

## NCDS Claim Form

## Vehicle Information

**How did you find the NCDS Dispute Settlement Program?**

Dealer Service Manager

**Which Manufacturer Representatives, if any, have you worked with about your vehicle issues (select all that apply)?**

Manufacturer Contact Center, Technical Field Specialist

**VIN**

[REDACTED]

**Year Make Model**

2018 RAM 2500

## Owner/Representative Information

**Owner Name**

[REDACTED]

## Owner/Representative Contact Information

**Address**

[REDACTED]

Frisco city, AL [REDACTED]

**Primary Phone**

[REDACTED]

 Is Mobile Phone**Alternate Phone** Is Mobile Phone**Email**

[REDACTED]

## Vehicle Details

**Is this a leased vehicle?**

No

**What was the condition of the vehicle at the time of lease or purchase?**

Used

**Mileage when purchased**

6000

**Which state was the vehicle leased or purchased?**

AL

**Which state is the vehicle currently registered?**

AL

**Is vehicle used by a business?**

No

**Has the vehicle been involved in an accident?**

No

**Did you receive a retiree, friends and family or other type of incentive to purchase or lease your vehicle?**

No

**Name(s) that appear on the vehicle title**

██████████

**Purchase Date**

3/22/20 12:00 PM

**Current Mileage**

28000

**Selling Dealer and Address**

Lee motor company

Monroeville, AL

**Primary Servicing Dealer**

Wal Massey

Andalusia, AL

**Issues**

**Primary Issue**

Brakes -- Won't Hold

Does the issue still exist? Yes

**Repair History:**

Repair Date	Dealership	Repair Order Number	Mileage
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**Additional Issues**

**Description of Complaint**

*Please provide a narrative which describes the problem(s) or concern(s) you are have having with your vehicle*

I have had my truck in the shop 3 times in two weeks no brakes had to use emergency brake to stop truck

**Specific Arbitration Defect(s)**

*Please summarize the specific defect(s) you would like Arbitrator to address. Please be as succinct as possible.*

I am going to be seriously hurt or hurt someone else in this unsafe truck

**Vehicle Impairment**

*In your opinion, the concern(s) listed above represent a defect(s) that create a substantial impairment to the vehicle:*

Safety

**Resolution**

**Resolution Sought**

Repurchase

I am requesting the arbitrator award the buyback or refund of my vehicle pursuant to the terms of my State's Lemon Laws

Replacement

I am requesting the arbitrator to award a replacement vehicle in which my vehicle Manufacturer will replace my vehicle pursuant to the terms of my State's Lemon Law

**Hearing Type requested**

Teleconference Hearing

**Are you represented by an attorney?**

No

**Please print a copy of this page for your records before you submit your claim. Once you submit your claim you will not be able to print this page.**

**Attachments**

Move Unprocessed Attachments To Case



**Name    Processed**

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

<b>VIN</b>	[REDACTED]	<b>Model Year</b>	2018	<b>Brand</b>	RAM
<b>Body</b>	DJ7R91	<b>Vehicle</b>	RAM 2500 LONGHORN CREW CAB 4X4		
<b>Customer Provided VIN</b>		<b>Line of Business</b>	CAC	Customer Assistance Center	
<b>Batch Case Information</b>					

<b>Open Date</b>	09/14/2020	<b>CAIR Type</b>	Regular	<b>Status</b>	Closed
<b>Close Date</b>	10/20/2020	<b>Origin</b>	Telephone	<b>Reason</b>	
<b>Mileage</b>	28,000 Miles	<b>Market</b>	U	<b>Language</b>	English

<b>Contact Email</b>	[REDACTED]	<b>Contact Phone</b>	[REDACTED]	<b>Contact Mobile</b>	[REDACTED]
<b>Caller Address</b>				<b>Source</b>	Customer
<b>Caller City</b>		<b>Caller Country</b>		<b>Caller Postal Code</b>	

<b>Customer</b>	[REDACTED]
<b>Customer Address</b>	[REDACTED]
	MONROEVILLE AL [REDACTED] USA

<b>Dealer</b>	44723	MASSEY CHRYSLER CENTER INC	<b>Dealer Phone</b>	3344273040	
<b>Dealer Address</b>	602 WEST BYPASS				
	ANDALUSIA	AL	36420 4731	USA	
<b>Dealer Zone</b>	Southeast	<b>Sales District</b>		<b>Service District</b>	T

<b>Subject</b>	ABS system
<b>Synopsis</b>	Customer declined GW offer and case was the closed.
<b>Customer Anomaly</b>	Brakes
	Automatic Braking System (ABS)

<b>Contact Reason</b>	C221	Dispute Resolution - Buyback/Lemon Law	<b>Customer Anomaly</b>	161	ABS Issues
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<b>Reason Code</b>	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request
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**Case Status History**

Create Date	Status
09/14/2020 01:36 PM	Open
10/20/2020 08:47 PM	Closed

**Initial Description**

Customer calling said the last week was headed to work and light came on and the electronic breaks in the ABS system took vehicle in and told dlr about and then brought back again to the dlr and then dlr said replaced another part. DLr replaced the same part and this morning again no breaks and call roadside. Customer upset said dlr does not have a loner and dlr advice to call roadside assistance and not drive vehicle because breaks not working. Customer is upset with dlr said dlr needs to come get vehicle and put him a loner. Agent advice if dlr does not have loners vehicles he can do a rental and submit for reimbursement, agent advice also if not happy with dlr can take vehicle to another dlr. Agent advice rental can be \$35 oer day up to 3 days and if he needs longer rental or any issue with vehicle to call back to have case review. Customer did not want to do anything and ask to speak with supervisor, said he will report FCA all over social media every day.

**Case Comments**

Date	Comment
09/14/2020	Customer calling said the last week was headed to work and light came on and the electronic breaks in the ABS system took vehicle in and told dlr about and then brought back again to the dlr and then dlr said replaced another part. DLr replaced the same part and this morning again no breaks and call roadside. Customer upset said dlr does not have a loner and dlr advice to call roadside assistance and not drive vehicle because breaks not working. Customer is upset with dlr said dlr needs to come get vehicle and put him a loner. Agent advice if dlr does not have loners vehicles he can do a rental and submit for reimbursement, agent advice also if not happy with dlr can take vehicle to another dlr. Agent advice rental can be \$35 oer day up to 3 days and if he needs longer rental or any issue with vehicle to call back to have case review. Customer did not want to do anything and ask to speak with supervisor, said he will report FCA all over social media every day.
09/14/2020	Agent call the supervisor and supervisor advice to tell custoemr will send case to CM for technical assistance and the CM will call him in 1 business day to help with longer rental if needed and in the meantime t do a rental for a couple days and take vehicle back in. Customer refuse said needs rental to come get him today and insisted in speaking with supervisor. Call refer to TL Michael Barnes
09/14/2020	*****Sup call***** Customer stated he is working in Cedar Springs, GA, and his vehicle is having reoccurring breaks failure. His hotel is in Dothan, AL, the nearest dealer to the customer hotel is DOTHAN CHRYSLER DODGE JEEP RAM FIAT. The nearest Dealer states they have no availability to repair vehicle until November. The customer would need a rental/loaner until vehicle is repaired to get back and forth to work. Made customer aware that I would escalate for Technical Assistance.
09/14/2020	Customer calling back said TL advice him will expedite call for CM to call him back today. Customer said he called earlier and was told CM was at lunch. Agent advice will try to reach CM but typically takes 1 business day for a call back. Agent consulted with CM and agree to take the call.

Date	Comment
09/14/2020	The customer states that his vehicle is not located at a dealership currently. The vehicle was just recently at another dealer for repeat concern last week. The dealership Name: Walt Massey Chrysler Dodge Jeep Ram Andalusia The customer feels the dealership 44723 is responsible as they had just performed a repair recently. CM confirms with SA Ashley the correct dealer code is 44723. CM speaks to the SM Cassie, she has spoken to the customer earlier and offered assistance to contact roadside assistance. She will be making contact to the customer, but he is currently located in another state. The customer wants his vehicle fixed and to be provided a rental. He states that The CM has until 5 PM to satisfy him or he will be contacting his lawyer. Three next closest dealerships : Mitchell Chrysler Dodge Jeep Ram 27.71 miles away Learn More 123 Plaza Dr Enterprise, AL 36330 (334) 347-8906 CM reaches out to the SA Justin, he would be able to squeeze the vehicle in sometime this week. SA Justin offered to contact the customer, provided customer and vehicle info. The dealership does not have loaner available to submit DM approval currently lent out. The customer may rent a vehicle on his own and seek reimbursement of 3 days at \$40.00 per day. CM reaches back out to the customer, he is on his way to the original dealer on file. Dealer has reached out to the customer and has loaner ready for him to pickup at this time.
09/15/2020	Vehicle has arrived at dealership MASSEY CHRYSLER CENTER INC and attended by dealer employee
09/15/2020	CM reaches out to the dealership on file for diagnosis and repair status via phone. CM spoke to Jennifer and left the SA Hunter a call back request.
09/15/2020	Reached out to the customer at [REDACTED] confirmed loaner provided by dealer. We are waiting on a response from the dealership, CM will follow back up on 9/17/20. CM branded the call at this time.
09/17/2020	Last Repair Date 9/10/2020 Reached out to the customer at [REDACTED], VM is full.
09/18/2020	Star Case: [REDACTED] The customer states he does not feel safe in this vehicle. Our customer states he was told three times his brakes have been repaired, it is not. The vehicle is back with the dealer now and feels this a safety concern. The customer is requesting LL and will be contacting a attorney. CM informed the customer that his repair history will be reviewed to determine the right course of action. The customer has requested a truck and only provided a small loaner or rental vehicle.
09/21/2020	Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case handling guidelines. Do not return this CAIR to Dispute Resolution. Assigned CAIR to CM. Review next steps in Case Activity.
09/21/2020	Customer was transferred to the CM. CM advised the customer that the case was sent back for them to continue to work with their CM. Customer wants to know who is paying is car note. CM advised the customer that is to be determined by their specialist. CM also provided the customer with the arbitration number. CM advised the customer that CM will contact them within 1-2 business days.
09/22/2020	Customer requesting to speak to CM. Agent informed customer that CM is currently unavailable. Customer requesting to speak to CM's supervisor if he is not able to speak to CM. Agent informed customer that Supervisor is unavailable. Customer requesting to speak to someone today.
09/22/2020	CX requesting calling. CX a bit frustrated about his current situation. CX demanded to speak to supervisor. CM confirmed AH 1509 to transfer to supervisor. Did not find supervisor available. Explained to cx that a supervisor was notified. Cx ended call.
09/22/2020	Reached out to the customer at [REDACTED], unavailable. Left a detailed message at this time. Per Case notes customer is seeking GW consideration for a car note. LS: 0000 CCS: 0 Original Owner: No The customer has active Basic warranty currently. Request has been made twice today to speak with a supervisor. CM made contact to the service department for the diagnosis and repair status. Spoke to SA Will, the vehicle arrived on 9/15/20 and placed into a loaner. Star Case: [REDACTED] repairs are in process and the dealer expected to be complete by 9/23/20 to return the vehicle back to our customer.
09/23/2020	Cx called seeking cm warm transferred to cm
09/23/2020	IB call from the customer, the dealer repaired the vehicle but when test driven they determined issue was not resolved. The customer is seeking LL/Buyback and offered contact to NCDS, declined. The customer states he wants to speak to my supervisor. CM attempts to de-escalate by informing the customer that my supervisor would not have authority to buy the vehicle back from the customer. The customer requested a supervisor call back two additional times. CM explained that it looks like he was currently on the line but message was sent for the request made. CM will continue to work with the dealer to determine the problem. The dealership is working with Star Case [REDACTED]. The CM has priority to assist technically and will update the customer on 9/25/20.
09/24/2020	customer calls wanting to speak with cm. Agent contacts cm and transfers.
09/24/2020	IB call from the customer, informed him that we are in the diagnosis process currently. The customer states he has not received any updates by this dealer and looking forward to their call. CM made contact to the SD inform SA Brittany the customer is seeking a call.
09/24/2020	Dealer requested area manager's input on the situation. AM agreed to offer MVP LOF plan to cover 3 oil changes over 2 years.
09/28/2020	CM stands by A.M James Esplin decision and offer the customer MVP ECP23N for 2yr. 3 oil changes and 3 tire rotations. Reached out to the customer at [REDACTED], unavailable. Left a detailed message at this time. CM sent request to warlit@chrysler.com per warranty litigation case [REDACTED].
09/28/2020	Customer is looking to speak with you, please call back. Customer wants to know what is next since the dealer can not fix vehicle, customer talking about a trade allowance? Possible CID? Customer is asking about trading in vehicle. Customer is asking to speak with SUP.
09/28/2020	IB call from the customer, he declined offer made for essential care package. The customer states the dealer has replaced several parts to resolve his brake issue to no resolution. The CM will reach out to the dealer for updated status and provide a call back within 1-2 days. Our customer requests an update today, CM has agreed. CM reached out to the SD at this time seeking update on repair, spoke to SA Will. We currently have a master cylinder on order and other expected to arrive tomorrow. CM confirmed the dealer is working with Star currently to fix the problem. Open star case [REDACTED] Reached out to the customer at [REDACTED], provided update as requested. CM branded the call at this time.
09/29/2020	*****INBOUND CUSTOMER CONTACT***** [REDACTED]   Customer called in to get an update on the file. CM advised the last contact was when he called in yesterday. Customer stated he asked for a supervisor call. CM advised that is noted in the case. Customer stated he had to go and disconnected the call.
09/29/2020	Warranty Litigation case [REDACTED] ~ Please note that there is a telephone conference oral hearing scheduled for 10/26/20 @ 11:00 AM EST. *****INBOUND CUSTOMER CONTACT***** CM provided the customer with update received from SA Will, the vehicle is not in his possession. The CM will make contact to the dealership and provide a return call. CM speaks to service and confirmed master cylinder is a few days out, thanked. CM checked the status for supervisors Jerry, Keith, Isaias, and Monica, unavailable. The customer is upset that Supervisor has not returned his call back requested. Please see A.M James Esplin notes on 9/24/20. The customer declined offer made by CAC for essential care package. CM confirmed the dealer is working with Star currently to fix the problem. Open star case: [REDACTED]
09/29/2020	***Sup Call*** Called and spoke with [REDACTED] he informed me that multiple repair have been done to his break system. He wants FCA to buy his vehicle back and wants to be free and clear of any payments. i informed [REDACTED] that I would be willing to offer what his CM offer him which is One monthly payment OR 2 year 3 oil change 3 tire ration. Customer informed that he will get with his lawyer to have this resolved. CM Deirdre will continue normal case management until vehicle is repaired.
09/30/2020	IB call from the customer and accepted. CM explained the dealer is waiting on a master cylinder at this time. Once the part is received they will complete repair and test drive the vehicle. Next follow up 10/2/20.
10/01/2020	IB call and customer is seeking an update on his vehicle. CM reached out to the SA Brittany for a update on vehicle repair status. CM spoke to SA Will and he explained that he has updated the customer. Master cylinder has arrived and repair is in process currently. Reached back out to the customer at [REDACTED], provided update.

Date	Comment
10/08/2020	CM reached out to the SA Brittany for a update on vehicle repair status. SA Will has stepped out and will be informed, thanked. Reached back out to the customer at [REDACTED] left a detailed message.
10/09/2020	The customer called in to speak with the CM but not available. the customer did not want to leave a VM the customer then wanted a supervisor but not available advised the customer as well there was no response and after scripting the customer that the call will need to end due to no response the call was disconnected.
10/15/2020	CM makes contact to the service department and requested to speak with SM Will, placed on long hold. CM makes a second contact attempt to SM Will via email, no email information available. CM has sent a email out to our AM James seeking an update for our customer at this time. Reached back out to the customer a [REDACTED], left a detailed message.
10/15/2020	****INBOUND CUSTOMER CALL **** Customer called in looking to speak with CM. Agent advised that the CM was on a call and she will call back when she is done.
10/16/2020	CM reached out to the SM Will via phone at [REDACTED]. The SM stated that the customers vehicle was picked up two weeks ago. The SM Will made contact to the customer and confirmed no further concern last week. Reached out to the customer at [REDACTED], no answer. 9/28/20 CM stands by A.M James Esplin decision and offer the customer MVP ECPSR23N for 2yr. 3 oil changes and 3 tire rotations, customer declined. CM sent a closing email to the customer [REDACTED] at this time.
10/20/2020	CM stands by our A.M James Esplin Field decision and offer the customer MVP ECPSR23N for 2yr. 3 oil changes and 3 tire rotations. The customer has declined the offer and will continue to work with NCDS moving forward. CM has confirmed that the vehicle concern was repaired.

**Email(s)**

Date	10/16/2020	Subject	ABS system [REDACTED]	From	uscustomecare@fcagroup.com	To	[REDACTED]	Sent Date/Time	10/16/2020 15:50 PM
<p>[REDACTED],</p> <p>At this time, we will be closing this case.  If you have any further questions/concerns, please call RAM  at 1-866-726-4636 at any time.</p> <p>We also wanted to let you know that we attempt to conduct a  satisfaction survey upon the close of a case; therefore, you could potentially receive an email or telephone survey.  We d ask that you take the time to complete the survey,  so we ll know how we re doing and what improvements we can make to enhance the customer experience.  Thank you for your time, participation and for being a valued FCA customer.</p> <p>Deirdre  [REDACTED]</p>									