management telephone number: 844-888-0601

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

Sincerely,  
Lorie  
Stellantis Case Manager  
844-888-0601

ref:!00Dj001qsDF.!500KZ01EEFE:ref

**New Customer Assistance Inquiry Record (CAIR)#**

<b>VIN</b>		<b>Model Year</b>	2018	<b>Brand</b>	RAM
<b>Body</b>		<b>Vehicle</b>	RAM 2500 ST CREW CAB 4X4		
<b>Customer Provided VIN</b>		<b>Line of Business</b>	CAC	Customer Assistance Center	
<b>Batch Case Information</b>					
<b>Open Date</b>	01/02/2024	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	01/02/2024	<b>Origin</b>	Telephone	<b>Reason</b>	
<b>Mileage</b>	71,962 Miles	<b>Market</b>	U	<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>City/State/Country/Zip</b>					USA
<b>Customer</b>					
<b>Customer Address</b>					
<b>City/State/Country/Zip</b>					USA
<b>Dealer</b>	26677	QUIRK CHRYSLER JEEP DODGE RAM FIAT		<b>Dealer Phone</b>	2079459458
<b>Dealer Address</b>	307 HOGAN ROAD				
	BANGOR				
<b>Dealer Zone</b>	Northeast	<b>Sales District</b>	ME	04401 4205	USA
				<b>Service District</b>	M
<b>Subject</b>	PARTS				
<b>Synopsis</b>	close				
<b>Customer Anomaly</b>					
<b>Contact Reason</b>		Part Not Available/Backordered	<b>Customer Anomaly</b>		
<b>Reason Code</b>	After Sales - Complaint - Parts - Parts - Part in backorder/not available				

**Case Status History**

	Create Date	Status
	01/02/2024 03:33 PM	Open
	01/02/2024 03:43 PM	Closed

**Initial Description**

cx state that he isnt able to locate the part but do not have the part number

**Case Comments**

Date	Comment

New Customer

<b>Model Year</b>	2018	<b>Brand</b>	RAM
<b>Body</b>		<b>Vehicle</b>	RAM 3500 ST CREW CAB 4X4
<b>Customer Provided VIN</b>		<b>Line of Business</b>	CAC Customer Assistance Center
<b>Batch Case Information</b>			
<b>Open Date</b>	01/02/2024	<b>CAIR Type</b>	Regular
<b>Close Date</b>	01/02/2024	<b>Origin</b>	Telephone
<b>Mileage</b>	55,776 Miles	<b>Market</b>	U
<b>Contact Email</b>		<b>Contact Phone</b>	
<b>Caller Address</b>		<b>Contact Mobile</b>	
<b>City/State/Country/Zip</b>		<b>Source</b>	Customer
<b>Customer</b>			
<b>Customer Address</b>			
<b>City/State/Country/Zip</b>			USA
<b>Dealer</b>	26934	<b>ALLEN SAMUELS CDJR OF OXFORD, INC.</b>	<b>Dealer Phone</b> 6622348000
<b>Dealer Address</b>	2201 EAST UNIVERSITY AVE. OXFORD		
<b>Dealer Zone</b>	Southwest	<b>Sales District</b>	MS 38655 3522 USA
<b>Subject</b>	Vehicle concern		<b>Service District</b> Q
<b>Synopsis</b>	closed		
<b>Customer Anomaly</b>	Brakes Automatic Braking System (ABS)		
<b>Contact Reason</b>	C105	Technical Issue With Vehicle	<b>Customer Anomaly</b> 161 ABS Issues
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details		

Case Status History

Create Date	Status
01/02/2024 04:05 PM	Open
01/02/2024 10:01 PM	Closed

Initial Description

Vehicle concern

Case Comments

Date	Comment

**New Customer Assistance Inquiry Record (CAIR)#**

<b>VIN</b>		<b>Model Year</b>	2018	<b>Brand</b>	RAM
<b>Body</b>		<b>Vehicle</b>	RAM 2500 LARAMIE CREW CAB 4X4		
<b>Customer Provided VIN</b>		<b>Line of Business</b>	CAC	Customer Assistance Center	
<b>Batch Case Information</b>					
<b>Open Date</b>	01/02/2024	<b>CAIR Type</b>	Regular	<b>Status</b>	Suspended
<b>Close Date</b>		<b>Origin</b>	Telephone	<b>Reason</b>	
<b>Mileage</b>	40,000 Miles	<b>Market</b>	U	<b>Language</b>	English
<b>Contact Email</b>		<b>Contact Phone</b>		<b>Contact Mobile</b>	
<b>Caller Address</b>				<b>Source</b>	Customer
<b>City/State/Country/Zip</b>					
<b>Customer</b>					
<b>Customer Address</b>					
<b>City/State/Country/Zip</b>					USA
<b>Dealer</b>	27187	Matt Bowers Chrysler Dodge Jeep Ra		<b>Dealer Phone</b>	2259268800
<b>Dealer Address</b>	13939 AIRLINE HWY				
	BATON ROUGE		LA	70817 5928	USA
<b>Dealer Zone</b>	Southwest	<b>Sales District</b>		<b>Service District</b>	R
<b>Subject</b>	Vehicle issue - ABS Module Repeat Vehicle Concern				
<b>Synopsis</b>					
<b>Customer Anomaly</b>	Brakes Automatic Braking System (ABS)				
<b>Contact Reason</b>	C105	<b>Technical Issue With Vehicle</b>	<b>Customer Anomaly</b>	161	ABS Issues
<b>Reason Code</b>	After Sales - Complaint - Product - Vehicle concern - Additional details				

**Case Status History**

Create Date	Status
01/02/2024 05:06 PM	Open
01/02/2024 05:14 PM	Closed
01/03/2024 04:16 PM	Open
01/03/2024 04:20 PM	Closed
01/04/2024 02:34 PM	Open
01/10/2024 05:57 PM	Suspended
01/16/2024 05:01 AM	Open
01/16/2024 03:28 PM	Suspended
01/19/2024 05:01 AM	Open
01/19/2024 03:51 PM	Suspended
01/26/2024 05:01 AM	Open
01/29/2024 06:38 PM	Suspended
02/02/2024 05:00 AM	Open
02/02/2024 11:37 PM	Suspended
02/09/2024 05:00 AM	Open
02/09/2024 07:49 PM	Suspended
02/12/2024 08:31 PM	Open
02/16/2024 03:31 PM	Suspended
02/23/2024 05:00 AM	Open
02/23/2024 03:23 PM	Suspended
03/01/2024 05:01 AM	Open
03/01/2024 03:38 PM	Suspended
03/08/2024 05:01 AM	Open
03/15/2024 07:20 PM	Suspended
03/22/2024 04:00 AM	Open
03/29/2024 04:46 PM	Suspended
03/29/2024 09:56 PM	Open
03/29/2024 09:56 PM	Suspended
04/05/2024 04:00 AM	Open
04/05/2024 03:01 PM	Suspended
04/12/2024 04:01 AM	Open
04/12/2024 08:23 PM	Suspended

**Initial Description**

Vehicle issue - ABS module is gone. ABS lights blink, cx had replaced the module twice already

**Case Comments**

Date	Comment
01/02/2024	



Hello Mr. [REDACTED]

How are you today? My name is Carly from our Ram Customer Engagement Team. I called you today regarding a survey you recently completed. We want to express our gratitude for completing the survey. We reviewed your concern and just wanted to connect with you regarding the repeated vehicle concern regarding your ABS Module issue you are currently experiencing with your vehicle. I will reach out to you on tomorrow, 01/05/2024 or you can reach our customer service at [REDACTED] with your case number [REDACTED] 1 for further information.

Warmest Regards,

Carly  
Ram Customer Engagement Team  
ref:100Dj001qsDF.I500KZ01EE8c:ref

---

**Date** [REDACTED]  
**From** ramcustomercare@cac.stellantis.com

---

**Subject** RE: Ram Customer Engagement Team - ABS Module Issue  
**To** [REDACTED] **Sent Date/Time** [REDACTED]

Good afternoon [REDACTED]

I hope all is well with you,

I am following up regarding the case you have opened with Ram customer care [REDACTED]

As we are working on that ordered MODULE part. My PARTS POD department as well as MATT BOWERS dealership are working their best to obtain and resolve the timing and allocation and shipment on this ordered part. As of right now, we still do not have a firm ETA as we do apologize for that.

We are well aware that this is a time sensitive matter as it has taken some time but I can assure you we are working on your case to get this part in and get your vehicle repaired and moving and returned back to you as the customer.

Once they are able to provide me with an accurate ETA and parts arrival, I will most certainly contact you and provide you with that information.

Again, I do apologize but I want to thank you for your time and patience.

Thank You,  
ROSA

---

Original Message  
**From:** US Customer Care [uscustomeercare@cac.stellantis.com]  
**Sent:** [REDACTED]  
**Subject:** Ram Customer Engagement Team - ABS Module Issue

Hello Mr. [REDACTED]

How are you today? My name is Carly from our Ram Customer Engagement Team. I called you today regarding a survey you recently completed. We want to express our gratitude for completing the survey. We reviewed your concern and just wanted to connect with you regarding the repeated vehicle concern regarding your ABS Module issue you are currently experiencing with your vehicle. I will reach out to you on tomorrow, [REDACTED] or you can reach our customer service at 866-726-4636 with your case number [REDACTED] for further information.

Warmest Regards,

Carly  
Ram Customer Engagement Team

ref:100Dj001qsDF.I500KZ01EE8c:ref

---

**Date** [REDACTED]  
**From** ramcustomercare@cac.stellantis.com

---

**Subject** RE: Ram Customer Engagement Team - ABS Module update  
**To** [REDACTED] **Sent Date/Time** [REDACTED]

Hello,

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.

Rosa

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

From: RAM Customer Care [ramcustomercare@cac.stellantis.com]

Sent: [REDACTED]

Subject: RE: Ram Customer Engagement Team - ABS Module Issue

Good afternoon [REDACTED]

I hope all is well with you,

I am following up regarding the case you have opened with Ram customer care [REDACTED]

As we are working on that ordered MODULE part. My PARTS POD department as well as MATT BOWERS dealership are working their best to obtain and resolve the timing and allocation and shipment on this ordered part. As of right now, we still do not have a firm ETA as we do apologize for that.

We are well aware that this is a time sensitive matter as it has taken some time but I can assure you we are working on your case to get this part in and get your vehicle repaired and moving and returned back to you as the customer.

Once they are able to provide me with an accurate ETA and parts arrival, I will most certainly contact you and provide you with that information.

Again, I do apologize but I want to thank you for your time and patience.

Thank You,  
ROSA

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

From: US Customer Care [uscustomercare@cac.stellantis.com]

Sent: [REDACTED]

Subject: Ram Customer Engagement Team - ABS Module Issue

Hello Mr. [REDACTED]

How are you today? My name is Carly from our Ram Customer Engagement Team. I called you today regarding a survey you recently completed. We want to express our gratitude for completing the survey. We reviewed your concern and just wanted to connect with you regarding the repeated vehicle concern regarding your ABS Module issue you are currently experiencing with your vehicle. I will reach out to you on tomorrow, [REDACTED] or you can reach our customer service at 866-726-4636 with your case number [REDACTED] for further information.

Warmest Regards,

Carly  
Ram Customer Engagement Team

ref:100Dj001qsDF.!500KZ01EE8c:ref

Date [REDACTED]  
From ramcustomercare@cac.stellantis.com

Subject RE: Ram Customer Engagement Team - ABS Module update  
To [REDACTED]

Sent Date/Time [REDACTED]

Hello,

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.

Rosa

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

From: RAM Customer Care [ramcustomercare@cac.stellantis.com]

Sent: [REDACTED]

Subject: RE: Ram Customer Engagement Team - ABS Module update

Hello,

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.

Rosa

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

From: RAM Customer Care [ramcustomercare@cac.stellantis.com]

Sent: [REDACTED]

Subject: RE: Ram Customer Engagement Team - ABS Module Issue

Good afternoon [REDACTED]

I hope all is well with you,

I am following up regarding the case you have opened with Ram customer care [REDACTED]

As we are working on that ordered MODULE part. My PARTS POD department as well as MATT BOWERS dealership are working their best to obtain and resolve the timing and allocation and shipment on this ordered part. As of right now, we still do not have a firm ETA as we do apologize for that.

We are well aware that this is a time sensitive matter as it has taken some time but I can assure you we are working on your case to get this part in and get your vehicle repaired and moving and returned back to you as the customer.

Once they are able to provide me with an accurate ETA and parts arrival, I will most certainly contact you and provide you with that information.

Again, I do apologize but I want to thank you for your time and patience.

Thank You,

ROSA

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

From: US Customer Care [uscustomercare@cac.stellantis.com]

Sent: [REDACTED]

Subject: Ram Customer Engagement Team - ABS Module Issue

Hello [REDACTED]

How are you today? My name is Carly from our Ram Customer Engagement Team. I called you today regarding a survey you recently completed. We want to express our gratitude for completing the survey. We reviewed your concern and just wanted to connect with you regarding the repeated vehicle concern regarding your ABS Module issue you are currently experiencing with your vehicle. I will reach out to you on tomorrow, [REDACTED] or you can reach our customer service at 866-726-4636 with your case number [REDACTED] for further information.

Warmest Regards,

Carly  
Ram Customer Engagement Team

ref:!00Dj001qsDF.!500KZ01EE8c:ref

Date [REDACTED]  
From ramcustomercare@cac.stellantis.com

Subject RE: Ram Customer Engagement Team - ABS Module update  
To [REDACTED]

Sent Date/Time [REDACTED]

Hello,

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.

Rosa

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

From: RAM Customer Care [ramcustomercare@cac.stellantis.com]

Sent: 2/2/2024 6:36 PM

To: [REDACTED]

Subject: RE: Ram Customer Engagement Team - ABS Module update

Hello,

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.

Rosa

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

From: RAM Customer Care [ramcustomercare@cac.stellantis.com]

Sent: [REDACTED]

[REDACTED] RE: Ram Customer Engagement Team - ABS Module update

Hello,

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.

Rosa

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

From: RAM Customer Care [ramcustomercare@cac.stellantis.com]

[REDACTED]

[REDACTED] RE: Ram Customer Engagement Team - ABS Module Issue

Good afternoon [REDACTED]

I hope all is well with you,

I am following up regarding the case you have opened with Ram customer care [REDACTED]

As we are working on that ordered MODULE part. My PARTS POD department as well as MATT BOWERS dealership are working their best to obtain and resolve the timing and allocation and shipment on this ordered part. As of right now, we still do not have a firm ETA as we do apologize for that.

We are well aware that this is a time sensitive matter as it has taken some time but I can assure you we are working on your case to get this part in and get your vehicle repaired and moving and returned back to you as the customer.

Once they are able to provide me with an accurate ETA and parts arrival, I will most certainly contact you and provide you with that information.

Again, I do apologize but I want to thank you for your time and patience.

Thank You,  
ROSA

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

From: US Customer Care [uscustomeercare@cac.stellantis.com]

Sent: [REDACTED]

[REDACTED] Ram Customer Engagement Team - ABS Module Issue

Hello [REDACTED]

How are you today? My name is Carly from our Ram Customer Engagement Team. I called you today regarding a survey you recently completed. We want to express our gratitude for completing the survey. We reviewed your concern and just wanted to connect with you regarding the repeated vehicle concern regarding your ABS Module issue you are currently experiencing with your vehicle. I will reach out to you on tomorrow, [REDACTED] or you can reach our customer service at 866-726-4636 with your case number [REDACTED] for further information.

Warmest Regards,

Carly  
Ram Customer Engagement Team

ref:100dj001qsDF.1500KZ01EE8c:ref

Date [REDACTED]  
From ramcustomercare@cac.stellantis.com

Subject RE: Ram Customer Engagement Team - ABS Module update  
To [REDACTED]

Sent Date/Time [REDACTED]

Hello,

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.

Chris  
Stellantis Case Management  
844-378-0575 ext 4062853  
Business Hours: 8 am - 4:30 pm CST

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

From: RAM Customer Care [ramcustomercare@cac.stellantis.com]

Sent: [REDACTED]

Subject: RE: Ram Customer Engagement Team - ABS Module update

Hello,

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.

Rosa

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

From: RAM Customer Care [ramcustomercare@cac.stellantis.com]

Sent: [REDACTED]

Subject: RE: Ram Customer Engagement Team - ABS Module update

Hello,

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.

Rosa

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

From: RAM Customer Care [ramcustomercare@cac.stellantis.com]

Sent: [REDACTED]

Subject: RE: Ram Customer Engagement Team - ABS Module update

Hello,

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.

Rosa

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

From: RAM Customer Care [ramcustomercare@cac.stellantis.com]

Sent: [REDACTED]

Subject: RE: Ram Customer Engagement Team - ABS Module Issue

Good afternoon [REDACTED]

I hope all is well with you,

I am following up regarding the case you have opened with Ram customer care [REDACTED].

As we are working on that ordered MODULE part. My PARTS POD department as well as MATT BOWERS dealership are working their best to obtain and resolve the timing and allocation and shipment on this ordered part. As of right now, we still do not have a firm ETA as we do apologize for that.

We are well aware that this is a time sensitive matter as it has taken some time but I can assure you we are working on your case to get this part in and get your vehicle repaired and moving and returned back to you as the customer.

Once they are able to provide me with an accurate ETA and parts arrival, I will most certainly contact you and provide you with that information.

Again, I do apologize but I want to thank you for your time and patience.

Thank You,  
ROSA

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

From: US Customer Care [uscustomeercare@cac.stellantis.com]

Sent: [REDACTED]

Subject: Ram Customer Engagement Team - ABS Module Issue

Hello [REDACTED]

How are you today? My name is Carly from our Ram Customer Engagement Team. I called you today regarding a survey you recently completed. We want to express our gratitude for completing the survey. We reviewed your concern and just wanted to connect with you regarding the repeated vehicle concern regarding your ABS Module issue you are currently experiencing with your vehicle. I will reach out to you on tomorrow, [REDACTED] or you can reach our customer service at 866-726-4636 with your case number [REDACTED] for further information.

Warmest Regards,

Carly  
Ram Customer Engagement Team

ref:!00Dj001qsDF.!500KZ01EE8c:ref

**Date** [REDACTED]  
**From** ramcustomercare@cac.stellantis.com

**Subject** RE: Ram Customer Engagement Team - ABS Module update  
**To** [REDACTED]

**Sent Date/Time** [REDACTED]

Hello,

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.

Chris  
Stellantis Case Management  
844-378-0575 ext 4062853  
Business Hours: 8 am - 4:30 pm CST

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

From: RAM Customer Care [ramcustomercare@cac.stellantis.com]

Sent: [REDACTED]

[REDACTED] RE: Ram Customer Engagement Team - ABS Module update

Hello,

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.

Chris  
Stellantis Case Management  
844-378-0575 ext 4062853  
Business Hours: 8 am - 4:30 pm CST

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

From: RAM Customer Care [ramcustomercare@cac.stellantis.com]

Sent: [REDACTED]

[REDACTED] Subject: RE: Ram Customer Engagement Team - ABS Module update

Hello,

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.

Rosa

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

From: RAM Customer Care [ramcustomercare@cac.stellantis.com]

Sent: [REDACTED]

[REDACTED] RE: Ram Customer Engagement Team - ABS Module update

Hello,

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.

Rosa

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

From: RAM Customer Care [ramcustomercare@cac.stellantis.com]

Sent: [REDACTED]

[REDACTED] RE: Ram Customer Engagement Team - ABS Module update

Hello,

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.

Rosa

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

From: RAM Customer Care [ramcustomercare@cac.stellantis.com]

Sent: [REDACTED]

[REDACTED] RE: Ram Customer Engagement Team - ABS Module Issue

Good afternoon [REDACTED]

I hope all is well with you,

I am following up regarding the case you have opened with Ram customer care [REDACTED]

As we are working on that ordered MODULE part. My PARTS POD department as well as MATT BOWERS dealership are working their best to obtain and resolve the timing and allocation and shipment on this ordered part. As of right now, we still do not have a firm ETA as we do apologize for that.

We are well aware that this is a time sensitive matter as it has taken some time but I can assure you we are working on your case to get this part in and get your vehicle repaired and moving and returned back to you as the customer.

Once they are able to provide me with an accurate ETA and parts arrival, I will most certainly contact you and provide you with that information.

Again, I do apologize but I want to thank you for your time and patience.

Thank You,  
ROSA

Original Message

From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: [REDACTED]

Ram Customer Engagement Team - ABS Module Issue

Hello Mr. [REDACTED]

How are you today? My name is Carly from our Ram Customer Engagement Team. I called you today regarding a survey you recently completed. We want to express our gratitude for completing the survey. We reviewed your concern and just wanted to connect with you regarding the repeated vehicle concern regarding your ABS Module issue you are currently experiencing with your vehicle. I will reach out to you on tomorrow, [REDACTED] or you can reach our customer service at 866-726-4636 with your case number [REDACTED] for further information.

Warmest Regards,

Carly  
Ram Customer Engagement Team

ref:!00Dj001qsDF.!500KZ01EE8c:ref

Date [REDACTED]  
From ramcustomecare@cac.stellantis.com

Subject RE: Ram Customer Engagement Team - ABS Module update  
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.