

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	06/03/2019	CAIR Type	Regular	Status	Closed
Close Date	07/02/2019	Origin	Telephone	Reason	
Mileage	47,000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
					USA
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	transmission hesitates				
Synopsis	Customer filed 3rd party process.				
Customer Anomaly					
Drivability					
Product Handling (Poor Ride)					
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/03/2019 07:48 PM	Open
07/02/2019 01:48 PM	Closed

Initial Description

Customer has had a repeat concern with the Transmission hesitating and the ABS lights go off has been doing this since 20000 miles and now it's happening more often. Customer has brought to the dlr previously for this and they couldn't recreate it but it is happening more often now and the customer is bringing the vehicle to the dlr now

Case Comments

Date	Comment
06/03/2019	Customer has had a repeat concern with the Transmission hesitating and the ABS lights go off has been doing this since 20000 miles and now it s happening more often. Customer has brought to the dlr previously for this and they couldn't recreate it but it is happening more often now and the customer is bringing the vehicle to the dlr now. Customer looking to get into a rental Agent advised will escalate to case manager. Follow up will occur within 1 business day by COB customer time. Preferred phone number: Earliest call time: anytime Latest call time: Updates via email: Vehicle location: Dealer Date and Time of Appointment: dropping of at dlr today Confirmed appointment with: No but looking for one Authorized by: Rental start date:
06/03/2019	Vehicle has arrived at dealership Planet Dodge Chrysler Jeep and attended by dealer employee
06/03/2019	so please tell me what you want me to do.
06/04/2019	Sent Joe the SM an email for an update. I have Mr. who is reaching out to us for repeat concerns with ABS light. Were you guys able to duplicate, and next steps? Thank you for your time as always,
06/04/2019	Called the customer advised that the light was on when he took the vehicle into the dealer, the vehicle is still in their possession. The customer noted that his brakes were not going to stop going 60 MPH at the highway, CM noted the correct email address. Reimbursing the customer for 3 days of rental at \$35 a day while a diagnoses is being performed. Also there is previous case that he was promised reimbursement for rental that CM will reimburse and notate as well.
06/05/2019	Sent follow up email the SM Joe for diagnoses.
06/06/2019	Hi Taele To let you know this truck he is going to need a new abs module p/n ab warranty price \$169.98 and the warranty labor is \$116.69 Thank you Johnny
06/06/2019	Thank you for the information. I will authorize the repair which a \$50 co-pay.
06/06/2019	Called the customer and noted that after review as he is outside of basic warranty where the ABS is covered CM will be offering the customer a \$50 co-pay. He doesn't feel as if this is fair and is not to sure about accepting the offer as of yet. CM noted that this is the final decision as he is outside of warranty for 12,000 miles but CM did see where the issue was brought up to the dealer prior. Also the customer is being reimbursed for the loaner vehicle. Customer wants time to decide if offer is fair. Follow up 06/07.

Date	Comment
06/07/2019	Good morning Tae le, As discussed yesterday on the phone. I would like you to send me what steps the dealership and Dodge are going to take with regards to my Ram 2500 truck and the continued problems with the abs system, wheel speed sensors, transmission hesitation and the parking sensors. As you already know, the truck has had these problems for well over 20,000 miles, through which I have brought the vehicle in 4 or 5 times with the same concerns. In the last occurrence, my breaks failed while driving on the expressway and they did not work until I pumped the break pedals a few times. A couple of days before that, my vehicle lunged forward while stopped at a traffic light almost running someone over. I am sure that you can understand my concern with this as I could have caused a serious accident in which I could have killed myself or someone. Because of this, I need you to ensure me that no half measures will be performed and that you will correct these problems once and for all. This is a very troubling issue and I need to know what you are going to do for me because of this huge problem and inconvenience. Thanks, [REDACTED]
06/10/2019	Customer is seeking to speak with CM as he picked up the vehicle on June 8th 2019 and the brakes failed again on the 9th. Customer feels FCA is not helping and is only doing half measures. Customer states he will be hiring and seek the lemon law. Customer no longer wants the vehicle and will not be driving the vehicle again. Customer is also seeking a rental vehicle.
06/10/2019	Tae le, I picked my truck up yesterday in the afternoon. A little while ago I was driving and the breaks temporarily failed again and all the lights came back on. This time I was on the highway while raining with my son in the car. I need you to pickup the truck as I am no longer going to drive the vehicle as this is a safety hazard that you repeatedly have failed to fix. At this point I feel that my safety is not a priority to your company as you have repeatedly taken half measures to try to fix this and are just guessing at what could fix these issues. You have returned the truck without correcting the serious problems I have repeatedly brought to your attention. It is unsafe to drive. I intend to pursue my rights under the lemon law. Let me know immediately how you intend to address these very serious issues. [REDACTED]
06/10/2019	Agent attempted to contact customer, however customer was not available. Left a detailed voicemail for a call back at EXT [REDACTED]
06/10/2019	Hello, The customer called in and noted that he is still having ABS concerns, as the brakes failed on Saturday. He is going to have the vehicle towed into your dealership sometime today. Is it possible if I put in authorization for 3 days for a loaner? Thank you,
06/10/2019	***** I2R Review ***** Case Escalated to I2R ***** Reviewed Warranty History which determined this case should be escalated to I2R for case management.
06/15/2019	Vehicle has arrived at dealership Planet Dodge Chrysler Jeep and attended by dealer employee
07/02/2019	** MVDN CAIR [REDACTED] also opened on 6/19. Warranty Litigation Case (Warranty litigation matter) [REDACTED] opened on 6/22/19.

Email(s)

Date	06/04/2019	Subject	Level 2 Initial Contact [ref:_00Dj01qsDF_5003Zt8E58:ref]
From	uscustomer@fcagroup.com	To	[REDACTED] Sent Date/Time 06/04/2019 14:45 PM
Dear [REDACTED]			
<p>Thank you for allowing RAM Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.</p> <p>My name is Tae'le and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:</p> <p>Your case number is [REDACTED] The Chrysler Case Management telephone number: 1-844-378-0575 My direct extension: [REDACTED] My work hours are: Monday through Friday from 900 AM to 530 PM, (Eastern Time zone). I will contact you within one business day of your appointment by telephone to discuss your case.</p> <p>Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!</p> <p>Tae'le, Fiat Chrysler Automobiles Customer Care Senior Specialist 844-378-0575 EXT [REDACTED] ref:_00Dj01qsDF_5003Zt8E58:ref</p>			

Date	06/07/2019	Subject	Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Zt8E58:ref]
From	[REDACTED]	To	uscustomer@fcagroup.com Sent Date/Time 06/07/2019 14:37 PM

Tae le,

I picked my truck up yesterday in the afternoon. A little while ago I was driving and the breaks temporarily failed again and all the lights came back on. This time I was on the highway while raining with my son in the car. I need you to pickup the truck as I am no longer going to drive the vehicle as this is a safety hazard that you repeatedly have failed to fix. At this point I feel that my safety is not a priority to your company as you have repeatedly taken half measures to try to fix this and are just guessing at what could fix these issues. You have returned the truck without correcting the serious problems I have repeatedly brought to your attention. It is unsafe to drive. I intend to pursue my rights under the lemon law. Let me know immediately how you intend to address these very serious issues.



> On Jun 7, 2019, at 10:37 AM, [REDACTED] wrote:

> Good morning Tae le,

> As discussed yesterday on the phone. I would like you to send me what steps the dealership and Dodge are going to take with regards to my Ram 2500 truck and the continued problems with the abs system, wheel speed sensors, transmission hesitation and the parking sensors. As you already know, the truck has had these problems for well over 20,000 miles, through which I have brought the vehicle in 4 or 5 times with the same concerns. In the last occurrence, my breaks failed while driving on the expressway and they did not work until I pumped the break pedals a few times. A couple of days before that, my vehicle lunged forward while stopped at a traffic light almost running someone over. I am sure that you can understand my concern with this as I could have caused a serious accident in which I could have killed myself or someone. Because of this, I need you to ensure me that no half measures will be performed and that you will correct these problems once and for all. This is a very troubling issue and I need to know what you are going to do for me because of this huge problem and inconvenience.

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>> Tae'le,
>> Fiat Chrysler Automobiles Customer Care Senior Specialist
>> 844-378-0575|EXT [REDACTED]

>> ref:_00Dj01qsDF_5003Zt8E58:ref

Date	06/10/2019	Subject	Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Zt8E58:ref]		
From	[REDACTED]	To	uscustomer@fcagroup.com	Sent Date/Time	06/10/2019 21:10 PM

Tae'le,

Attached you will find both receipts for the rental cars cost that I had to incur due to the recalls and warranty issues my truck had. I also have another case number that was given to me when I called last time where they told me they got it approved. Case # [REDACTED]

Thanks,

[REDACTED]

[REDACTED] On Jun 9, 2019, at 9:08 PM, [REDACTED] wrote:

> Tae le,

> I picked my truck up yesterday in the afternoon. A little while ago I was driving and the breaks temporarily failed again and all the lights came back on. This time I was on the highway while raining with my son in the car. I need you to pickup the truck as I am no longer going to drive the vehicle as this is a safety hazard that you repeatedly have failed to fix. At this point I feel that my safety is not a priority to your company as you have repeatedly taken half measures to try to fix this and are just guessing at what could fix these issues. You have returned the truck without correcting the serious problems I have repeatedly brought to your attention. It is unsafe to drive. I intend to pursue my rights under the lemon law. Let me know immediately how you intend to address these very serious issues.

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>>> Fiat Chrysler Automobiles Customer Care Senior Specialist

>>> 844-378-0575|EXT [REDACTED]

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Date	06/10/2019	Subject	Re: Level 2 Initial Contact [ref:_00Dj01qsDF_5003Zt8E58:ref]	
From	taele.alexander@external.fcagroup.com	To	[REDACTED]	Sent Date/Time 06/10/2019 21:15 PM

Received, thank you.

On Mon, Jun 10, 2019 at 5:09 PM [REDACTED]

wrote:

> Tae'le,

> Attached you will find both receipts for the rental cars cost that I had
> to incur due to the recalls and warranty issues my truck had.
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> time where they told me they got it approved. Case # [REDACTED]

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> Fiat Chrysler Automobiles Customer Care Senior Specialist
> 844-378-0575|EXT [REDACTED]

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Tae'le,

Fiat Chrysler Automobiles Customer Care Specialist

844-378-0575|EXT [REDACTED]