

New Customer Assistance Inquiry Record (CAIR)#					
VIN		Model Year	2018	Brand	RAM
Body	D28R81	Vehicle	RAM 3500 LONGHORN MEGA CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	07/29/2019	CAIR Type	Legal	Status	Closed
Close Date	09/11/2019	Origin	Social	Reason	
Mileage	41,000 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	45056	HELPMAN DODGE CHRYSLER JEEP RAM FI		Dealer Phone	7135336100
Dealer Address					
7720 KATY FWY			TX	77024 2004	USA
Dealer Zone	Southwest	Sales District		Service District	G
Subject					
Synopsis					
Denial					
Customer Anomaly					
Air Bag					
Deployment Failed to Deploy					
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	100	Airbag Deployment Failure
Reason Code					
After Sales - Complaint - Product - Vehicle concern - Additional details					

Case Status History

Create Date	Status
07/29/2019 07:17 PM	New
07/29/2019 07:19 PM	Open
09/11/2019 07:21 PM	Closed

Initial Description

[REDACTED]

Case Comments

Date	Comment
07/29/2019	Customer reached out via Facebook, please see social posts for full conversation. Airbags did not deploy. Contact: [REDACTED] Telephone: [REDACTED] Email address: [REDACTED] LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Helfman Dodge: [REDACTED] LOCATION OF VEHICLE PHONE NUMBER [REDACTED] What happened?: Miss marked road construction came up on one lane bridge. Two vehicles in front slammed on breaks as did I. Slight rain and heavy load on trailer truck started sliding when I was at a lower speed abs never engaged I struck the vehicles in front of me air bags never deployed, abs didn't work, and the guardian system didn't register a wreck or call for assistance like I wasn't in a wreck at all Date of Incident: June 24, 2019
07/29/2019	Allegations: [REDACTED] Systems referenced: ABS Brakes, Airbags, UConnect 911 Emergency Services. DOL: 6/24/2019 Customer Contact Data: [REDACTED] Vehicle Location: Helfman Dodge Chrysler Jeep [REDACTED] Per OGC matrix, assigned to CCRG.
07/30/2019	Assigned to PGA5 EDR required
09/04/2019	Customer is seeking an update on this case, no updates have been made.
09/11/2019	*FILE RETURNED TO SI FOR RESOLUTION* The vehicle was repaired prior to the inspection so a proper inspection could not be completed. Dictated denial letter.
09/17/2019	Letter was mailed.
08/12/2021	CCRG Open Date: 07/29/2019 15:22:48

Email(s)

Date	07/30/2019	Subject	FCA - Inspection Request for 59425189
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From	[REDACTED]	To	[REDACTED] case.salesforce.com	Sent Date/Time	07/30/2019 10:58 AM
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Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

[REDACTED]

Mobile Phone:

[REDACTED]

Home Phone:

[REDACTED]

Email:

[REDACTED]

Cty/St/ZIP:

[REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes-----

Check Information -----

Opened By:

Integration User

Open Date:

Mon Jul 29 19:17:17 GMT 2019

Type:

Special Investigation

Status:

Open

Last Updated By:

[REDACTED]

Origin:

Social

Vehicle Information

VIN:

[REDACTED]

YR/Model:

2018 D28R81 RAM 3500 LONGHORN MEGA CAB 4X4

Sls BC/Sls/Svc/Dir:

Southwest Bayshore Chrysler Jeep Dodge

In Srv Date:

Mon Dec 31 00:00:00 GMT 2018

Svc BC/Sls/Svc/Dir:

Southwest Helfman Dodge Chrysler Jeep

Curr Mi/Km:

41000.0 Miles

Recalls

Recall:

V06

2013-2018 D TRUCK DRAG LINK

SAFETY

Status:

COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Vehicle concern
- 5) Additional details

*** [REDACTED]

NARRATIVE ADDED BY [REDACTED] ON Tue Jul 30 10:58:30 GMT 2019

Assigned to PGA5
EDR required

NARRATIVE ADDED BY [REDACTED] ON Mon Jul 29 20:09:27 GMT 2019

Allegations: Owner states: [REDACTED]

Systems referenced: ABS Brakes, Airbags, UConnect 911 Emergency Services.

DOL: 6/24/2019

Customer Contact Data:
[REDACTED]

Vehicle Location:
Helfman Dodge Chrysler Jeep
7720 Katy Freeway
Houston, TX 77024
888-703-0851

Per OGC matrix, assigned to CCRG.

NARRATIVE ADDED BY [REDACTED] ON Mon Jul 29 19:22:35 GMT 2019

Customer reached out via Facebook, please see social posts for full conversation.

Airbags did not deploy.

[REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: Helfman Dodge: 7720 Katy Fwy suite A, Houston Tx 77024

LOCATION OF VEHICLE PHONE NUMBER 713-533-6233

What happened?: Miss marked road construction came up on one lane bridge. Two vehicles in front slammed on breaks as did I. Slight rain and heavy load on trailer truck started sliding when I was at a lower speed abs never engaged I struck the vehicles in front of me air bags never deployed, abs didn't work, and the guardian system didn't register a wreck or call for assistance like I wasn't in a wreck at all

Date of Incident: June 24, 2019

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER 59425189 REQUEST EAA INSPECTION Tue Jul 30 00:00:00 GMT 2019

Date	07/30/2019	Subject	FCA - Inspection Request for 59425189		
From	[REDACTED]	To	[REDACTED]	Sent Date/Time	07/30/2019 10:58 AM

[REDACTED]

Status and Notes----- Check Information -----

Open Date: Mon Jul 29 19:17:17 GMT 2019
Type: Special Investigation
Status: Open
Origin: Social

Vehicle Information

VIN: [REDACTED]
YR/Model: 2018 D28R81 RAM 3500 LONGHORN MEGA CAB 4X4
Sls BC/Sls/Svc/Dir: Southwest Bayshore Chrysler Jeep Dodge
In Srv Date: Mon Dec 31 00:00:00 GMT 2018
Svc BC/Sls/Svc/Dir: Southwest Helfman Dodge Chrysler Jeep
Curr Mi/Km: 41000.0 Miles

Recalls

Recall: V06
2013-2018 D TRUCK DRAG LINK
SAFETY
Status: COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Vehicle concern
- 5) Additional details

*** [REDACTED] ***

NARRATIVE ADDED ON Tue Jul 30 10:58:30 GMT 2019
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Allegations: Owner states: [REDACTED]

NARRATIVE ADDED ON Mon Jul 29 19:22:35 GMT 2019
Customer reached out via Facebook, please see social posts for full conversation. [REDACTED]

[REDACTED] IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Tue Jul 30 00:00:00 GMT 2019