

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

VIN	[REDACTED]	Model Year	2017	Brand	RAM
Body	D28P91	Vehicle	RAM 3500 LARAMIE CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	02/19/2021	CAIR Type	Legal	Status	Closed
Close Date	03/02/2021	Origin	Telephone	Reason	
Mileage	28,696 Miles	Market	U	Language	English

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

Customer	[REDACTED]
Customer Address	[REDACTED]
	HONOLULU HI [REDACTED] USA

Dealer	60476	LAYTON HILLS CHRYSLER DODGE JEEP	Dealer Phone	8015445800
Dealer Address	1234 N MAIN ST			
	LAYTON	UT	84041 5280	USA
Dealer Zone	West	Sales District		Service District F

Subject	Abs failure			
Synopsis	Denial email sent.			
Customer Anomaly	Brakes			
	Automatic Braking System (ABS)			
Contact Reason	C206	Vehicle in Accident	Customer Anomaly	161 ABS Issues
Reason Code	After Sales - Complaint - Product - Accident - Vehicle in Accident			

Case Status History

Create Date	Status
02/19/2021 09:09 PM	Open
03/02/2021 08:26 PM	Closed

Initial Description

Customer alleges abs failure which caused his vehicle to skid and damaged his tail bed

Case Comments

Date	Comment
02/19/2021	The dealer stated that the customer was driving and the ABS brakes came on causing the trailer to swing around and truck has a crushed bed . The dealer is not working on vehicle . SA TERIK The stored code 22000 abs brakes The customer wants the ABS brakes fixed so he can continue to Alaska Call back [REDACTED]
02/20/2021	Contact: [REDACTED] Contact Address: [Street, City, State, Zip] Contact Telephone Daytime [REDACTED] Contact Telephone Anytime [XXX-XXX-XXXX] Contact Email Address [REDACTED]m LOCATION OF VEHICLE - INCLUDING THE ADDRESS:LAYTON HILLS CHRYSLER DODGE JEEP NAME OF CONTACT AT VEHICLE LOCATION:Tarick LOCATION OF VEHICLE PHONE NUMBER 8015445800] What happened?: Customer states [customer was driving when his light were flickering on ans the abs engaged causing his vehicle to slip and hit another trucvk] Preferred Email Address? [REDACTED]
02/20/2021	Customer called in stating his vehicle was not fixed yet at the dealer because it was not fixed yet customer states the dealer was told not to touch writer will call dealer back to see if it is SI applicable customer says if the dealer does not fix it today he will drive it back
02/20/2021	Writer called in to the dealer and the reason they arte not touching it is to do a inspection and see why the vehicle abs failed
02/20/2021	case mishandled writer is send to si for proper handling
02/20/2021	Contact: [REDACTED] Contact Address: [Physical address [REDACTED] Wasilla, AK [REDACTED] wasilla, AK [REDACTED] USA] Contact Telephone Daytime [REDACTED] Contact Telephone Anytime [XXX-XXX-XXXX] Contact Email Address [REDACTED] LOCATION OF VEHICLE - INCLUDING THE ADDRESS:LAYTON HILLS CHRYSLER DODGE JEEP NAME OF CONTACT AT VEHICLE LOCATION:Tarick LOCATION OF VEHICLE PHONE NUMBER 8015445800] What happened?: Customer states [customer was driving when his light were flickering on ans the abs engaged causing his vehicle to slip and hit another truck] Preferred Email Address? [REDACTED]
02/22/2021	Vehicle Location: LAYTON HILLS CHRYSLER DODGE JEEP 1234 N Main St Layton, UT 84041 (801) 544-5800 contact: Tarick Owner Info: [REDACTED] [REDACTED] Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.
02/22/2021	Assigned to PAG45 EDR required

Date	Comment
03/02/2021	FILE RETURNED TO SI FOR RESOLUTION Following email sent to owner: Dear [REDACTED]: This will further acknowledge contact to Stellantis, regarding your 2017 Ram 3500. Naturally, we were sorry to learn of this incident. Please rest assured, we appreciate and share your concerns about vehicle safety. It is important for you to remember that we don't just design and build vehicles; we also drive them, as do most of our families and friends. We have some very close and personal reasons to be concerned about vehicle safety, like you, people depend on us to provide them with safe and dependable transportation. Stellantis provided for Engineering Analysis Associates/Bosch Automotive Service Solutions to examine your vehicle. EAA is a leading supplier of technical field support to the transportation industry. They have hundreds of specialists in the United States that conduct thousands of product investigations each year, providing valuable automotive field expertise. We feel that the expense of this independent inspection is in the best interest of you, our customer, and the Corporation in our efforts to properly evaluate serious concerns such as yours. The inspection involved a thorough examination of your vehicle and the photographing of all critical areas. We have had the opportunity to review the details of the inspection report, and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. We found no evidence an ABS issue contributed to this event. Therefore, we must respectfully decline any assistance associated with this matter. Based on this, we suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy, including your deductible. Thank you for allowing us the opportunity in reviewing this matter with you.
08/12/2021	CCRG Open Date: 02/22/2021 08:28:15

Email(s)

Date	02/22/2021	Subject	FCA - Inspection Request for [REDACTED]		
From	uscustomer@fcagroup.com	To	[REDACTED]		Sent Date/Time 02/22/2021 12:47 PM

Company:

[REDACTED]

Cust:

[REDACTED]

AD1:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Phone:

[REDACTED]

Business Phone:

Mobile Phone:

Home Phone:

Email:

[REDACTED]

Cty/St/ZIP:

HONOLULU, HI, [REDACTED]

Country:

USA

Co-own: NOT SURE

Status and Notes-----

Check Information -----

Opened By:

Devon Leblanc

Open Date:

Fri Feb 19 21:09:21 GMT 2021

Type:

Special Investigation

Status:

Open

Last Updated By:

Amy Cannazzaro

Origin:

Telephone

Vehicle Information

VIN:

[REDACTED]

YR/Model:

2017 D28P91 RAM 3500 LARAMIE CREW CAB 4X4

Sls BC/Sls/Svc/Dir:

West LAYTON HILLS CHRYSLER DODGE JEEP

In Srv Date:

Thu Mar 22 00:00:00 GMT 2018

Svc BC/Sls/Svc/Dir:

West LAYTON HILLS CHRYSLER DODGE JEEP

Curr Mi/Km:

28000.0 Miles

Recalls

Recall:

U11

BRAKE TRANSMISSION SHIFT INTERLOCK

SAFETY

Status:

COMPLETE

Recall:

U74

2015 - 2017 TAILGATE LATCH

SAFETY

Status:

COMPLETE

Recall:

V06

2013-2018 D TRUCK DRAG LINK

SAFETY

Status:

COMPLETE

General Narrative

REASONS FOR CONTACT:

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

*** Customer alleges abs failure which caused his vehicle to skid and damaged his tail bed ***

NARRATIVE ADDED BY Amy Cannazzaro ON Mon Feb 22 12:47:14 GMT 2021

Assigned to PAG45
EDR required

NARRATIVE ADDED BY Lisa Schkoor ON Mon Feb 22 12:28:15 GMT 2021

Vehicle Location:
LAYTON HILLS CHRYSLER DODGE JEEP
1234 N Main St
Layton, UT 84041
(801) 544-5800 contact: Tarick

Owner Info:

[REDACTED]

Per OGC Matrix, reassigned to 82T/CCRG for their review and handling.

NARRATIVE ADDED BY Roderick Riley ON Sat Feb 20 16:03:26 GMT 2021

Contact [REDACTED]

Contact Address: [Physical address
Wasilla, AK [REDACTED]. Mailing [REDACTED]
wasilla, AK [REDACTED]
USA]

Contact Telephone Daytime [REDACTED]

Contact Telephone Anytime [XXX-XXX-XXXX]

Contact Email Address: [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS:LAYTON HILLS CHRYSLER DODGE JEEP

NAME OF CONTACT AT VEHICLE LOCATION:Tarick

LOCATION OF VEHICLE PHONE NUMBER 8015445800]

What happened?: Customer states [customer was driving when his light were flickering on ans the abs engaged causing his vehicle to slip and hit another truck]

Preferred Email Address? [REDACTED]

NARRATIVE ADDED BY Roderick Riley ON Sat Feb 20 16:02:04 GMT 2021

case mishandled writer is send to si for proper handling

NARRATIVE ADDED BY Roderick Riley ON Sat Feb 20 15:56:53 GMT 2021

Writer called in to the dealer and the reason they arte not touching it is to do a inspection and see why the vehicle abs failed

NARRATIVE ADDED BY Roderick Riley ON Sat Feb 20 14:50:07 GMT 2021

Customer called in stating his vehicle was not fixed yet at the dealer because it was not fixed yet
customer states the dealer was told not to touch
writer will call dealer back to see if it is SI applicable
customer says if the dealer does not fix it today he will drive it back

NARRATIVE ADDED BY Roderick Riley ON Sat Feb 20 14:39:10 GMT 2021

Contact: [REDACTED]

Contact Address: [Street, City, State, Zip]

Contact Telephone Daytime [REDACTED]

Contact Telephone Anytime [XXX-XXX-XXXX]

Contact Email Address [REDACTED]

LOCATION OF VEHICLE - INCLUDING THE ADDRESS: LAYTON HILLS CHRYSLER DODGE JEEP

NAME OF CONTACT AT VEHICLE LOCATION: Tarick

LOCATION OF VEHICLE PHONE NUMBER 8015445800]

What happened?: Customer states [customer was driving when his light were flickering on ans the abs engaged causing his vehicle to slip and hit another truck]

Preferred Email Address?

Date of Incident? [REDACTED]

NARRATIVE ADDED BY Devon Leblanc ON Fri Feb 19 21:11:26 GMT 2021

The dealer stated that the customer was driving and the ABS brakes came on causing the trailer to swing around and truck has a crushed bed . The dealer is not working on vehicle . SA TERIK The stored code 22000 abs brakes The customer wants the ABS brakes fixed so he can continue to Alaska Call back [REDACTED]

[REDACTED] IS LOCATED AT:

Per OGC Matrix, reassigned to 82T.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION Mon Feb 22 00:00:00 GMT 2021

Date	02/22/2021	Subject	FCA - Inspection Request for [REDACTED]	Sent	02/22/2021 12:47
From	uscustomer@fcagroup.com	To	[REDACTED]	Date/Time	PM

Mon Feb 22 00:00:00 GMT 2021 CAIR Data File CAIR [REDACTED]

Company: [REDACTED]
Cust: [REDACTED]
[REDACTED]
Phone: [REDACTED]
Business Phone:
Mobile Phone:
Home Phone:

ZIP: HONOLULU, HI, [REDACTED]
Country: USA
Co-own: NOT SURE

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

Open Date: Fri Feb 19 21:09:21 GMT 2021
Type: Special Investigation
Status: Open
Origin: Telephone

Vehicle Information

VIN: [REDACTED]
YR/Model: 2017 D28P91 RAM 3500 LARAMIE CREW CAB 4X4
Sls BC/Sls/Svc/Dir: West LAYTON HILLS CHRYSLER DODGE JEEP
In Srv Date: Thu Mar 22 00:00:00 GMT 2018
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Curr Mi/Km: 28000.0 Miles

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BRAKE TRANSMISSION SHIFT INTERLOCK
SAFETY
Status: COMPLETE
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SAFETY
Status: COMPLETE
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Status: COMPLETE

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