

New Customer Assistance Inquiry Record (CAIR)#

VIN		Model Year	2018	Brand	RAM
Body	DJ7L92	Vehicle	RAM 2500 ST CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	04/29/2019	CAIR Type	Regular	Status	Closed
Close Date	05/14/2019	Origin	Telephone	Reason	
Mileage	22,445 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					

Dealer	68840	LITHIA CHRYSLER JEEP DODGE OF	Dealer Phone	5418858000	
Dealer Address	2675 WASHBURN WAY				
	KLAMATH FALLS	OR	97603 4515	USA	
Dealer Zone	West	Sales District		Service District	D

Subject	reoccurring issue with the brake pedal going to the floor				
Synopsis	Closing case due to the customer not answering.				
Customer Anomaly	Brakes Ineffective				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	104	Ineffective Brakes
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
04/29/2019 09:50 PM	Open
05/14/2019 02:35 AM	Closed

Initial Description

customer called stating reoccurring issue with the brake pedal going to the floor

Case Comments

Date	Comment
04/29/2019	Customer Husband calling [redacted] stated reoccurring issue with the brake pedal going down to the floor . Customer stated the brake will work but there is something wrong with it. Customer stated the DLR has taken multiple test drives in which the technician can feel the issue but can not duplicate the issue. Customer stated has had the vehicle into the [redacted] three times for the same issue. Customer stated he was given a rental and he needs this vehicle for work and missed a week of work because of it. Customers contact number is [redacted] Customer stated can call anytime. Customers email address is [redacted] stated vehicle is in both wife and his name. Customer has an appointment for 5/3/19@10am at [redacted]
04/29/2019	[redacted] agent made a mistake , as mileage is 22,445

Date	Comment
04/30/2019	The writer called the DLR at [REDACTED] The writer received a busy tone.
04/30/2019	The writer called the DLR at [REDACTED] and received the busy tone.
04/30/2019	The writer called the DLR at [REDACTED] and received a busy tone.
04/30/2019	The writer tried to call the DLR originally at [REDACTED] but the number is not in service.
04/30/2019	The writer sent the following email to the AM: Case: [REDACTED], VIN: [REDACTED] 2018 RAM 2500 ST Crew Cab 4x4, Mileage: 22,445, ISD: 6/23/2018. Good afternoon, I was wondering if there was a number that the dealership could be contacted at? I have tried calling [REDACTED], [REDACTED], and [REDACTED].
04/30/2019	The writer called the DLR at [REDACTED] and received the busy tone.
04/30/2019	M The writer called the DLR at [REDACTED] The writer received a busy tone.
04/30/2019	The writer attempted to contact the customer at [REDACTED] but had to leave a voicemail due to the customer not answering. The writer provided their name and contact information. Attempt 1/3.
05/02/2019	The writer received a voicemail from the customer's husband, [REDACTED]
05/02/2019	The writer attempted to contact the customer at [REDACTED] but had to leave a voicemail due to the customer not answering. The writer provided their name and contact information. Attempt 1/3.
05/02/2019	The writer received a call from the customer's husband. More on an incline, the brake pedal will go right to the floor. The vehicle will stop but the customer does not feel safe. Techs have felt it but can not diagnose it. The customer currently has the vehicle, the vehicle was last at the dealership was April 4th. The writer informed that the Vehicle would need to go back to the DLR. The customer says that they would need a rental to bring it back in. The customer has an appointment for Friday but they want a buyback at this point. The customer has 22,590 miles on the vehicle. The writer deescalated and convinced the customer to talk to the dealership about having technical resources involved or to speak to the GM on getting into another vehicle.
05/03/2019	The writer called the DLR at [REDACTED] The writer received a busy tone. The writer called the DLR at [REDACTED] and received the busy tone. The writer called the DLR at [REDACTED] and received a busy tone.
05/03/2019	The writer sent the following to the CR/ WAM due to the AM not responding: Case: [REDACTED] VIN: [REDACTED] 2018 RAM 2500 ST Crew Cab 4x4, Mileage: 22,445, ISD: 6/23/2018. Good afternoon, I was wondering if there was a number that the dealership could be contacted at? I have tried calling [REDACTED], [REDACTED], and [REDACTED]. I had tried reaching out to the Area Manager but had not heard back.
05/03/2019	The writer called the DLR at [REDACTED]. The writer received a busy tone. The writer called the DLR at [REDACTED] and received the busy tone. The writer called the DLR at [REDACTED] and received a busy tone.
05/03/2019	The writer called the customer and informed them the call was being monitored or recorded for quality purposes. Dropped the truck off today at 10 AM. The customer is not in a loaner. The customer talked to the SM who referred the customer to the lemon law booklet.
05/06/2019	The writer called the DLR at [REDACTED]. The writer received a busy tone. (Called twice.) The writer called the DLR at [REDACTED] and received the busy tone. (Called twice.) The writer called the DLR at [REDACTED] and received a busy tone. (Called twice.)
05/06/2019	The writer called the DLR at [REDACTED] The writer received a busy tone. The writer called the DLR at [REDACTED] and received the busy tone. The writer called the DLR at [REDACTED] and received a busy tone.
05/06/2019	The writer found phone number: [REDACTED] and was able to get in touch with the assigned SA Kenny. The writer was informed that the Hydraulic Control Unit was on order (PN: [REDACTED] and the ETA is 05/07.
05/06/2019	The writer called the customer and informed them the call was being monitored or recorded for quality purposes. The writer informed the customer that the part should be in tomorrow and they made arrangements for a loaner. The customer informed he will still try and go through the Lemon Law process as he is an independent contractor who needs a towing truck to work. The writer apologized and informed that they will still make the arrangements for it and if he is wanting to pick it up he can. The customer appreciated it and was informed he will be contacted tomorrow to inform him if the part came in.
05/07/2019	[REDACTED] The writer called the DLR and was informed by the parts department the part came in today. The writer asked for the SA Kenny. The writer was informed that the SA went to lunch.
05/07/2019	[REDACTED] The writer called the DLR and spoke to SA Kenny. Kenny said that the customer has the vehicle and will need to schedule an appointment for it to be brought in.
05/08/2019	The writer attempted to contact the customer at [REDACTED] but had to leave a voicemail due to the customer not answering. The writer provided their name and contact information. Attempt 1/3.
05/09/2019	The writer attempted to contact the customer at [REDACTED] but had to leave a voicemail due to the customer not answering. The writer provided their name and contact information. Attempt 2/3.
05/09/2019	[REDACTED] The writer called the DLR and was transferred to a random voicemail.

Date	Comment
05/13/2019	The writer attempted to contact the customer at [REDACTED] but had to leave a voicemail due to the customer not answering. The writer provided their name and contact information. Attempt 3/3. The writer informed the customer that if they do not receive an update from the customer before 7 PM Pacific time the case will be closed.