

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

VIN	[REDACTED]	Model Year	2018	Brand	RAM
Body	[REDACTED]	Vehicle	RAM 3500 LARAMIE CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	12/24/2019	CAIR Type	Legal	Status	Closed
Close Date	01/14/2020	Origin	Telephone	Reason	
Mileage	57,000 Miles	Market	U	Language	English

Contact Email	[REDACTED]	Contact Phone	[REDACTED]	Contact Mobile	[REDACTED]
Caller Address				Source	Customer
Caller City		Caller Country		Caller Postal Code	

Customer	[REDACTED]
Customer Address	
	USA

Dealer	60559	FREMONT CHRYSLER DODGE JEEP RAM	Dealer Phone	5106568700	
Dealer Address	39639 BALENTINE DR				
	NEWARK	CA	94560 5377	USA	
Dealer Zone	California	Sales District		Service District	F

Subject	Vehicle In Accident				
Synopsis	.				
Customer Anomaly	Brakes				
	Ineffective				
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	104	Ineffective Brakes
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident				

Case Status History

Create Date	Status
12/24/2019 08:36 PM	Open
01/14/2020 03:25 PM	Closed

Initial Description

Customer called because is vehicle got into an accident

Case Comments

Date	Comment
12/24/2019	Caller s statements related to incident. -Customer states that he was driving and everyone was coming to a stop -Customer states that when he hit the breaks the anti breaking system did not engage and the vehicle started sliding -Customer states that he attempted to recover by moving the vehicle to the right but the breaks still locked up Current location of vehicle: [REDACTED] Name/description of location: Caliber Collision: Auto body shop in Stanislaus County, California Telephone number of location: (209) 524-6824 Customer Contacts Telephone: [REDACTED] Email: [REDACTED] Customer s address: [REDACTED]
12/26/2019	Per OGC Matrix, reassigned to 82T/CCRG.
12/26/2019	Assigned to PAG45 EDR required
12/26/2019	Caller states-That He is inquiring about the company name that did His inspection. Caller seeks-Ram Advisor to provide Customer with information. Response-Advised Customer that His call has been documented. Advised Customer to reply to Email that was sent to Him. Next steps-Leaving CAIR Open.
12/30/2019	Owner seeking update. Per OGC Matrix, reassigned to 82T/CCRG.
01/03/2020	EAA contacted the customer and resent the EDR.
01/07/2020	Customer not receiving emails for updates. Agent verified and corrected email address. Correct email address: [REDACTED]
01/08/2020	Owner seeking update. Per OGC Matrix, reassigned to 82T/CCRG.
01/08/2020	Customer stated he has not been contacted back and vehicle still at collision center and they are going to start to charge the customer for it being there. No inspector has been out yet. Customer needs vehicle inspected so he can proceed to get vehicle fixed. Agent advised supervisor who will email them to contact customer within 1 business day at ph# [REDACTED] or email [REDACTED] As the email on file previously was incorrect.
01/08/2020	Updating EAA with correct email. Consent form sent to customer on 1/2 and message left on 1/7. Updating EAA and Case Manager.
01/14/2020	****FILE RETURNED TO SI FOR RESOLUTION*** Dictated denial letter.
08/12/2021	CCRG Open Date: 12/26/2019 08:36:24

Email(s)

Date	12/24/2019	Subject	Case Acknowledgement [ref: [REDACTED]]		
From	uscustomecare@fcagroup.com	To	[REDACTED]	Sent Date/Time	12/24/2019 20:42 PM

Dear [REDACTED]
Thank you for allowing Chrysler Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

Your case number is [REDACTED].

Thank you
Leila
Fiat Chrysler Automobiles Customer Care Specialist

The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.

[REDACTED]

Date	12/26/2019	Subject	FCA - Inspection Request for [REDACTED]	Sent Date/Time	12/26/2019 14:16 PM
From	uscustomer@fcagroup.com	To	[REDACTED]		

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

AD2:

Primary Phone:

[REDACTED]

Business Phone:

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:

[REDACTED]

Open Date:

Tue Dec 24 20:36:42 GMT 2019

Type:

Special Investigation

Status:

Open

Last Updated By:

[REDACTED]

Origin:

Telephone

Vehicle Information

VIN:

[REDACTED]

YR/Model:

2018 [REDACTED] RAM 3500 LARAMIE CREW CAB 4X4

Sls BC/Sls/Svc/Dir:

California Seaside Chrysler Dodge Jeep Ram

In Srv Date:

Sat Jan 06 00:00:00 GMT 2018

Svc BC/Sls/Svc/Dir:

California Fremont Chrysler Dodge Jeep Ram

Curr Mi/Km:

57000.0 Miles

Recalls

Recall:

U11

BRAKE TRANSMISSION SHIFT INTERLOCK

SAFETY

Status:

COMPLETE

Recall:

V06

2013-2018 D TRUCK DRAG LINK

SAFETY

Status:

COMPLETE

Recall:

V44

2013-2018 D TRUCK TAILGATE LATCH

SAFETY

Status:

COMPLETE

General Narrative

REASONS FOR CONTACT:

- 1) After Sales
- 2) Complaint
- 3) Product
- 4) Accident
- 5) Vehicle in Accident

*** Customer called because is vehicle got into an accident ***

NARRATIVE ADDED BY [REDACTED] ON Thu Dec 26 14:16:33 GMT 2019

Assigned to PAG45
EDR required

NARRATIVE ADDED BY [REDACTED] ON Thu Dec 26 12:36:24 GMT 2019

Per OGC Matrix, reassigned to 82T/CCRG.

NARRATIVE ADDED BY [REDACTED] ON Tue Dec 24 20:50:14 GMT 2019

Caller's statements related to incident.

- Customer states that he was driving and everyone was coming to a stop
- Customer states that when he hit the breaks the anti breaking system did not engage and the vehicle started sliding
- Customer states that he attempted to recover by moving the vehicle to the right but the breaks still locked up

Current location of vehicle: 331 Bangs Ave, Modesto, CA 95356
Name/description of location: Caliber Collision: Auto body shop in Stanislaus County, California
Telephone number of location: (209) 524-6824

Customer Contacts

Telephone: [REDACTED]
Email: [REDACTED]@m
Customer's address: [REDACTED]

VEHICLE IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.
CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Thu Dec 26 00:00:00 GMT 2019

Date	12/26/2019	Subject	FCA - Inspection Request for 71668645	Sent Date/Time	12/26/2019 14:16 PM
From	uscustomer@fcagroup.com	To	[REDACTED]		

[REDACTED]

USA

Co-own: NOT SURE

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

Open Date: Tue Dec 24 20:36:42 GMT 2019

Type: Special Investigation

Status: Open

Origin: Telephone

Vehicle Information

VIN: [REDACTED]

YR/Model: 2018 D28P91 RAM 3500 LARAMIE CREW CAB 4X4

Sls BC/Sls/Svc/Dir: California Seaside Chrysler Dodge Jeep Ram

In Srv Date: Sat Jan 06 00:00:00 GMT 2018

Svc BC/Sls/Svc/Dir: California Fremont Chrysler Dodge Jeep Ram

Curr Mi/Km: 57000.0 Miles

Recalls

Recall: U11

BRAKE TRANSMISSION SHIFT INTERLOCK

SAFETY

Status: COMPLETE

Recall: V06

2013-2018 D TRUCK DRAG LINK

SAFETY

Status: COMPLETE

Recall: V44

2013-2018 D TRUCK TAILGATE LATCH

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