

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2017	Brand	RAM
Body	DJ7P91	Vehicle	RAM 2500 LARAMIE CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	08/07/2018	CAIR Type	Regular	Status	Closed
Close Date	08/20/2018	Origin	Telephone	Reason	New problem
Mileage	29,633 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country	USA	Caller Postal Code	
Customer					
Customer Address					
Dealer	67962	PLANET DODGE CHRYSLER JEEP		Dealer Phone	3054708000
Dealer Address	9975 N W 12TH STREET				
	MIAMI	FL	33172 2762	USA	
Dealer Zone	Southeast	Sales District		Service District	A
Subject	U74 and U11 recalls.			Campaign	U11
Synopsis					
Customer Anomaly					
Contact Reason	C81	Vehicle Open Recalls	Customer Anomaly		
Reason Code	After Sales - Information & Assistance requests - Recall Campaign - Recall Campaign - VIN check & Contents				

Case Status History

Create Date	Status
08/07/2018 06:25 PM	Open
08/20/2018 05:12 PM	Closed
09/29/2018 04:44 PM	Closed

Initial Description

0459000000-Corporate,Reimbursement,Default,Default,Default,Corporate - Reimbursement,Corporate - Reimbursement 05U1100100-Recall,Recall - Do Not Select,Recall - Do Not Select,Information Request,Default,Information Request,U74 and U11 recalls.-Please refer to Case Comments

Case Comments

Date	Comment
08/07/2018	Briefly summarize why the customer is contacting Chrysler: Parking sensor transmission knocking on a downshift and acceleration slowly are the reasons that this is happening. Briefly summarize what the customer is expecting:

Date	Comment
08/07/2018	Customer seeking assistance with: Customer is having issues with a parking sensor that is knocking and a down shift and acceleration slowly happening on the vehicle. Customer expecting: A vehicle rental. Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: [REDACTED] Earliest call time: Anytime EST Latest call time: Anytime Updates via text: Y [REDACTED] Updates via email: N Vehicle location: Dealer Date and Time of Appointment: 08/07/2018 02:30PM EST Confirmed appointment with: Planet Dodge [REDACTED] Svc Advisor [REDACTED] [REDACTED] Customer in rental: Y Authorized by: TBD Rental start date: 08/07/2018 Please call the customer back they need their vehicle rental for today.
08/07/2018	Customer is approved for up to 35.00 per day.
08/09/2018	***** Create Prep Sheet ***** Prep sheet was saved successfully.
08/09/2018	**CM contacted dealer. SA Johnny is working with the customer's vehicle. SA Johnny stated that the vehicle was brought in for 2 recalls, oil change, harsh downshift when slowing, ABS, esc and parking sensor light on. rear glass opens and closes slowly, driver seat is making squeaking noise. SA stated that a lot of things have been taken care of but there were so many issues the vehicle has been to different departments, so it is taking more time. The vehicle is currently in the transmission shop and the valve body is being worked on. The ac department is the next step for the AC and sliding window to be repaired. SA stated that no loaners were available. SA states that he believes that repairs may be done by Monday or Tuesday.**
08/09/2018	**CM contacted customer. Customer stated that he received authorization for his rental from the advisor he spoke with when opening his case. CM advised that we can go through the reimbursement process after the repairs are completed. CM advised customer that update will be provided upon additional information being received.**
08/15/2018	**CM contacted dealer. SA Johnny that the vehicle has been picked up. SA Johnny stated that everything was taken care of and recall U74 is pending completion as parts were not available.**
08/15/2018	***** Below Customer Contacted for Documentation Request ***** [REDACTED] on 2018-08-15 @ 13:36
08/15/2018	**CM contacted customer. Customer stated that the vehicle is fine so far but he would appreciate a follow up tomorrow to ensure that it is properly repaired.**
08/16/2018	***** Customer Document Received *****
08/17/2018	**CM contacted customer. Customer did not answer. Cm left voicemail.**
08/20/2018	**CM contacted customer. Customer stated that the vehicle is having a issue with the transmission hesitating when accelerating softly and alerts go off. ABS isn't functioning, parking sensors goes off and Esc or Ecs isn't functioning, those are the messages that appear on the customer's vehicle when he is accelerating. CM advised customer that I will cut check for him now which will close and he can get another case open when he is ready to take vehicle back to dealership because he is coordinating with the rental company as well.**