

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	06/03/2021	CAIR Type	Regular	Status	Closed
Close Date	08/03/2021	Origin	Chat	Reason	
Mileage	25,000 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					
	BONSALL	CA			USA
Dealer	61339	JACK POWELL CHRYSLER DODGE JEEP		Dealer Phone	7607452880
Dealer Address	1625 AUTO PARK WAY				
	ESCONDIDO	CA	92029 2008	USA	
Dealer Zone	California	Sales District		Service District	N
Subject	Warranty & Maintenance Information				
Synopsis	3 attempts to reach customer no response				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	161	ABS Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
06/03/2021 05:38 PM	New
06/03/2021 06:09 PM	Open
07/10/2021 06:37 PM	Suspended
07/13/2021 04:02 AM	Open
08/03/2021 02:45 AM	Closed

Initial Description

Chat Started: Thursday, June 03, 2021, 13:38:45 (-0400) Chat Origin: NAFTA Mopar Brand Chat Agent Amber (12s) Amber: Thank you for chatting with us, my name is Amber with Mopar Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (33s) Visitor: Hello Amber (1m 37s) Amber: Hello how can i help you today? (3m 55s) Visitor: Okay, I'll start. My truck has been at Jack Powell Chrysler in Escondido, CA since May 18 because of an issue with the ABS module, according to the fault codes. They have replaced the ABS module twice, and the codes will still not clear. The Dealer is waiting for a response from FCA on what to do next. Is there anything that can be done to get FCA to respond to the Dealer in a timely manner? (5m 10s) Visitor: My truck is still under warranty. How long am I expected to accept not having the use of my \$80k truck? (8m 49s) Amber: I am very sorry to hear you have been dealing with this issue for so long, I can understand this would be quite frustrating especially if the dealership is unsure of how to complete repairs. I would be happy to look into this for you to see what options we have available to assist with getting these repairs completed for you! (9m 2s) Amber: Before we proceed I just need to verify some account information. Could you provide me with your mailing address, email, phone number and the approximate mileage on the vehicle? (10m 30s) Visitor: , Bonsall, CA ,597 miles (11m 23s) Visitor: I'm the original owner. (12m 27s) Amber: Thank you (16m 3s) Amber: How long am I expected to accept not having the use of my \$80k truck? (16m 33s) Visitor: Yes, those are the best contacts. (17m 27s) Visitor: My service advisor at the Dealer is Chuck Cornell. (19m 35s) Amber: Perfect, thank you. I will forward this for you now and you will be hearing from the case manager wither tomorrow or at the latest Monday with more information on what will be happening going forward. For your records this is under case number (19m 54s) Visitor: Thank you Amber.

Case Comments

Date	Comment
06/03/2021	**TECHNICAL ASSISTANCE ONLY** Customer stated "my truck has been at Jack Powell Chrysler in Escondido, CA since May 18 because of an issue with the ABS module, according to the fault codes. They have replaced the ABS module twice, and the codes will still not clear. The Dealer is waiting for a response from FCA on what to do next. Is there anything that can be done to get FCA to respond to the Dealer in a timely manner?" Customer First Name Customer Last Name Customer Phone Customer Email
06/04/2021	Warranty/SC: 3/36 5/100 Current Mileage: 25,000 ISD:10/30/2020 Original owner: YES Household vehicles: 3 Dodge vehicles Reason for Case Escalation: Technical Assistance Repeat issue: NO Star tickets open: YES Recalls: YES RRTs: NO Relevant Previous Cases: NO Prior Goodwill/DM notes: NO R/O History: NO Vehicle location: DLR Vehicle Concern: Unable to diagnosis Is the customer in a rental: TBD VOR: YES Parts on Order: NO Customer Email: (Needs to be verified with the customer) Customer preferred contact: Phone Customer seeking: Technical assistance
06/04/2021	***OBC to CST*** NO response not able to send email. No email on file.
06/08/2021	** OUTBOUND CALL TO CUSTOMER *** left vm

Date	Comment
06/09/2021	CX called advised 2 recall He said he had the drag link repaired last year and was reimbursed by FCA. Veh is at Jack Powell. Per CX they did diagnostic. said abs module. they replaced it twice and now has a star case open trying to figure it out. It has been 3 weeks. CX is not in a loaner. He is having his wife drive him around but it gets complicated. Advised CM will call him back. CX is requesting a loaner or rental assistance
06/10/2021	*IBC from Customer: Customer called in requesting update, cm inform cx star is in contact with dlr and cm will send a alert to case manager to call him back, cx requested for cm to give him a new vehicle, cm inform cx that request cannot be honored, but will send cm a alert to call him back.
06/10/2021	***IBC from CST*** CST said that they are wanting more information on the case. CST advised CST that we will be giving her as much info as possible. CST is inquiring to a rental CST said that the DLR said they will see about giving her a rental
06/15/2021	*****DLR is closed***** ***OTB call to CST*** [REDACTED] CST advised DLR gave him a loaner on 06/11/2021. I advised will have CM reach out within 1-2 business days on updates. CST agreed.
06/16/2021	OB to DLR(7607452880) No answer in service dept. at this time. CM was able to leave a voicemail providing case number/cm contact details
06/18/2021	**OBC to CST** CST was informed that we are still working on there case will contact the CST again 6/18/21
06/19/2021	**OBC to DLR** 5:30 PST to call DLR
06/19/2021	***OBC to CST *** CST says the DLR is waiting for a call back from us to further this case.
06/19/2021	***OBC to CST *** CST is furious CST thinks I am responsible for star cases. CST was informed that the DLR needs to contact STAR and work with them. CST was mad I haven't been able to reach the DLR
06/19/2021	CST requesting sup call
06/21/2021	[REDACTED] sup call confirmed from task creations and TL confirmed STAR updates in notes show STAR responded to DLR on 6/18 from DLR response on 6/17 further testing confirmed with customer from STAR notes. TL advised if DLR doesn't answer CM can escalate above SM/SA to get further assistance with technical case on vehicle. TL advised CM hours and confirmed with customer she has a 4 hour window of speaking with DLR with her closing shift confirmed. TL advised CM would continue to reach out with our office open again after weekend.
06/23/2021	**OBC to DLR *** Star is still not replying CST will be informed that of this
06/26/2021	GW for rental put in \$400 for 10 days
06/26/2021	***OBC to CST*** No response LVM for him to give me a call back
06/26/2021	will call back 6/29/21
06/29/2021	**OBC to DLR** Waiting to hear back from STAR
06/30/2021	**OBC to CST** CM called CST to inform him that the DLR is waiting for a response from STAR Will call CST back 7/1/21
07/01/2021	**OBC to CST** CM called to inform the CST that STAR is waiting for a response back from the area TA. CST did not respond email sent and LVM
07/05/2021	***OBC to CST*** CM called to inform CST that the area TA has still not responded and once we get more info we will update him. CM will call next on 7/7/21 with a star case update
07/06/2021	**OBC to DLR** CM reached out to DLR per TL request to extend rental coverage until AM/TA are finished with vehicle. CM was unable to reach anyone at DLR after two attempts. CM left a message at reception requesting the DLR contact either me today or the case manager tomorrow
07/07/2021	**OBC to CST** will approve 10 days more for rental and will call CST back on 7/9/21 for a star response update
07/09/2021	***OBC to CST** NO response LVM with the star response
07/13/2021	Matthew email matthew.scudder@jackpowell.com
07/13/2021	OBC to CST** CST prefers emails only CM emailed AM and SM for more information on the case
07/16/2021	DLR replied: Yes, Aaron had us reorder the two parts previously replaced from a different PDC in the hopes that it will rule out a possible "Bad Batch" and data transfer from the old parts. Eta is next Wednesday for the parts. TL inquired on parts ETA and order information for review.
07/16/2021	**OBE to CST** CM informed CST that we are working to get the part information once we have more information of the ETA we will update the CST
07/20/2021	No New emails from SM and AM will contact them for update. CST was emailed and informed that there is currently not an update but we will get back to them as soon as we have more information
07/27/2021	Email chain forwarded and CM CC'd currently out of office 7/26
07/28/2021	DLR response All parts are in. Technician is out today and planned on starting repairs and rechecking tomorrow. I will keep you posted on our progress.
07/29/2021	DLR reply: All parts are in. Technician is out today and planned on starting repairs and rechecking tomorrow. I will keep you posted on our progress.
07/29/2021	[REDACTED] customer call to confirm case status and left VM provided DLR updates and advised will continue to review with DLR.
07/30/2021	OB to Dealer 7607452880 Reached out to Service, no answer, 2nd attempt, no answer, 3rd attempt, went to Parts, then had myself transferred over, but finally still no answer, will have to reach Customer instead
07/30/2021	OB to Customer [REDACTED] Reached out to Customer, but went to VM, left message that will have CM try again Monday
08/02/2021	***OBE to CST** CM asked CST if they still need assistance. Will contact next on 8/4 with case information

Email(s)

Date	07/02/2021	Subject	Warranty & Maintenance Information [REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED]
		Sent Date/Time	07/02/2021 00:02 AM
<p>Hi,</p> <p>I tried to get ahold of you but I was unable to reach you. STAR did respond and they are currently waiting to hear back from the area Tech advisor to assist with the case. If you have any questions or concerns you can give me a call back.</p> <p>Thanks, Amanda California Case Management (844)888-0601 [REDACTED]</p>			

Date	07/13/2021	Subject	RE: Warranty & Maintenance Information [REDACTED]
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From	uscustomer@fcagroup.com	To	[REDACTED]	Sent Date/Time	07/13/2021 21:40 PM
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Hi,

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Thanks,
Amanda
California Case Management
(844)888-0601

----- Original Message -----

From: US Customer Care [uscustomer@fcagroup.com]
Sent: 7/2/2021 12:02 AM
To:
Subject: Warranty & Maintenance Information [REDACTED]

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Date	07/16/2021	Subject	RE: Warranty & Maintenance Information [REDACTED]
From	uscustomer@fcagroup.com	To	uscustomer@fcagroup.com
Sent Date/Time	07/16/2021 01:59 AM		

Hi,

The dealership informed us that they ordered the parts. Right now we will work on getting the part information so we can see the ETA of the parts. We have no further updates for you.

Thanks,
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California Case Management
(844)-888-0601

----- Original Message -----

From: US Customer Care [uscustomecare@fcagroup.com]
Sent: 7/13/2021 9:40 PM
To: [REDACTED]
Subject: RE: Warranty & Maintenance Information [REDACTED]

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		Sent Date/Time	07/20/2021 01:10 AM

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From: US Customer Care [uscustomecare@fcagroup.com]
Sent: 7/16/2021 1:59 AM
To: uscustomecare@fcagroup.com
Cc: [REDACTED]
Subject: RE: Warranty & Maintenance Information [REDACTED]

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From	uscustomecare@fcagroup.com	To	uscustomecare@fcagroup.com
		Sent Date/Time	07/21/2021 22:32 PM

Hi,

I requested an update from the DLR but as of right now I have not heard back from them.

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I requested an update from the DLR but as of right now I have not heard back from them.

Thanks,
Amanda
California Case Management

----- Original Message -----

From: US Customer Care [uscustomecare@fcagroup.com]
Sent: 7/20/2021 1:10 AM
To: uscustomecare@fcagroup.com
Cc: [REDACTED]
Subject: RE: Warranty & Maintenance Information [REDACTED]

Hi,

I have not heard back from the dealership so I currently don't have an update on the case. I know you are in contact with them so I'm hoping I can give a new update soon.

Thanks,
Amanda
California Case Management

----- Original Message -----

From: US Customer Care [uscustomecare@fcagroup.com]
Sent: 7/16/2021 1:59 AM
To: uscustomecare@fcagroup.com
Cc: [REDACTED]
Subject: RE: Warranty & Maintenance Information [REDACTED]

Hi,

The dealership informed us that they ordered the parts. Right now we will work on getting the part information so we can see the ETA of the parts. We have no further updates for you.

Thanks,
Amanda
California Case Management
(844)-888-0601

----- Original Message -----

From: US Customer Care [uscustomecare@fcagroup.com]
Sent: 7/13/2021 9:40 PM
To: [REDACTED]
Subject: RE: Warranty & Maintenance Information [REDACTED]

Hi,

I tried to get ahold of you but I was unable to reach you. STAR did respond and they are currently waiting to hear back from the area Tech advisor to assist with the case. If you have any questions or concerns you can give me a call back.

Thanks,
Amanda
California Case Management
(844)888-0601

----- Original Message -----

From: US Customer Care [uscustomecare@fcagroup.com]
Sent: 7/2/2021 12:02 AM
To:
Subject: Warranty & Maintenance Information [REDACTED]

Hi,

I tried to get ahold of you but I was unable to reach you. STAR did respond and they are currently waiting to hear back from the area Tech advisor to assist with the case. If you have any questions or concerns you can give me a call back.

Thanks,
Amanda
California Case Management
(844)888-0601
[REDACTED]

Date	07/21/2021	Subject	Re: Warranty & Maintenance Information [REDACTED]	
From	[REDACTED]	To	uscustomecare@fcagroup.com	Sent Date/Time 07/21/2021 23:55 PM

Thanks Amanda!

On 7/21/2021 3:32 PM, US Customer Care wrote:

>
> Hi,
>
> I requested an update from the DLR but as of right now I have not
> heard back from them.

>
> Thanks,
> Amanda
> California Case Management

>
> ----- Original Message -----
> From: US Customer Care [uscustomecare@fcagroup.com
> <mailto:uscustomecare@fcagroup.com>]
> Sent: 7/20/2021 1:10 AM
> To: uscustomecare@fcagroup.com <mailto:uscustomecare@fcagroup.com>
> Cc: [REDACTED]
> Subject: RE: Warranty & Maintenance Information [

>
> Hi,
>
> I have not heard back from the dealership so I currently don't have an
> update on the case. I know you are in contact with them so I'm hoping
> I can give a new update soon.

>
> Thanks,
> Amanda
> California Case Management

>
> ----- Original Message -----
> From: US Customer Care [uscustomecare@fcagroup.com
> <mailto:uscustomecare@fcagroup.com>]
> Sent: 7/16/2021 1:59 AM
> To: uscustomecare@fcagroup.com <mailto:uscustomecare@fcagroup.com>
> Cc: [REDACTED]
> Subject: RE: Warranty & Maintenance Information [

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> The dealership informed us that they ordered the parts. Right now we
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> parts. We have no further updates for you.

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> Thanks,
> Amanda
> California Case Management
> (844)-888-0601

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> From: US Customer Care [uscustomecare@fcagroup.com
> <mailto:uscustomecare@fcagroup.com>]
> Sent: 7/13/2021 9:40 PM
> To: [REDACTED]
> Subject: RE: Warranty & Maintenance Information [

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> respond and they are currently waiting to hear back from the area Tech
> advisor to assist with the case. If you have any questions or concerns
> you can give me a call back.

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> Thanks,
> Amanda
> California Case Management
> (844)888-0601

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> ----- Original Message -----
> From: US Customer Care [uscustomecare@fcagroup.com
> <mailto:uscustomecare@fcagroup.com>]
> Sent: 7/2/2021 12:02 AM
> To:
> Subject: Warranty & Maintenance Information [

>
> Hi,
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> I tried to get ahold of you but I was unable to reach you. STAR did
> respond and they are currently waiting to hear back from the area Tech

> advisor to assist with the case. If you have any questions or concerns
> you can give me a call back.
>
> Thanks,
> Amanda
> California Case Management
> (844)888-0601
> [REDACTED]
> [REDACTED]

Date	08/02/2021	Subject	Re: Warranty & Maintenance Information [REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED] Sent Date/Time 08/02/2021 21:41 PM

Hi,

I wanted to confirm with you that you still need assistance going forward. I tried to contact the dealership and couldn't get a hold of the dealership. I tried to email them but still no response. If you can get back to me regarding the case I will greatly appreciate it.

Thanks,
Amanda
California Case Management

----- Original Message -----

From: [REDACTED]
Sent: 7/21/2021 11:55 PM
To: uscustomercare@fcagroup.com
Subject: Re: Warranty & Maintenance Information [REDACTED]

Thanks Amanda!

On 7/21/2021 3:32 PM, US Customer Care wrote:

>
> Hi,
>
> I requested an update from the DLR but as of right now I have not
> heard back from them.

>
> Thanks,
> Amanda
> California Case Management

> ----- Original Message -----

> From: US Customer Care [uscustomercare@fcagroup.com
> <mailto:uscustomercare@fcagroup.com>]
> Sent: 7/20/2021 1:10 AM
> To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
> [REDACTED]
> Subject: RE: Warranty & Maintenance Information [REDACTED]

> Hi,
>
> I have not heard back from the dealership so I currently don't have an
> update on the case. I know you are in contact with them so I'm hoping
> I can give a new update soon.

>
> Thanks,
> Amanda
> California Case Management

> ----- Original Message -----

> From: US Customer Care [uscustomercare@fcagroup.com
> <mailto:uscustomercare@fcagroup.com>]
> Sent: 7/16/2021 1:59 AM
> To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
> Cc: [REDACTED]
> Subject: RE: Warranty & Maintenance Information [REDACTED]

> Hi,
>
> The dealership informed us that they ordered the parts. Right now we
> will work on getting the part information so we can see the ETA of the
> parts. We have no further updates for you.

>
> Thanks,
> Amanda
> California Case Management
> (844)-888-0601

> ----- Original Message -----

> From: US Customer Care [uscustomercare@fcagroup.com
> <mailto:uscustomercare@fcagroup.com>]
> Sent: 7/13/2021 9:40 PM
> To: [REDACTED]
> Subject: RE: Warranty & Maintenance Information [REDACTED]

> Hi,
>
> I tried to get ahold of you but I was unable to reach you. STAR did
> respond and they are currently waiting to hear back from the area Tech
> advisor to assist with the case. If you have any questions or concerns
> you can give me a call back.

>
> Thanks,
> Amanda
> California Case Management

> (844)888-0601

>

>

> ----- Original Message -----

> From: US Customer Care [uscustomer@fcagroup.com

> <mailto:uscustomer@fcagroup.com>]

> Sent: 7/2/2021 12:02 AM

> To:

> Subject: Warranty & Maintenance Information [

>

>

> Hi,

>

> I tried to get ahold of you but I was unable to reach you. STAR did
> respond and they are currently waiting to hear back from the area Tech
> advisor to assist with the case. If you have any questions or concerns
> you can give me a call back.

>

> Thanks,

> Amanda

> California Case Management

> (844)888-0601

>

>

Date	08/02/2021	Subject	Re: Warranty & Maintenance Information [REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED] Sent Date/Time 08/02/2021 21:41 PM

Hi,

I wanted to confirm with you that you still need assistance going forward. I tried to contact the dealership and couldn't get a hold of the dealership. I tried to email them but still no response. If you can get back to me regarding the case I will greatly appreciate it.

Thanks,
Amanda
California Case Management

----- Original Message -----

From: [REDACTED]
Sent: 7/21/2021 11:55 PM
To: uscustomercare@fcagroup.com
Subject: Re: Warranty & Maintenance Information [REDACTED]

Thanks Amanda!

On 7/21/2021 3:32 PM, US Customer Care wrote:

>
> Hi,
>
> I requested an update from the DLR but as of right now I have not
> heard back from them.

>
> Thanks,
> Amanda
> California Case Management

> ----- Original Message -----

> From: US Customer Care [uscustomercare@fcagroup.com
> <mailto:uscustomercare@fcagroup.com>]
> Sent: 7/20/2021 1:10 AM
> To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
> Cc: [REDACTED]
> Subject: RE: Warranty & Maintenance Information [REDACTED]

> Hi,
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> I have not heard back from the dealership so I currently don't have an
> update on the case. I know you are in contact with them so I'm hoping
> I can give a new update soon.

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> Thanks,
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> California Case Management

> ----- Original Message -----

> From: US Customer Care [uscustomercare@fcagroup.com
> <mailto:uscustomercare@fcagroup.com>]
> Sent: 7/16/2021 1:59 AM
> To: uscustomercare@fcagroup.com <mailto:[REDACTED]>
> Subject: RE: Warranty & Maintenance Information [REDACTED]

> Hi,
>
> The dealership informed us that they ordered the parts. Right now we
> will work on getting the part information so we can see the ETA of the
> parts. We have no further updates for you.

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> Thanks,
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> California Case Management
> (844)-888-0601

> ----- Original Message -----

> From: US Customer Care [uscustomercare@fcagroup.com
> <mailto:uscustomercare@fcagroup.com>]
> Sent: 7/13/2021 9:40 PM
> To: [REDACTED]
> Subject: RE: Warranty & Maintenance Information [REDACTED]

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> respond and they are currently waiting to hear back from the area Tech
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> you can give me a call back.

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> Thanks,
> Amanda
> California Case Management

> (844)888-0601

>

>

> ----- Original Message -----

> From: US Customer Care [uscustomeercare@fcagroup.com

> <mailto:uscustomeercare@fcagroup.com>]

> Sent: 7/2/2021 12:02 AM

> To:

> Subject: Warranty & Maintenance Information [

> [REDACTED]

>

> Hi,

>

> I tried to get ahold of you but I was unable to reach you. STAR did
> respond and they are currently waiting to hear back from the area Tech
> advisor to assist with the case. If you have any questions or concerns
> you can give me a call back.

>

> Thanks,

> Amanda

> California Case Management

> (844)888-0601

> [REDACTED]

>

Live Chats

Date	
06/03/2021	<p style="text-align: center;">Chat Started: Thursday, June 03, 2021, 13:38:45 (-0400)</p> <p style="text-align: center;">Chat Origin: NAFTA Mopar Brand Chat</p> <p style="text-align: center;">Agent Amber</p> <p>(12s) Amber: Thank you for chatting with us, my name is Amber with Mopar Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation.</p> <p>(33s) Visitor: Hello Amber</p> <p>(1m 37s) Amber: Hello [REDACTED], how can i help you today?</p> <p>(3m 55s) Visitor: Okay, I'll start. My truck has been at Jack Powell Chrysler in Escondido, CA since May 18 because of an issue with the ABS module, according to the fault codes. They have replaced the ABS module twice, and the codes will still not clear. The Dealer is waiting for a response from FCA on what to do next. Is there anything that can been done to get FCA to respond to the Dealer in a timely manner?</p> <p>(5m 10s) Visitor: My truck is still under warranty. How long am I expected to accept not having the use of my \$80k truck?</p> <p>(8m 49s) Amber: I am very sorry to hear you have been dealing with this issue for so long, Frank! I can understand this would be quite frustrating especially if the dealership is unsure of how to complete repairs. I would be happy to look into this for you to see what options we have available to assist with getting these repairs completed for you!</p> <p>(9m 2s) Amber: Before we proceed I just need to verify some account information. Could you provide me with your mailing address, email, phone number and the approximate mileage on the vehicle?</p> <p>(10m 30s) Visitor: [REDACTED], Bonsall, CA [REDACTED], 24,597 miles</p> <p>(11m 23s) Visitor: I'm the original owner.</p> <p>(12m 27s) Amber: Thank you</p> <p>(16m 3s) Amber: What I would like to do is have a case forwarded to our Specialist team, they can work with yourself and your dealership to determine what is going on and get your vehicle back to you. The case manager will be reaching out to both you and the dealership within 1-2 business days, would [REDACTED] and [REDACTED] be the best ways for them to reach you?</p> <p>(16m 33s) Visitor: Yes, those are the best contacts.</p> <p>(17m 27s) Visitor: My service advisor at the Dealer is Chuck Cornell.</p> <p>(19m 35s) Amber: Perfect, thank you. I will forward this for you now and you will be hearing from the case manager wither tomorrow or at the latest Monday with more information on what will be happening going forward. For your records this is under case number [REDACTED]</p> <p>(19m 54s) Visitor: Thank you Amber.</p>
Date	
06/03/2021	

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	06/19/2021	CAIR Type	Regular	Status	Closed
Close Date	06/21/2021	Origin	Brand Site	Reason	assistance
Mileage	24,597 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address		Source	Customer		
Caller City	Bonsall	Caller Country	USA	Caller Postal Code	

Customer					
Customer Address					
	BONSALL	CA		USA	

Dealer	24100	HUNTINGTON BEACH CHRYSLER DODGE	Dealer Phone	7148413999	
Dealer Address	16555 BEACH BLVD				
	HUNTINGTON BEACH	CA	92647 4801	USA	
Dealer Zone	California	Sales District		Service District	M

Subject	Please fix my truck				
Synopsis	provided information.				
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
06/19/2021 01:10 AM	New
06/19/2021 10:41 AM	Open
06/19/2021 10:51 AM	Closed
06/19/2021 04:38 PM	Open
06/21/2021 03:09 AM	Closed

Initial Description

My truck has been in the shop since May 18 because of a brake issue. The Dealer is waiting for a response from Stellantis engineers on how to proceed with fixing the issue. They have been waiting two weeks with no response from Stellantis. My Case Manager, Amanda, keeps lying to me about not being able to contact the Dealer. She has been on the case since June 4, and has yet to speak with the Dealer. I've been a RAM customer for many years, but if this is how you are going to treat customers, then this may be my last RAM.

Case Comments

Date	Comment
06/19/2021	***Customer Inquiry*** My truck has been in the shop since May 18 because of a brake issue. The Dealer is waiting for a response from Stellantis engineers on how to proceed with fixing the issue. They have been waiting two weeks with no response from Stellantis. My Case Manager, Amanda, keeps lying to me about not being able to contact the Dealer. She has been on the case since June 4, and has yet to speak with the Dealer. I've been a RAM customer for many years, but if this is how you are going to treat customers, then this may be my last RAM. ***Agent Advice*** Based on the information that you have provided, I see that the case Manager assigned to work with dealer to resolve your issue is still on the case number [REDACTED]. I would advise that you please, be patient and allow her get all necessary information needed to ensure your concern is resolved.

Email(s)

Date	06/19/2021	Subject	Please fix my truck [REDACTED]
From	uscustomer@fcagroup.com	To	[REDACTED]
		Sent Date/Time	06/19/2021 10:48 AM

Hello [REDACTED]

Thank you for contacting Ram Customer Care.

We are disappointed to learn of your concern with your vehicle brakes and said vehicle been at the dealer facility since May 8th. I would like to assure you that I will do everything I can to help you out.

Based on the information that you have provided, I see that the case Manager assigned to work with dealer to resolve your issue is still on the case number [REDACTED]. I would advise that you please, be patient and allow her get all necessary information needed to ensure your concern is resolved.

Thank you again for your email. Have a great day.

Best regards,

Monica
Ram Customer Care
[REDACTED]

Date	06/19/2021	Subject	Please fix my truck [REDACTED]	
From	uscustomecare@fcagroup.com	To	[REDACTED]	Sent Date/Time 06/19/2021 10:48 AM

Hello [REDACTED]

Thank you for contacting Ram Customer Care.

We are disappointed to learn of your concern with your vehicle brakes and said vehicle been at the dealer facility since May 8th. I would like to assure you that I will do everything I can to help you out.

Based on the information that you have provided, I see that the case Manager assigned to work with dealer to resolve your issue is still on the case number [REDACTED]. I would advise that you please, be patient and allow her get all necessary information needed to ensure your concern is resolved.

Thank you again for your email. Have a great day.

Best regards,

Monica
Ram Customer Care
[REDACTED]

Date	06/19/2021	Subject	RE: Please fix my truck [REDACTED]	
From	[REDACTED]	To	uscustomecare@fcagroup.com	Sent Date/Time 06/19/2021 16:37 PM

Hello Monica,

Thank you for responding to my email. My case manager, Amanda, has been on the case since June 4th, and has not yet contacted the Dealer. I don't know how much patience you expect me to have.

Thanks for your help .

[REDACTED]
[REDACTED]
Bonsall, CA [REDACTED]
[REDACTED]

From: US Customer Care
Sent: Saturday, June 19, 2021 3:48 AM
To: [REDACTED]
Subject: Please fix my truck [REDACTED]

Hello [REDACTED]

Thank you for contacting Ram Customer Care.

We are disappointed to learn of your concern with your vehicle brakes and said vehicle been at the dealer facility since May 8th. I would like to assure you that I will do everything I can to help you out.

Based on the information that you have provided, I see that the case Manager assigned to work with dealer to resolve your issue is still on the case number [REDACTED]. I would advise that you please, be patient and allow her get all necessary information needed to ensure your concern is resolved.

Thank you again for your email. Have a great day.

Best regards,

Monica
Ram Customer Care

[REDACTED]

Date	06/21/2021	Subject	RE: Please fix my truck [REDACTED]	
From	uscustomecare@fcagroup.com	To	[REDACTED]	Sent Date/Time 06/21/2021 03:08 AM

Hello [REDACTED]

Thank you for your response. I can understand that you are not too happy at the moment, I have sent a memo to your case Manager to reach out as soon as possible.

Best wishes,

Monica

Ram Customer Care

----- Original Message -----

[REDACTED]
Sent: 6/19/2021 4:37 PM
To: uscustomercare@fcagroup.com
Subject: RE: Please fix my truck [REDACTED]

Hello Monica,

Thank you for responding to my email. My case manager, Amanda, has been on the case since June 4th, and has not yet contacted the Dealer. I don't know how much patience you expect me to have.

Thanks for your help .

[REDACTED]

[REDACTED]

Bonsall, CA [REDACTED]

[REDACTED]

From: US Customer Care
Sent: Saturday, June 19, 2021 3:48 AM

[REDACTED]
Subject: Please fix my truck [REDACTED]

Hello [REDACTED]

Thank you for contacting Ram Customer Care.

We are disappointed to learn of your concern with your vehicle brakes and said vehicle been at the dealer facility since May 8th. I would like to assure you that I will do everything I can to help you out.

Based on the information that you have provided, I see that the case Manager assigned to work with dealer to resolve your issue is still on the case number [REDACTED]. I would advise that you please, be patient and allow her get all necessary information needed to ensure your concern is resolved.

Thank you again for your email. Have a great day.

Best regards,

Monica

Ram Customer Care

[REDACTED]

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	07/30/2021	CAIR Type	Regular	Status	Closed
Close Date	08/09/2021	Origin	Telephone	Reason	
Mileage	0 Miles	Market	U	Language	English

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

Customer					
	BONSALL	CA			USA

Dealer	61339	JACK POWELL CHRYSLER DODGE JEEP	Dealer Phone	7607452880	
Dealer Address	1625 AUTO PARK WAY				
	ESCONDIDO	CA	92029 2008	USA	
Dealer Zone	California	Sales District		Service District	N

Subject	ABS issues - Repurchase Option				
Synopsis	Closing case. BB approved				
Customer Anomaly	Brakes				
	Automatic Braking System (ABS)				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	161	ABS Issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
07/30/2021 08:29 PM	Open
08/09/2021 02:22 PM	Closed

Initial Description

Per Tech - ABS issue that we can not get resolved.

Case Comments

Date	Comment
07/30/2021	Received request from tech to offer BB for cst. veh has been at dealership for ABS repairs for 2 months. Sent cst an email Will submit for BB review once I receive RO, Mileage and date
08/02/2021	Spoke to cst. advised of the request I received. Advised the tech states he is out of options and I would be submitted for review for repurchase. cst agreed since there is nothing they can do, ok to submit
08/02/2021	Submitted for BB review
08/04/2021	From Matthew Scudder at dealership Customer has made the decision that a "BuyBack" is the best and only course of action at this point. They have moved forward and purchased another RAM truck to replace this truck, as they have missed several trips and activities with this truck down for repair There have been multiple people involved with this truck The customers are great and super easy to work with. Please let me know what information you may need and anything we can do to make this quick and painless for the customer.
08/04/2021	Received one approval for BB
08/05/2021	Received both approvals. Placing in VBBS
08/05/2021	LVM for CST
08/05/2021	Submitted in VBBS
08/09/2021	Sent email to advise transferring over to RC

Email(s)

Date	07/30/2021	Subject	ABS issues - Repurchase Option		
From	uscustomer@fcagroup.com	To		Sent Date/Time	07/30/2021 20:30 PM
Hello					
It was nice speaking with you today. Again, I am sorry for your troubles. I will be in contact next week					
Sangeya 800-654-2486 x1008					

Date	08/09/2021	Subject	Ram Customer Care, Case [REDACTED]
From	uscustomecare@fcagroup.com	To	[REDACTED]
		Sent Date/Time	08/09/2021 14:19 PM

Dear [REDACTED],

In regards to the repurchase of your 2018 RAM 3500 LONGHORN MEGA CAB 4X4. A new case will be opened with our Reacquired Vehicle Team and your new Case Manager will be reaching out to you in the next few business days.

Your new Case Manager will discuss the process of your repurchase in more detail, however, if you'd like to start gathering the documentation listed below, this will help progress your case more quickly. The following documentation will be needed for your repurchase:

Repurchase:

A copy of the driver's license(s) of all titled owners

A copy of the vehicle registration

Front and back of the title application (except CA) (if not in your possession, the lienholder can provide this to you); or a clean title (if no lien)

Bill of sale (buyer's order and / or finance contract)

Payment history from your lienholder, detailing payment amounts and amounts going to principle and interest

A written lienholder payoff statement which includes the following: a 10-day payoff amount with a daily interest rate (per diem) and good-through date, account number, collateral information, and overnight payoff address

I will keep an eye out for your new case to be opened. Once I see that your new Case Manager has made contact, I do have to close our case to allow you to continue working with them. However, please feel free to contact me directly any time you have questions or concerns, at (800) 654-2486 (ext 1008).

Additionally, you may receive a follow up phone call or email, with a brief survey, to share your experience with me.

It has been a pleasure working with you!

Thank you,

Sangeya

Customer Retention Specialist

----- Original Message -----

From: US Customer Care [uscustomecare@fcagroup.com]

Sent: 7/30/2021 4:30 PM

To: [REDACTED]

Subject: ABS issues - Repurchase Option [REDACTED]

Hello

It was nice speaking with you today.

Again, I am sorry for your troubles.

I will be in contact next week

Sangeya

800-654-2486 x1008
[REDACTED]

1 Brian K. Cline, State Bar no.: 246747
brian@cclineapc.com
2 Mark Johnson, State Bar no.: 276753
mark@cclineapc.com
3 Jeffrey O. Moses, State Bar no.: 303909
jeff@cclineapc.com

4 **CLINE, APC**
7855 Ivanhoe Ave, Suite 408
5 La Jolla, CA 92037
6 858/373.9337 (t)

7 Attorneys for Plaintiffs

ELECTRONICALLY FILED
Superior Court of California,
County of San Diego

08/19/2021 at 09:45:22 AM
Clerk of the Superior Court
By Veronica Navarro, Deputy Clerk

8 **SUPERIOR COURT OF THE STATE OF CALIFORNIA**
9 **FOR THE COUNTY OF SAN DIEGO—NORTH COUNTY**

10 [Redacted]

11 Plaintiffs,

12 vs.

13 FCA US LLC; and DOES 1 to 10,

14 Defendants.

15 Case No.: [Redacted]

16 **PLAINTIFFS' COMPLAINT FOR DAMAGES:**

- 17 1. **Statutory Violation of California Civil Code section 1793.2(d)— Failure to Repurchase/Replace;**
- 18 2. **Statutory Violation of California Civil Code section 1794(b)—Failure to Complete Repairs within 30 days;**
- 19 3. **Statutory Violation of California Civil Code sections 1791.1, 1794— Breach of Implied Warranty of Merchantability**
- 20 4. **Violation of the B&P Code**

21 **DEMAND FOR JURY TRIAL**

22 Plaintiffs allege as follows:

23 1. Plaintiffs [Redacted] (Plaintiffs) were at all material times, competent adults.

24 2. Plaintiffs are informed and believe and thereupon alleges that defendant FCA US LLC (Defendant) is a limited liability company organized and in existence under the laws of the State of Delaware and registered with the California Department of Corporations to conduct business in California. At all times relevant herein, Defendant was engaged in the business of designing,

1 manufacturing, constructing, assembling, marketing, and distributing automobiles and other motor
2 vehicles and motor vehicle components in San Diego County, California.

3 3. Plaintiffs are ignorant of the true names and capacities of the Defendants sued under the
4 fictitious names DOES 1 to 10. They are sued pursuant to Code of Civil Procedure section 474, and
5 are each independently, or as a representative of another defendant in this suit, responsible in some
6 manner for the causes of action set forth herein and the damages sustained by Plaintiffs. When
7 Plaintiffs became aware of the true names and capacities of the Defendants sued as DOES 1 to 10,
8 Plaintiffs will amend this Complaint to state their true names and capacities.

9 **FIRST CAUSE OF ACTION**

10 **VIOLATION OF SUBDIVISION (D) OF CIVIL CODE SECTION 1793.2**

11 4. On or about October 17, 2018, Plaintiffs purchased/leased (hereinafter referred to as
12 "purchased") one 2018 Ram 3500, vehicle identification number [REDACTED] (Vehicle)
13 which was manufactured and or distributed by Defendant. The Vehicle was purchased primarily for
14 personal, family, or household purposes. Plaintiffs purchased the Vehicle from a person or entity
15 engaged in the business of manufacturing, distributing, or selling consumer goods at retail.

16 5. Defendant gave Plaintiffs an express written warranty in which Defendant undertook to
17 preserve or maintain the utility or performance of the Vehicle or to provide compensation if there
18 is a failure in utility or performance for a specified period of time. The warranty provided, in
19 relevant part, that in the event a defect developed with the Vehicle during the warranty period,
20 Plaintiffs could deliver the Vehicle for repair services to Defendant's representative and the Vehicle
21 would be repaired.

22 6. During the warranty period, the Vehicle contained or developed nonconformity(s) to
23 warranty, including but not limited to defect(s) which have manifested in: malfunctioning brakes;
24 activation of warning indicators. Said defects substantially impair the use, value, or safety of the
25 Vehicle.

26 7. Defendant and its representatives in this state have been unable to service or repair the
27 Vehicle to conform to the applicable express warranties after a reasonable number of opportunities.
28 Despite this fact, Defendant failed to promptly replace the Vehicle or make restitution to Plaintiffs

1 as required by Civil Code section 1793.2, subdivision (d) and Civil Code section 1793.1,
2 subdivision (a)(2).

3 8. Plaintiffs have been damaged by Defendant's failure to comply with its obligations pursuant
4 to Civil Code section 1793.2, subdivision (d) and Civil Code section 1793.1, subdivision (a)(2), and
5 therefore bring this cause of action pursuant to Civil Code section 1794.

6 9. Plaintiffs suffered damages in a sum to be proven at trial but not less than \$25,000.00.

7 10. Defendant's failure to comply with its obligations under Civil Code section 1793.2,
8 subdivision (d) was willful, in that Defendant and its representative were aware that they were
9 unable to service or repair the Vehicle to conform to the applicable express warranties after a
10 reasonable number of repair attempts, yet Defendant failed and refused to promptly replace the
11 Vehicle or make restitution. Accordingly, Plaintiffs are entitled to a civil penalty of two times
12 Plaintiffs' actual damages pursuant to Civil Code section 1794, subdivision (c).

13 11. Defendant does not maintain a qualified third-party dispute resolution process which
14 substantially complies with Civil Code section 1793.22. Accordingly, Plaintiffs are entitled to a
15 civil penalty of two times Plaintiffs' actual damages pursuant to Civil Code section 1794,
16 subdivision (e).

17 12. Plaintiffs seek civil penalties pursuant to section 1794, subdivisions (c), and (e) in the
18 alternative and does not seek to cumulate civil penalties, as provided in Civil Code section 1794,
19 subdivision (f).

20 **SECOND CAUSE OF ACTION**

21 **VIOLATION OF SUBDIVISION (B) OF CIVIL CODE SECTION 1793.2**

22 13. Plaintiffs incorporate by reference the allegations contained in the paragraphs set forth
23 above.

24 14. Although Plaintiffs presented the Vehicle to Defendant's representative in this state,
25 Defendant and its representative failed to commence the service or repairs within a reasonable time
26 and failed to service or repair the Vehicle so as to conform to the applicable warranties within 30
27 days, in violation of Civil Code section 1793.2, subdivision (b). Plaintiffs did not extend the time
28 for completion of repairs beyond the 30-day requirement.

1 15. Plaintiffs have been damaged by Defendant's failure to comply with its obligations pursuant
2 to Civil Code section 1793.2(b), and therefore brings this Cause of Action pursuant to Civil Code
3 section 1794.

4 16. Plaintiffs have rightfully rejected and/or justifiably revoked acceptance of the Vehicle and
5 have exercised a right to cancel the sale. By serving this Complaint, Plaintiffs do so again.
6 Accordingly, Plaintiffs seek the remedies provided in California Civil Code section 1794(b)(1),
7 including the entire purchase price. In the alternative, Plaintiffs seek the remedies set forth in
8 California Civil Code section 1794(b)(2), including the diminution in value of the Vehicle resulting
9 from its defects. Plaintiffs believe that, at the present time, the Vehicle's value is de minimis.

10 17. Defendant's failure to comply with its obligations under Civil Code section 1793.2(b) was
11 willful, in that Defendant and its representative were aware that they were obligated to service or
12 repair the Vehicle to conform to the applicable express warranties within 30 days, yet they failed
13 to do so. Accordingly, Plaintiffs are entitled to a civil penalty of two times Plaintiffs' actual
14 damages pursuant to Civil Code section 1794(c).

15 **THIRD CAUSE OF ACTION**

16 **BREACH OF THE IMPLIED WARRANTY OF MERCHANTABILITY**

17 **(CA CIV. CODE §§1791.1, 1794)**

18 18. Plaintiffs incorporate by reference the allegations contained in the paragraphs set forth
19 above.

20 19. Pursuant to Civil Code section 1791.1, the duration of the implied warranty is coextensive
21 in duration with the duration of the express written warranty provided by Defendant, except that
22 the duration is not to exceed one-year.

23 20. Pursuant to Civil Code section 1791.1 (a), the implied warranty of merchantability means
24 and includes that the Vehicle will comply with each of the following requirements: (1) The Vehicle
25 will pass without objection in the trade under the contract description; (2) The Vehicle is fit for the
26 ordinary purposes for which such goods are used; (3) The Vehicle is adequately contained,
27 packaged, and labelled; (4) The Vehicle will conform to the promises or affirmations of fact made
28 on the container or label.

1 21. Within the time frame set forth in Civil Code section 1791.1, the Vehicle contained or
2 developed the defects set forth above. The existence of each of these defects constitutes a breach of
3 the implied warranty because the Vehicle (1) does not pass without objection in the trade under the
4 contract description, (2) is not fit for the ordinary purposes for which such goods are used, (3) is
5 not adequately contained, packaged, and labelled, and (4) does not conform to the promises or
6 affirmations of fact made on the container or label.

7 22. Plaintiffs have been damaged by Defendant's failure to comply with its obligations under
8 the implied warranty, and therefore brings this Cause of Action pursuant to Civil Code section 1794.

9 **FOURTH CAUSE OF ACTION**

10 **BY PLAINTIFFS AGAINST DEFENDANT**

11 **FOR VIOLATION OF BUSINESS AND PROFESSIONS CODE § 17200**

12 23. Plaintiffs incorporate by reference the allegations contained in the paragraphs set forth
13 above.

14 24. Defendant is alleged to have committed several statutory violations, as alleged in the
15 preceding causes of actions which provide a predicate for violations of B & P § 17200. Et seq.

16 25. Defendant is required to comply with the Song-Beverly Act and the common-law duties as
17 well. As alleged herein, Defendant violated these statutes and duties. These violations of law serve
18 as a basis for a *per se* unlawful business practice under B & P § 17200. As a result of the
19 aforementioned actions the Plaintiffs were harmed and injunctive relief and restitution, including
20 disgorgement of improper fees penalties and interest, is appropriate.

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WHEREFORE, PLAINTIFFS PRAY for judgment against Defendant as follows:

- A. For Plaintiffs' actual damages in an amount according to proof;
- B. For restitution;
- C. For a civil penalty in the amount of two times Plaintiffs' actual damages pursuant to Civil Code section 1794, subdivision (c) or (e);
- D. For any consequential and incidental damages;
- E. For costs of the suit and Plaintiffs' reasonable attorneys' fees pursuant to Civil Code section 1794, subdivision (d);
- F. For prejudgment interest at the legal rate;
- G. For such other relief as the Court may deem proper.


DEMAND FOR JURY TRIAL

Plaintiffs hereby demand a jury trial on all causes of action asserted herein.

DATED: August 19, 2021

CLINE, APC

By:


Jeffrey D. Moses
Attorneys for Plaintiffs