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

VIN	3C63RRGL6KG[redacted]	***Model Year***	2019	***Brand***	DODGE
Body	D28L92	***Vehicle***	RAM 3500 TRADESMAN CREW CAB 4X4		
Customer Provided VIN		***Line of Business***	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	04/16/2020	***CAIR Type***	Regular	***Status***	Closed
Close Date	06/01/2020	***Origin***	Telephone	***Reason***	
Mileage	10,000 Miles	***Market***	U	***Language***	English

Contact Email	[redacted]	***Contact Phone***	[redacted]	***Contact Mobile***	[redacted]
Caller Address				***Source***	Customer
City/State/Country/Zip					

Customer	[redacted]				
Customer Address	[redacted]				
City/State/Country/Zip	MISSION		TX	[redacted]	USA

Dealer	26534	RICK HENDRICK JEEP CHRYSLER DODGE		***Dealer Phone***	8435692700
Dealer Address	8333 RIVERS AVE				
	NORTH CHARLESTON		SC	29406 9204	USA
Dealer Zone	Southeast	***Sales District***		***Service District***	K

Subject	Part Expediting				
Synopsis	checks have been sent and vehicle has been repaired.				
Customer Anomaly					
Contact Reason	C75	Part Not Available/Backordered	***Customer Anomaly***		

Reason Code	After Sales - Complaint - Parts - Parts - Part in backorder/not available

Case Status History

Create Date	Status
04/16/2020 01:36 PM	Open
06/01/2020 08:22 PM	Closed

Initial Description

Part Expediting

Case Comments

Date	Comment
04/16/2020	SPANISH Inbound Customer: [redacted] Customer called seeking assistance, his vehicle "broke down" In North Charleston, SC. He had to take his vehicle over to dealer Rick Hendrick Jeep Chrysler (26534). The SA James informed him that the vehicle would be completed today April 16 2020. The customer flew to the dealer due to the customer living in [redacted] MISSION TX USA [redacted] a 20 hr drive or a 6 hrs Plane ride to the dealer. When he arrives at the dealer, the vehicle was not repaired and it's in need of a part (CLUTCH) that has and ETA of April 20, 2020. CM apologized for the inconvenience and informed the customer that she will call to the dealer and Appropriate Factory Resources for further assistance. Outbound Dealer: (843) 569-2700 Parts Adviser: James PART: 68359842AC ORDER: [redacted] OMC: [redacted] GPOP ETA: Apr 20,2020 VOR: (Yes) RENTAL: (No) RENTAL START DATE: (N/A)
04/16/2020	CM Spoke with Site Lead Tommy for further assistance. THE CONVERSATION WENT AS FOLLOWED Neisha- There is 2019 RAM 3500 TRADESMAN down due to a clutch part and the customer lives in a different state. CM continued to explained that the customer flew to the dealer Today due the the SA informing him that the vehicle will be done today. However, the part's ETA is April 20. Tommy- Site Lead asked what are our option. Neisha- Either we fly him back, but the cost of the flight was $255.60 x 2, because we have to fly him back to SC on Monday or we keep him there until Monday Tommy - If we fly him back, he shouldn't schedule a flight until we have confirmed that the vehicle is back together. I am fine with covering both of those, even though it's the dealership that screwed up Neisha- I will see which is more convenient for the customer with the customer and let you know... The customer decided that the best thing would be to fly back home. I informed that I will keep an eye out for the part and the repairs and also to not schedule anything until we give him the green light.
04/16/2020	***Case Prep*** Warranty/SC: Full Warranty, No SC Current Mileage: 10,000 ISD: December 28, 2019 Original owner: Y/N Household vehicles: 1 Reason for Case Escalation: Vehicle is in a different state from customer□s home. Repeat issue: NO Star tickets open: NO Recalls: Yes VB6 RRTs: NO Relevant Previous Cases: NO Prior Goodwill/DM notes: NO R/O History: NO Vehicle location: 8333 Rivers Ave North Charleston, SC 2940 (DEALER 26534) Vehicle Concern: 8333 Rivers Ave North Charleston, SC 2940 Is the customer in a rental: Y/N (Rental start date) NO VOR: YES the vehicle has been down since Tuesday April 07, 2020. Parts on Order: Part needed ETA April 20. Customer Email: (jcbarreran@icloud.com) Customer preferred contact: ([redacted]) Customer seeking: FCA will be reimbursing the customer for the flight back home and for the flight back to the dealer when vehicle is repaired; so long as the Flight does not surpass $300 per flight .
04/21/2020	Outbound Dealer: 843-569-2700 Service Adviser: James M. (not available) CM was informed by service writer that the vehicle is still in progress, but SA was not available to provided more information . CM left SA A VM
04/21/2020	Outbound Dealer 843-569-2700 SA was not available, CM was transferred to the parts department for further assistance. PART: 68359842AC ORDER: [redacted] OMC [redacted] GPOP ETA: April 23, 2020 VOR: yes RENTAL: (no) RENTAL START DATE: N/A
04/21/2020	SPANISH Outbound Customer: [redacted] Customer was not available CM left CM for a call back.
04/28/2020	Outbound Dealer: 843-569-2700 Service Adviser: James M. ****** PART EXPEDITING ******** PART: 68359842AC ORDER: [redacted] OMC: [redacted] GPOP ETA: May 06,2020 VOR: YES RENTAL: (NO) RENTAL START DATE: NA
04/29/2020	****PARTS POD UPDATE**** PART: 68359842AC (Clutch) ORDER: [redacted] OMC: [redacted] ETA: Week of 5/04 Per GPOP: MTRL pending at THIRD PARTY PACKAGER for processing before shipment to DLR. Reaching out to PE Team for priority upgrade.
04/29/2020	Order shows it was cancelled by the dealer on 4/29.
04/29/2020	****PARTS POD UPDATE**** PART: 68359842AC (Clutch) ORDER: [redacted] OMC: [redacted] Per GPOP: Order CANCELLED BY DLR 4/29 Please reach out to DLR for more information.
04/30/2020	Outbound Dealer: 8435692700 Parts Manager : Joel PM informed that he canceled the part due to Chrysler taking long in expediting part. The PM paid out of pocket for the part from another dealer, in order for them to ge the part needed for the customer. SPANISH Outbound Customer [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 4060117.
05/04/2020	Outbound Dealer: [redacted] SA informed that the vehicle has been completed the customer may pick up the vehicle. SPANISH Outbound Customer Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 4060117.
05/07/2020	SPANISH Outbound Customer [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 4060117.
05/07/2020	SPANISH Inbound Customer: Customer informed that he is aware that the vehicle is done, they will be call tomorrow to give CM and specific date as to when they could pick up the vehicle. CM understood and thanked Customer for returning the call.
05/12/2020	SPANISH Inbound Customer [redacted] The customer informed that he when to pick up the vehicle on Sunday May 10th. However while driving the vehicle back home Today 05/12/2020 the vehicle started to leak all the oil and the steering wheel got stiffer. The customer is at a local gas station about 20 miles from the servicing dealer. The vehicle also has a trailer hitched on the back of the truck. CM apologized for the inconvenience and informed that further assistance will be provided. CM provided the number of RSA and asked the customer to call over and explained to them the situation. CM will be seeking assistance from Appropriate Factory Resources.
05/12/2020	SITE LEAD TOMMY CM spoke with SL, and after explaining the customers situation, SL informed that the fist steps was to tow the vehicle to the dealer for further diagnoses
05/12/2020	Outbound Dealer: 843-569-2700 Agent attempted to contact dealer Service Adviser (SA), however, SA not available. Left message for a return call at extension 4060117

Date	Comment
05/12/2020	SPANISH Inbound Customer [redacted] Customer informed that the vehicle will be towed but they are currently charging him for the trailer that's hitched on the back of the vehicle. CM apologized and informed that a call will be placed to RSA fo r further information. Roadside Assistance 800-521-2779 Writer explained to Agent the customer situation and asked if trailer fees could be waived? RSA informed that since the customer was outside the miles of towing, he would be charged for the renaming extra mile (approx. $10.) The tow has an ETA of 1 hr
05/12/2020	Outbound Dealer: 8435692700 Agent attempted to contact dealer Service Adviser (SA), however, SA not available. Left message for a return call at extension 4060117
05/12/2020	Outbound Dealer: 8435692700 SA James was informed of the customers situations and informed that he can send a shuttle to pick him up. CM informed the customer to call SA and provided SA any inf. needed . Customer thanked CM and ended call.
05/12/2020	Outbound Dealer: 8435692700 Service Adviser James informed that the vehicle was repaired and the customer has it on his way home now.
05/12/2020	SPANISH Outbound Customer: Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 4060117.
05/13/2020	[redacted] Proof of flight on April 16, 2020 [redacted] ?Billing Statement. $252.60 CM is waiting on other documentation for Reimbursement.
05/15/2020	customer called requesting to speak with CM agent informed customer that cm is not available until Monday customer understood
05/18/2020	Total Amount: $505.60 Breakdown: $252.60 x 2 : 2 flights due to dealer being 20 hrs away from home Documents: Returning home , When he reached out to CM [redacted] Flight Time and date April 16, 2020 between 1:45 pm to 7:24 pm DOC-5112044 Confirmation of payment $252.60 Went to dealer To pick up the vehicle (last time) DOC-5149612 Confirmation of payment 252.60 DOC-5149611 Flight Time and Date May 11 Between 12:pm to 8:30 pm Reason: Customer was stranded 20 hrs away from home Justification: Customer satisfaction.
05/20/2020	SPANISH Outbound Customer: [redacted] Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 4060117.
05/20/2020	Total Amount: $1,369.42 Breakdown: Vehicle was down at the dealer for 1 month Documents: [redacted] Monthly payment Reason: Customer was 20 hrs away Justification: Customer has less than 10, 000 miles out of warranty, merits goodwill assistance reimbursement. The vehicle is a 2019 RO [redacted] Open Date: 04/06/2020 Close Date 05/05/2020
06/01/2020	Both checks have been sent for payment and original CM has informed CST of that information via email. Will be closing case and notifying original CM.

Email(s)

Date	04/16/2020	***Subject***	Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	04/16/2020 16:06 PM

Hola Sr. [redacted]

Como discutido por teléfono, FCA se compromete en reembolsarte el dinero que estarás usando para el pasaje de vuelta a su hogar al igual que el pasaje cuando el vehículo sera reparado official mente.
El pasaje tiene que sera cerca del costo usado en el pasaje que se compro para el día de hoy ($255.60). Si se sobrepasa de ese costo, favor de devolverme la llamada para ver si es aprobado por FCA.

Thank you for choosing Fiat Chrysler Automobile,

Neisha
Fiat Chrysler Automobile
800-265-0801 Ext. 4060117
Case Number [redacted]
ref:_00Dj01qsDF._5003Z13hHfl:ref

Date	04/19/2020	***Subject***	Re: Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	04/19/2020 15:48 PM

Buenos días Neisha,

Adjunto a este correo electrónico el costo del vuelo de Charleston, SC a McAllen, TX

Gracias.

>> On Apr 16, 2020, at 11:06 AM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
> □ Hola Sr. Barrera,
>
> Como discutido por teléfono, FCA se compromete en reembolsarte el dinero que estarás usando para el pasaje de vuelta a su hogar al igual que el pasaje cuando el vehículo sera reparado official mente.
> El pasaje tiene que sera cerca del costo usado en el pasaje que se compro para el día de hoy ($255.60). Si se sobrepasa de ese costo, favor de devolverme la llamada para ver si es aprobado por FCA.
>
> Thank you for choosing Fiat Chrysler Automobile,
>
> Neisha
> Fiat Chrysler Automobile
> 800-265-0801 Ext. 4060117
> Case Number [redacted]
>
> ref:_00Dj01qsDF._5003Z13hHfl:ref

Date	04/21/2020	***Subject***	Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	04/21/2020 16:31 PM

Buenos días Sr. Barrera,

Las imágenes que usted me envió como prueba del vuelo son difíciles de ver. Desafortunadamente, le voy a tener que pedir que intente de otra forma enviar las imágenes.

Thank you for choosing Fiat Chrysler Automobile,

Neisha
Fiat Chrysler Automobile
800-265-0801 Ext. 4060117
Case Number [redacted]

———— Original Message ————
From: [redacted]
Sent:
To: ramcustomercare@fcagroup.com
Subject: Re: Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]

Buenos días Neisha,

Adjunto a este correo electrónico el costo del vuelo de Charleston, SC a McAllen, TX

Gracias.

Date	04/21/2020	***Subject***	Re: Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	04/21/2020 17:08 PM

Buenos días,

Puedo re-enviarte el correo de confirmación?

> On Apr 21, 2020, at 11:31 AM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □ Buenos días Sr. [redacted]
>
> Las imágenes que usted me envió como prueba del vuelo son difíciles de ver. Desafortunadamente, le voy a tener que pedir que intente de otra forma enviar las imágenes.
>
> Thank you for choosing Fiat Chrysler Automobile,
>
> Neisha
> Fiat Chrysler Automobile
> 800-265-0801 Ext. 4060117
> Case Number [redacted]
>
> ---------- Original Message ----------
> From: Juan Carlos Barrera Neira [jcbarreran@icloud.com]
> Sent: 4/19/2020 11:48 AM
> To: ramcustomercare@fcagroup.com
> Subject: Re: Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]
>
> Buenos días Neisha,
>
> Adjunto a este correo electrónico el costo del vuelo de Charleston, SC a McAllen, TX
>
> Gracias.
>

Date	04/21/2020	***Subject***	Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	04/21/2020 18:40 PM

Si, esto esta bien. Lo que pasa es que me salio borrosa la imagen.

Thank you for choosing Fiat Chrysler Automobile,

Neisha
Fiat Chrysler Automobile
800-265-0801 Ext. 4060117

---------- Original Message ----------
From: [redacted]
Sent: 4/21/2020 1:08 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Fiat Chrysler Automobile,

Buenos días,

Puedo re-enviarte el correo de confirmación?
ref:_00Dj01qsDF._5003Z13hHfl:ref

Date	04/21/2020	***Subject***	Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	04/21/2020 18:49 PM

Este es el correo donde compre mi vuelo.

Begin forwarded message:

> From: American Airlines <no-reply@notify.email.aa.com>
> Date: April 16, 2020 at 10:23:36 AM CDT
> To: "JCBARRERAN@ICLOUD.COM" <jcbarreran@icloud.com>
> Subject: Your trip confirmation-EENCAH 16APR
>
> □
>
>
>
> Hello [redacted]
>
> Issued: Apr 16, 2020
>
>
>
>
> Your trip confirmation and receipt
>
>
> Record locator: [redacted]
>
> Manage Your Trip
> Thursday, April 16, 2020
>
> CHS
>
>
>
> DFW
>
> 1:45 PM
>
> 3:51 PM
>
> Charleston
>
> Dallas/Fort Worth
>
> American Airlines [redacted]
> Seats: [redacted]
> Class: Coach (G)
> Meals:
>
>
> DFW
>
>
>
> MFE
>
> 5:51 PM
>
> 7:24 PM
>
> Dallas/Fort Worth
>
> Mcallen
>
> American Airlines [redacted]
> OPERATED BY ENVOY AIR AS AMERICAN EAGLE.
> Seats [redacted]
> Class: Coach (G)
> Meals:
>
> Free entertainment with the American app »
>
>
>
> [redacted]
> Earn miles with this trip.
>
> Join AAdvantage »
>
> Ticket # [redacted]
>
>
> Your trip receipt
>
>
> VI [redacted]
>
> [redacted]
>
> FARE-USD $ 238. 0
>
> TAXES AND CARRIER-IMPOSED FEES $ 14. 6
>
> TICKET TOTAL $ 252. 6
>
>
>
> Hotel offers Car rental offers Buy trip insurance SuperShuttle
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>
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> Get the American Airlines app
>
>
>
> Baggage Information
> Baggage charges for your itinerary will be governed by American Airlines BAG ALLOWANCE -CHSMFE-NIL/American Airlines1STCHECKED BAG FEE-CHSMFE-USD30.00/American Airlines/UP TO 50 LB/23 KGAND UP TO 62 LINEAR IN/158 LINEAR CM**2NDCHECKED BAG FEE-CHSMFE-USD40.00/American Airlines/UP TO 50 LB/23 KGAND UP TO 62 LINEAR IN/158 LINEAR CM****BAG FEES APPLY AT EACH CHECK IN LOCATIONADDITIONAL ALLOWANCES AND/OR DISCOUNTS MAY APPLY
>
> You have purchased a NON-REFUNDABLE fare. The itinerary must be canceled before the ticketed departure time of the first unused coupon or the ticket has no value. If the fare allows changes, a fee may be assessed for changes and restrictions may apply.
>
>
> Some American Airlines check-in counters do not accept cash as a form of payment. For more information, visit our Airport Information page.
>
> SERVICE & SUPPORT ANIMAL REQUIREMENTS
>
> For travel on or after April 1, 2019, the policy for traveling with Emotional Support and Service animals has changed Visit Traveling with Service Animals for more information.
>
>
>
>
> Some everyday products, like e-cigarettes and aerosol spray starch, can be dangerous when transported on the aircraft in carry-on and/or checked baggage. Changes in temperature or pressure can cause some items to leak, generate toxic fumes or start a fire. Carriage of prohibited items may result in fines or in certain cases imprisonment. Please ensure there are no forbidden hazardous materials in your baggage like:
>
> Some Lithium batteries (e.g. spares in checked baggage, batteries over a certain size), Explosives / Fireworks, Strike anywhere matches/ Lighter fluid, Compressed gases / Aerosols Oxygen bottles/ Liquid oxygen, Flammable liquids, Pesticides/ Poison, Corrosive material.
>
> There are special exceptions for small quantities (up to 70 ounces total) of medicinal and toilet articles carried in your luggage, spare lithium batteries for most consumer electronic devices in carry-on baggage, and certain smoking materials carried on your person.
>
> Certain items are required to be carried with you onboard the aircraft. For example, spare lithium batteries for portable electronic devices, cigarette lighters and e-cigarettes must be removed from checked or gate-checked baggage and carried onboard the aircraft. However, e-cigarettes may not be used on-board the aircraft.
>
> Traveling with medical oxygen, liquid oxygen, mobility aids and other assistive devices may require airline pre-approval or be restricted from carriage entirely. Passengers requiring these items should contact the airline operator for information on use of such devices.
>
> To change your reservation, please call 1-800-433-7300 and refer to your record locator.
>
> NOTICE OF INCORPORATED TERMS OF CONTRACT
>
> Air Transportation, whether it is domestic or international (including domestic portions of international journeys), is subject to the individual terms of the transporting air carriers, which are herein incorporated by reference and made part of the contract of carriage. Other carriers on which you may be ticketed may have different conditions of carriage. International air transportation, including the carrier's liability, may also be governed by applicable tariffs on file with the U.S. and other governments and by the Warsaw Convention, as amended, or by the Montreal Convention. Incorporated terms may include, but are not restricted to: 1. Rules and limits on liability for personal injury or death, 2. Rules and limits on liability for baggage, including fragile or perishable goods, and availability of excess valuation charges, 3. Claim restrictions, including time periods in which passengers must file a claim or bring an action against the air carrier, 4. Rights on the air carrier to change terms of the contract, 5. Rules on reconfirmation of reservations, check-in times and refusal to carry, 6. Rights of the air carrier and limits on liability for delay or failure to perform service, including schedule changes, substitution of alternate air carriers or aircraft and rerouting.
>
> You can obtain additional information on items 1 through 6 above at any U.S. location where the transporting air carrier's tickets are sold. You have the right to inspect the full text of each transporting air carrier's terms at its airport and city ticket offices. You also have the right, upon request, to receive (free of charge) the full text of the applicable terms incorporated by reference from each of the transporting air carriers. Information on ordering the full text of each air carrier's terms is available at any U.S. location where the air carrier's tickets are sold or you can click on the Conditions of Carriage link below.
>
> Air transportation on American Airlines and the American Eagle carriers® is subject to American's conditions of carriage.
>
> For more on Canada passenger protection regulations visit aa.com/CanadaPassengers.
>
> NOTICE: This email and any information, files or attachments are for the exclusive and confidential use of the intended recipient. This message contains confidential and proprietary information of American Airlines (such as customer and business data) that may not be read, searched, distributed or otherwise used by anyone other than the intended recipient. If you are not an intended recipient, do not read, distribute, or take action in reliance upon this message. Do you think you received this email by mistake? If so, please forward to privacy@aa.com with an explanation, and then delete this message from your computer.
> NRID: [redacted]
>
>

Date	04/21/2020	***Subject***	Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	04/21/2020 20:02 PM

Disculpe nuevamente pero tiene que ser una imagen no puede ser copia[redacted]

Thank you for choosing Fiat Chrysler Automobile,

Neisha
Fiat Chrysler Automobile
800-265-0801 Ext. 4060117
ref:_00Dj01qsDF._5003Z13hHfl:ref

Date	04/21/2020	***Subject***	Re: Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	04/21/2020 20:43 PM

Volví a anexar las imágenes me dice si si se ven.

>> On Apr 21, 2020, at 1:40 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> Si, esto esta bien. Lo que pasa es que me salio borrosa la imagen.
>
>
> Thank you for choosing Fiat Chrysler Automobile,
>
> Neisha
> Fiat Chrysler Automobile
> 800-265-0801 Ext. 4060117
>
>
> ---------- Original Message ----------
> From: Juan Carlos Barrera Neira [jcbarreran@icloud.com]
> Sent: 4/21/2020 1:08 PM
> To: ramcustomercare@fcagroup.com
> Subject: Re: Fiat Chrysler Automobile,
>
> Buenos días,
>
> Puedo re-enviarte el correo de confirmación?
>
>
>
> ref:_00Dj01qsDF._5003Z13hHfl:ref

Date	04/27/2020	***Subject***	Re: Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	04/27/2020 17:41 PM

Hello Neisha,

Attached is my invoice due on May 11th, 2020. Please as soon as you know let me know about the part. This is our only source of income and all my bills are due this and next week.

Regards

> On Apr 21, 2020, at 3:02 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
>
> Disculpe nuevamente pero tiene que ser una imagen no puede ser copiado de esa forma.
>
> Thank you for choosing Fiat Chrysler Automobile,
>
> Neisha
> Fiat Chrysler Automobile
> 800-265-0801 Ext. 4060117
>
>
>
> ref:_00Dj01qsDF._5003Z13hHfl:ref

Date	05/07/2020	***Subject***	Re: Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	05/07/2020 19:26 PM

Hola Sr. Barrera,

Me he estado tratando de llamar par discutir sobre su caso, pero no he recibido una respuesta. Por favor de una llamada cuando tengas tiempo disponible.

Thank you for choosing Fiat Chrysler Automobile,

Neisha
Fiat Chrysler Automobile
800-265-0801 Ext. 4060117
[redacted]
ref:_00Dj01qsDF._5003Z13hHfl:ref

Date	05/11/2020	***Subject***	Re: Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	05/11/2020 02:14 AM

Buenas Noches,

Anexo al correo la imagines del boleto de avión de McAllen, TX a Charleston, SC.

Saludos

> On May 7, 2020, at 2:26 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> Hola Sr. [redacted]
>
> Me he estado tratando de llamar par discutir sobre su caso, pero no he recibido una respuesta. Por favor de una llamada cuando tengas tiempo disponible.
>
> Thank you for choosing Fiat Chrysler Automobile,
>
> Neisha
> Fiat Chrysler Automobile
> 800-265-0801 Ext. 4060117
> Case
> [redacted]
> ref:_00Dj01qsDF._5003Z13hHfl:ref

Date	05/13/2020	***Subject***	Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]

From	ramcustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	05/13/2020 23:07 PM

Hola

Las fotos enviadas del Segundo viaje me salieron distorsionadas al igual que las primeras enviadas. Favor de enviar me los documentos del Segundo viaje nuevamente por favor y muchas gracias por su cooperation .

Thank you for choosing Fiat Chrysler Automobile,

Neisha
Fiat Chrysler Automobile
800-265-0801 Ext. 4060117
Case[redacted]
ref:_00Dj01qsDF._5003Z13hHfl:ref

Date	05/19/2020	Subject	Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]		
From	ramcustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	05/19/2020 20:46 PM

Hola Sr. Barrera,

El check sera creado en estos momentos; una vez que el cheque sea enviado oficialmente, me estaría comunicado con usted nuevamente para comenzar el conteo de llegada. No dude en ponerse en contacto si tiene alguna pregunta o inquietud.

Nombre del Check[redacted]

Check Amount : $505.20

Dirección[redacted] MISSION TX USA[redacted]

Gracias por elegir Fiat Chrysler Automóvil

Neisha

Fiat Chrysler Automóvil

800-265-0801 ext. 4060117

Número de caso[redacted]
ref:_00Dj01qsDF._5003Z13hHfl:ref

Date	05/19/2020	Subject	Re: Fiat Chrysler Automobile, [ref:_00Dj01qsDF._5003Z13hHfl:ref]		
From	[redacted]	To	ramcustomercare@fcagroup.com	Sent Date/Time	05/19/2020 21:37 PM

Buenas tardes Neisha,

Me estado tratando de comunicar contigo desde la semana pasada contigo pero no eh tenido respuesta. Qué pasó con el reembolso de la mensualidad de la camioneta? También solo me están reembolsando 2 boletos de avión cuando yo tuve que comprar 4. El reembolso de la mensualidad se los estoy pidiendo por todo el tiempo que estuvo en el dealership (4 semanas). Me gustaría mucho perder resolver esta situación lo antes posible.

Saludos

[redacted]

> On May 19, 2020, at 3:46 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □
> Hola Sr.[redacted]
>
>
>
> El check sera creado en estos momentos; una vez que el cheque sea enviado oficialmente, me estaría comunicado con usted nuevamente para comenzar el conteo de llegada. No dude en ponerse en contacto si tiene alguna pregunta o inquietud.
>
>
>
> Nombre del Check[redacted]
>
> Check Amount : $505.20
>
> Dirección[redacted]ISSION TX USA[redacted]
>
>
>
>
>
> Gracias por elegir Fiat Chrysler Automóvil
>
>
>
> Neisha
>
> Fiat Chrysler Automóvil
>
> 800-265-0801 ext. 4060117
>
> Número de caso[redacted]
>
>
>
> ref:_00Dj01qsDF._5003Z13hHfl:ref

Date	05/20/2020	Subject	Fiat Chrysler Automobile [ref:_00Dj01qsDF._5003Z13hHfl:ref]		
From	ramcustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	05/20/2020 19:41 PM

Hola Sr. [redacted]

Lamento tener que informarle que el reembolso del mese de pagare del vehicle no se va a poder dar. Desafortunadamente, según la política de la compañía, el vehículo no estaba en reparación por mas de 2 semanas ni la pieza no tardó en llega más de 1 semana . FCA solo puede reembolsar los boletos de avión: Hora y fecha del vuelo 16 de abril de 2020 entre las 1:45 p.m. y las 7:24 p.m. y Hora y fecha del 2nd vuelo el 11 de mayo entre las 12: p.m. a las 8:30 p.m.

Neisha
Fiat Chrysler Automobile
800-265-0801 Ext. 4060117
Case [redacted]
[redacted]_00Dj01qsDF._5003Z13hHfl:ref

Date	05/27/2020	***Subject***	Re: Fiat Chrysler Automobile [[redacted]]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	05/27/2020 19:41 PM

Hello Neisha,

No eh recibido comunicación por parte tuya. Me podrías informar como va el caso?

Saludos

[redacted]

> On May 20, 2020, at 2:42 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □ Hola Sr. [redacted]
>
> Lamento tener que informarle que el reembolso del mese de pagare del vehicle no se va a poder dar. Desafortunadamente, según la política de la compañía, el vehículo no estaba en reparación por mas de 2 semanas ni la pieza no tardó en llega más de 1 semana . FCA solo puede reembolsar los boletos de avión: Hora y fecha del vuelo 16 de abril de 2020 entre las 1:45 p.m. y las 7:24 p.m. y Hora y fecha del 2nd vuelo el 11 de mayo entre las 12: p.m. a las 8:30 p.m.
>
>
> Neisha
> Fiat Chrysler Automobile
> 800-265-0801 Ext. 4060117
> Case [redacted]
>
> [redacted]

Date	05/29/2020	***Subject***	Fiat Chrysler Automobile [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	05/29/2020 19:08 PM

Hola Sr. Barrera,

Disculpa que no le he hablado. En estos momentos el cheque aparece aprobado. Vi en el systems que mis datos claramente estaban equivocados, los pude arreglar y re-enviar el check para ser aprobados. Usted recibirá 2 cheques El primero sera por los 2 vuelos (April 16, 2020, May 11,2020) por el monto total de $505.60 y el segundo sera por el mes en el que duro el vehicle en el concesionario por el monto total de .$1,369.42 Pido mil disculpas por cualquier mal disgusto que provoque y espero que no vuelvas a tener problemas con el vehicle en el futuro.

Nombre del Check [redacted]
Dirección [redacted] MISSION TX USA [redacted]
Check Amount : $505.20
Check Amount : $1,369.42

Gracias por elegir Fiat Chrysler Automóvil

Neisha

Fiat Chrysler Automóvil

800-265-0801

Numero de caso [redacted]
[redacted]

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

VIN	3C63RRGL2KG[redacted]	**Model Year**	2019	**Brand**	DODGE
Body	D28L92	**Vehicle**	RAM 3500 TRADESMAN CREW CAB 4X4		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	05/04/2020	**CAIR Type**	Regular	**Status**	Closed
Close Date	05/29/2020	**Origin**	Telephone	**Reason**	
Mileage	21,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	
Caller Address				**Source**	Customer
City/State/Country/Zip					
Customer	[redacted]				
Customer Address	[redacted]				
City/State/Country/Zip	BROOKSVILLE		KY	[redacted]	USA
Dealer	45657	CEDAR CITY CHRYSLER DODGE JEEP RAM		**Dealer Phone**	4355869435
Dealer Address	1010 NORTH MAIN				
	CEDAR CITY		UT	84721 5134	USA
Dealer Zone	West	**Sales District**		**Service District**	J
Subject	clutch, sensors, egr issues				
Synopsis	Vehicle BB				
Customer Anomaly	Gears & Transmission				
	Clutch				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	47	Gear & transmission clutch issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
05/04/2020 01:25 PM	Open
05/29/2020 04:51 PM	Closed

Initial Description

cst called in regards to the vehicle has been in shop several times for these issues, dlr aware

Case Comments

Date	Comment
05/04/2020	cst called in regards to the vehicle has been at the dealer several times due to the clutch , sensors, egr have been replaced. glenn freedom chrysler dodge is well aware of the issues, dlr had the cst call in to start a case in regards to the vehicle, cst stated hes in cedar city utah for business for 1 wk and then he will be back in kentucky where he lives. he was wondering if there was a dlr out there to see if he could get it looked at there or go back to glenn freedoms 60584 Account Name GLENN'S FREEDOM DODGE CHRYSLER Phone 8592683000 Billing Address 1560 E NEW CIRCLE RD LEXINGTON, KY 40509 1022
05/05/2020	CST called in regards his vehicle bring broken down and would like his CM to reach out to him ASAP . Agent advised the CST that she sent the CM an alert and he will reach out by end of business day today. Agent saw that CM become available and connect the CST over to CM
05/05/2020	The vehicle has had several varying issues. The customer is stated that he was on his way to Utah and the truck malfunctioned once more and the customer states that he was unable to take the vehicle to the DLR for the following two days and drove the vehicle to Utah as he stated he had no option. The customer's vehicle then broke down in Utah and he brought the vehicle to Cedar City Utah. The customer now states that he is tired of the truck and is looking for a new truck as he believes the vehicle is a lemon.
05/12/2020	(60584) GLENN'S FREEDOM DODGE CHRYSLER Phone 8592683000 Billing Address 1560 E NEW CIRCLE RD LEXINGTON, KY 40509 1022 Spoke with Sarah as SA Elder was unavailable. Sarah stated the vehicle came into DLR 4/6/2020 and out the same day. Concern CEL, leaking fuel from rear fuel filter. Peacock bent nd leaking. (45657) CEDAR CITY CHRYSLER DODGE JEEP RAM Spoke with Tina as SA Tim was unavailable. Tina stated the vehicle came into DLR 5/5/2020/ and out 5/7/2020 Concern Vehicle went into limp mode (cust disconnect battery to reset. repaied gasket cover and EGR cooler was cleaned. Customer does not have the required amount of Completed repair attempts
05/12/2020	**Dispute Resolution Review** 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 case to Dispute Resolution (LLQ) queue Assigned case to Specialist. Review next steps in Case Activity. Provide feedback on L1/L2 handling to your Team Leader.
05/12/2020	Customer's vehicle broke down on side of road yesterday 5/11. Customer was able to get it back moving again to a parking lot, where he was then able to get it to Grand Junction CDJR in Colorado. Customer was placed into a rental vehicle and technician was going to look at it first thing in the morning. Customer would like to be informed as to what is going on with their vehicle. Customer was transporting livestock during vehicle breakdown.
05/12/2020	GM at Glenns Freedom 60584 reached out to AM to help find resolution. AM told him they will reach out to customer.
05/12/2020	AM talked to the customer about vehicle and their current situation. AM told him they will be reaching out to AM who covers Grand Junction CDJR for an update to make sure customer gets back to KY.
05/18/2020	The agent contacted the customer and left a VM inquiring to know as to if they wanted to work further with the DLR r the customer care rep.
05/19/2020	Customer was able to get back into KY. and would like to proceed with BB of vehicle as it has left him stranded multiple times and he has lost faith in vehicle. Customer would like to stay in the RAM brand as his family is very loyal.
05/26/2020	The customer is further working with the DLR as to having the vehicle BB

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

VIN	3C63RRJL6MG[redacted]	Model Year	2021	Brand	DODGE
Body	D28P92	Vehicle	RAM 3500 LARAMIE CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	11/08/2021	CAIR Type	Regular	Status	Closed
Close Date	11/17/2021	Origin	Telephone	Reason	
Mileage	11,204 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City/State/Country/Zip					
Customer	[redacted]				
Customer Address	[redacted]				
City/State/Country/Zip	RICHMOND		TX	[redacted]	USA
Dealer	27117	Campbell Chrysler Dodge Jeep Ram		Dealer Phone	5013164400
Dealer Address	7800 ALCOA RD				
	BENTON		AR	72019 8535	USA
Dealer Zone	Southwest	Sales District		Service District	Q
Subject	Vehicle Concern				
Synopsis	close loop.				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
11/08/2021 11:54 PM	Open
11/17/2021 01:31 AM	Closed

Initial Description

CEL just came on and he does not know why but says he is on the road traveling.

Case Comments

Date	Comment
11/08/2021	Customer is asking about the CEL coming on and he is pulling a trailer. In Service Date 10/4/2021 and he is on his way to Illinois.
11/08/2021	Y76 Safety Campaign 2021-2022 HD Ram Grid Heater Relay Advised customer of this recall and that it may or may not be related to the issue that he is complaining of.
11/08/2021	He says that there are lights on stating: SERVICE DEF system, see dealer maximum speed will be 5 mph in 148 miles so he believes that it is going to go into limp mode after that 148 miles but he says that he is trying to get to a town.
11/09/2021	Cx states that he is close to Little Rock Arkansas and believes that he can make it there. Apologized and advised customer of the $1000 trip interruption coverage. Let him know that there will be an open case number and he does not need to write it down. We can pull it up by phone number, name, VIN ets.
11/09/2021	***OB to Cx*** Confirmed and updated servicing DLR that the customer is at. Asked for the SA who he says is Alan. Customer is asking what if they cannot fix it? He states that EGR, DEF, and limp mode are all pulling codes and he believes that this brand new vehicle is not going to be fixed. He states that he is reading reviews and is concerned about the vehicle just not being a good vehicle.
11/09/2021	***OB to DLR*** Asked for SM she says is Tommy Leath, transferred call, had to lvm.
11/09/2021	tommy@campbellcars.com Sent SM an email requesting update.
11/10/2021	***OB TO DLR*** Spoke to Alan, vehicle determined to have an air bubble in the sensor (possibly due to overfilling with gas) and that there werent any problems by the time he got there the vehicle had resolved the issue on its own, they changed fuel filters and cx left with the vehicle same day.
11/10/2021	***OB to Cx*** No ans, lvm
11/17/2021	***OB Call to Cx*** Confirm repairs were satisfactory, vehicle running fine. Advised cx of survey.

Email(s)

Date	11/09/2021	Subject	Vehicle Concern		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	11/09/2021 15:00 PM

Hi[redacted]

Thank you for reaching out to Ram Customer Care.

I am very sorry to hear that you are experiencing trouble with your new vehicle. This is definitely not what we strive for. I can assure you that I will continue to advocate on your behalf to make sure that we make this right for you.

Your case number is[redacted]

I will reach out to the dealership to see how we can go about assisting them with the repairs.

Please do not hesitate to reach out if you have any questions or concerns. I am here to help!

Jenny

Premium Case Manager
Ph: 844-533-7928 x 4061982
Fax: 877-768-5076
[redacted]

Date	11/09/2021	Subject	Vehicle Concern		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	11/09/2021 15:00 PM

Hi [redacted]

Thank you for reaching out to Ram Customer Care.

I am very sorry to hear that you are experiencing trouble with your new vehicle. This is definitely not what we strive for. I can assure you that I will continue to advocate on your behalf to make sure that we make this right for you.

Your case number is [redacted]

I will reach out to the dealership to see how we can go about assisting them with the repairs.

Please do not hesitate to reach out if you have any questions or concerns. I am here to help!

Jenny

Premium Case Manager
Ph: 844-533-7928 x 4061982
Fax: 877-768-5076
[redacted]

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

VIN	3C63R3PLXLG[redacted]	***Model Year***	2020	***Brand***	RAM
Body	D28M81	***Vehicle***	RAM 3500 LIMITED MEGA CAB 4X4		
Customer Provided VIN		***Line of Business***	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	11/23/2021	***CAIR Type***	Regular	***Status***	Closed
Close Date	12/16/2021	***Origin***	Telephone	***Reason***	
Mileage	18,000 Miles	***Market***	U	***Language***	English

Contact Email	[redacted]	***Contact Phone***	[redacted]	***Contact Mobile***	[redacted]
Caller Address				***Source***	Customer
City/State/Country/Zip					

Customer	PEPE-PHELPS CONSTRUCTION LLC				
Customer Address	8501 SKYHILLS DR				
City/State/Country/Zip	ANCHORAGE		AK	995023993010	USA

Dealer	64793	ANCHORAGE CHRYSLER CENTER INC		***Dealer Phone***	9072761331
Dealer Address	2601 EAST 5TH AVENUE				
	ANCHORAGE		AK	99501 3039	USA
Dealer Zone	West	***Sales District***		***Service District***	N

Subject	vehicle concern				
Synopsis	repaired				
Customer Anomaly	Engine				
	Warning Light MIL				
Contact Reason	C105	Technical Issue With Vehicle	***Customer Anomaly***	27	Check engine light is on

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
11/23/2021 05:04 PM	Open
12/04/2021 01:53 AM	Suspended
12/08/2021 05:03 AM	Open
12/16/2021 09:35 PM	Closed

Initial Description

customer is having an ongoing issue with his vehicle.

Case Comments

Date	Comment
11/23/2021	customer is having same issue back to back. Customers vehicle is back and forth to the dealership. Customer depth warning light keeps coming on.
11/24/2021	Dealer Code: In-Service Date:12/1/2020 Mileage:14785 Original Owner?Yes Loyalty Score: Is vehicle within Warranty? Y Is customer in rental?No Parts on B/O? Y/N (If yes, provide part number and order number) STAR Case? Y/N (If yes, provide number) Repeat issue? Yes Previous Related Cases/Goodwill/DM Notes: Customer Concern/Issue/Request: Having multiple issues with Depth warning in truck, stated it puts it into LIMP mode and he cannot drive the vehicle. so the dealer cant get him in for a few weeks and just needs some technical help and maybe rental if his truck is stuck at dealer.
11/24/2021	OBC to customer. Customer stated that he has had multiple issues with the Depth Warning system failing and putting his truck into Limp mode, and it stops him from being able to drive his vehicle. he states that its frustrating that its happening so much in such a new vehicle and states that the dealer has no appointment available for a few weeks. but also they have no loaners if he has to leave his Truck there so would like to talk about rental of some sort if needed. CM let him know that he had an open recall he stated he knew and that parts are not available. Sending contact info for his CM in email because he was driving but wanted all the info.
11/24/2021	OB Email to customer Dear PEPE-PHELPS CONSTRUCTION LLC, Thank you for allowing RAM Customer Care an opportunity to address your concern. Our primary focus is your satisfaction. My name is Arica and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have: Your case number is 81174033. The Chrysler (BC Specific) Case Management telephone number: 1-844-378-0597 My direct extension: 4060650 My work hours are: 12:30pm-9:00 PM EASTERN TIME I will be following up with you monday about what i can do about this for you. Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation! thank you Arica
12/01/2021	OB CST (907) 317-7726 CM called the customer he said he is not sure when he will be able to get the vehicle over to the dealer due to an emergency out of town, customer should be back in about a week and a half. Customer said the dealer in Anchorage is backed up and low staff. Advised we can assist with rental via reimbursement but the vehicle would need to be at the dealer being diagnosed. Customer said a fmailt member can drop if off while he is out of town to avoid some rental time. Cm will f/u with Craig and SA Nate
12/04/2021	OB SM CRAIG (dealer is replacing Ram box issues) Customer has an appt for Dec 8th for ram box issue SM will add this concern to the ticket. SM does not have a rental available. SM said once it goes into limp mode or count down driving is limited.
12/04/2021	OB CST (907) 317-7726 CM called the customer and advised the dealer does not have rentals at this time. Customer is aware of the Dec 8th appt. Customer will tell the dealer about the issues and go in on the 8th
12/04/2021	Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program. Refer to Knowledge Article for handling procedures
12/09/2021	**Dispute Resolution Review** 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. Provide feedback on L1/L2 handling to your Team Leader (You can re-escalate for another review with LLQ if more repair attempts occur, or VOR time extends to states requirements)
12/16/2021	agent called the cst the vehicle has been repaired and given back to him . cst does not feel it will last . agent advised he can call back . closing case

Email(s)

Date	11/24/2021	***Subject***	Level 2 Initial Contact		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/24/2021 21:30 PM

Dear PEPE-PHELPS CONSTRUCTION LLC,

Thank you for allowing RAM Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is Arica and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler (BC Specific) Case Management telephone number: 1-844-378-0597
My direct extension: 4060650
My work hours are: 12:30pm-9:00 PM EASTERN TIME
I will be following up with you monday about what i can do about this for you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

thank you

Arica

[Links to Brand Websites and other re[redacted]
[redacted]

Date	11/24/2021	***Subject***	Level 2 Initial Contact		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/24/2021 21:30 PM

Dear PEPE-PHELPS CONSTRUCTION LLC,

Thank you for allowing RAM Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is Arica and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Chrysler (BC Specific) Case Management telephone number: 1-844-378-0597
My direct extension: 4060650
My work hours are: 12:30pm-9:00 PM EASTERN TIME
I will be following up with you monday about what i can do about this for you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

thank you

Arica

[Links to Brand Websites and other res[redacted]
[redacted]

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

VIN	3C7WRNFL8LG[redacted]	***Model Year***	2020	***Brand***	DODGE
Body	DP0L94	***Vehicle***	RAM 5500 CREW CAB CHASSIS		
Customer Provided VIN		***Line of Business***	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	12/17/2021	***CAIR Type***	Regular	***Status***	Closed
Close Date	01/19/2022	***Origin***	Telephone	***Reason***	
Mileage	100,180 Miles	***Market***	U	***Language***	English
Contact Email		***Contact Phone***		***Contact Mobile***	
Caller Address	[redacted]			***Source***	Customer
City/State/Country/Zip	Fruitland park		FL	[redacted]	USA
Customer	SYNERGY SYNERGY RV TRANSPORT				
Customer Address	2448 E KERCHER RD				
City/State/Country/Zip	GOSHEN		IN	465266466483	USA
Dealer	26837	ELKO CHRYSLER DODGE JEEP RAM		***Dealer Phone***	7757772277
Dealer Address	1585 LAMOILLE HIGHWAY				
	ELKO		NV	89801 4321	USA
Dealer Zone	West	***Sales District***		***Service District***	J
Subject	Vehicle issues				
Synopsis	Goodwill request declined due to lack of maintenance.				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	***Customer Anomaly***	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/17/2021 10:23 PM	Open
01/14/2022 08:13 PM	Closed
01/19/2022 10:15 AM	Open
01/19/2022 02:47 PM	Closed

Initial Description

Customer is needing a transfer case replacement, and DLR is denying coverage due to being 180 miles over the warranty. customer is seeking assistance from us?

Case Comments

Date	Comment
12/17/2021	***VOICE OF CUSTOMER*** - Transfer case needs to be replaced - Customer is 180 miles over the warranty and DLR will not cover the repair. seeking assistance? facing a 6000 dollar repair. ***ACTION TAKEN*** -Informed of open recalls on the vehicle . -Reassigned case to specialist as per attached AH vehicle is 5500 and get escalated to specialist. RECALLS NOTIFIED: -Y26 Safety Campaign 2012-21 D TRUCK M14 WHEEL STUDS -Y78 Safety Campaign 2019-2020 Ram HD High Pressure Fuel Pump In-Service Date: 7/18/2020 Original Owner: No Mileage: 100220 Loyalty: 0000 CCS: 30 Multiple Repairs: Yes Last Time at Dealer/Appointment Time: Vehicle at the DLR currently Authorized Stellantis Dealership: 26837 ***NEXT STEPS** Reassign case
12/20/2021	Writer emailed SM Tricia - triciaf@elkomotorco.com Good Afternoon Tricia I am reaching out regarding this mutual customer reached out to Fleet Customer Care regarding their vehicle being down for an issue with the transfer case. The customer has asked if we are able to assist with the repair however I would need to gather more information in order to review that. Can you advise on what the concern was that the customer came in for, what the diagnosis was and confirm if that is indeed the recommended repair.
12/20/2021	Email to the customer Good Afternoon We received your case regarding your 2020 Ram 5500 that is down at Elko Chrysler in Elko NV. I reached out to the Service Manager at the dealer to gather more information as well as discuss possible repair assistance.? What was the concern that brought you to the dealer?
12/22/2021	Email received from SM Tricia 12/21 <triciaf@elkomotorco.com> Hey there! Yes we can help however we can, just keep in mind our schedule for chrysler, dodge, jeep, and ram is booked until the 2nd week of Jan. If they get it towed in we can keep it here safely and then diag and work on it once it arrives :)
12/22/2021	Writer replied to SM Tricia <triciaf@elkomotorco.com> Good Morning When the customer initially contacted us they advised the vehicle was already at the dealer, is it not there?
12/24/2021	?Writer following up on 12/28
12/27/2021	***** CUSTOMER CONTACT ***** [redacted] Customer called to follow up, writer advised based on a recent email from the dealer the SM indicated the vehicle may not be at the dealer, asked customer if it is. Customer stated yes its there he has been working with SF David, they have torn down and ordered a part. Customer stated he was told he had to agree to the repairs moving forward before parts could be ordered. Writer advised if no response from the SM he can certainly call the SF to discuss the case and gather the information needed. Customer stated David gave him a direct line to reach him, 8062318597. Writer advised he will have to confirm with the dealer if he is able to assist upfront or if we will need to review as reimbursement.
12/28/2021	***** DEALER CONTACT ***** Elko Chrysler Dodge Jeep| 26837 | 7757772277 Writer called to speak with Shop Foreman David. Both SF David and SM Tricia were unavailable at the moment, writer left message asking for return call or email.
12/30/2021	Writer received emails from SM Tricia Hello Sir! I am so very sorry, yes the customer was here and we are trying to goodwill this. He is 264 miles out of his warranty, we know we can goodwill up to 2K we are trying to see if we can get him more to it as it is a 5K repair. They said we need preapproval for that. What can you do to help us out? Thank you 2nd email received Side note yes it is still here. Again I am so sorry I am wearing many hats right now and trying to keep it together. LOL Have a wonderful night!
12/30/2021	Writer replied to SM Tricia Email <triciaf@elkomotorco.com> Good Morning What is the cost for parts and labor
01/03/2022	Writer replied to email with SM Tricia <triciaf@elkomotorco.com> Good Afternoon What was the diagnosis for the vehicle?that resulted in this repair ?
01/05/2022	Writer received reply from SM Tricia <triciaf@elkomotorco.com> Hello Sir! The transfer case had internal failure and was locked in low range, no matter what you selected. This was customer pay, so the actual warranty amounts are labor $271.54 and parts $4,153.55. With that said what amounts are you all able to cover, and how much customer participation do you need? Thank you!!
01/05/2022	Writer emailed AM cc SM due to cost being over $4000 Good Afternoon Kathryn We are reaching out along with Service Manager Tricia from Elko Chrysler Dodge Jeep Ram regarding this mutual customer. The customer has a 2020 Ram with just over 100K miles on their vehicle and their vehicle is down at the dealer with a transfer case concern. As Tricia advised the issue was that the transfer case had internal failure and was locked in low range, no matter what you selected. For the repair cost the warranty amounts are labor $271.54 and parts $4,153.55, total should come to $4425.09 which is over what we can approve alone. Can you review this with us to assist in determine what assistance we can offer this customer ?
01/06/2022	********INBOUND CUSTOMER CONTACT******* The customer called in seeking update. Advised the customer according to dealer info, transfer case had internal failure and the case is still under review. Advised the customer we would notify the CM that he called in.
01/07/2022	Writer reviewed case with dealer as well as AM regarding possible repair assistance. However after review writer confirmed in part due to lack of maintainance required per the owners manual we are not able to assist with this repair,
01/07/2022	***** INBOUND CUSTOMER CONTACT ***** Michael Palmer | 407-375-6930 Customer called to speak with Kathy, specialist reviewed the case and the CM is Joe. Call was transferred to the CM for further assistance.
01/07/2022	Writer email to the dealer Good Afternoon I spoke to the customer about the decision made, as far as repairs go are those still to be completed or already done ?

Date	Comment
01/07/2022	*****INBOUND CUSTOMER CONTACT***** [redacted] Customer called in to follow up, writer advised we reviewed this with the dealer and area manager in part due to the cost of the repair. Writer advised after review required maintenance for the vehicle was not completed resulting in the vehicle not being properly maintained. Writer advised due to this we are not able to assist with the cost of the repair. Writer advised if customer would like we can keep the case open if the repairs are not already completed.
01/10/2022	CM will not be assisting the customer with cost assistance on the repair as per the Area Manager. If dealer offers assistance that is their own decision which we will not be participarting in.
01/10/2022	Writer received email from SM Tricia Hey there, yes everything is ready to go, we were just waiting for Chrysler's final approval on what they would contribute to the repair order. We would like to still do the goodwill portion on our end....really want to help this customer out.
01/10/2022	Writer replied back to email with SM Tricia Good Afternoon Going off the email from the Area Manager your able to assist however we are not offering assistance given the lack of maintenance. I have advised the customer of this as well.
01/10/2022	Writer emailed customer Good Afternoon [redacted] I am following up on our last conversation about your vehicle, as we advised before we are not able to assist with the repair cost. As I stated if the dealer is offering assistance that is up to them however we will not be participating.? The Service manager has confirmed the repairs were completed as well so you will need to finish up with the dealer and if possible confirm if any post repair issues.?
01/13/2022	Writer emailed SM Tricia <triciaf@elkomotorco.com> Has the customer picked up their vehicle or is it still at the dealer?
01/13/2022	The customer called in stating he would like another CM. Writer advised the customer that the CM has consulted his corporate resources and GW was declined. The customer asked to speak with CM's Sup. Writer advised that the Sup cannot override the decision that was made. The customer asked how can he appeal the decision. Writer advised the customer he can write a letter and advised Writer will email him the white mail address for FCA.
01/14/2022	Writer received email from SM Tricia Hello there! He has picked up, he paid his portion of the bill (4K) leaving the goodwill amount of (2K)
01/14/2022	Writer email to the customer Good Afternoon I was in contact with the dealer and I understand the vehicle was picked up and that the dealer did extend an offer to assist with a portion of the repair cost. Since the vehicle has been picked up we will be closing the case at this time. If you have any further concerns please contact our customer care.?

Email(s)

Date	12/20/2021	***Subject***	Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/20/2021 20:53 PM

Good Afternoon

We received your case regarding your 2020 Ram 5500 that is down at Elko Chrysler in Elko NV. I reached out to the Service Manager at the dealer to gather more information as well as discuss possible repair assistance.

What was the concern that brought you to the dealer?

Regards,
Joe | Fleet Case Management
Phone:# 800-999-3533 Prompt # 3, ext. 3020720
[redacted]

Date	12/30/2021	***Subject***	RE: [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/30/2021 16:16 PM

Good Morning [redacted]

While I wasnt able to speak with the Shop Foreman I did get an email reply after calling the dealer from the Service manager.

I asked them for the pricing that is needed for reviewing and will hopefully be getting that shorly so can keep moving forward.

Regards,
Joe | Fleet Case Management
Phone:# 800-999-3533 Prompt # 3, ext. 3020720

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/20/2021 3:53 PM
To: mpalmer8687@yahoo.com
Subject: Case [redacted]

Good Afternoon

We received your case regarding your 2020 Ram 5500 that is down at Elko Chrysler in Elko NV. I reached out to the Service Manager at the dealer to gather more information as well as discuss possible repair assistance.

What was the concern that brought you to the dealer?

Regards,
Joe | Fleet Case Management
Phone:# 800-999-3533 Prompt # 3, ext. 3020720
[redacted]

Date	01/10/2022	***Subject***	RE: Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/10/2022 21:29 PM

Good Afternoon [redacted]

I am following up on our last conversation about your vehicle, as we advised before we are not able to assist with the repair cost. As I stated if the dealer is offering assistance that is up to them however we will not be participating.

The Service manager has confirmed the repairs were completed as well so you will need to finish up with the dealer and if possible confirm if any post repair issues.

Regards,
Joe | Fleet Case Management
Phone:# 800-999-3533 Prompt # 3, ext. 3020720

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/30/2021 11:16 AM
To: mpalmer8687@yahoo.com
Subject: RE: Case [redacted]

Good Morning [redacted]

While I wasnt able to speak with the Shop Foreman I did get an email reply after calling the dealer from the Service manager.

I asked them for the pricing that is needed for reviewing and will hopefully be getting that shorly so can keep moving forward.

Regards,
Joe | Fleet Case Management
Phone:# 800-999-3533 Prompt # 3, ext. 3020720

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/20/2021 3:53 PM
To: [redacted]
Subject: Case [redacted]

Good Afternoon

We received your case regarding your 2020 Ram 5500 that is down at Elko Chrysler in Elko NV. I reached out to the Service Manager at the dealer to gather more information as well as discuss possible repair assistance.

What was the concern that brought you to the dealer?

Regards,
Joe | Fleet Case Management
Phone:# 800-999-3533 Prompt # 3, ext. 3020720
[redacted]

Date	01/13/2022	***Subject***	RE: Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/13/2022 23:17 PM

Good afternoon,

Thank you for calling in today. As we discussed, here is the mailing address where you can send your correspondence.

FCA US LLC
PO Box 21-8004
Auburn Hills, MI 48321-8004

Thank you,

Stellantis Customer Care
[redacted]

Date	01/13/2022	***Subject***	RE: Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/13/2022 23:17 PM

Good afternoon,

Thank you for calling in today. As we discussed, here is the mailing address where you can send your correspondence.

FCA US LLC
PO Box 21-8004
Auburn Hills, MI 48321-8004

Thank you,

Stellantis Customer Care
[redacted]

Date	01/14/2022	***Subject***	RE: Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/14/2022 20:12 PM

Good Afternoon

I was in contact with the dealer and I understand the vehicle was picked up and that the dealer did extend an offer to assist with a portion of the repair cost. Since the vehicle has been picked up we will be closing the case at this time. If you have any further concerns please contact our customer care.

Regards,
Joe | Fleet Case Management
Phone:# 800-999-3533 Prompt # 3, ext. 3020720

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/13/2022 6:17 PM
To: [redacted]
Sub [redacted]

Good afternoon,

Thank you for calling in today. As we discussed, here is the mailing address where you can send your correspondence.

FCA US LLC
PO Box 21-8004
Auburn Hills, MI 48321-8004

Thank you,

Stellantis Customer Care
[redacted]

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

VIN	3C7WRMDL5LG[redacted]	***Model Year***	2020	***Brand***	RAM
Body	DP5L66	***Vehicle***	RAM 5500 REG CAB CHASSIS		
Customer Provided VIN		***Line of Business***	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	12/22/2021	***CAIR Type***	Regular	***Status***	Closed
Close Date	12/22/2021	***Origin***	Telephone	***Reason***	
Mileage	42,347 Miles	***Market***	U	***Language***	English
Contact Email	[redacted]	***Contact Phone***	[redacted]	***Contact Mobile***	[redacted]
Caller Address				***Source***	Customer
City/State/Country/Zip					USA
Customer	ENGINE & ACCESSORY				
Customer Address	12201 NW 30TH PL				
City/State/Country/Zip	MIAMI		FL	331672526014	USA
Dealer	45315	ROBERT LOEHR CHRYSLER DODGE JEEP R		***Dealer Phone***	7703821018
Dealer Address	567 E MAIN ST				
	CARTERSVILLE		GA	30121 3355	USA
Dealer Zone	Southeast	***Sales District***		***Service District***	J
Subject	differential failure				
Synopsis	gave wty info and tow number				
Customer Anomaly	Gears & Transmission				
	Differential				
Contact Reason	C105	Technical Issue With Vehicle	***Customer Anomaly***	50	Differential gears issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/22/2021 03:16 PM	Open
12/22/2021 03:23 PM	Closed

Initial Description

differential failure, parts came apart in it. caller wants to know where to go from here. diagnosed yesterday

Case Comments

Date	Comment
12/22/2021	*Voice of the customer:* differential failure, parts came apart in it. caller wants to know where to go from here. diagnosed yesterday *Actions Taken:* advised of w57, y17, y21, y26, y78. changed dlr 45315. advised caller powertrain wty is active and if issue is differential carrier assembly/cover it will be under wty. gave number to roadside also *Next Steps:* closed case

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

VIN	3C7WRMFL5LG[redacted]	***Model Year***	2020	***Brand***	DODGE
Body	DP5L94	***Vehicle***	RAM 5500 CREW CAB CHASSIS		
Customer Provided VIN		***Line of Business***	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	12/30/2021	***CAIR Type***	Regular	***Status***	Closed
Close Date	12/31/2021	***Origin***	Telephone	***Reason***	
Mileage	38,005 Miles	***Market***	U	***Language***	English
Contact Email	[redacted]	***Contact Phone***	[redacted]	***Contact Mobile***	[redacted] -
Caller Address				***Source***	FCA
City/State/Country/Zip					
Customer	[redacted]				
Customer Address	[redacted]				
City/State/Country/Zip	MOORESBORO		NC	[redacted]	USA
Dealer	44264	SPARTANBURG CHRYSLER DODGE JEEP		***Dealer Phone***	8645802400
Dealer Address	8200 FAIRFOREST RD				
	SPARTANBURG		SC	29303 1588	USA
Dealer Zone	Southeast	***Sales District***		***Service District***	Q
Subject	Buyback				
Synopsis	Duplicate case for [redacted]				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical Issue With Vehicle	***Customer Anomaly***	120	Poor Handling or Rough Ride
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
12/30/2021 08:40 PM	Open
12/31/2021 08:24 PM	Closed

Initial Description

Vehicle has been in the shop in September 2021 for the same issue. The DLR cannot replicate going into limp mode, the check engine light came on, and then lose power. This is becoming a safety concern. This happens when it is hooked up to a trailer, so it doesn't seem to be able to replicate it without the trailer. Customer took vehicle to another DLR for second opinion as requested by RAM and that DLR has had the vehicle since November. So it went from being at one dlr for 2 months (sep-nov) to a second DLR who's had it since Nov 2021. Customer is not making money without his vehicle, yet he has been paying his monthly car payment of $1000/mth without the use of his vehicle. Customer would like buyback consideration as well as compensation for the time without his vehicle.

Case Comments

Date	Comment
12/30/2021	Vehicle has been in the shop in September 2021 for the same issue. The DLR cannot replicate going into limp mode, the check engine light came on, and then lose power. This is becoming a safety concern. This happens when it is hooked up to a trailer, so it doesn't seem to be able to replicate it without the trailer. Customer took vehicle to another DLR for second opinion as requested by RAM and that DLR has had the vehicle since November. So it went from being at one dlr for 2 months (sep-nov) to a second DLR who's had it since Nov 2021. Customer is not making money without his vehicle, yet he has been paying his monthly car payment of $1000/mth without the use of his vehicle. Customer would like buyback consideration as well as compensation for the time without his vehicle. Agent is reassigning for Dispute Resolution Qualification /buyback consideration. Advised about recall Y26 and Y78 Customer is within NC Buyback parameters of 2 yrs or 24,000 miles
12/30/2021	**Dispute Resolution Review** 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. Provide feedback on L1/L2 handling to your Team Leader (You can re-escalate for another review with LLQ if more repair attempts occur, or VOR time extends to states requirements)

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

VIN	3C7WRNELXKG[redacted]	**Model Year**	2019	**Brand**	RAM
Body	DP0L93	**Vehicle**	RAM 5500 CREW CAB CHASSIS		
Customer Provided VIN		**Line of Business**	CAC		Customer Assistance Center
Batch Case Information					
Open Date	01/19/2022	**CAIR Type**	Regular	**Status**	Closed
Close Date	02/22/2022	**Origin**	Telephone	**Reason**	
Mileage	33,000 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address	[redacted]			**Source**	Customer
City/State/Country/Zip	OKLAHOMA CITY		OK	[redacted]	USA
Customer	[redacted]				
Customer Address	[redacted]				
City/State/Country/Zip	OKLAHOMA CITY		OK	[redacted]	USA
Dealer	68515	FRONTIER MOTOR CO		**Dealer Phone**	4052626433
Dealer Address	1700 E HIGHWAY 66				
	EL RENO		OK	73036 6600	USA
Dealer Zone	Southwest	**Sales District**		**Service District**	C
Subject	Disputing warranty restriction				
Synopsis	No further action required				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	**Customer Anomaly**		
Reason Code	After Sales - Complaint - Warranty - Warranty - Coverage Information				

Case Status History

Create Date	Status
01/19/2022 10:33 PM	Open
02/22/2022 04:53 PM	Closed

Initial Description

Customer is disputing warranty restriction.

Case Comments

Date	Comment
01/19/2022	*****INBOUND CUSTOMER CONTACT***** V[redacted] Customer called in advising he took his vehicle to Demontrond in Texas and they put a warranty restriction on it (previous case[redacted] and since has taken the vehicle to Frontier Motor Co and was told there was no way the restriction should have been put on the vehicle. CM advised customer the case would be looked into to possibly have the restriction removed.
01/20/2022	*******OUTBOUND DEALER CONTACT **** FRONTIER MOTOR CO *** 68515 *** (405) 262-6433 CM called the dealership and talked to the SM Richard. The SM confirmed he knew about the situation but his local rep DJ was unable to do anything. The dealership and field rep that put the restriction at Dealer code 44231 would need to remove it. The SM advised it wasn't a big deal, that if any work needed to be done, the dealership doing the work would just need to call in for an authorization if it was anything to do with the drivetrain. CM thanked the SM for the feedback.
01/20/2022	*****OUTBOUND CUSTOMER CONTACT*****[redacted] called the customer but had to leave a voicemail. CM advised she would send an email shortly.
01/20/2022	******* OUTBOUND CUSTOMER EMAIL *****[redacted] Hi[redacted] I just left you a voicemail, but I wanted to let you know I would be looking into the concerns for the restriction on your vehicle. If you can respond to this email that you received it ? Thank you,
01/20/2022	*****OUTBOUND CUSTOMER CONTACT*****[redacted] CM called the customer back as he had called the CM earlier. CM advised she had called the first dealership and found out that the other dealership would need to remove the restriction. Customer states he is extremely upset as he was never informed, or called or emailed of the news that the drive train would be on restriction. CM advised she did not have any information at the moment and was going to call the dealership tomorrow to confirm information. Customer state he dealt with SM Mike and the rep was Scott. Customer states he wanted to file a grievance or post a bad review for this dealership but didn't know what he should do. CM advised she would do her best to get to the bottom of this situation. CM confirmed the customer would prefer to be called as the email on file was for his daughter.
01/21/2022	******OUTBOUND DEALER CONTACT *****DEMONTROND AUTO COUNTRY *** 44231 *** (936) 539-3181 CM called the dealership but had to leave a voicemail for the service manager. CM left the case and her direct line for reference.
01/22/2022	*****OUTBOUND CUSTOMER CONTACT*****[redacted] CM called the customer but had to leave a voicemail. CM advised she would follow up next week as she had to leave a voicemail for the other dealership.
01/24/2022	******OUTBOUND DEALER CONTACT *****DEMONTROND AUTO COUNTRY *** 44231 *** (936) 539-3181 CM called the dealership and spoke to the SM Shawn. The SM confirmed that the vehicle was overloaded, had a dump bed in it, the extras were not done by a reputable upfitter as there were no stickers confirming the approximate weight of the vehicle. CM asked who the TA was that put the restriction on. The SM confirmed it was Tim Mancini, and his area manager and the local area manager had talked about the concerns. The SM confirmed he didn't know what the outcome was for the issue, as he thought the area managers would have handled it. The SM also mentioned he had not seen this vehicle for almost a year. CM thanked the SM for taking the call.
01/24/2022	*****OUTBOUND CUSTOMER CONTACT*****[redacted] CM called the customer but had to leave a voicemail. CM advised she would need to reach out to the area manager but that may take some time. CM advised she would follow up later this week.
01/24/2022	AM's have been emailed for feedback
01/24/2022	*******INBOUND CUSTOMER CONTACT****** The customer was calling to speak with his CM. I was able to get the customer over to the CM for further assistance.
01/24/2022	*****INBOUND CUSTOMER CONTACT*****[redacted] Customer called in as he is hoping to come to some sort of resolution regarding the restriction. CM advised she spoke to the SM Shawn at the other dealership and was informed the vehicle was overloaded, had a dump bed on it, was not done by a reputable upfitter and they could not confirm the weight of the vehicle. CM advised she didn't have too many answers at the moment but would need to wait for the Area managers and the field rep to respond.
01/26/2022	******* INBOUND TA EMAIL ***** Hello Neela, I placed the restriction on the vehicle back in 2020, it's actually a drivetrain restriction, so that would be engine, trans, and drive line items are on restriction. It was for the vehicle being severely overloaded with excess weight, more than that truck can handle. I placed the restriction for awareness so that if anything turns up damaged, that it should be inspected to see if it is related to the upfit and extreme weight on the vehicle. I would be very surprised if Sean or anyone at Demontrond would've told the customer I was going to contact him. I do not do that, nor did I say I was going to. If he has 5 other trucks like this, I would be concerned about them too. I copied Jerry on this to see if he has any knowledge of this or the company that did the upfits. Tym Mancini Technical Advisor
01/26/2022	*******INBOUND TA EMAIL ***** Hi Neela, I don't have a problem with you sharing why it was restricted, unless anyone else has concerns. Just to be clear, that doesn't mean he does not have a warranty or that we wouldn't cover something if it was warranty related, we just put that there as a precaution due to the way the truck is being used beyond its capabilities. Tym Mancini Technical Advisor
01/26/2022	*******INBOUND TA EMAIL **** JERRY HOWARD JR. Neela, The warranty restriction will remain in place. I'm inclined to agree with Tym that the vehicle's are being overloaded. I see this often because the 2500 is cheaper than the needed 3500.

Date	Comment
01/27/2022	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called the customer to advise of the information from the Field rep. Customer is upset as he feels fraudulent actions have taken place. CM explained what the TA Tym had emailed : I placed the restriction on the vehicle back in 2020, it's actually a drivetrain restriction, so that would be engine, trans, and drive line items are on restriction. It was for the vehicle being severely overloaded with excess weight, more than that truck can handle. I placed the restriction for awareness so that if anything turns up damaged, that it should be inspected to see if it is related to the upfit and extreme weight on the vehicle. Just to be clear, that doesn't mean he does not have a warranty or that we wouldn't cover something if it was warranty related, we just put that there as a precaution due to the way the truck is being used beyond its capabilities. Customer started arguing and feels that his warranty is void and wants to sue Chrysler. CM explained that his warranty was not voided, but there would just be extra steps the Stellantis dealership would need to do for any repairs having to do with the drivetrain. CM advised the dealerships usually rule out if it is the upfit or if it is a Stellantis issue and then proceed if the repairs are warrantable or not. CM asked the customer to send his list of questions through the case so she could forward over to the TA. Customer wanted the CM to call the dealership and explain to them the process as well. Customer would like someone to call the customer back other than the CM to reiterate why his upfit is not up to standards / measurements and specs. Customer said his dump bed was done by a guy who is a welder in Oklahoma but would not divulge his name or number. CM had mentioned the names that were more familiar to get upfits done : Knapheide was a common upfit, or " Convoy " specializes in dump beds and " Bullhead " have aluminum bodies. CM also mentioned the NTEA - National Truck Equipment Association. CM explained that the max payload for this truck was 10852 lbs and the max tow load 17352 but there is a limit for the rear axle, and that is why the TA placed a restriction on the drivetrain. Customer still argued that the TA should not have been allowed to place a restriction on his vehicle without physically looking at the vehicle, and only going by what the previous dealership provided in pictures.
01/28/2022	*******OUTBOUND DEALER CONTACT **** FRONTIER MOTOR CO *** 68515 *** (405) 262-6433 CM called the dealership and talked to the SM Richard about the customer's vehicle. The SM confirmed the customer called him last night and wondered if the CM had called. CM asked if the SM had an email as it was laid out properly with the wording in an email from the field rep. The SM provided : richardtow@frontierautogroup.com and the CM sent the SM an email. The SM confirmed he received it and confirmed it seemed very self explained. The SM confirmed he had no problem calling in for any authorization for any future repairs that may need to be done on the vehicle. CM thanked the SM for taking the call
01/28/2022	****CUSTOMER CONTACT**** [redacted] spoke to [redacted] Customer [redacted] questioned who writer represents. Writer explained they are with Mopar and are involved in warranty situations. Victor states the dealer had assumed the vehicle was overloaded because of the restriction on the vehicle. Writer explained the difference between defective failure versus a caused failure. If, for example, there is a transmission failure the process would be to tear it down to point of failure. This teardown process would be the same whether or not there was a flag placed on a VIN. Customer (Victor) states he wants something compensated maybe a couple oil changes from Chrysler. Then they are going to go after the dealer. What can they do to the dealer that submitted photos to field representation. Dealer was totally disrespectful by having the vehicle flagged without telling them. They want the flag removed. Writer explained the flag would remain out of process and if indeed their vehicle is not overloaded then there should be nothing to worry about. Customer states they don't know what she knows about trucks and guys that are looking at it they act like they're nuts. Just remember this when somebody tells you that your vehicle is overloaded where do you come up with that. They have had this vehicle formally weighed and it is clearly not overloaded. Customer states who would they talk to about finding out more detail on why their vehicle got flagged in the first placed. Writer explained this communication would be with Neela as it appears they had spoken to the service manager over at the Demontrond dealership. Writer explained their case manager, Neela, has communicated with both dealers and to some extent a level of education has been relayed. Writer explained the restriction notes are the important factor and that a heavy investigation had not been performed to flag the VIN. Customer states they want the writer to have a restriction placed on their vehicle. Writer confirmed they would not have an issue with it so long as they are not causing failure. If there is caused failure it would clearly show versus a defect. Customer thanked writer for taking the time to discuss and agreed any further communication would be with their case manager.
02/01/2022	*****OUTBOUND CUSTOMER CONTACT***** [redacted] CM called the customer but had to leave a voicemail.
02/02/2022	*******INBOUND CUSTOMER EMAIL **** Can you please call me at [redacted] am trying to assist [redacted] owens The numbers he gave me to call you are incorrect I would like to have this matter resolved as quickly as possible J [redacted] Sent from my iPhone
02/02/2022	****** OUTBOUND CUSTOMER CONTACT ***** [redacted] CM called the customer's ex wife back. Customer was trying to confirm what the discrepancy on the vehicle was all about. CM sent the customer the feedback (copy & paste) via email through the case from the field rep. CM advised she had called the dealership the next day, and they were willing to help the customer now that they know the steps to process internally. CM explained that the warranty was not voided, but there was a restriction on the drivetrain and the dealership would just need to confirm the issues were not due to the dump bed that was on there. Customer states her ex-husband ([redacted] does have a learning disability. CM advised she felt that the customer [redacted] only listened to what he wanted to hear and then started yelling at the CM the other day. CM advised she noticed the customer ([redacted] was looking for an oil change package, and the CM advised she could add one on to the vehicle. CM verified with the customer that the vehicle used synthetic, and the CM would add a package on. Customer was going to call her ex- husband to relay the information.
02/02/2022	******* INBOUND CUSTOMER EMAIL ***** [redacted] says he brought truck in with ladle bill showing 4300 load Truck and bed weighs approximately 13000, 3500 bed So that should be around 7800 which is below the threshold by quite a bit Can this guy explain where he came up with truck being overloaded? Thanks, [redacted] Sent from my iPhone
02/02/2022	*******INBOUND CUSTOMER EMAIL ****** [redacted] How did the field rep come up with □extremely □ overloaded? That□s the big question even for me Did field rep weigh truck? It seems like an opinion if he doesn□t produce paperwork Does field rep know about the dot? Surely he knows beyond the fact of not wanting to hurt your truck, you don□t overload cause you get a huge ticket. He□s been doing this for over 40 years Never been ticketed for too much weight Never had ANY dealer say he was overweight [redacted] Sent from my iPhone
02/02/2022	CM has emailed TA's for feedback
02/03/2022	******* OUTBOUND CUSTOMER EMAIL ***** [redacted] Good morning Jana, The techs have acknowledged the email I sent yesterday. I will follow up next week if I don't hear back from them today. Thank you,
02/07/2022	******** OUTBOUND CUSTOMER EMAIL **** [redacted], Charts above and information from the tech below : The base weight of the truck is about 8,733 pounds with nothing on it, you can see that as well as the max payload and towing specs listed in the email. So depending on the weight of the added bed, that's going to eat into his axle weight ratings, as well as what he can carry before overloading it. When I saw this vehicle, it was brought to my attention by a dealer while I was there for something else. The easiest and most obvious sign of overloading is looking at the rear suspension bump stops. These are located in the rear of the vehicle on the frame. These stops showed signs of wear on them, more than you would normally see. The only way to really get that is to have enough weight to cause them to be pressed upon, which wears them down. This is how I know it's been overloaded. In addition to that, I looked for a sticker showing the truck's weight rating with the upfitted bed, and could not find it. That is supposed to be on the truck to reflect the changes in weight that the upfit made. So with this missing information and the physical signs of being overloaded, I placed the restriction on the warranty as a precaution as I could see the possibility of early failure happening to this vehicle by the way it's being used. It's important to note that on the body application chart his truck is only capable of a maximum 9 foot dump body application.
02/09/2022	Source out synthetic oil change plan
02/10/2022	Add service contract ECSDR22N - 2 year synthetic oil change plan
02/10/2022	******** OUTBOUND CUSTOMER EMAIL ***** [redacted] Good afternoon [redacted] I will be adding a 2 year service contract for synthetic oil changes to the vehicle. Victor will be able to go to any Stellantis dealership that can facilitate his truck for the oil changes. Once I see it is added, I will send you an email with the information for your reference. I will follow up next week. Thank you,
02/11/2022	Follow up next week
02/15/2022	******** OUTBOUND CUSTOMER EMAIL [redacted] com Hi [redacted] A service contract has been added, so now [redacted] will have the ability to get a synthetic oil change done at any business link Stellantis dealership. The number if he has any questions is 1-800-521-9922 and below is what he would need if he has any questions. Contract Number: [redacted] Name: [redacted] Secondary Name: Option Code: [redacted] Description: ESSENTIAL CARE 150 W/ROTATES Effective Date/Odometer: February 14, 2022 @ 33,000 Miles Option Sale Date: February 14, 2022 Expiration Date/Odometer: February 13, 2024 @ 999,999 Miles State/Province: MI
02/16/2022	*******INBOUND CUSTOMER EMAIL ***** [redacted] Do you have access to the dates [redacted] truck was brought in? Most importantly when the anonymous Tim flagged the truck. Any records you have on this would be very appreciated. Thank you, [redacted] Sent from my iPhone
02/16/2022	********OUTBOUND CUSTOMER EMAIL [redacted] Hi [redacted] Unfortunately, I do not have access to any of that information. Thank you,
02/16/2022	******* OUTBOUND CUSTOMER EMAIL **** [redacted] Good afternoon, Did you receive my email regarding the service contract that was added on for synthetic oil changes ? Is [redacted] taking the vehicle back to the dealership in the near future ? If not, I will close this case and should he need anything in the future we can open a new case at that time. Please respond when you get a chance. Thank you,
02/16/2022	********INBOUND CUSTOMER EMAIL ***** [redacted] I did receive. We are still exploring all options. We are not satisfied at all with the flagging of the warranty We have been in contact with others who have had these same type of issues I am hoping to have all of our things lined up be end of next week Trying to get all records pertaining to these issues Thank you, [redacted] Sent from my iPhone
02/16/2022	********OUTBOUND CUSTOMER EMAIL **** [redacted] Hi [redacted] If the vehicle is not at the dealership, I will not be able to keep this case open much longer. The concerns / comments are attached to the case and the VIN. Please advise Thank you,
02/17/2022	******* INBOUND CUSTOMER EMAIL [redacted] Don□t think you can answer but these are questions I□m giving legal rep What is date of flagging? Are there pics of the truck sitting on the stops? Why were we not told that truck was flagged ? We found out a year later???? Why no opportunity to discuss the situation with the flagged? Could be wrong but I□m going with [redacted] on experience with trucks I□ll be in contact with dealership tomorrow Thanks. [redacted] Sent from my iPhone
02/18/2022	******* OUTBOUND CUSTOMER EMAIL [redacted] Hi [redacted] Unfortunately, I am unable to answer those questions. The service contract has been added. There is no further follow up I can assist with regarding this case, so I will need to close it. All the concerns have been documented. Thank you,
02/22/2022	******** INBOUND CUSTOMER EMAIL ***** [redacted] Who is the contact person? This looks really bad on your company. Can□t answer any questions Just basically screwed over, that□s a massive fraud. I need a contact person I□m happy to do a zoom call After the amount of money spent I□m shocked that we can□t get answers [redacted] Sent from my iPhone
02/22/2022	CM will be closing case as there is no other follow up necessary. Vehicle is no longer at the dealership. Customer is upset that the restriction was not lifted, and the customer has been advised why, but did not like the answer.

Email(s)

Date	01/20/2022	Subject	Case [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	01/20/2022 19:45 PM

Hi [redacted]

I just left you a voicemail, but I wanted to let you know I would be looking into the concerns for the restriction on your vehicle. If you can respond to this email that you received it ?

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date	01/27/2022	Subject	Case [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	01/27/2022 22:47 PM

Test email from Neela - please compose the questions you have for the field rep

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date	01/31/2022	Subject	Re: Case [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	01/31/2022 19:28 PM

[redacted]

Sent from my iPhone

On Jan 27, 2022, at 4:47 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

□ Test email from Neela - please compose the questions you have for the field rep

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date	02/02/2022	Subject	Re: Case [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	02/02/2022 19:07 PM

Can you please call me at 405-762-0415
I am trying to assist Victor owens
The numbers he gave me to call you are incorrect
I would like to have this matter resolved as quickly as possible
Jana Longwith

Sent from my iPhone

On Jan 31, 2022, at 1:28 PM, [redacted] wrote:

□ [redacted]

Sent from my iPhone

On Jan 27, 2022, at 4:47 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

□ Test email from Neela - please compose the questions you have for the field rep

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date	02/02/2022	Subject	Case [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	02/02/2022 19:36 PM

Hi [redacted]

Copy and paste email from Field Rep :

I placed the restriction on the vehicle back in 2020, it's actually a drivetrain restriction, so that would be engine, trans, and drive line items are on restriction. It was for the vehicle being severely overloaded with excess weight, more than that truck can handle. I placed the restriction for awareness so that if anything turns up damaged, that it should be inspected to see if it is related to the upfit and extreme weight on the vehicle. I would be very surprised if Sean or anyone at Demontrond would've told the customer I was going to contact him. I do not do that, nor did I say I was going to. If he has 5 other trucks like this, I would be concerned about them too. I copied Jerry on this to see if he has any knowledge of this or the company that did the upfits.

Just to be clear, that doesn't mean he does not have a warranty or that we wouldn't cover something if it was warranty related, we just put that there as a precaution due to the way the truck is being used beyond its capabilities.

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date	02/02/2022	***Subject***	Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/02/2022 19:39 PM

Max payload for this truck was 10852 lbs and the max tow load 17352 but there is a limit for the rear axle, and that is why the TA placed a restriction on the drivetrain.

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date	02/02/2022	***Subject***	Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/02/2022 19:41 PM

Knapheide was a common upfit, or " Convoy " specializes in dump beds and " Bullhead " have aluminum bodies. CM also mentioned the NTEA - National Truck Equipment Association.

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date	02/02/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/02/2022 20:11 PM

[redacted] says he brought truck in with ladle bill showing 4300 load
Truck and bed weighs approximately 13000, 3500 bed
So that should be around 7800 which is below the threshold by quite a bit

Can this guy explain where he came up with truck being overloaded?

Thanks, [redacted]

Sent from my iPhone

On Feb 2, 2022, at 1:41 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

□ Knapheide was a common upfit, or " Convoy " specializes in dump beds and " Bullhead " have aluminum bodies. CM also mentioned the NTEA - National Truck Equipment Association.

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date	02/02/2022	***Subject***	Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/02/2022 20:16 PM

Hi [redacted]

Victor was going to send over a list of questions he had for the field rep, as unfortunately I cannot provide his direct contact information but can be the liason between. I also do not know the answer to your question you sent in -

If you can compose a list of questions, I would literally send it over to the field rep to respond and email you back.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date	02/02/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/02/2022 20:26 PM

1. How did the field rep come up with □extremely □ overloaded?
That□s the big question even for me

Did field rep weigh truck?

It seems like an opinion if he doesn□t produce paperwork

Does field rep know about the dot?

Surely he knows beyond the fact of not wanting to hurt your truck, you don□t overload cause you get a huge ticket.

He□s been doing this for over 40 years
Never been ticketed for too much weight
Never had ANY dealer say he was overweight

[redacted]

Sent from my iPhone

On Feb 2, 2022, at 2:16 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

□ Hi [redacted]

[redacted] was going to send over a list of questions he had for the field rep, as unfortunately I cannot provide his direct contact information but can be the liason between. I also do not know the answer to your question you sent in -

If you can compose a list of questions, I would literally send it over to the field rep to respond and email you back.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

[redacted]

Date 02/02/2022 ***Subject*** Case [redacted]
From uscustomercare@fcagroup.com ***To*** [redacted] ***Sent Date/Time*** 02/02/2022 20:55 PM

Hi Jana,

I will forward this email to them now. I will follow up as soon as I hear back.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date 02/03/2022 ***Subject*** [redacted]
From uscustomercare@fcagroup.com ***To*** [redacted] ***Sent Date/Time*** 02/03/2022 16:41 PM

Good morning Jana,

The techs have acknowledged the email I sent yesterday. I will follow up next week if I don't hear back from them today.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date 02/03/2022 ***Subject*** Re: Case [redacted]
From [redacted] ***To*** uscustomercare@fcagroup.com ***Sent Date/Time*** 02/03/2022 16:50 PM

Thank you
I am anxious to have this resolved
[redacted]

Sent from my iPhone

On Feb 3, 2022, at 10:41 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:

□ Good morning[redacted]

The techs have acknowledged the email I sent yesterday. I will follow up next week if I don't hear back from them today.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date 02/07/2022 ***Subject*** Re:[redacted]
From [redacted] ***To*** uscustomercare@fcagroup.com ***Sent Date/Time*** 02/07/2022 16:33 PM

Have you heard back from your techs yet?

Thanks,[redacted]

Sent from my iPhone

On Feb 3, 2022, at 11:50 AM,[redacted]

□ Thank you
I am anxious to have this resolved
[redacted]

Sent from my iPhone

On Feb 3, 2022, at 10:41 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:

□ Good morning[redacted]

The techs have acknowledged the email I sent yesterday. I will follow up next week if I don't hear back from them today.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date 02/07/2022 ***Subject*** Case[redacted]
From uscustomercare@fcagroup.com ***To*** [redacted] ***Sent Date/Time*** 02/07/2022 16:52 PM

Hi Jana,

Charts above and information from the tech below :

The base weight of the truck is about 8,733 pounds with nothing on it, you can see that as well as the max payload and towing specs listed in the email. So depending on the weight of the added bed, that's going to eat into his axle weight ratings, as well as what he can carry before overloading it. When I saw this vehicle, it was brought to my attention by a dealer while I was there for something else. The easiest and most obvious sign of overloading is looking at the rear suspension bump stops. These are located in the rear of the vehicle on the frame. These stops showed signs of wear on them, more than you would normally see. The only way to really get that is to have enough weight to cause them to be pressed upon, which wears them down. This is how I know it's been overloaded. In addition to that, I looked for a sticker showing the truck's weight rating with the upfitted bed, and could not find it. That is supposed to be on the truck to reflect the changes in weight that the upfit made. So with this missing information and the physical signs of being overloaded, I placed the restriction on the warranty as a precaution as I could see the possibility of early failure happening to this vehicle by the way it's being used.

It's important to note that on the body application chart his truck is only capable of a maximum 9 foot dump body application.

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date 02/10/2022 ***Subject*** Case[redacted]
From uscustomercare@fcagroup.com ***To*** [redacted] ***Sent Date/Time*** 02/10/2022 18:35 PM

Good afternoon [redacted]

I will be adding a 2 year service contract for synthetic oil changes to the vehicle. Victor will be able to go to any Stellantis dealership that can facilitate his truck for the oil changes. Once I see it is added, I will send you an email with the information for your reference. I will follow up next week.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date 02/15/2022 ***Subject*** Case [redacted]
From uscustomercare@fcagroup.com ***To*** [redacted] ***Sent Date/Time*** 02/15/2022 14:51 PM

[redacted]

A service contract has been added, so now [redacted] will have the ability to get a synthetic oil change done at any business link Stellantis dealership. The number if he has any questions is 1-800-521-9922 and below is what he would need if he has any questions.

Contract Number: [redacted] Name: [redacted]
Secondary Name:
Option Code: ECODR22N Description: ESSENTIAL CARE 150 W/ROTATES

Effective Date/Odometer: February 14, 2022 @ 33,000 Miles Option Sale Date: February 14, 2022
Expiration Date/Odometer: February 13, 2024 @ 999,999 Miles State/Province: MI

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date 02/15/2022 ***Subject*** Fwd: [redacted]
From [redacted] ***To*** uscustomercare@fcagroup.com ***Sent Date/Time*** 02/15/2022 21:19 PM

Sent from my iPhone

Begin forwarded message:

From: [redacted]
Date: February 15, 2022 at 3:19:05 PM CST
To: [redacted]
Subject: Re: [redacted]

□ Do you have access to the dates [redacted] □s truck was brought in?
Most importantly when the anonymous Tim flagged the truck.
Any records you have on this would be very appreciated.

Thank you, [redacted]

[redacted] from my iPhone

On Feb 15, 2022, at 3:07 PM, [redacted]

□ Skip the charts and read notes

Sent from my iPhone

Begin forwarded message:

From: US Customer Care <uscustomercare@fcagroup.com>
Date: February 15, 2022 at 8:51:47 AM CST
[redacted]
Subject: Case [redacted] / VIN [redacted]

□ Hi [redacted]

A service contract has been added, so now [redacted] will have the ability to get a synthetic oil change done at any business link Stellantis dealership. The number if he has any questions is 1-800-521-9922 and below is what he would need if he has any questions.

Contract Number: [redacted] Name: [redacted]
Secondary Name:
Option Code: ECODR22N Description: ESSENTIAL CARE 150 W/ROTATES

Effective Date/Odometer: February 14, 2022 @ 33,000 Miles Option Sale Date: February 14, 2022
Expiration Date/Odometer: February 13, 2024 @ 999,999 Miles State/Province: MI

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date 02/15/2022 ***Subject*** Case [redacted]
From uscustomercare@fcagroup.com ***To*** [redacted] ***Sent Date/Time*** 02/15/2022 21:46 PM

Hi [redacted]

Unfortunately, I do not have access to any of that information.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date 02/16/2022 ***Subject*** [redacted]
From uscustomercare@fcagroup.com ***To*** [redacted] ***Sent Date/Time*** 02/16/2022 20:03 PM

Good afternoon,

Did you receive my email regarding the service contract that was added on for synthetic oil changes ? Is [redacted] taking the vehicle back to the dealership in the near future ? If not, I will close this case and should he need anything in the future we can open a new case at that time. Please respond when you get a chance.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date 02/16/2022 ***Subject*** Re: Case [redacted]
From [redacted] ***To*** uscustomercare@fcagroup.com ***Sent Date/Time*** 02/16/2022 21:56 PM

I did receive. We are still exploring all options. We are not satisfied at all with the flagging of the warranty
We have been in contact with others who have had these same type of issues

I am hoping to have all of our things lined up be end of next week
Trying to get all records pertaining to these issues
Thank you, [redacted]

[redacted] from my iPhone

On Feb 16, 2022, at 2:03 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

□ Good afternoon,

Did you receive my email regarding the service contract that was added on for synthetic oil changes ? Is [redacted] taking the vehicle back to the dealership in the near future ? If not, I will close this case and should he need anything in the future we can open a new case at that time. Please respond when you get a chance.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date 02/16/2022 ***Subject*** Case [redacted]
From uscustomercare@fcagroup.com ***To*** [redacted] ***Sent Date/Time*** 02/16/2022 22:13 PM

H [redacted],

If the vehicle is not at the dealership, I will not be able to keep this case open much longer. The concerns / comments are attached to the case and the VIN. Please advise

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date 02/17/2022 ***Subject*** Re: Case [redacted]
From [redacted] ***To*** uscustomercare@fcagroup.com ***Sent Date/Time*** 02/17/2022 02:41 AM

Don□t think you can answer but these are questions I□m giving legal rep
What is date of flagging?
Are there pics of the truck sitting on the stops?
Why were we not told that truck was flagged ?
We found out a year later????
Why no opportunity to discuss the situation with the flagged?
Could be wrong but I□m going with [redacted] on experience with trucks

I□ll be in contact with dealership tomorrow

Thanks, [redacted]

Sent from my iPhone

On Feb 16, 2022, at 4:13 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:

□ Hi [redacted]

If the vehicle is not at the dealership, I will not be able to keep this case open much longer. The concerns / comments are attached to the case and the VIN. Please advise

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

[redacted]

Date	02/18/2022	***Subject***	Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/18/2022 14:31 PM

Hi [redacted]

Unfortunately, I am unable to answer those questions. The service contract has been added. There is no further follow up I can assist with regarding this case, so I will need to close it. All the concerns have been documented.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date	02/19/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/19/2022 20:13 PM

Who is the contact person? This looks really bad on your company. Can□t answer any questions
Just basically [redacted] over, that□s a massive fraud.
I need a contact person
I□m happy to do a zoom call
After the amount of money spent I□m shocked that we can□t get answers
[redacted]

Sent from my iPhone

On Feb 18, 2022, at 8:31 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:

□ Hi [redacted]

Unfortunately, I am unable to answer those questions. The service contract has been added. There is no further follow up I can assist with regarding this case, so I will need to close it. All the concerns have been documented.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

[redacted]

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

VIN	3C7WRTCL4MG[redacted]	Model Year	2021	Brand	DODGE
Body	DD8L93	Vehicle	RAM 3500 CREW CAB CHASSIS 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	01/25/2022	CAIR Type	Regular	Status	Closed
Close Date	01/26/2022	Origin	Brand Site	Reason	sm
Mileage	42,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
City/State/Country/Zip	Centerville		TN	[redacted]	USA
Customer	[redacted]				
Customer Address	[redacted]				
City/State/Country/Zip	CENTERVILLE		TN	[redacted]	USA
Dealer	99999	Dealer99999		Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	Breakdowns				
Synopsis	duplicate				
Customer Anomaly	Gears & Transmission Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/25/2022 04:34 PM	New
01/26/2022 07:41 PM	Open
01/26/2022 07:43 PM	Closed

Initial Description

[redacted] Jan 19, 2022Pissed1.0My 3500 has 42k miles so far differential has been replaced alternator went out and now a dealer in Indiana has had it for over a month for transmission failure and hasn't even gotten it into the repair bay! So much for using RAM as a commercial vehicle, not making any money with truck down! Oh and I bought it new 5 months ago!User's recommendation: Stay clear!ID

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

VIN	3C63R3HL5KG[redacted]	Model Year	2019	Brand	DODGE
Body	D28H92	Vehicle	RAM 3500 BIG HORN CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	01/31/2022	CAIR Type	Regular	Status	Closed
Close Date	03/28/2022	Origin	Telephone	Reason	
Mileage	38,913 Miles	Market	U	Language	English
Contact Email		Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	Customer
City/State/Country/Zip	Westernport		MD	[redacted]	USA
Customer	[redacted]				
Customer Address	[redacted]				
City/State/Country/Zip	FRIENDSWOOD		TX	[redacted]	USA
Dealer	60795	Weimer Chrysler Dodge Jeep Ram of		Dealer Phone	3047907752
Dealer Address	21 SHAMROCK DR				
	KEYSER		WV	26726 6012	USA
Dealer Zone	Mid Atlantic	Sales District		Service District	J
Subject	Assistance				
Synopsis	Customer declined GW for maintenance				
Customer Anomaly	Gears & Transmission				
	Shifter				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	46	Gear shifter issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
01/31/2022 06:47 PM	Open
03/02/2022 09:14 PM	Suspended
03/11/2022 05:00 AM	Open
03/22/2022 05:59 PM	Closed
03/27/2022 11:21 AM	Open
03/28/2022 04:31 PM	Closed

Initial Description

Customer asking for assist with getting the transmission replaced

Case Comments

Date	Comment
01/31/2022	Customer brought vehicle into the dealership this past Friday and the dealership confirmed that the transmission needs to be replaced but the won't due to there being no codes and having issues with hard shifting
02/01/2022	OUTBOUND DLR CALL* 3047907752 CM Called and spoke with the PM Eric and he advised that the SA is out to lunch. He asked if CM could call back.
02/01/2022	*OUTBOUND CSUTOEMR CALL*[redacted] CM called and got no answer,CM could not leave VM .
02/03/2022	***** Email sent asking if they need any help.
02/07/2022	*OUTBOUND DLR CALL* 3047907752 CM called and was advised that they are on lunch. He then took CM number and will have them call CM back.
02/07/2022	*INBOUND DLR CALL* 3047907752 PM Eric called back and transferred CM to SA Agnie then CM went to ask how things were going she hung up the phone. CM called back and left her VM top call back with an update.
02/14/2022	*OUTBOUND DLR CALL* 3047907752 CM Called and spoke with SA Angie and she advised that the customer was there in Jan and they advised the block heater needed to be replaced and the transmission fluid was burnt. There was no codes active and they told customer to drive it till something happens.
02/14/2022	*INBOUND CSUTOEMR CALL*[redacted] Customer called in because he doesn't feel that his case should be closed. He is having an issue with his vehicle and the DLR will not help him. Customer stated that the DLR told him that Chrysler is trying to get out of payment warranty claims. DLR will not assist further because they do not want to be the one paying the claim. They advised they were told they need codes. Customer doesn't agree because vehicles done always have codes. - CM advised that the DLR needs to follow policy to have things claimed and cant do things that wouldn't get approved. - Customer stated that he understand but would like the rep to come out and see the vehicle before saying no. He will keep bringing the vehicle into the DLR until he sues us. - CM advised that i would document.
02/18/2022	***INBOUND DLR CALL* DLR Called in advising the customer dropped the vehicle off there today and is demanding tear down. CM advised that he will have to pay for tear down and if it is something that can be covered it will. Customer is responsible for the tear down.
02/18/2022	**OUTBOUND CUSTOMER CALL*[redacted] CM called and told customer that he has to approve the tear down. CM advise that if there is anything that is under warranty then it will be covered.
02/24/2022	********** Waiting for reply from DLR.
03/02/2022	*******OUTBOND DLR CALL**** 3047907752 CM called and spoke with SM Angie and she advised that the customer is not wanting the tear down,. He is going to do oil flush and transmission flush. They are going to drop oil pan and see if there is anything wrong. She advise that he has an appointment for March 10th.
03/11/2022	**OUTBOUND DLR CALL* 3047907752 CM Called and spoke w th SA Tyler and he advised they did the transfer case flush front differential flush and could not do the rear due to not having the fluid to replace it with. They did advise that there were 2 small pieces of metal but nothing to worry about. He advised that they were happy with the results. Customer has the vehicle back and everythign is running good.

Email(s)

Date	02/03/2022	Subject	Assistance		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	02/03/2022 19:30 PM

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from the dealer. Once I do hear something I will let yo know what I can assist with. I am terribly sorry for the delay.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211
[redacted]

Date	02/07/2022	***Subject***	RE: Assistance		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/07/2022 18:09 PM

Good afternoon

I hope that you are having a good day. I just called over to the dealer but they are are on lunch. They will be calling me once they are back.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

———— Original Message ————
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/3/2022 2:30 PM
To [redacted]
Subject: Assistance

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from the dealer. Once I do hear something I will let yo know what I can assist with. I am terribly sorry for the delay.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211
[redacted]

Date	02/09/2022	***Subject***	RE: Assistance		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/09/2022 22:54 PM

Have we heard anything. This is ridiculous. I have a vehicle under warranty with a verified issue and no one is doing anything.

Sent from my Galaxy

------- Original message -------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 2/7/22 1:10 PM (GMT-05:00)
To: [redacted]
Subject: RE: Assistance

Good afternoon

I hope that you are having a good day. I just called over to the dealer but they are are on lunch. They will be calling me once they are back.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 2/3/2022 2:30 PM
To [redacted]
Su

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from the dealer. Once I do hear something I will let yo know what I can assist with. I am terribly sorry for the delay.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1[redacted]

Date	02/10/2022	***Subject***	RE: Assistance		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/10/2022 15:44 PM

Good morning

I am so sorry for the delay. I am still waiting to hear back. I have called and sent emails. I am still waiting to hear something.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: [redacted]
Sent: 2/9/2022 5:54 PM
To: uscustomercare@fcagroup.com
Subject: RE: Assistance

Have we heard anything. This is ridiculous. I have a vehicle under warranty with a verified issue and no one is doing anything.

Sent from my Galaxy

------- Original message -------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 2/7/22 1:10 PM (GMT-05:00)
To: [redacted]
Subject: RE: Assistance

Good afternoon

I hope that you are having a good day. I just called over to the dealer but they are are on lunch. They will be calling me once they are back.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 2/3/2022 2:30 PM
To: [redacted]
Subject: Assistance

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from the dealer. Once I do hear something I will let yo know what I can assist with. I am terribly sorry for the delay.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1: [redacted]

Date	02/14/2022	***Subject***	RE: Assistance		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/14/2022 20:35 PM

Good afternoon

I hope that you had a good weekend. I have been advised that the dealer has told you that there is no active codes that there is nothing that can be done. They advised that the vehicle has not been back there since. So at this time I will be closing your file until the concern gets worse. You can refer back to this case if something does go wrong and we will pick up right where we left off.
I appreciate you taking the time to work with us and the dealership(s) to resolve your concerns. At this point as your vehicle concerns are resolved I will be closing your file with us.
If you have any questions or difficulties in the future with your vehicle, please do not hesitate to give us a call, we would be more than happy to work with you again.
I am also going to send an email regarding the closing of your case.

I want to thank you again for working with me [redacted] it has been a pleasure.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/10/2022 10:44 AM
To: [redacted]
Subject: RE: Assistance

Good morning

I am so sorry for the delay. I am still waiting to hear back. I have called and sent emails. I am still waiting to hear something.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: [redacted]
Sent: 2/9/2022 5:54 PM
To: uscustomercare@fcagroup.com
Subject: RE: Assistance

Have we heard anything. This is ridiculous. I have a vehicle under warranty with a verified issue and no one is doing anything.

Sent from my Galaxy

------ Original message ------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 2/7/22 1:10 PM (GMT-05:00)
To: [redacted]
Subject: RE: Assistance

Good afternoon

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Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 2/3/2022 2:30 PM
To: [redacted]
Subject: Assistance

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from the dealer. Once I do hear something I will let yo know what I can assist with. I am terribly sorry for the delay.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

[redacted]

Date	02/14/2022	***Subject***	RE: Assistance		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/14/2022 20:41 PM

So you guys did nothing. I told you refused to fix it because it had no codes but that the transmission was confirmed as being bad.

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 2/14/22 3:35 PM (GMT-05:00)
To: [redacted]
Subject: RE: Assistance

Good afternoon

I hope that you had a good weekend. I have been advised that the dealer has told you that there is no active codes that there is nothing that can be done. They advised that the vehicle has not been back there since. So at this time I will be closing your file until the concern gets worse. You can refer back to this case if something does go wrong and we will pick up right where we left off.
I appreciate you taking the time to work with us and the dealership(s) to resolve your concerns. At this point as your vehicle concerns are resolved I will be closing your file with us.
If you have any questions or difficulties in the future with your vehicle, please do not hesitate to give us a call, we would be more than happy to work with you again.
I am also going to send an email regarding the closing of your case.

I want to thank you again for working with me [redacted] it has been a pleasure.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 2/10/2022 10:44 AM
To: [redacted]
Subject: RE: Assistance

Good morning

I am so sorry for the delay. I am still waiting to hear back. I have called and sent emails. I am still waiting to hear something.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: [redacted]
Sent: 2/9/2022 5:54 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: RE: Assistance

Have we heard anything. This is ridiculous. I have a vehicle under warranty with a verified issue and no one is doing anything.

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Date: 2/7/22 1:10 PM (GMT-05:00)
To: [redacted]
Subject: RE: Assistance

Good afternoon

I hope that you are having a good day. I just called over to the dealer but they are are on lunch. They will be calling me once they are back.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>]
Sent: 2/3/2022 2:30 PM
To [redacted]
Subject: Assistance

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from the dealer. Once I do hear something I will let yo know what I can assist with. I am terribly sorry for the delay.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

[redacted]

Date	02/14/2022	***Subject***	RE: Assistance		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/14/2022 20:42 PM

So what am I supposed to do? At this point do I need to get a lawyer and sue Ram? This support has been a joke and assisted the situation zero.

Sent from my Galaxy

------ Original message ------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 2/14/22 3:35 PM (GMT-05:00)
To: Alan [redacted]
Subject: RE: Assistance

Good afternoon

I hope that you had a good weekend. I have been advised that the dealer has told you that there is no active codes that there is nothing that can be done. They advised that the vehicle has not been back there since. So at this time I will be closing your file until the concern gets worse. You can refer back to this case if something does go wrong and we will pick up right where we left off.
I appreciate you taking the time to work with us and the dealership(s) to resolve your concerns. At this point as your vehicle concerns are resolved I will be closing your file with us.
If you have any questions or difficulties in the future with your vehicle, please do not hesitate to give us a call, we would be more than happy to work with you again.
I am also going to send an email regarding the closing of your case.

I want to thank you again for working with me [redacted] it has been a pleasure.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 2/10/2022 10:44 [redacted]
Subject: RE: Assistance

Good morning

I am so sorry for the delay. I am still waiting to hear back. I have called and sent emails. I am still waiting to hear something.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
[redacted]
Sent: 2/9/2022 5:54 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: RE: Assistance

Have we heard anything. This is ridiculous. I have a vehicle under warranty with a verified issue and no one is doing anything.

Sent from my Galaxy

------ Original message ------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Date: 2/7/22 1:10 PM (GMT-05:00)
To: [redacted]
Subject: RE: Assistance

Good afternoon

I hope that you are having a good day. I just called over to the dealer but they are are on lunch. They will be calling me once they are back.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>]
Sent: 2/3/2022 2:30 PM
To: [redacted]
Subject: Assistance

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from the dealer. Once I do hear something I will let yo know what I can assist with. I am terribly sorry for the delay.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

[redacted]

Date	02/22/2022	***Subject***	RE: Assistance		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/22/2022 21:27 PM

Good afternoon

I am still waiting to hear back from the dealer. Once I do hear what the issue is I will see what I can assist with. I am sorry for the delay.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: [redacted]
Sent: 2/14/2022 3:42 PM
To: uscustomercare@fcagroup.com
Subject: RE: Assistance

So what am I supposed to do? At this point do I need to get a lawyer and sue Ram? This support has been a joke and assisted the situation zero.

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 2/14/22 3:35 PM (GMT-05:00)
To: [redacted]
Subject: RE: Assistance

Good afternoon

I hope that you had a good weekend. I have been advised that the dealer has told you that there is no active codes that there is nothing that can be done. They advised that the vehicle has not been back there since. So at this time I will be closing your file until the concern gets worse. You can refer back to this case if something does go wrong and we will pick up right where we left off.
I appreciate you taking the time to work with us and the dealership(s) to resolve your concerns. At this point as your vehicle concerns are resolved I will be closing your file with us.
If you have any questions or difficulties in the future with your vehicle, please do not hesitate to give us a call, we would be more than happy to work with you again.
I am also going to send an email regarding the closing of your case.

I want to thank you again for working with me [redacted] it has been a pleasure.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 2/10/2022 10:44 AM
To: [redacted]
Subject: RE: Assistance

Good morning

I am so sorry for the delay. I am still waiting to hear back. I have called and sent emails. I am still waiting to hear something.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: [redacted]
Sent: 2/9/2022 5:54 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: RE: Assistance

Have we heard anything. This is ridiculous. I have a vehicle under warranty with a verified issue and no one is doing anything.

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Date: 2/7/22 1:10 PM (GMT-05:00)
To: [redacted]
Subject: RE: Assistance

Good afternoon

I hope that you are having a good day. I just called over to the dealer but they are are on lunch. They will be calling me once they are back.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>]
Sent: 2/3/2022 2:30 PM
To: alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
Subject: Assistance

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from the dealer. Once I do hear something I will let yo know what I can assist with. I am terribly sorry for the delay.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. [redacted]

Date	02/22/2022	***Subject***	RE: Assistance		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/22/2022 21:42 PM

They have scheduled to tear down and diagnose on the 28th

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 2/22/22 4:27 PM (GMT-05:00)
To: [redacted]
Subject: RE: Assistance

Good afternoon

I am still waiting to hear back from the dealer. Once I do hear what the issue is I will see what I can assist with. I am sorry for the delay.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: [redacted]
Sent: 2/14/2022 3:42 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: RE: Assistance

So what am I supposed to do? At this point do I need to get a lawyer and sue Ram? This support has been a joke and assisted the situation zero.

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Date: 2/14/22 3:35 PM (GMT-05:00)
To: Alan <alan@asianbears.net<mailto:alan@asianbears.net>>
Subject: RE: Assistance

Good afternoon

I hope that you had a good weekend. I have been advised that the dealer has told you that there is no active codes that there is nothing that can be done. They advised that the vehicle has not been back there since. So at this time I will be closing your file until the concern gets worse. You can refer back to this case if something does go wrong and we will pick up right where we left off.
I appreciate you taking the time to work with us and the dealership(s) to resolve your concerns. At this point as your vehicle concerns are resolved I will be closing your file with us.
If you have any questions or difficulties in the future with your vehicle, please do not hesitate to give us a call, we would be more than happy to work with you again.
I am also going to send an email regarding the closing of your case.

I want to thank you again for working with me [redacted] it has been a pleasure.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>]
Sent: 2/10/2022 10:44 AM
To: [redacted]
Subject: RE: Assistance

Good morning

I am so sorry for the delay. I am still waiting to hear back. I have called and sent emails. I am still waiting to hear something.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: [redacted]
Sent: 2/9/2022 5:54 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Subject: RE: Assistance

Have we heard anything. This is ridiculous. I have a vehicle under warranty with a verified issue and no one is doing anything.

Sent from my Galaxy

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From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>
Date: 2/7/22 1:10 PM (GMT-05:00)
To: [redacted]
Subject: RE: Assistance

Good afternoon

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Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

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From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>]
Sent: 2/3/2022 2:30 PM
To: [redacted]
Subject: Assistance

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from the dealer. Once I do hear something I will let yo know what I can assist with. I am terribly sorry for the delay.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211
[redacted]

Date	02/28/2022	***Subject***	RE: Assistance		
From	uscustomercare@fcagroup.com	***To***	alan@asianbears.net	***Sent Date/Time***	02/28/2022 21:20 PM

Good afternoon

I am still waiting to hear back from the dealer. Once I hear what I can help with I will let you know.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: [redacted]
Sent: 2/22/2022 4:42 PM
To: uscustomercare@fcagroup.com
Subject: RE: Assistance

They have scheduled to tear down and diagnose on the 28th

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 2/22/22 4:27 PM (GMT-05:00)
To: [redacted]
Subject: RE: Assistance

Good afternoon

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Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: [redacted]
Sent: 2/14/2022 3:42 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: RE: Assistance

So what am I supposed to do? At this point do I need to get a lawyer and sue Ram? This support has been a joke and assisted the situation zero.

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Date: 2/14/22 3:35 PM (GMT-05:00)
To: A[redacted]
Subject: RE: Assistance

Good afternoon

I hope that you had a good weekend. I have been advised that the dealer has told you that there is no active codes that there is nothing that can be done. They advised that the vehicle has not been back there since. So at this time I will be closing your file until the concern gets worse. You can refer back to this case if something does go wrong and we will pick up right where we left off.
I appreciate you taking the time to work with us and the dealership(s) to resolve your concerns. At this point as your vehicle concerns are resolved I will be closing your file with us.
If you have any questions or difficulties in the future with your vehicle, please do not hesitate to give us a call, we would be more than happy to work with you again.
I am also going to send an email regarding the closing of your case.

I want to thank you again for working with me [redacted] it has been a pleasure.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>]
Sent: 2/10/2022 10:44 AM
To: [redacted]
Subject: RE: Assistance

Good morning

I am so sorry for the delay. I am still waiting to hear back. I have called and sent emails. I am still waiting to hear something.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: [redacted]
Sent: 2/9/2022 5:54 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Subject: RE: Assistance

Have we heard anything. This is ridiculous. I have a vehicle under warranty with a verified issue and no one is doing anything.

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<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>
Date: 2/7/22 1:10 PM (GMT-05:00)
[redacted]
Subject: RE: Assistance

Good afternoon

I hope that you are having a good day. I just called over to the dealer but they are are on lunch. They will be calling me once they are back.

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<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>]
Sent: 2/3/2022 2:30 PM
[redacted]
Subject: Assistance

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from the dealer. Once I do hear something I will let yo know what I can assist with. I am terribly sorry for the delay.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

[redacted]

Date	02/28/2022	***Subject***	RE: Assistance		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/28/2022 22:49 PM

We have rescheduled for the 10th and I am having them change the transmission fluid and dropping the pan to see if their is metal fragments. I do not feel it is right that I pay to diagnose a confirmed complaint that is under warranty. So if the fluid has no metal I will drive it till it throws a code or fails and leaves me stranded.

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 2/28/22 4:20 PM (GMT-05:00)
To: Alan <alan@asianbears.net>
Subject: RE: Assistance

Good afternoon

I am still waiting to hear back from the dealer. Once I hear what I can help with I will let you know.

Thank you for your time!! Stay safe!!

Sincerely,

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STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: Alan [alan@asianbears.net<mailto:alan@asianbears.net>]
Sent: 2/22/2022 4:42 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: RE: Assistance

They have scheduled to tear down and diagnose on the 28th

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
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To: Alan <alan@asianbears.net<mailto:alan@asianbears.net>>
Subject: RE: Assistance

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Sent: 2/9/2022 5:54 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
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<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>>]
Sent: 2/3/2022 2:30 PM
To: alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>
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ref:_00Dj01qsDF._5003Z1Mkn6U:ref[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000vgnEi&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000vhycf&from=ext]
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[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000w9Umw&from=ext]

Date	03/02/2022	***Subject***	RE: Assistance		
From	uscustomercare@fcagroup.com	***To***	alan@asianbears.net	***Sent Date/Time***	03/02/2022 21:12 PM

Good afternoon

I hear that we are not doing the tear down. I hear that we are doing the maintenance requirements. So we will see if there is a concern after that.

Thank you for your time!! Stay safe!!

Sincerely,

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1-866-932-3873 Ext. 3020211

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From: Alan [alan@asianbears.net]
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To: uscustomercare@fcagroup.com
Subject: RE: Assistance

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Sent from my Galaxy

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From: US Customer Care <uscustomercare@fcagroup.com>
Date: 2/28/22 4:20 PM (GMT-05:00)
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To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
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Subject: RE: Assistance

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1-866-932-3873 Ext. 3020211

[redacted]

Date	03/11/2022	***Subject***	RE: Assistance		
From	uscustomercare@fcagroup.com	***To***	alan@asianbears.net	***Sent Date/Time***	03/11/2022 16:35 PM

Good morning

I have spoke with the dealer and they advised that you have the vehicle back and everything is running good.Maybe all it needed was just the flush and maintenance. I will call next week and see how things are. If everything is good then we will close the file.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

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STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>]
Sent: 2/10/2022 10:44 AM
To: alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>
Subject: RE: Assistance

Good morning

I am so sorry for the delay. I am still waiting to hear back. I have called and sent emails. I am still waiting to hear something.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: Alan [alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>]
Sent: 2/9/2022 5:54 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>
Subject: RE: Assistance

Have we heard anything. This is ridiculous. I have a vehicle under warranty with a verified issue and no one is doing anything.

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
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Date: 2/7/22 1:10 PM (GMT-05:00)
To: Alan <alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>
Subject: RE: Assistance

Good afternoon

I hope that you are having a good day. I just called over to the dealer but they are are on lunch. They will be calling me once they are back.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

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From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
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Sent: 2/3/2022 2:30 PM
To: alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
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Subject: Assistance

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from the dealer. Once I do hear something I will let yo know what I can assist with. I am terribly sorry for the delay.

Thank you for your time!! Stay safe!!

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1-866-932-3873 Ext. 3020211
ref:_00Dj01qsDF._5003Z1Mkn6U:ref[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000vgnEi&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000vhycf&from=ext]
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[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000w9Umw&from=ext]

Date	03/11/2022	***Subject***	RE: Assistance		
From	alan@asianbears.net	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/11/2022 20:49 PM

Yes, I have not drive any distance but this was my concern with a tear down. I did not expect to find broken gears and this verified it. She the issue is with something controlling the shifting of the transmission. I should get some time to drive and see if it has improved.

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 3/11/22 11:35 AM (GMT-05:00)
To: Alan <alan@asianbears.net>
Subject: RE: Assistance

Good morning

I have spoke with the dealer and they advised that you have the vehicle back and everything is running good.Maybe all it needed was just the flush and maintenance. I will call next week and see how things are. If everything is good then we will close the file.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

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---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 3/2/2022 4:12 PM
To: alan@asianbears.net<mailto:alan@asianbears.net>
Subject: RE: Assistance

Good afternoon

I hear that we are not doing the tear down. I hear that we are doing the maintenance requirements. So we will see if there is a concern after that.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: Alan [alan@asianbears.net<mailto:alan@asianbears.net>]
Sent: 2/28/2022 5:49 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: RE: Assistance

We have rescheduled for the 10th and I am having them change the transmission fluid and dropping the pan to see if their is metal fragments. I do not feel it is right that I pay to diagnose a confirmed complaint that is under warranty. So if the fluid has no metal I will drive it till it throws a code or fails and leaves me stranded.

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Date: 2/28/22 4:20 PM (GMT-05:00)
To: Alan <alan@asianbears.net<mailto:alan@asianbears.net>>
Subject: RE: Assistance

Good afternoon

I am still waiting to hear back from the dealer. Once I hear what I can help with I will let you know.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

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From: Alan [alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>]
Sent: 2/22/2022 4:42 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Subject: RE: Assistance

They have scheduled to tear down and diagnose on the 28th

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>

<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>
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Subject: RE: Assistance

So what am I supposed to do? At this point do I need to get a lawyer and sue Ram? This support has been a joke and assisted the situation zero.

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
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<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>
Subject: RE: Assistance

Good afternoon

I hope that you had a good weekend. I have been advised that the dealer has told you that there is no active codes that there is nothing that can be done. They advised that the vehicle has not been back there since. So at this time I will be closing your file until the concern gets worse. You can refer back to this case if something does go wrong and we will pick up right where we left off.
I appreciate you taking the time to work with us and the dealership(s) to resolve your concerns. At this point as your vehicle concerns are resolved I will be closing your file with us.
If you have any questions or difficulties in the future with your vehicle, please do not hesitate to give us a call, we would be more than happy to work with you again.
I am also going to send an email regarding the closing of your case.

I want to thank you again for working with me Mr. Albrecht, it has been a pleasure.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

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From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
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Sent: 2/9/2022 5:54 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
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Subject: RE: Assistance

Have we heard anything. This is ridiculous. I have a vehicle under warranty with a verified issue and no one is doing anything.

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Date: 2/7/22 1:10 PM (GMT-05:00)
To: Alan <alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
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Subject: RE: Assistance

Good afternoon

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From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
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Sent: 2/3/2022 2:30 PM
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<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>
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Subject: Assistance

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from the dealer. Once I do hear something I will let yo know what I can assist with. I am terribly sorry for the delay.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

[redacted]

Date	03/15/2022	***Subject***	RE: Assistance		
From	uscustomercare@fcagroup.com	***To***	alan@asianbears.net	***Sent Date/Time***	03/15/2022 13:48 PM

Good morning

I am sorry for all the trouble but that is our process. If you were able to drive and work the kinks out then I will close the file. I will call in cole days and if nothing has changed then it will be closed.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: Alan [alan@asianbears.net]
Sent: 3/11/2022 3:49 PM
To: uscustomercare@fcagroup.com
Subject: RE: Assistance

Yes, I have not drive any distance but this was my concern with a tear down. I did not expect to find broken gears and this verified it. She the issue is with something controlling the shifting of the transmission. I should get some time to drive and see if it has improved.

Sent from my Galaxy

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From: US Customer Care <uscustomercare@fcagroup.com>
Date: 3/11/22 11:35 AM (GMT-05:00)
To: Alan <alan@asianbears.net>
Subject: RE: Assistance

Good morning

I have spoke with the dealer and they advised that you have the vehicle back and everything is running good.Maybe all it needed was just the flush and maintenance. I will call next week and see how things are. If everything is good then we will close the file.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

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From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 3/2/2022 4:12 PM
To: alan@asianbears.net<mailto:alan@asianbears.net>
Subject: RE: Assistance

Good afternoon

I hear that we are not doing the tear down. I hear that we are doing the maintenance requirements. So we will see if there is a concern after that.

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Subject: RE: Assistance

We have rescheduled for the 10th and I am having them change the transmission fluid and dropping the pan to see if their is metal fragments. I do not feel it is right that I pay to diagnose a confirmed complaint that is under warranty. So if the fluid has no metal I will drive it till it throws a code or fails and leaves me stranded.

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Subject: RE: Assistance

They have scheduled to tear down and diagnose on the 28th

Sent from my Galaxy

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From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
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Subject: RE: Assistance

Good afternoon

I hope that you had a good weekend. I have been advised that the dealer has told you that there is no active codes that there is nothing that can be done. They advised that the vehicle has not been back there since. So at this time I will be closing your file until the concern gets worse. You can refer back to this case if something does go wrong and we will pick up right where we left off.
I appreciate you taking the time to work with us and the dealership(s) to resolve your concerns. At this point as your vehicle concerns are resolved I will be closing your file with us.
If you have any questions or difficulties in the future with your vehicle, please do not hesitate to give us a call, we would be more than happy to work with you again.
I am also going to send an email regarding the closing of your case.

I want to thank you again for working with me Mr. Albrecht, it has been a pleasure.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>>]
Sent: 2/10/2022 10:44 AM
To: alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>
Subject: RE: Assistance

Good morning

I am so sorry for the delay. I am still waiting to hear back. I have called and sent emails. I am still waiting to hear something.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: Alan [alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>>]
Sent: 2/9/2022 5:54 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>>
Subject: RE: Assistance

Have we heard anything. This is ridiculous. I have a vehicle under warranty with a verified issue and no one is doing anything.

Sent from my Galaxy

------ Original message ------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>>>
Date: 2/7/22 1:10 PM (GMT-05:00)
To: Alan <alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>>>
Subject: RE: Assistance

Good afternoon

I hope that you are having a good day. I just called over to the dealer but they are are on lunch. They will be calling me once they are back.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>>>]
Sent: 2/3/2022 2:30 PM
To: alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>
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<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>>>
Subject: Assistance

Good afternoon

I hope that you are having a good day. I am still waiting to hear back from the dealer. Once I do hear something I will let yo know what I can assist with. I am terribly sorry for the delay.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211
ref:_00Dj01qsDF._5003Z1Mkn6U:ref[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000vgnEi&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000vhycf&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000vjLwV&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000w9Umw&from=ext]
[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000wBXBX&from=ext]

Date	03/18/2022	***Subject***	RE: Assistance

From	uscustomercare@fcagroup.com	***To***	alan@asianbears.net	***Sent Date/Time***	03/18/2022 15:40 PM

Good morning

I hope that you are having a good day. I wa just wondering if you have had any other issues with the vehicle. If not then we will close the file.

I appreciate you taking the time to work with us and the dealership(s) to resolve your concerns. At this point as your vehicle concerns are resolved I will be closing your file with us.

If you have any questions or difficulties in the future with your vehicle, please do not hesitate to give us a call, we would be more than happy to work with you again.

I am also going to send an email regarding the closing of your case.

I want to thank you again for working with me Mr. Albrecht, it has been a pleasure.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 3/15/2022 9:48 AM
To: alan@asianbears.net
Subject: RE: Assistance

Good morning

I am sorry for all the trouble but that is our process. If you were able to drive and work the kinks out then I will close the file. I will call in cole days and if nothing has changed then it will be closed.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: Alan [alan@asianbears.net]
Sent: 3/11/2022 3:49 PM
To: uscustomercare@fcagroup.com
Subject: RE: Assistance

Yes, I have not drive any distance but this was my concern with a tear down. I did not expect to find broken gears and this verified it. She the issue is with something controlling the shifting of the transmission. I should get some time to drive and see if it has improved.

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com>
Date: 3/11/22 11:35 AM (GMT-05:00)
To: Alan <alan@asianbears.net>
Subject: RE: Assistance

Good morning

I have spoke with the dealer and they advised that you have the vehicle back and everything is running good.Maybe all it needed was just the flush and maintenance. I will call next week and see how things are. If everything is good then we will close the file.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>]
Sent: 3/2/2022 4:12 PM
To: alan@asianbears.net<mailto:alan@asianbears.net>
Subject: RE: Assistance

Good afternoon

I hear that we are not doing the tear down. I hear that we are doing the maintenance requirements. So we will see if there is a concern after that.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: Alan [alan@asianbears.net<mailto:alan@asianbears.net>]
Sent: 2/28/2022 5:49 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
Subject: RE: Assistance

We have rescheduled for the 10th and I am having them change the transmission fluid and dropping the pan to see if their is metal fragments. I do not feel it is right that I pay to diagnose a confirmed complaint that is under warranty. So if the fluid has no metal I will drive it till it throws a code or fails and leaves me stranded.

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Date: 2/28/22 4:20 PM (GMT-05:00)
To: Alan <alan@asianbears.net<mailto:alan@asianbears.net>>
Subject: RE: Assistance

Good afternoon

I am still waiting to hear back from the dealer. Once I hear what I can help with I will let you know.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: Alan [alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>]
Sent: 2/22/2022 4:42 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
Subject: RE: Assistance

They have scheduled to tear down and diagnose on the 28th

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>
Date: 2/22/22 4:27 PM (GMT-05:00)
To: Alan <alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>
Subject: RE: Assistance

Good afternoon

I am still waiting to hear back from the dealer. Once I do hear what the issue is I will see what I can assist with. I am sorry for the delay.

Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

---------- Original Message ----------
From: Alan [alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>]
Sent: 2/14/2022 3:42 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>
Subject: RE: Assistance

So what am I supposed to do? At this point do I need to get a lawyer and sue Ram? This support has been a joke and assisted the situation zero.

Sent from my Galaxy

-------- Original message --------
From: US Customer Care <uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>
Date: 2/14/22 3:35 PM (GMT-05:00)
To: Alan <alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>
Subject: RE: Assistance

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<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
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<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>>]
Sent: 2/10/2022 10:44 AM
To: alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>>
Subject: RE: Assistance

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Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

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From: Alan [alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
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<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>>]
Sent: 2/9/2022 5:54 PM
To: uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>
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<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>>>
Date: 2/7/22 1:10 PM (GMT-05:00)
To: Alan <alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
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From: US Customer Care [uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
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<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
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<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>><mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>
<mailto:uscustomercare@fcagroup.com<mailto:uscustomercare@fcagroup.com>>>>>]
Sent: 2/3/2022 2:30 PM

To: alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>
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<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>
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<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>
<mailto:alan@asianbears.net<mailto:alan@asianbears.net><mailto:alan@asianbears.net<mailto:alan@asianbears.net>>>>
Subject: Assistance

Good afternoon

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Thank you for your time!! Stay safe!!

Sincerely,

Vickie

STELLANTIS Case Manager

1-866-932-3873 Ext. 3020211

[redacted]

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

VIN	3C7WRMDJXLG[redacted]	**Model Year**	2020	**Brand**	RAM
Body	DP5L66	**Vehicle**	RAM 5500 REG CAB CHASSIS		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	02/03/2022	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/03/2022	**Origin**	Telephone	**Reason**	
Mileage	20,800 Miles	**Market**	U	**Language**	English
Contact Email		**Contact Phone**	2482555555	**Contact Mobile**	2482555555
Caller Address	8230 VANDELL ST COMMERCE TOWNSHIP MI 483824768307 USA			**Source**	Customer
City/State/Country/Zip	commerce township		MI	48382	USA
Customer	ORCHARD LAKE TOWING				
Customer Address	8230 VANDELL ST				
City/State/Country/Zip	COMMERCE TOWNSHIP		MI	483824768307	USA
Dealer	44831	SZOTT M-59 DODGE, LLC		**Dealer Phone**	2488873222
Dealer Address	2565 E HIGHLAND RD				
	HIGHLAND		MI	48356 2725	USA
Dealer Zone	Great Lakes	**Sales District**		**Service District**	D
Subject	vehcile concerns				
Synopsis	UPDATE - NOT TREAD REPORTABLE - No accident/injury/fire.				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/03/2022 01:34 PM	Open
02/17/2022 03:35 PM	Suspended
02/22/2022 05:03 AM	Open
02/23/2022 10:17 PM	Closed
02/25/2022 10:05 PM	Open
03/03/2022 05:00 PM	Closed

Initial Description

customer calling vehcile going back to the dealer customer been transmission . customer state been at the dealer 3 time same . customer engine light come issue with switching . customer state transmission was replace 02-2-2022 issue happening again . customer upset he losing money

Case Comments

Date	Comment
02/03/2022	customer calling vehcile going back to the dealer customer been transmission . customer state been at the dealer 3 time same . customer engine light come issue with switching . customer state transmission was replace 02-2-2022 issue happening again . customer upset he losing money agent inform customer of recall Y26 2012-21 D TRUCK M14 WHEEL STUDS. customer upset been at the dealer over a month customer looking for help with payment and have issue resolved
02/04/2022	****** OUTBOUND DEALER CONTACT ******* Szott M -59 *** 44831**** (248) 887-3222 CM called the dealership but had to leave a voicemail for the SA Kate.
02/04/2022	*******OUTBOUND CUSTOMER CONTACT **** DONALD OGLE ** (248) 255-5555 CM called the customer but had to leave a voicemail. CM advised she would send an email shortly.
02/04/2022	******* OUTBOUND CUSTOMER EMAIL ****[redacted]ood afternoon [redacted] just left you a voicemail, but let me know if email is better ? I had to leave a voicemail for the dealership as well. Thank you,
02/08/2022	****** OUTBOUND DEALER CONTACT ******* Szott M -59 *** 44831**** (248) 887-3222 CM called the dealership but was unable to reach anyone in service.
02/08/2022	*******OUTBOUND CUSTOMER CONTACT ****[redacted] [redacted]CM called the customer but had to leave a voicemail.
02/09/2022	****** OUTBOUND DEALER CONTACT ******* Szott M -59 *** 44831**** (248) 887-3222 CM called the dealership and confirmed with the SA Kate that the customer had picked up last week. CM thanked the SA for the update
02/09/2022	*******INBOUND CUSTOMER EMAIL *****[redacted]Hi ,plz call me at [redacted] just recived my bank Statement from Jan ,$ 10,000 down due to the failure of ur companys actions. My truck was sent Four times to dealer for same problem , Tranmission was sent to wrong dealer in the wrong state which added 2 more week delay. any ways.ill wait for ur call Sent from my T-Mobile 4G LTE Device
02/09/2022	*******OUTBOUND CUSTOMER CONTACT **[redacted]CM called the customer to confirm what had happened with the vehicle as it failed on the highway again. CM asked if the last few visits had been done at the same dealership and asked if maybe the vehicle should have been taken to a different dealership in the area for a 2nd opinion. Customer provided the zip code 48382 . CM advised she would reach out to the dealership and confirm the history on the vehicle.
02/10/2022	****** OUTBOUND DEALER CONTACT ******* Szott M -59 *** 44831**** (248) 887-3222 CM called the dealership and talked to the SA Kate. The SA confirmed that they had to order a bunch of parts but would be picking them up from the PDC tomorrow. CM asked if the SA had an email but the SA took the CM's. CM asked if the paper trail of history on this vehicle could be sent over as she wanted to add it the case. The SA confirmed she would do her best to get it over by tomorrow at the latest.
02/11/2022	Follow up next week
02/15/2022	********INBOUND CUSTOMER EMAIL *****[redacted]m now $1700 in the hole from no income sence late December Sent from my T-Mobile 4G LTE Device
02/15/2022	****** OUTBOUND DEALER CONTACT ******* Szott M -59 *** 44831**** (248) 887-3222 CM called the dealership and talked to the SA Kate. The SA confirmed that the parts came in, and they were just doing road tests, and would be delivering the vehicle back to the customer later today. CM confirmed the SA was going to send the last 2 invoices to the CM within the next hour as she had not received anything via email.
02/17/2022	******** OUTBOUND CUSTOMER EMAIL **[redacted]net [redacted]You will need to send over the final invoices from the dealership as Kate did not send anything to me the other day. If you reply to this email you should be able to send over the attachments so I can review. Thank you,
02/18/2022	*******OUTBOUND CUSTOMER CONTACT ****[redacted]CM called the customer and advised she would contact roadside as the vehicle was at an Audi dealership (Audi of Rochester Michigan) 45441 Dequindre Rd, Rochester Hills, MI 48307, United States and would get it towed over to Sterling Heights Dodge 40111 Van Dyke Avenue Sterling Heights, MI 48313 (586) 939-3900. Customer said he can't make the payments on this truck since the vehicle has failed 7 times. CM asked the customer to send over the invoices and the car payment statement and POP so she could reimburse for a car payment.
02/18/2022	******OUTBOUND ROADSIDE ASSISTANCE **** 800-521-2779 CM called roadside and provided the customer's cell number. The customer would receive a text message but the CM stayed on the line to see if she could speak to an agent but the automated message was going to send another text to the customer's phone
02/22/2022	CM had received 2 voicemails from the customer yesterday 02/21/22 and to call him back
02/22/2022	*******OUTBOUND DEALER CONTACT ***** Sterling Heights Dodge **** (586) 939-3900 CM called the dealership but had to leave a voicemail for the SM Jim.
02/22/2022	******** OUTBOUND CUSTOMER EMAIL ****[redacted]Hi [redacted]I was off yesterday, but did get your 2 voicemails. I have left a message for the service manager to call me. Thank you,
02/22/2022	******* INBOUND CUSTOMER EMAIL ***[redacted]He told me to come get it. Hes not intrested to work on it. Said it wont fit. I went and got it. It broke down on my way home and called a wrecker and A Lawyer , "Im done with this truck" !!!! Im at airport on my way to Boston to buy a used truck that runs Sent from my T-Mobile 4G LTE Device

Date	Comment
02/23/2022	*******OUTBOUND CUSTOMER CONTACT **** [redacted] CM called the customer and confirmed that he obtained a lawyer, bought a used truck and will be back to work tomorrow. CM apologized that she wasn't able to help out any further. CM advised that she would be closing this case and the lawyer would handle anything to do with the vehicle going forward. CM thanked the customer for taking the call.
02/28/2022	*********INBOUND CUSTOMER EMAIL********** Neela. If i decide not to get a Lawyer Where do we stand with this truck and what will FCA Do to fix the problem.
02/28/2022	******* OUTBOUND CUSTOMER EMAIL ***** [redacted] Hi [redacted] Based on our previous conversation. It will be entirely up to you. I can assist with my internal resources to get your vehicle fixed once and for all. The first step would be to get the vehicle to a business link dealership willing to work on it. I was hoping the last dealership would have helped or at least made a recommendation. Let me know what you want to do. Thank you,
02/28/2022	******** INBOUND CUSTOMER EMAIL ***** [redacted] s at Szott Dodge. But im not sure ill be able to trust this truck with customers riding with me. Ill decide in a couple Days. U offered to pay a couple of Payments for me if FCA will do that ill see how things work out. Sent from my Galaxy
03/02/2022	******** OUTBOUND CUSTOMER EMAIL ***** [redacted] Good evening [redacted] I received a picture of the Michigan registration form, but what have you decided ? Do you want the dealership to re-diagnose the vehicle ? Or need me to source a different business link dealer in the area ? Thank you,
03/03/2022	*******OUTBOUND CUSTOMER CONTACT **** [redacted] CM called the customer to advise she had missed seeing the one email, but would still need the proof of payment and car payment statement. Customer thought by just advising what he paid would be enough. CM advised she couldn't reimburse without proof and would need documentation. Customer states he would just be getting a lawyer. CM advised she would close the case and thanked the customer for taking the call
03/03/2022	CM will be closing the case as the customer would not send in the proper documentation to get reimbursed and was getting a lawyer
03/03/2022	UPDATE - NOT TREAD REPORTABLE - No accident/injury/fire.

Email(s)

Date	02/04/2022	Subject	Case [redacted] / VIN [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	02/04/2022 17:55 PM

Good afternoon Donald,

I just left you a voicemail, but let me know if email is better ? I had to leave a voicemail for the dealership as well.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date	02/08/2022	Subject	RE: Case [redacted] / VIN [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	02/08/2022 23:12 PM

Hi ,plz call me at [redacted] I just recived my bank Statement from Jan ,$ 10,000 down due to the failure of ur companys actions. My truck was sent Four times to dealer for same problem , Tranmission was sent to wrong dealer in the wrong state which added 2 more week delay. any ways.ill wait for ur call Sent from my T-Mobile 4G LTE Device
——— Original message ———From: US Customer Care <uscustomercare@fcagroup.com> Date: 2/4/22 12:55 PM (GMT-05:00) To: [redacted] Subject: Case [redacted] / VIN [redacted] Good afternoon Donald,

I just left you a voicemail, but let me know if email is better ? I had to leave a voicemail for the dealership as well.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813[redacted]

Date	02/09/2022	Subject	RE: Case [redacted] / VIN [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	02/09/2022 21:15 PM

im taking the trick back again rigjt now. Same problem It will be at Szott Dodge. Its my only work truck !!!!!!!! Sent from my T-Mobile 4G LTE Device
——— Original message ———From: US Customer Care <uscustomercare@fcagroup.com> Date: 2/4/22 12:55 PM (GMT-05:00) To: [redacted] Subject: Case [redacted] / VIN [redacted] Good afternoon [redacted]

I just left you a voicemail, but let me know if email is better ? I had to leave a voicemail for the dealership as well.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813[redacted]

Date	02/12/2022	Subject	RE: Case [redacted] / VIN [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	02/12/2022 01:58 AM

Im now $1700 in the hole from no income sence late December Sent from my T-Mobile 4G LTE Device
——— Original message ———From: US Customer Care <uscustomercare@fcagroup.com> Date: 2/4/22 12:55 PM (GMT-05:00) To: [redacted] Subject: Case [redacted] / VIN [redacted] Good afternoon [redacted]

I just left you a voicemail, but let me know if email is better ? I had to leave a voicemail for the dealership as well.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
[redacted]

Date	02/17/2022	Subject	Case [redacted] VIN [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	02/17/2022 15:34 PM

Hi [redacted]

You will need to send over the final invoices from the dealership as Kate did not send anything to me the other day. If you reply to this email you should be able to send over the attachments so I can review.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date	02/18/2022	***Subject***	RE: Case [redacted] VIN [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/18/2022 17:42 PM

dont bother. Im stranded In shelby twp. Wont shift I have a customers csr on the back. So i have to figure out how to get it back. Sent from my T-Mobile 4G LTE Device
-------- Original message --------From: US Customer Care <uscustomercare@fcagroup.com> Date: 2/17/22 10:34 AM (GMT-05:00) To: [redacted] Subject: Case [redacted] / VIN [redacted] Hi [redacted]

You will need to send over the final invoices from the dealership as Kate did not send anything to me the other day. If you reply to this email you should be able to send over the attachments so I can review.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date	02/18/2022	***Subject***	RE: Case [redacted] VIN [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/18/2022 17:51 PM

Sent from my T-Mobile 4G LTE Device
-------- Original message --------From: US Customer Care <uscustomercare@fcagroup.com> Date: 2/17/22 10:34 AM (GMT-05:00) To: [redacted] Subject: Case [redacted] / VIN [redacted] Hi [redacted]

You will need to send over the final invoices from the dealership as Kate did not send anything to me the other day. If you reply to this email you should be able to send over the attachments so I can review.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date	02/18/2022	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/18/2022 17:51 PM

Dear ORCHARD LAKE TOWING,

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

Date	02/18/2022	***Subject***	RE: Case [redacted] VIN [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/18/2022 18:03 PM

Its has to be towed by a big truck. THE bed is on the ground so a reg tow truck wont do it. WHERE DO U WANT IT TOWED !!!!!Sent from my T-Mobile 4G LTE Device
-------- Original message --------From: US Customer Care <uscustomercare@fcagroup.com> Date: 2/17/22 10:34 AM (GMT-05:00) To: [redacted] Subject: Case [redacted] / VIN [redacted] Hi [redacted]

You will need to send over the final invoices from the dealership as Kate did not send anything to me the other day. If you reply to this email you should be able to send over the attachments so I can review.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date	02/18/2022	Subject	RE: Case [redacted] VIN [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	02/18/2022 19:49 PM

I want a phone call before the end of today !! Sent from my T-Mobile 4G LTE Device
——— Original message ———From: US Customer Care <uscustomercare@fcagroup.com> Date: 2/17/22 10:34 AM (GMT-05:00) To: [redacted] ubject: Case [redacted] VIN [redacted] H [redacted]

You will need to send over the final invoices from the dealership as Kate did not send anything to me the other day. If you reply to this email you should be able to send over the attachments so I can review.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date	02/18/2022	Subject	Case [redacted] VIN [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	02/18/2022 20:42 PM

Hi [redacted]

I will be calling you in 15 minutes. What is your location ? Area or zip code ?

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date	02/18/2022	Subject	RE: Case [redacted] VIN [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	02/18/2022 21:21 PM

248-555-5555 Sent from my T-Mobile 4G LTE Device
——— Original message ——— From: US Customer Care <uscustomercare@fcagroup.com> Date: 2/18/22 3:42 PM (GMT-05:00) To: [redacted] Subject: Case [redacted] VIN [redacted] Hi [redacted]

I will be calling you in 15 minutes. What is your location ? Area or zip code ?

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date	02/22/2022	Subject	Case [redacted] VIN [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	02/22/2022 16:02 PM

Hi [redacted]

I was off yesterday, but did get your 2 voicemails. I have left a message for the service manager to call me.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date	02/22/2022	Subject	RE: Case [redacted] VIN [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	02/22/2022 16:27 PM

He told me to come get it. Hes not intrested to work on it. Said it wont fit. I went and got it. It broke down on my way home and called a wrecker and A Lawyer , "Im done with this truck" !!!! Im at airport on my way to Boston to buy a used truck that runs Sent from my T-Mobile 4G LTE Device
——— Original message ———From: US Customer Care <uscustomercare@fcagroup.com> Date: 2/22/22 11:02 AM (GMT-05:00) To: [redacted] bject: Case [redacted] VIN [redacted] Hi [redacted]

I was off yesterday, but did get your 2 voicemails. I have left a message for the service manager to call me.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date	02/25/2022	Subject	RE: Case [redacted] VIN [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	02/25/2022 22:05 PM

Neela. If i decide not to get a Lawyer Where do we stand with this truck and what will FCA Do to fix the problem.Sent from my Galaxy
——— Original message ———From: US Customer Care <uscustomercare@fcagroup.com> Date: 2/17/22 10:34 AM (GMT-05:00) To: [redacted] Subject: Case [redacted] VIN [redacted] i [redacted]

You will need to send over the final invoices from the dealership as Kate did not send anything to me the other day. If you reply to this email you should be able to send over the attachments so I can review.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date	02/28/2022	***Subject***	Case [redacted] / VIN [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/28/2022 21:22 PM

Hi [redacted]

Based on our previous conversation. It will be entirely up to you. I can assist with my internal resources to get your vehicle fixed once and for all. The first step would be to get the vehicle to a business link dealership willing to work on it. I was hoping the last dealership would have helped or at least made a recommendation. Let me know what you want to do.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date	02/28/2022	***Subject***	RE: Case [redacted] VIN [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/28/2022 21:45 PM

its at Szott Dodge. But im not sure ill be able to trust this truck with customers riding with me. Ill decide in a couple Days. U offered to pay a couple of Payments for me , if FCA will do that ill see how things work out. Sent from my Galaxy
——— Original message ———From: US Customer Care <uscustomercare@fcagroup.com> Date: 2/28/22 4:22 PM (GMT-05:00) To: [redacted] Subject: Case [redacted] Hi [redacted]

Based on our previous conversation. It will be entirely up to you. I can assist with my internal resources to get your vehicle fixed once and for all. The first step would be to get the vehicle to a business link dealership willing to work on it. I was hoping the last dealership would have helped or at least made a recommendation. Let me know what you want to do.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date	02/28/2022	***Subject***	Case [redacted] VIN [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/28/2022 21:50 PM

Hi [redacted]

Let me know what you decide. As far as the car payments, I would need the car payment statement and method of payment etc. I will follow up on Wednesday.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date	03/01/2022	***Subject***	RE: Case [redacted] / VIN [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/01/2022 02:20 AM

heres the amount i pay every month for My Dodge truck i cant use , $1,236 , FCA whats me to be happy till they fix it. Sent $ 2472.00 to me [redacted] My Address is [redacted] Commerce Twp Mich [redacted] Ill wait till wednesday for an answer , Then ill decide if a Lawyer is needed. Sent from my Galaxy
——— Original message ———From: US Customer Care <uscustomercare@fcagroup.com> Date: 2/28/22 4:50 PM (GMT-05:00) To: [redacted] Subject: Case [redacted] / VIN [redacted] Hi Donald,

Let me know what you decide. As far as the car payments, I would need the car payment statement and method of payment etc. I will follow up on Wednesday.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date	03/01/2022	Subject	Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	03/01/2022 02:20 AM

Dear ORCHARD LAKE TOWING,

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

Date	03/01/2022	Subject	RE: Case [redacted] VIN [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	03/01/2022 02:20 AM

Sent from my Galaxy
——— Original message ———From: US Customer Care <uscustomercare@fcagroup.com> Date: 2/28/22 4:50 PM (GMT-05:00) To: [redacted] Subject: Case [redacted] VIN [redacted] Hi Donald,

Let me know what you decide. As far as the car payments, I would need the car payment statement and method of payment etc. I will follow up on Wednesday.

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

Date	03/02/2022	Subject	Case [redacted] VIN [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	03/02/2022 23:28 PM

Good evening Donald,

I received a picture of the Michigan registration form, but what have you decided ? Do you want the dealership to re-diagnose the vehicle ? Or need me to source a different business link dealer in the area ?

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813
[redacted]

Date	03/03/2022	Subject	RE: Case [redacted] / VIN [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	03/03/2022 01:26 AM

i told u what i wanted but u seem to keep dancing around with any kind of money offer. So tomorrow ill call a Lemon Law Lawyer Another week has gone by and im still with out my truck. I missed this the two months of winter (50%) of my yearly income . So i guess u leave me no OptionSent from my Galaxy
——— Original message ———From: US Customer Care <uscustomercare@fcagroup.com> Date: 3/2/22 6:28 PM (GMT-05:00) To: [redacted] Subject: Case [redacted] VIN [redacted] Good evening [redacted]

I received a picture of the Michigan registration form, but what have you decided ? Do you want the dealership to re-diagnose the vehicle ? Or need me to source a different business link dealer in the area ?

Thank you,

Neela

Neela I Stellantis / Promaster Fleet Case Manager
800-999-3533 Ext. 3025813

[redacted]

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

VIN	3C63RRJL7MG[redacted]	**Model Year**	2021	**Brand**	RAM
Body	D28P92	**Vehicle**	RAM 3500 LARAMIE CREW CAB 4X4		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	02/10/2022	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/21/2022	**Origin**	Telephone	**Reason**	
Mileage	7,265 Miles	**Market**	U	**Language**	English
Contact Email	awardconstruction@gmail.com	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	Customer
City/State/Country/Zip					
Customer	BRIAN HEADLE				
Customer Address	3750 W CRESTA LOMA CIR				
City/State/Country/Zip	COLORADO SPRINGS		CO	809111308504	USA
Dealer	45349	COLORADO SPRINGS DODGE		**Dealer Phone**	7194758550
Dealer Address	7455 AUSTIN BLUFFS PKWY				
	COLORADO SPRINGS		CO	80923 9272	USA
Dealer Zone	Denver	**Sales District**		**Service District**	E
Subject	Rental			**Campaign**	Y76
Synopsis	injector repair				
Customer Anomaly	Gears & Transmission				
	Warning Light Anomaly				
Contact Reason	C184	Request For Rental Vehicle	**Customer Anomaly**	52	Gears & transmission warning light
Reason Code	After Sales - Complaint - Product - Rental Request - Rental				

Case Status History

Create Date	Status
02/10/2022 03:46 PM	Open
03/21/2022 09:10 PM	Closed

Initial Description

Customer called seeking assistance with a rental vehicle and also in reference to previous case [redacted]

Case Comments

Date	Comment
02/10/2022	Customer called in reference to previous case [redacted] He stated that he did contact a dealership however they have no loaner vehicles and the only way they can get him into a rental is by getting authorization from us. Customer has to have a truck due to him running a business. Customer is working with SD Andy B and his direct number is 719-329-7541. Customer is seeking assistance with this on going issue with his transmission and possible additional days for a rental. I did also make the customer aware of the open recall on his vehicle.
02/10/2022	***Inbound Customer Contact*** Customer called in demanding authorization for a rental and writer advised that the case has not gone to a CM yet. Customer wanted a Supervisor and writer was unable to get one. Wrong dealer was on file and writer updated to the correct dealer. 45349 Colorado Springs Writer advised that the process is a one business day call back for a CM. Advised if he goes into a rental $40 for 3 days no taxes no extras Customer gave an e-mail for the SD Andy@coloradosprings.com to authorize a rental. Service Director Andy's phone number is 719-329-7541
02/11/2022	*****Outbound Dealer Call***** COLORADO SPRINGS DODGE | 7194758550 Left voicemail for SM Andy.
02/11/2022	*****Outbound Customer Call***** [redacted] CM spoke with customer who advised there's an issue with the exhaust that causes the vehicle to lurch and surge and it's done that since vehicle has had 900 miles on it. Went to Perkins, and they did a relearn on the transmission, did no test drive after and vehicle did it 5 seconds after he pulled it out of the DLR, along with the 4-5 things he wanted them to address. Vehicle had alight come on 2 days ago that diesel particulate filter was 100% full and about to go into limp mode. Unsure if related. CM asked if an appointment has been set, and customer stated that at any point in time he gets confirmation from RAM, he'll get him in. Customer has owned 5 dealerships, and understands that time is important. Customer states he's having his time wasted and is disgusted. Customer mentioned Cherry Creek Dodge. Customer states threre's about 7 issues with the truck.
02/12/2022	Customer called in regards to this case, wasnt able to verify the contact information but the call just dropped.
02/12/2022	Cst calling to speak with CM. Advisor provided cm extension
02/14/2022	Voicemail from SM Andy. - *****Outbound Dealer Call***** COLORADO SPRINGS DODGE | 7194758550 Left voicemail for Andy.
02/14/2022	*****Inbound Dealer Call***** Spoke with Andy who advised customer wants a rental before he comes into the DLR.
02/14/2022	*****Outbound Customer Call***** [redacted] CM spoke with customer to advise if he can get a rental will reimburse up to $60/day. Customer stated no vehicle that price in CO. CM advised just want vehicle at DLR to begin diagnosing in order to get concerns addressed and resolved. Customer stated he does have access to other vehicles and will speak with his superintendent about using another truck, and will call SM Andy to get his truck dropped off.
02/17/2022	*****Outbound Dealer Call***** COLORADO SPRINGS DODGE | 7194758550 Spoke with Andy who advised customer was waiting on a car from Enterprise, then going to get back in touch with Andy.
02/24/2022	*****Outbound Dealer Call***** Colorado Springs Dodge | 7193297546 Spoke with SM Andy who advised truck is there, waiting on an injector. Injector should be in tomorrow.
02/28/2022	*****Outbound Dealer Call***** Colorado Springs Dodge | 7193297546 Left voicemail for SM Andy inquiring if vehicle repaired.
03/02/2022	*****Outbound Dealer Call***** Colorado Springs Dodge | 7193297546 Left voicemail for SM Andy inquiring if vehicle is done.
03/04/2022	*****Outbound Dealer Call***** Colorado Springs Dodge | 7193297546 Spoke with SM Andy who advised vehicle done and gone.
03/04/2022	*****Outbound Customer Call***** [redacted] Spoke with customer who advised DLR should have changed fuel filters as well as they changed the injectors. CM apologized for that, and offered customer a couple oil changes for the inconvenience of having to do that. Customer stated it wouldn't work as he uses different oil than the DLR would use. CM asked if there was something they could do to help make this right for customer, and customer stated that is a horrible customer service question to ask a customer. Did not have a response at this time. Customer paid $700 for fuel filters.

Email(s)

Date	02/10/2022	**Subject**	Rental		
From	uscustomercare@fcagroup.com	**To**	awardconstructionco@gmail.com	**Sent Date/Time**	02/10/2022 15:58 PM

Hello Brian Headle,

Your case number will be [redacted]

Thank you,
McKesha
[redacted]

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

VIN	3C7WRMDL7MG[redacted]	Model Year	2021	Brand	RAM
Body	DP5L66	Vehicle	RAM 5500 REG CAB CHASSIS		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	02/22/2022	CAIR Type	Regular	Status	Closed
Close Date	03/29/2022	Origin	Email	Reason	
Mileage	50,000 Miles	Market	U	Language	English
Contact Email	jpbettertowing@yahoo.com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City/State/Country/Zip					USA
Customer	JP BETTER TOWING SERVICES LLC				
Customer Address	13002 GOLDEN WATER CT				
City/State/Country/Zip	HOUSTON		TX	770442660022	USA
Dealer	45457	NAPLETON'S RIVER OAKS CHRYSLER		Dealer Phone	7084742300
Dealer Address	17225 TORRENCE AVE				
	LANSING		IL	60438 1016	USA
Dealer Zone	Midwest	Sales District		Service District	C
Subject	Seeking Buyback				
Synopsis	Case open 2. No appointment / diagnosis 3. No customer response				
Customer Anomaly	Gears & Transmission				
	Shifter				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	46	Gear shifter issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/22/2022 03:29 PM	Open
02/23/2022 02:47 PM	Suspended
02/25/2022 05:03 AM	Open
02/25/2022 08:24 PM	Suspended
03/01/2022 05:01 AM	Open
03/01/2022 07:46 PM	Suspended
03/02/2022 05:01 AM	Open
03/02/2022 09:33 PM	Suspended
03/03/2022 05:01 AM	Open
03/03/2022 05:33 PM	Suspended
03/04/2022 05:01 AM	Open
03/04/2022 06:41 PM	Suspended
03/08/2022 05:01 AM	Open
03/08/2022 05:00 PM	Suspended
03/09/2022 07:08 PM	Open
03/09/2022 07:22 PM	Suspended
03/11/2022 05:00 AM	Open
03/11/2022 09:24 PM	Suspended
03/15/2022 04:00 AM	Open
03/15/2022 05:35 PM	Suspended
03/17/2022 04:00 AM	Open
03/17/2022 05:44 PM	Suspended
03/21/2022 04:01 AM	Open
03/21/2022 05:06 PM	Suspended
03/24/2022 04:00 AM	Open
03/24/2022 04:25 PM	Suspended
03/29/2022 04:00 AM	Open
03/29/2022 05:44 PM	Closed
03/29/2022 08:16 PM	Open
03/29/2022 11:22 PM	Closed

Initial Description

mopar fleet email

Case Comments

Date	Comment
02/22/2022	JP Better Towing Services Wasim Yousef 409-549-8378 [redacted] Bayway CDJR Relene [redacted] Customer Request I have had this truck for less than a year, and the transmission has been replaced twice already. So this makes three transmissions in this truck and it's still doing the same thing. In addition, the fuel pump has been replaced along with the entire fuel system. Dale is the mechanic at Bayway, and he has been very helpful and great to work with. His number is [redacted] and he has a lot more information. He thought he had figured out the problem after the third transmission was intalled. However, I picked up the truck a couple of weeks ago and and it's still exhibiting the same problems. The transmission is very very aggressive on the downshift and if I don't stop a certain way there's a heavy grinding. When loaded with a vehicle, it's not always possible to stop the way I have to in order to prevent it from grinding. Also the upshift is delayed and very agggressive. It stays above 2000 RPM too long before it shifts. I haven't been able to keep the truck in service long enough to actually bring in any revenue from it. It's just costing me time and money and I would request that it be repurchased so that I can get another truck. I own other Rams and have never had this kind of problem with any of them. Thanks.
02/23/2022	>> OUTGOING DEALER CONTACT □ 27056 Bayway Chrysler 7134334000 CM contacted DLR to speak with the Service SM Glen advised that he would bring the tech in to the call to discuss the concern. Tech advised vehicle was repaired and released to the customer, but confirmed vehicle was not shifting properly. vehicle was last at DLR Feb 14th - no new appointment or contact with DLR from customer. SM confirmed vehicle was operating as designed. RECALLS: none
02/23/2022	>> MAIL TO CX>> My name is Brandon. ?I am a Senior Specialist with Stellantis | Fleet Case Management I am happy to assist in the resolution of the concern on file with our customer care office. ? Please note: Open / Incomplete RECALLS on this VIN:? none ---------- >> OUTGOING CUSTOMER VOICEMAIL □ WASIM YOUSEF (409) 549-8378 CM left voicemail
02/24/2022	>> INCOMING CUSTOMER CONTACT [redacted] Customer called to follow up with CM Brandon, writer advised CM is currently on break, customer asked for CM to call back once available
02/25/2022	>> INCOMING CUSTOMER CONTACT [redacted] Customer called to speak with CM, CM available and call was warm transferred.

Date	Comment
02/25/2022	>> OUTGOING DEALER CONTACT □ [redacted] eplaced fuel pump and water separator Symptoms: while trying to brake / slow down for intersection, once it gets down to 40 mph, the rpms will rev up and customer is jolted out of driver's seat.. and then a grinding noise going to get back into gear Vehicle bogs down while accelerating and upshift are delayed and rpms rev to over 3,000 . vehicle is drivable but the noise is extremely and embarrassing loud.. the vehicle need to be stopped it a certain way as well. when coming to a stop, if RPMs are above 1,000 the transmission will grind while downshift and the braking the vehicle is difficult. Symptoms started a couple of months after purchase. Y17 recall was completed around this time. customer contacted MILLER and spoke to Clayton Pratt (technician) customer states PTO are bolted to the transmission and Miller tech advised customer that transmission issues causing PTO to fail. CM advise the vehicle needs to get to a dealership but will contract Tech resources
02/25/2022	>> MAIL TO FLEET TA >>> Hello Ben This new case is about the transmission grinding noise. This is about the 3rd case now with these same symptoms that have started to intermittently manifest. Ben... Have you been seeing any of these? Symptoms: while trying to brake / slow down for intersection, once it gets down to 40 mph, the rpms will rev up and customer is jolted out of driver's seat.. and then a grinding noise going to get back into gear Vehicle bogs down while accelerating and upshift are delayed and rpms rev to over 3,000 . vehicle is drivable but the noise is extremely and embarrassing loud.. the vehicle needs to be stopped it a certain way as well. when coming to a stop, if RPMs are above 1,000 the transmission will grind while downshift and the braking the vehicle is difficult. Symptoms started a couple of months after purchase. Y17 recall was completed around this time. customer contacted MILLER and spoke to Clayton Pratt (technician) customer states PTO are bolted to the transmission and Miller tech advised customer that transmission issues causing PTO to fail. last repair at DLR... FEB 14th
03/01/2022	MAIL TO FLEET TA >>> Hi Ben Hope all is well Just reaching out to see if you were able to review this email and if you have any feedback on this transmission noise concern that seems to be coming in a few cases.
03/02/2022	<<< INBOUND / OUTBOUND EMAIL. >>> CM / TECHPOD INQUIREIES AND CONFIRMATION OF VINS AND CASES >>>
03/04/2022	>>> MAIL TO CUSTOMER >>> Good afternoon Wasim I have received some feedback from or technical resources. There does not seem to be many other cases with the similar concerns. I will recommend a new appointment be set up with the dealership to go on a road test with the FLEET TA and / or technician to try and duplicate the symptoms.
03/08/2022	>> MAIL TO CUSTOMER >>>>> I understand the accumulated downtime, however if this dealership is aware and advised it would need to be towed back to the dealership so that they can initiate another STAR can and perhaps reach out and get a Fleet TA involve..? that is the next best step. I am happy to leave the case open if the vehicle is heading to the dealership or appointment set. Please let me know.
03/09/2022	>> INCOMING CUSTOMER CONTACT [redacted] ustomer called to speak with the CM, CM was available for the call, customer transferred.
03/09/2022	<< INBOUND CUSTOMER CALL <<<< [redacted] ustomer states that technician at Bayway is not longer there and would like the same tech to work on the vehicle TECH is at River Oaks Chrysler Jeep Dodge Ram 4807 Kirby Dr +1 713-524-3801 Dale Sorano is technician who has worked on this vehicle before.
03/09/2022	>> OUTBOUND DEALER CALL >> River Oaks Chrysler Jeep Dodge Ram 4807 Kirby Dr +1 713-524-3801 SM Betty advised that they do not take appointments - William is the SA who will look after this vehicle. It will need to be diagnosed by this dealership first and then a Fleet TA will be contacted if needed.
03/09/2022	>> MAIL TO CUSTOMER >>>> Hello Wasim I have spoken to Service Manager Betty at?River Oaks dealership. They do not take appointments. Betty states you will need to drop off the vehicle and ask for William who is the Service Advisor. They will need to go through new diagnostics at this dealer, and initiate another STAR case before committing to a FLEET TA visit. River Oaks Dealership, 4807 Kirby Dr 713-524-3801
03/11/2022	>> MAIL TO CUSTOMER >>> Good afternoon [redacted] Have you taken this vehicle to?River Oaks dealership? Please advise.
03/11/2022	>> MAIL TO CUSTOMER >>>> That makes sense.. I believe you and I were discussing this as a plan. I will suspend the case and check in weekly, unless I hear from you directly in the interim
03/17/2022	>> MAIL TO CUSTOMER >>>> Good afternoon [redacted] am reaching out to see if you have heard from the dealership on a scheduled time with the FLEET Technical Advisor. □□□□□□□Please advise.
03/21/2022	********INBOUND EMAIL********* From: Fleet Office <office@commercialfleetsales.net> Good morning, Brandon, I spoke to the customer and he said that the dealer told him he would have to bring the truck in and let it in and leave it with no idea with a TA would be able to take a look at it. He is still using the truck in his towing business and can't afford to let it sit for an extended period of time at the dealer. He can drop it off on fairly quick notice, so is there any way to let him know when the TA will be there and he will bring the truck in? Thanks, Christy
03/21/2022	>> MAIL TO CUSTOMER >>> Hello Wasim You will have to work with the dealership around your schedule and their advise on when to bring the vehicle in at a time when you can drop it off with notice on when the Fleet TA will be there. □□□□□□□ Normally, they would not try to schedule a TA without the vehicle there already so you will have to work this out with the service manager personally.
03/24/2022	>> OUTBOUND DEALER CONTACT □ 45457 Napleton's River Oaks Chrysler Jeep Dodge 7084742300 No answer in service.
03/29/2022	>> OUTBOUND DEALER CONTACT □ 45457 Napleton's River Oaks Chrysler Jeep Dodge 7084742300 No answer in service. Denise SM This DEALER cannot work on this type of vehicle -
03/29/2022	>> OUTBOUND DEALER CALL >> River Oaks Chrysler Jeep Dodge Ram 4807 Kirby Dr +1 713-524-3801 CM contacted DLR to Sm Betty stated clearly that the vehicle needs to be dropped off, the technician needs to be assigned and initiate a STAR case first and then if there is a need for a FLEET Technical Advisor, they will request one. DLR reiterated that CM would NOT reach out to FLEET TA - the dealer must follow the process and initiate the case. There are no appointments to be taken, the customer just needs to drop it off.
03/29/2022	***** CLOSING CASE COMMENTS ****** Customer states vehicle has transmission concern Customer wants a FLEET TA immediately to be sent and will not drop off vehicle until then. CM and SM Betty spoke twice Customer has not attempted to call DLR. CM attempted multiple times to advise customer of process Customer refuses to set appointment no response. **********

Email(s)

Date	02/23/2022	***Subject***	Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/23/2022 14:40 PM

Good morning

My name is Brandon. I am a Senior Specialist with Stellantis | Fleet Case Management
I am happy to assist in the resolution of the concern on file with our customer care office.

Please note: Open / Incomplete RECALLS on this VIN:
none

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
1-800-999-3533 (opt.3) ext. 3020518
[redacted]

Date	02/23/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	02/23/2022 15:45 PM

Hey Brandon,

I just tried to call you. Give me a call when you get a chance. Thanks.

[redacted]
JP Better Towing Services
Houston, TX
[redacted]

> On Feb 23, 2022, at 8:40 AM, Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □ Good morning
>
> My name is Brandon. I am a Senior Specialist with Stellantis | Fleet Case Management
> I am happy to assist in the resolution of the concern on file with our customer care office.
>
> Please note: Open / Incomplete RECALLS on this VIN:
> none
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> 1-800-999-3533 (opt.3) ext. 3020518
[redacted]

Date	03/04/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/04/2022 18:36 PM

Good afternoon [redacted]

I have received some feedback from or technical resources.
There does not seem to be many other cases with the similar concerns.

I will recommend a new appointment be set up with the dealership to go on a road test with the FLEET TA and / or technician to try and duplicate the symptoms.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line 1-800-992-1997
[redacted]

Date	03/04/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	03/04/2022 18:46 PM

Good afternoon, Brandon

Thanks for the update on the case.

As I've stated previously, I've had the truck at the dealership many times that accumulated more than 5 weeks that the truck was down. I've had the shop foreman and the technician ride with me and have shown them the issue. The foreman and the technician even test drove it by themselves the first time I brought it in and they stated that they thought they might have to get the truck towed back to the dealership because of the issue. So they are aware of the issue and they have seen the issue even before the first transmission was replaced.

-Wasim Yousef
JP Better Towing Services
Houston, TX
409-549-8378

> On Mar 4, 2022, at 12:36 PM, Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □ Good afternoon Wasim
>
> I have received some feedback from or technical resources.
> There does not seem to be many other cases with the similar concerns.
>
> I will recommend a new appointment be set up with the dealership to go on a road test with the FLEET TA and / or technician to try and duplicate the symptoms.
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> 1-800-999-3533 (opt.3) ext. 3020518
> Customer Care Line 1-800-992-1997
[redacted]

Date	03/08/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/08/2022 16:59 PM

Good afternoon Wasim

I understand the accumulated downtime, however if this dealership is aware and advised it would need to be towed back to the dealership so that they can initiate another STAR can and perhaps reach out and get a Fleet TA involve.. that is the next best step.

I am happy to leave the case open if the vehicle is heading to the dealership or appointment set.
Please let me know.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line 1-800-992-1997
[redacted]

Date	03/08/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	03/08/2022 18:15 PM

Good afternoon, Brandon

I think you misunderstood my last message. The dealership did not state that it needs to be towed to the dealership. When I brought the truck in for them to replace the transmission the first time, the foreman and the tech went and test drove it together to try and replicate the issue (As you advised in your previous email). Because they have never seen an issue like this before, they thought that the truck might not make it back to the dealership. That's all I meant. But, the tech that worked on my truck is aware that the issue has not been resolved. So, how would you like to proceed? Thanks.

-Wasim Yousef
JP Better Towing Services
Houston, TX
409-549-8378

> On Mar 8, 2022, at 10:59 AM, Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □ Good afternoon Wasim
>
> I understand the accumulated downtime, however if this dealership is aware and advised it would need to be towed back to the dealership so that they can initiate another STAR can and perhaps reach out and get a Fleet TA involve.. that is the next best step.
>
> I am happy to leave the case open if the vehicle is heading to the dealership or appointment set.
> Please let me know.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> 1-800-999-3533 (opt.3) ext. 3020518
> Customer Care Line 1-800-992-1997
[redacted]

Date	03/09/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/09/2022 19:21 PM

Hello Wasim

I have spoken to Service Manager Betty at River Oaks dealership.

They do not take appointments. Betty states you will need to drop off the vehicle and ask for William who is the Service Advisor.

They will need to go through new diagnostics at this dealer, and initiate another STAR case before committing to a FLEET TA visit.

River Oaks Dealership.
4807 Kirby Dr
713-524-3801

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line 1-800-992-1997
[redacted]

Date	03/11/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/11/2022 21:23 PM

Good afternoon Wasim

Have you taken this vehicle to River Oaks dealership?
Please advise.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line 1-800-992-1997
[redacted]

Date	03/11/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	03/11/2022 21:31 PM

No not yet. I've been in contact with them. They're going to let me know when the TA will be there so I can bring it in then and the truck isn't just sitting

-Wasim Yousef
JP Better Towing Services
Houston, TX
409-549-8378

> On Mar 11, 2022, at 3:23 PM, Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □ Good afternoon Wasim
>
> Have you taken this vehicle to River Oaks dealership?
> Please advise.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> 1-800-999-3533 (opt.3) ext. 3020518
> Customer Care Line 1-800-992-1997
>
[redacted]

Date	03/11/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/11/2022 21:36 PM

That makes sense.. I believe you and I were discussing this as a plan.
I will suspend the case and check in weekly, unless I hear from you directly in the interim

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line 1-800-992-1997
[redacted]

Date	03/11/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	03/11/2022 22:27 PM

Sounds good. I appreciate all of your help, Brandon. Have a good weekend. Talk soon

-Wasim Yousef
JP Better Towing Services
Houston, TX
409-549-8378

> On Mar 11, 2022, at 3:36 PM, Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □ That makes sense.. I believe you and I were discussing this as a plan.
> I will suspend the case and check in weekly, unless I hear from you directly in the interim
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> 1-800-999-3533 (opt.3) ext. 3020518
> Customer Care Line 1-800-992-1997
>
> ref:_00Dj01qsDF._5003Z1Nf2Hh:ref

Date	03/17/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/17/2022 17:42 PM

Good afternoon Wasim

I am reaching out to see if you have heard from the dealership on a scheduled time with the FLEET Technical Advisor.
Please advise.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line 1-800-992-1997
[redacted]

Date	03/17/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	03/17/2022 18:05 PM

Good afternoon, Brandon

Hey so I spoke to Christie this morning. I assume she gave you the message. You need to set up an appointment with the TA so that the truck isn't sitting at the dealership waiting on him to show up. This is per the TA himself. If you have any questions, just give me a call. Thanks. All the best

-Wasim Yousef
JP Better Towing Services
Houston, TX
409-549-8378

> On Mar 17, 2022, at 12:42 PM, Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □ Good afternoon Wasim
>
> I am reaching out to see if you have heard from the dealership on a scheduled time with the FLEET Technical Advisor.
> Please advise.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> 1-800-999-3533 (opt.3) ext. 3020518
> Customer Care Line 1-800-992-1997
[redacted]

Date	03/21/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/21/2022 17:05 PM

Hello Wasim

You will have to work with the dealership around your schedule and their advise on when to bring the vehicle in at a time when you can drop it off with notice on when the Fleet TA will be there.

Normally, they would not try to schedule a TA without the vehicle there already so you will have to work this out with the service manager personally.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line 1-800-992-1997
[redacted]

Date	03/21/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	03/21/2022 18:23 PM

Hey Brandon,

Again, what i told you is what what the service manager at the dealership and the TA himself advised me. They said that you should have reached out to the TA to coordinate this. Please advise what we will do from here. Thanks

-Wasim Yousef
JP Better Towing Services
Houston, TX
409-549-8378

> On Mar 21, 2022, at 12:11 PM, Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □ Hello Wasim
>
> You will have to work with the dealership around your schedule and their advise on when to bring the vehicle in at a time when you can drop it off with notice on when the Fleet TA will be there.
>
> Normally, they would not try to schedule a TA without the vehicle there already so you will have to work this out with the service manager personally.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> 1-800-999-3533 (opt.3) ext. 3020518
> Customer Care Line 1-800-992-1997
[redacted]

Date	03/24/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/24/2022 16:22 PM

Wasim

We do not reach out to the FLEET TA's from customer care.
The appointment needs to be set up through the dealership initially.

If you need to make special arrangements to drop the vehicle off when a Fleet TA will be there, that is up to the service manager to advise you when his local FLEET TA will be there.

I do not have those contacts or authorization to schedule an appointment, nor do I have your schedule to let you know when you can just drop it off without notifying the dealership.

Please co-ordinate a time with the Service team and advise of the appointment.
I will keep the case open until Tuesday, March 29th

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line 1-800-992-1997
[redacted]

Date	03/29/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/29/2022 17:41 PM

Good afternoon

I am sending you this email regarding the closure of your Case with FLEET Premium Care.

The Case Number being closed is: [redacted]

**** PLEASE NOTE ****

You may not receive a response if you reply to this email as notifications on closed cases are limited.
If you have any concerns, please contact Stellantis 1-800-992-1997
-or - please submit a MOPAR FLEET request form

** Please note ** you may received a survey in the mail regarding your experience with customer care.
This is survey separate from what you may get from the dealership and is based solely on our experience together.
□□□□□□□Your feedback is valuable and appreciated.

Thank you for your patience and allowing me to assist you.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line 1-800-992-1997

[redacted]----------

Date	03/29/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	03/29/2022 20:16 PM

I mean we haven't solved anything but okay.

-Wasim Yousef
JP Better Towing Services
Houston, TX
409-549-8378

> On Mar 29, 2022, at 12:41 PM, Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □ Good afternoon
>
> I am sending you this email regarding the closure of your Case with FLEET Premium Care.
>
> The Case Number being closed is: [redacted]
>
> **** PLEASE NOTE ****
>
> You may not receive a response if you reply to this email as notifications on closed cases are limited.
> If you have any concerns, please contact Stellantis 1-800-992-1997
> -or - please submit a MOPAR FLEET request form
>
> ** Please note ** you may received a survey in the mail regarding your experience with customer care.
> This is survey separate from what you may get from the dealership and is based solely on our experience together.
> ???????Your feedback is valuable and appreciated.
>
> Thank you for your patience and allowing me to assist you.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> 1-800-999-3533 (opt.3) ext. 3020518
> Customer Care Line 1-800-992-1997
>
> ----------

[redacted]

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

VIN	3C63RRGL6KG[redacted]	**Model Year**	2019	**Brand**	DODGE
Body	D28L92	**Vehicle**	RAM 3500 TRADESMAN CREW CAB 4X4		
Customer Provided VIN		**Line of Business**	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	02/22/2022	**CAIR Type**	Regular	**Status**	Closed
Close Date	03/31/2022	**Origin**	Telephone	**Reason**	
Mileage	80,200 Miles	**Market**	U	**Language**	English
Contact Email	[redacted]	**Contact Phone**	[redacted]	**Contact Mobile**	[redacted]
Caller Address				**Source**	FCA
City/State/Country/Zip					
Customer	E CHALEN				
Customer Address	1444 MISSION DR				
City/State/Country/Zip	LOS BANOS		CA	936356481447	USA
Dealer	64302	CENTRAL VALLEY CHRYSLER JEEP		**Dealer Phone**	2095263300
Dealer Address	4460 N MCHENRY				
	MODESTO		CA	95356 1518	USA
Dealer Zone	California	**Sales District**		**Service District**	J
Subject	buyback				
Synopsis	Customer opted to stop making their payments and car was repossessed				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue With Vehicle	**Customer Anomaly**	30	General engine issues
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
02/22/2022 07:17 PM	Open
03/31/2022 08:25 PM	Closed

Initial Description

buyback

Case Comments

Date	Comment
02/22/2022	The customer is seeking to get the buyback for the vehicle since it has been in the shop a lot. they keep trying to fix it and it does the same issue. The agent advised that the case is being escalated for review. Requests information to request arbitration Specific vehicle concerns: the reason for request transmission needs to be fixed all the time after it is replaced Vehicle Days Down (if known) - not down but don`t drive it Number of service/repairs (if known) 4 times in the shop and 5 Contacted attorney no Best contact □ Phone-[redacted]
02/23/2022	**Dispute Resolution Review** 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.
02/26/2022	**OBC to DLR** Cm reached out to DLR and was told this vehicle has never been to their DLR
02/26/2022	**OBC to Customer** Customer was at work customer requested I call back later. CM will call later tonight
02/26/2022	**OBC to DLR** Customer said the DLR cannot find out what is wrong with the vehicle. Customer said the first DLR was in billing Montana and the second dealership was Central valley. Customer said a field tech looked at the vehicle and was unable to diagnosis the concerns. Customer said the vehicle shake. Customer said he had a case with us before where he was just given money as we could not diagnosis the vehicle. CM looked into old case and it was reimbursement for repairs and car payments. Customer states he has gone out and bought a brand new vehicle. Customer says he is over it with his truck. Vehicle currently 'runs' now but if he tries to tow anything it will not be. Customer says when he drives it the transmission will go into limp mode. Repairs done so far: Transmission has been replaced twice Torque converter twice Transmission control module. EGR valve
02/28/2022	IBC from Customer: Cx contacted FCA to speak to Cm, Cm unavailable sent alert for CM to contact customer
03/01/2022	**CASE NOTE** Customer has no email on file if he calls back in please confirm it
03/01/2022	**IBC from Customer** CM received call from Customer. CM updated customers info as his middle name was listed as his first name and his first name was listed as his last. CM also fixed the customers email. CM let customer know we are still looking into how we can assist him. Customer thanked CM
03/02/2022	**CASE NOTE** Customer ownership was incorrect. Customer is the original owner. CM resending for review incase this affected BB. Customer has been given a cash in keep so unsure if this case is for CRT.
03/03/2022	**IBC FROM CST** The customer is seeking to speak with CM Serenity, currently on active call. Agent sent a internal message at this time.
03/04/2022	***INBOUND CUSTOMER CALL*** Mr. Beltram requested his CM but she was not available and writer informed the customer that his case was currently under review for BB.
03/04/2022	***OBC TO DEALER*** Central Valley Chrysler Jeep Dodge 209.526.3300. Vehicle is not at location.
03/04/2022	**Dispute Resolution Review** 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.**
03/04/2022	IBC from Customer: Cx contacted FCA to speak to Cm, Cm unavailable sent alert for CM to contact customer
03/08/2022	**IBC from Customer** Customer said that his rear end is making a clunking noise so he will have the vehicle towed tomorrow. CM let customer know the LL was denied again and we will not be offering to buy back his vehicle and are only offering technical support. Customer understood and requested I follow up thursday
03/08/2022	**OBC to DLR** CM reached out to DLR and spoke with DLR and spoke with SA Goody. Vehicle has not been in the shop since 10/20/20 mileage 33661. DLR unable to confirm matience of vehicle and states vehicle was OAD after leaving in 2020. RO was for a transmission replacment
03/10/2022	Customer has an appt to get the vehicle diagnosed but the soonest they have is April 4th. Customer would like to discuss this with CM. Informed CM not available but I will send a message.
03/10/2022	OBC to DLR SA Goody vehicle is not there, but customer did set the appt by 04/04/2022 OBC to CST Left callback VM inquiring the possibility of scheduling recall appt sooner in another DLR
03/11/2022	Customer requesting a call back.
03/15/2022	****OUTBOUND TO CST***** Agent reached out to the cst to give/get an update on the case. Agent LVM and email due to no response
03/16/2022	**IB FROM CX** Cx will like to speak with CM regarding case, was informed CM not in as of now but sending email for CM to cb//Cx stated he was speaking SM think his name is Kevin not sure but he was dealing directly with him//CM informed of case notes that SA stated the vehicle was OAD, cx states it's not it's having the same issue from 3rd to 4th gear it jerks you, rear differential is making clunky noise and he went and purchased a brand new truck and the Dodge is just sitting in from of his house.
03/17/2022	CHALEN CHALEN (408) 767-8033 Advised customer of current case status. CST states that he feels the vehicle is a lemon and if not resolved soon he will get an attorney Vehicle is sitting in driveway
03/21/2022	INBOUND CUSTOMER CALL: *** Customer called to speak to CM. CM please call customer.
03/22/2022	****IBC from Customer**** Customer seeking update from CM. Agent advised that CM has been out sick for a while but it looks like someone is set to reach out to the dealership for him today to try to get him a sooner appointment.
03/22/2022	OB to DLR Moved appointment up to Monday 3/28, 8:30 AM OB to CST Advised of new appointment on the 28th, CST stated they could drop off on Sunday, 27th. Inquired about a rental, advised an agent will contact the DLR for loaner availability, if no loaners available, Agent informed of reimbursement process. CST understood.

Date	Comment
03/24/2022	agent called cst and provided customer with info for there appointment for Monday cst would like a call back from case manager due to getting more info on what they have spoke about and needed.
03/28/2022	IB CST CALL Customer called in and said the vehicle got repossessed and he wanted to discuss details with CM
03/29/2022	Agent making outbound call to customer to discuss case for cm. Customer advised vehicle was repossed as they stopped making payments on the vehicle. customer looking for compensations as now he has late fees and payments on the vehilce even though he chose to not make payments on the vehilce and does not want this on his credit. agent advised they will not promise that as cm assist with technical assitance and customer made choice to stop making payments customer was not advised to do that by cm or fca.
03/31/2022	As advised per TL request is declined as customer made choice to stop paying and to advise decline to customer. Agent called out and advised request will be decline and assistance not giving as customer made choice to not pay on the vehicle which resulted in a repo on the car. Customer thanked agent advised if any questions to reach out

Email(s)

Date	02/22/2022	***Subject***	buyback		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/22/2022 19:31 PM

Hello Chalen

I just wanted to let you know that there is 3 recalls on the vehicle of

Y26 Safety Campaign 2012-21 D TRUCK M14 WHEEL STUDS View
Y78 Safety Campaign 2019-2020 Ram HD High Pressure Fuel Pump View
Z08 Safety Campaign 2019-2020 D Truck Windshield Wipers
[redacted]

Date	03/15/2022	***Subject***	RE: buyback		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/15/2022 02:47 AM

Hello Mr.Chalen,

I just wanted to inform you that I am still working on your case. I tried to reach you by phone but, I was sent to voicemail.

I appreciate your patience, I will follow up with you when I have more information to update you with. Feel free to reach out to me if you have any questions, updates or concerns in regards to your case.

Best Regards,

Serenity
Stellantis Customer Care
(844)-888-0601 Ext.4061718

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 2/22/2022 1:31 PM
To: [redacted]
Subject: buyback

Hello Chalen

I just wanted to let you know that there is 3 recalls on the vehicle of

Y26 Safety Campaign 2012-21 D TRUCK M14 WHEEL STUDS View
Y78 Safety Campaign 2019-2020 Ram HD High Pressure Fuel Pump View
Z08 Safety Campaign 2019-2020 D Truck Windshield Wipers
[redacted]

Date	03/15/2022	***Subject***	RE: buyback		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/15/2022 03:23 AM

Hello Mr.Chalen,

I just wanted to inform you that I am still working on your case. I tried to reach you by phone but, I was sent to voicemail.

I appreciate your patience, I will follow up with you when I have more information to update you with. Feel free to reach out to me if you have any questions, updates or concerns in regards to your case.

Best Regards,

Serenity
Stellantis Customer Care
(844)-888-0601 Ext.4061718

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 2/22/2022 1:31 PM
To: [redacted]
Subject: buyback

Hello Chalen

I just wanted to let you know that there is 3 recalls on the vehicle of

Y26 Safety Campaign 2012-21 D TRUCK M14 WHEEL STUDS View
Y78 Safety Campaign 2019-2020 Ram HD High Pressure Fuel Pump View
Z08 Safety Campaign 2019-2020 D Truck Windshield Wipers
[redacted]

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

VIN	3C63RRRL3MG[redacted]	Model Year	2021	Brand	RAM
Body	D28M92	Vehicle	RAM 3500 LIMITED CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	03/17/2022	CAIR Type	Regular	Status	Closed
Close Date	03/17/2022	Origin	Telephone	Reason	
Mileage	11,000 Miles	Market	U	Language	English

Contact Email	[redacted]	Contact Phone	7018390678	Contact Mobile	[redacted]
Caller Address				Source	Customer
City/State/Country/Zip					

Customer	STEVEN RANDALL				
Customer Address	4805 37TH AVE SE				
City/State/Country/Zip	MINOT		ND	587017842053	USA

Dealer	43942	MINOT AUTOMOTIVE CENTER, INC.		Dealer Phone	7018520151
Dealer Address	3615 SOUTH BROADWAY				
	MINOT		ND	58701 7455	USA
Dealer Zone	Denver	Sales District		Service District	C

Subject	vehicle concern				
Synopsis					
Customer Anomaly	Gears & Transmission				
	Differential				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	50	Differential gears issue

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
03/17/2022 04:38 PM	Open
03/17/2022 04:51 PM	Closed

Initial Description

limp mode

Case Comments

Date	Comment
03/17/2022	caller is calling seeking a rental due to his vehicle being in the shop for a limp mode issue i advised he would need to rent out of pocket and submit

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

VIN	3C7WRLAJ6LG[redacted]	Model Year	2020	Brand	RAM
Body	DP9L63	Vehicle	RAM 4500 REG CAB CHASSIS		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	03/30/2022	CAIR Type	Regular	Status	Closed
Close Date	05/18/2022	Origin	Telephone	Reason	
Mileage	710 Miles	Market	U	Language	English
Contact Email	mkdgroup@optonline.net	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	890 TYLER ST			Source	Customer
City/State/Country/Zip	FRANKLIN SQUARE		NY	110102029905	USA
Customer	MICAHEL DANDREA				
Customer Address	890 TYLER ST				
City/State/Country/Zip	FRANKLIN SQUARE		NY	110102029905	USA
Dealer	45562	Empire Chrysler Jeep Dodge Ram of		Dealer Phone	6314420123
Dealer Address	555 SUNRISE HWY				
	WEST ISLIP		NY	11795 2124	USA
Dealer Zone	Northeast	Sales District		Service District	H
Subject	Compensation/ Vehicle concerns				
Synopsis	approved				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	45	Automatic Gearbox issue
Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details				

Case Status History

Create Date	Status
03/30/2022 05:14 PM	Open
03/31/2022 08:58 PM	Suspended
04/04/2022 04:01 AM	Open
04/04/2022 06:49 PM	Suspended
04/06/2022 04:00 AM	Open
04/06/2022 04:49 PM	Suspended
04/11/2022 04:01 AM	Open
04/11/2022 03:56 PM	Suspended
04/13/2022 04:01 AM	Open
04/13/2022 03:56 PM	Suspended
04/20/2022 04:01 AM	Open
05/18/2022 08:32 PM	Closed

Initial Description

Vehicle had 620 miles and this is a work truck that failed completely one hour into the first snowstorm. The customer was three months (11weeks) without his brand new vehicle and payed all the car payment of $500/ mth, insurance, and lost revenues due to the truck being down. Customer would like $5000 compensation due to the failure of a brand new vehicle that was specifically purchased for the snow season and completely failed within an hour of its first run. Customer picked up the truck on Saturday March 26, 2022.

Case Comments

Date	Comment
03/30/2022	Vehicle had 620 miles and this is a work truck that failed completely one hour into the first snowstorm. The customer was three months (11weeks) without his brand new vehicle and payed all the car payment of $500/ mth, insurance, and lost revenues due to the truck being down. Customer would like $5000 compensation due to the failure of a brand new vehicle that was specifically purchased for the snow season and completely failed within an hour of its first run. Customer picked up the truck on Saturday March 26, 2022. Agent is escalating to Specialist for consideration as this is the procedure that was provided to the customer, to submit after receipt of his repaired vehicle.
03/31/2022	********OUTBOUND CUSTOMER EMAIL******** Michael, ? My name is Kris and I have been assigned as your Promaster Case Manager. Here is some information that will be helpful for you to have: ? ? Your Case Number is:[redacted]? The Promaster Case Management telephone number is: 877-633-1105 ? My direct extension:? 3020992 ? My work hours are: 11:30 am - 8:00 pm? Eastern Standard Time Monday-Friday. If you are looking for compensation for down time of the vehicle. Please send in the repair order along with the proof of payment of the most up to date statements. Once the documents have been received, I will review for possible reimbursement of vehicle payments. □□□□□□□ Regards, Kris | Promaster Case Specialist Phone 877-633-1105 ext. 3020992
04/04/2022	********OUTBOUND CUSTOMER EMAIL******** Good Afternoon, The documents did not come through my system so can you try sending them to KL701@chrysler.com? Regards, Kris | Promaster Case Specialist Phone 877-633-1105 ext. 3020992
04/06/2022	**********OUTBOUND CUSTOMER EMAIL********* Hello Michael, The documents came through so I was able to pull them up. I see you sent in the repair order and monthly statements. Could you also send in the proof of payment? Proof of payment (1 of these): RO stamped?"paid in full" Credit card receipt Credit card or bank statement Cancelled check (both sides) Cash register receipt (if paid cash) Regards, Kris | Promaster Case Specialist Phone 877-633-1105 ext. 3020992
04/11/2022	********OUTBOUND CUSTOMER EMAIL******** Good Afternoon, I still require the proof of payment and the bill of sale for review of reimbursement of vehicle payments. Please contact me by phone or email if you have any questions or concerns.? Regards, Kris | Promaster Case Specialist Phone 877-633-1105 ext. 3020992
04/13/2022	********OUTBOUND CUSTOMER EMAIL******** Hello Michael,? I haven not yet seen the bill of sale and the proof of payment. I will be sending the case to our document team for further review. Please note that once the case is with them, if the documents are not sent in, the system will close the case automatically. Regards, Kris | Promaster Case Specialist
04/22/2022	Date of repair: 01/11/2022 - 03/25/2022. Requesting reimbursement for: GW car payment Check Request Information 2 and a half months car payment: $1,172.5 ***Supporting documents -DOC-6829371: RO and car payment statement ***Notes -The customer is qualified for GW reimbursement. -Customer is the original owner and have 6 vehicles listed under household history in COIN. Mileage is 608. ISD: 1/17/2021. -As per case comment, the customer is asking for $5000 compensation for inconvenience due to the repair, but we can only give 2 and a half months of car payment since the repair was done for 2 and a half months only. ***Conclusion -Customer request has been processed and a check has been submitted. -All necessary documents have been received and the case is now being reviewed for possible reimbursement. If the customer calls in, please advise them that the documents were received and that they can expect a decision within 30-60 days from today's date. -Waiting for check approval.
05/09/2022	Customer is wanting to know if this request includes her reimbursement for the tow. Said she submitted those documents with all the other info. Advised sent internal message to CM
05/18/2022	-Customer request has been processed check has been approved amounting to $1,172.5 for the one time GW car payment reimbursement. -Customer provided completed documents. -An email has been sent to the customer regarding the approval. -Closing the case now.

Email(s)

Date	03/31/2022	Subject	Case #[redacted]		
From	ramcustomercare@fcagroup.com	To	mkdgroup@optonline.net	Sent Date/Time	03/31/2022 20:56 PM

Hello Michael,

My name is Kris and I have been assigned as your Promaster Case Manager. Here is some information that will be helpful for you to have:

· Your Case Number is: [redacted]
· The Promaster Case Management telephone number is: 877-633-1105
· My direct extension: 3020992
· My work hours are: 11:30 am - 8:00 pm Eastern Standard Time Monday-Friday.

If you are looking for compensation for down time of the vehicle. Please send in the repair order along with the proof of payment of the most up to date statements. Once the documents have been received, I will review for possible reimbursement of vehicle payments.

Regards,
Kris | Promaster Case Specialist
Phone 877-633-1105 ext. 3020992
ref:_00Dj01qsDF._5003Z1OCq0N:ref

Date	04/01/2022	***Subject***	Re: Case # [redacted]		
From	mkdgroup@optimum.net	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	04/01/2022 14:38 PM

Attached please find invoices from Empire showing the completed work on the above captioned vehicle. This vehicle was purchased for my business. During the 2022 snow season I could not use this vehicle. I had signed contracts for commercial properties to do snow removal therefore I had loss of wages. I continued making my loan payments for the vehicle that was sitting in a garage being worked on. I continued paying insurance on a vehicle that served me no use. Please see what you can do to help me with this situation.
Thank you

Michael D'Andrea

—— Original Message ——
From: ramcustomercare@fcagroup.com
To: mkdgroup@optonline.net
Sent: Thursday, March 31, 2022 4:57 PM
Subject: Case # [redacted]

Hello Michael,

My name is Kris and I have been assigned as your Promaster Case Manager. Here is some information that will be helpful for you to have:

· Your Case Number is: [redacted]
· The Promaster Case Management telephone number is: 877-633-1105
· My direct extension: 3020992
· My work hours are: 11:30 am - 8:00 pm Eastern Standard Time Monday-Friday.

If you are looking for compensation for down time of the vehicle. Please send in the repair order along with the proof of payment of the most up to date statements. Once the documents have been received, I will review for possible reimbursement of vehicle payments.

Regards,
Kris | Promaster Case Specialist
[redacted]

Date	04/04/2022	***Subject***	Re: Case # [redacted]		
From	ramcustomercare@fcagroup.com	***To***	mkdgroup@optimum.net	***Sent Date/Time***	04/04/2022 18:48 PM

Good Afternoon,

The documents did not come through my system so can you try sending them to KL701@chrysler.com

Regards,
Kris | Promaster Case Specialist
Phone 877-633-1105 ext. 3020992
[redacted]

Date	04/06/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	mkdgroup@optimum.net	***Sent Date/Time***	04/06/2022 16:47 PM

Hello Michael,

The documents came through so I was able to pull them up. I see you sent in the repair order and monthly statements. Could you also send in the proof of payment?

Proof of payment (1 of these):

RO stamped "paid in full"
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Regards,
Kris | Promaster Case Specialist
Phone 877-633-1105 ext. 3020992
[redacted]

Date	04/11/2022	Subject	Re: Case # [redacted]		
From	ramcustomercare@fcagroup.com	To	mkdgroup@optimum.net	Sent Date/Time	04/11/2022 15:55 PM

Good Afternoon,

I still require the proof of payment and the bill of sale for review of reimbursement of vehicle payments. Please contact me by phone or email if you have any questions or concerns.

Regards,
Kris | Promaster Case Specialist
Phone 877-633-1105 ext. 3020992
[redacted]

Date	04/13/2022	Subject	Case # [redacted]		
From	ramcustomercare@fcagroup.com	To	mkdgroup@optimum.net	Sent Date/Time	04/13/2022 15:56 PM

Hello Michael,

I haven not yet seen the bill of sale and the proof of payment. I will be sending the case to our document team for further review. Please note that once the case is with them, if the documents are not sent in, the system will close the case automatically.

Regards,
Kris | Promaster Case Specialist
[redacted]

Date	05/09/2022	Subject	Re: Case [redacted]		
From	mkdgroup@optimum.net	To	ramcustomercare@fcagroup.com	Sent Date/Time	05/09/2022 17:19 PM

As per your request the bill of sale.

—— Original Message ——
From: ramcustomercare@fcagroup.com
To: mkdgroup@optimum.net
Sent: Wednesday, April 13, 2022 11:56 AM
Subject: Case # [redacted]

Hello Michael,

I haven not yet seen the bill of sale and the proof of payment. I will be sending the case to our document team for further review. Please note that once the case is with them, if the documents are not sent in, the system will close the case automatically.

Regards,
Kris | Promaster Case Specialist

[redacted]

Date	05/18/2022	Subject	Reimbursement request		
From	ramcustomercare@fcagroup.com	To	mkdgroup@optimum.net	Sent Date/Time	05/18/2022 20:31 PM

Dear Mr. Michael Dandrea,

Thank you for contacting Ram Customer Care. We are happy to assist you with regards to your concern. Your satisfaction is important to us!

We are pleased to inform you that we have approved a total of $1,172.50 for the car payment reimbursement you have requested. Please be advised that we can only cover for 2 and a half months of car payment since this is the only time that matches the repair dates. Also, we do not usually cover for car payment, but this reimbursement is being done due to your inconvenience. We will be sending the check to the mailing address on file for you. Please allow 30 calendar days for the check to arrive.

Please don't hesitate to contact our Customer Care team directly at 800-992-1997, for any other concerns. Thank you for your continued business with Ram Automobiles.

Sincerely,

Cern
Ram Customer Care
[redacted]

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

VIN	3C63RRAL8KG[redacted]	Model Year	2019	Brand	RAM
Body	D28L62	Vehicle	RAM 3500 TRADESMAN REG CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	04/05/2022	CAIR Type	Regular	Status	Closed
Close Date	04/06/2022	Origin	Telephone	Reason	
Mileage	52,500 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	3103415758	Contact Mobile	[redacted]
Caller Address				Source	Customer
City/State/Country/Zip					
Customer	[redacted]				
Customer Address					
City/State/Country/Zip	WALNUT CREEK		CA	945965561992	USA
Dealer	44221	LITHIA'S GRANTS PASS AUTO CENTER		Dealer Phone	5414766684
Dealer Address	1421 N.E. 6TH ST				
	GRANTS PASS		OR	97526 1253	USA
Dealer Zone	West	Sales District		Service District	N
Subject	Recall (1) dealership complaint				
Synopsis	DLR not working with customer needs to find another and set up diagnostic				
Customer Anomaly					
Contact Reason	C163	Service Problem Not Resolved	Customer Anomaly		
Reason Code	After Sales - Complaint - Network - Treatment in workshop - Service Problem Not Resolved				

Case Status History

Create Date	Status
04/05/2022 05:07 PM	Open
04/06/2022 05:02 PM	Closed

Initial Description

transmission failure at 50100 miles Was replaced and since then when you shift, it is a bit loose from 1rst to 2nd - shifter keeps getting loose. went back and was charge for diagnosis - now they say is not covered by warranty.

Case Comments

Date	Comment
04/05/2022	customer had to get a new transmission- had to go back twice for shifting problems - keeps getting charge diagnostic fees $170 and was told that this is not covered under warranty. Customer figures that this should be covered. Customer [redacted]SA Sean Roberts
04/06/2022	□Dealer Code:44221 □In-Service Date: 11/16/2019 □Mileage: 52,500 □Original Owner? Yes □Loyalty Score: 3 vehicles 2 original □Is vehicle within Warranty? No Expired by miles □Is customer in rental? No □Parts on B/O? No □STAR Case? No □Repeat issue? Yes □Previous Related Cases/Goodwill/DM Notes: No □Customer Concern/Issue/Request: Possible Cost assistance
04/06/2022	***DLR Outbound*** Spoke with Nate in Service and he confirmed it was in and Chuck was the the SA on this vehicle R/o and grabbed him to get more information on Vehicle diagnostic. Was told shifter issues and broken break shift lock cable and was not covered under her warranty. Transmission was replaced under warranty before and brought in a few times after that and was showing OAD and the few times they checked nothing was wrong and last time brought in the shifter lock was completely broken and looks as though it was teared out and warranty declined it No longer available to work with him and banned from the location Confirmed that the SC did not cover his issue and that's when he freaked out.
04/06/2022	***Customer Outbound*** Customer stated he will not go back to that DLR and wanted to express how he feels the SM was unprofessional. Advised that his next step is to go to another DLR and get a diagnosis to see about potential cost assistance. He will see about getting to another DLR and understands. Advised I will be Closing out case and to call back in once he got a diagnostic et up and ready for his vehicle .

Email(s)

Date	04/06/2022	Subject	dealership complaint		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	04/06/2022 17:00 PM

Dear Sir

This is a courtesy email to inform you of the closure of your case.

I would like to express my appreciation for allowing me to assist you with your Dealership concerns.

Hope you have a great rest of the week,

We look forward to assisting you should you have any additional concerns or questions in the future.

Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

Thank you for being a loyal Ram customer!

Joey

Stellantis Customer Care - Specialist

[redacted]

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

VIN	3C7WRTCL8LG[redacted]	Model Year	2020	Brand	RAM
Body	DD8L93	Vehicle	RAM 3500 CREW CAB CHASSIS 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	04/22/2022	CAIR Type	Regular	Status	Closed
Close Date	04/25/2022	Origin	Telephone	Reason	
Mileage	78,061 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	3144432269	Contact Mobile	[redacted]
Caller Address				Source	Customer
City/State/Country/Zip					

Customer	[redacted]				
Customer Address					
City/State/Country/Zip	ROGERS		AR	[redacted]	USA

Dealer	27053	FIELDHOUSE CHRYSLER DODGE JEEP RAM		Dealer Phone	2199872400
Dealer Address	1420 S HALLECK ST				
	DEMOTTE		IN	46310 9735	USA
Dealer Zone	Midwest	Sales District		Service District	L

Subject	Reimbursement				
Synopsis	BC WAM approved check				
Customer Anomaly	Gears & Transmission				
	Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	44	Gearbox issue

Reason Code	After Sales - Complaint - Product - Vehicle concern - Additional details

Case Status History

Create Date	Status
04/22/2022 08:51 PM	Open
04/25/2022 02:38 PM	Closed

Initial Description

Airline ticket for customer to fly home

Case Comments

Date	Comment
04/22/2022	AM reimbursing dealer who purchased airline ticket and seats for customer to get back to Arkansas. Customer stranded in Rapid City - more cost effective for airline ticket - Rental up to $2600 - AM reimbursing dealer who paid on behalf of customer $457.53 Transmission failure 3 months after last repair - refer to case [redacted] Customer will need ticket for return trip as well.

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

VIN	3C63RRKL2LG[redacted]	Model Year	2020	Brand	RAM
Body	D28R92	Vehicle	RAM 3500 LONGHORN CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	04/25/2022	CAIR Type	Regular	Status	Closed
Close Date	05/18/2022	Origin	Telephone	Reason	
Mileage	52,873 Miles	Market	U	Language	English

Contact Email	[redacted]	Contact Phone	2816390510	Contact Mobile	[redacted]
Caller Address				Source	Customer
City/State/Country/Zip					

Customer	[redacted]				
Customer Address					
City/State/Country/Zip	WALLER		TX	[redacted]	USA

Dealer	45368	TOMBALL DODGE CHRYSLER JEEP		Dealer Phone	2813512000
Dealer Address	23777 SH 249				
	TOMBALL		TX	77375	USA
Dealer Zone	Southwest	Sales District		Service District	F

Subject	rental reimbursement
Synopsis	No further assistance required
Customer Anomaly	

Contact Reason	C86	Roadside rental reimbursement	Customer Anomaly		

Reason Code	After Sales - Complaint - Roadside Assistance - Reimbursement request - Rental car - Expenses billed to Customer

Case Status History

Create Date	Status
04/25/2022 07:07 PM	Suspended
04/25/2022 07:17 PM	Suspended
04/25/2022 07:18 PM	Closed
04/26/2022 06:44 PM	Open
04/27/2022 08:47 PM	Suspended
05/04/2022 04:01 AM	Open
05/18/2022 12:52 PM	Closed

Initial Description

rental reimbursement

Case Comments

Date	Comment
04/25/2022	Summary of Conversation: Does Caller have these documents: Yes Select the address of the Repair Payer: Owner Mailing address: Street:[redacted] City: WALLER State: TX Zip:[redacted] Country: USA Mileage at the time of Repair: 52,873 Date of Repair: April 19, 2022 Repair Facility: tom bold dodge Amount of Reimbursement Request: $1 Does the caller currently own the vehicle ? Yes How Caller paid for the repairs ? Credit Card How will Caller submit the docuents ? Email Select the email address of Repair Payer : Owner

Email(s)

Date	04/25/2022	Subject	Documents required for Reimbursement Request [redacted]		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	04/25/2022 19:17 PM

Case [redacted]

Dear [redacted]
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.

Please forward your original repair order and proof of payment receipt by replying to this email.

Proof of payment consist of credit card receipt,front and back of cancelled check, repair order stamped "paid in full" , credit card/bank statement, or cash register receipt if cash was paid.

We will review the matter when we receive the documents and contact you with the response.

Sincerely,
FRANK
Customer Care, FCA.

Date	04/26/2022	Subject	Re: Documents required for Reimbursement Request [redacted]		
From	[redacted]	To	uscustomercare@fcagroup.com	Sent Date/Time	04/26/2022 18:44 PM

Hello,

I am attaching the required documents for reimbursement for a rental car that wasn□t covered by dealership when my 2020 Ram 3500 was at dealership awaiting transmission parts due to transmission failure. Which was covered by Chrysler manufacturer warranty. When I spoke to dealership about covering the expense of a rental vehicle they told me that they couldn□t do anything about it since it wasn□t a Chrysler vehicle that Hertz had given me. I asked them how was I supposed to know that it had to be a Chrysler vehicle and I also asked Hertz about it and they said that at the time what they gave me was all that was available due to nationwide vehicle shortage and that the dealership should still honor it in covering the expenses due to that. If there□s anything else you need please let me know. Thanks for your time.

[redacted]

Notice: The information contained in this email are PRIVILEGED AND CONFIDENTIAL and any accompanying documents that may contain information that is confidential or otherwise protected from disclosure. It is intended only for the use of the individual or entity named above. If you are not the intended recipient of this message, or if this message has been addressed to you in error, please immediately alert the sender by reply e-mail and then delete this message, including any attachments. You are hereby notified that the dissemination, distribution, or copying of this communication is strictly prohibited.

> On Apr 25, 2022, at 14:17, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> □
>
> Case [redacted]
> Dear
> Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.
>
> Please forward your original repair order and proof of payment receipt by replying to this email.
>
> Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.
>
> We will review the matter when we receive the documents and contact you with the response.
> Sincerely,
>
> SHAITURA
> Customer Care, FCA
>

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

VIN	3C7WRTBL2KG[redacted]	Model Year	2019	Brand	DODGE
Body	DD8L64	Vehicle	RAM 3500 REG CAB CHASSIS 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	07/27/2022	CAIR Type	Regular	Status	Closed
Close Date	10/27/2022	Origin	Telephone	Reason	
Mileage	28,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City/State/Country/Zip					
Customer	[redacted]				
Customer Address					
City/State/Country/Zip	ROGERS		AR	[redacted]	USA
Dealer	26750	MCLARTY DANIEL CHRYSLER DODGE JEEP		Dealer Phone	4792739022
Dealer Address	2201 SE MOBERLY LN				
	BENTONVILLE		AR	72712 3751	USA
Dealer Zone	Southwest	Sales District		Service District	M
Subject	Rental Request				
Synopsis	Case[redacted] should be CLOSED after advising vehicle owner that their case will now be handled by an FCA Reacquisition Specialist, who will contact them within two business days.				
Customer Anomaly					
Contact Reason	C184	Request For Rental Vehicle	Customer Anomaly		
Reason Code	After Sales - Complaint - Product - Rental Request - Rental				

Case Status History

Create Date	Status
07/27/2022 02:43 PM	Open
10/27/2022 04:24 PM	Closed

Initial Description

Cx stated he took vehicle in for something with the wheels and then dlr stated something went wrong with transmission. Cx stated he has asked for a truck but warranty only covers $50 per day and is not enough for truck. Cx stated it has now been over a month and truck is brand new. Cx stated he is in need of a truck due to this being a work truck. Cx would like a work truck as replacement.

Case Comments

Date	Comment
07/27/2022	Cx stated he took vehicle in for something with the wheels and then dlr stated something went wrong with transmission. Cx stated he has asked for a truck but warranty only covers $50 per day and is not enough for truck. Cx stated it has now been over a month and truck is brand new. Cx stated he is in need of a truck due to this being a work truck. Cx would like a work truck as replacement. Cx is seeking further assitance with his truck request.
07/28/2022	Dealer Code:26750 In-Service Date:1/11/2020 Mileage: 28000 Original Owner??(Y/N): Yes Loyalty Score:487 Is vehicle within Warranty? Y/N: Yes Is customer in rental? Y/N needs one Parts on B/O??Y/N (If yes, provide part number and order number) STAR Case??Y/N (If yes, provide number: N Days off road (If known): Current location of vehicle: Repeat issue??Y/N: N Previous Related Cases: N Recalls: Yes 3, Y26, Y78, Z08. Parts Available for all 3. Goodwill:0 DM Notes: N Customer Concern/Issue/Request: CST stated he took vehicle in for something with the wheels and then dlr stated something went wrong with transmission. Cx stated he has asked for a truck but warranty only covers $50 per day and is not enough for truck. Cx stated it has now been over a month and truck is brand new. Cx stated he is in need of a truck due to this being a work truck. Cx would like a work truck as replacement. ***OB DLR Call*** Waiting to hear from the DLR on Last RO Shows 12/21/2021 ***OB CST CALL*** Parts On Back on Back order? Need to speak with the DLR. There is something wrong with transmission, CST uses them for work. Until Verification on the RO.
07/29/2022	***OB CST CALL*** CS has called and sent an email with an update. If not reached out from CST, CS will call on Monday for updates
08/01/2022	***OB DLR CALL*** Spoke with DLR and The RO is still open and dealt with on there end. Verified the Correct VIN with the DLR,PCM has bad Code in and the DLR has another truck with the same issue so star case will be started to assist with the repair. ***OB CST CALL*** CST made aware that the last R/o shows that he hasn't been seen since December of 2021 and need a more recent repair order. CST states he is going over to the DLR for CS to speak with them about the Vehicles. as there is two different ones.
08/01/2022	***OB CST CALL*** CS called the CST and informed them of the truck for truck rental isn't able to be completed but Cs will cover the rental still for 10 tens at 50$ day for him as the vehicle is repaired. CST is in full understanding that he will pay upfront and CS will reimburse in the end of the case. CST is also in understanding that anything over 50$ per day is OOP for the CST.
08/03/2022	***OB DLR CALL*** Cs Contacted the DLR and left a VM for SA and awaits the DLR to call back with an update on the vehicle ***OB CST CALL*** CST has not heard from DLR and will await for DLR call to find out information on the repairs of the Truck. CST has not Gotten the Rental as of yet, States that he will Tomorrow.
08/08/2022	***OB DLR CALL*** CM tried getting ahold of the DLR and was unsuccessful. CM will try again in two days. ***OB CST CALL*** CM tried calling the CST and the VM was full, CM will send an email to the CST for an update with them and if the truck has been repaired or not. Email States as follows: I have tried reaching out to the Dealership for Updates and is proving to be unsuccessful once again, I am available for Comments, Questions and Concerns at 8443780575 ext 4062361 If you have anything you wished to discuss with me or the Dealership.
08/10/2022	***Outbound call to the dealer*** I called the dealer to get an update, there was no one available to speak to.
08/10/2022	***Outbound email to the dealer*** I sent an SM escalation to SM for assistance.
08/10/2022	****Outbound email to the customer*** I sent an email to the customer advising that we have reached out to the SM for assistance
08/12/2022	***OB DLR CALL*** Cm didn't hear from the DLR and so Cm will reach out for other Corporate resources for help with the need to get an update on the situation. ***OB CST Call*** CST states that they are holding on trying to not get the rental yet. If nothing is heard on monday they will.
08/16/2022	***OB DLR CALL*** CM contacted the ***OB CST CALL*** CST states that there is something codes, CST is gonna try and get some information for CM. Cm will follow up with Cst on Thursday hoping to here from Other resources about DLR no-contact.
08/18/2022	***OB DLR CALL*** CM called and Service Operator answered, Brandon is SA, Waiting on Star to help dealer with vehicle. ***OB CST CALL*** Cm called and wasn't able to speak with CST and CM left a VM. Cm also sent an email in regards to the latest update. Email States as follows: I am writing this email to follow up with you in regards to the vehicle, I know the service advisors are reach out to other corporate resources to help fix your vehicle to factory standards. This process is lengthy and tedious but necessary on there behalf. If you have gone ahead an gotten the Rental I am in need to know of the date of when you picked it up. 50$ a day for 10 days. If you need an extension, I need you to contact me with asking for extension or I will not approve anything past what I promised.
08/22/2022	***OB DLR CALL*** PCM update to come from Star/Stellantis, Tech needs to speak with Star. ***OB CST CALL*** CM called and wasn't sent to VM, Cm sent an email to the CST stating as follows: I am following up with you after speaking with Dealership about the vehicle, They are working with other resources about the vehicle and are waiting for a few things regarding the PCM. Once they have received the instructions they will have better update on repair competition. Please call in if you have any comments or questions.
08/25/2022	***OB DLR CALL*** CM called and was transferred for the Service Update and was sent to VM. CM left message and and at the time of notes entered, No update has been given. ***OB CST CALL*** Cm called and was sent to Voicemail. CM left a message and will email the CST, Email states as follows: I am writing you to inform you that I am waiting on an update with the Dealership as they are working with other resources to fix your vehicle to factory standards. If you have an comments, questions or concerns, please contact me at 8443780575 EXT 4062361

Date	Comment
08/29/2022	***OB DLR CALL*** Cm called asking for service for a ram, Was transferred, Call was forwarded to VM. Cm left message for a call back. ***OB CST CALL*** Cm Called and spoke with CST and reiterated the rental process, CST states at this time he needs a truck and we can't do the truck for truck as this CST doesn't own a fleet or States a business name on the account. CM told CST that she will reach out to the Dealer later on this afternoon for another attempt at contact
08/31/2022	*obc to dealership* Specialist left VM for the dealership. Specialist will reach out to AM for assistance. *obc to customer* Mailbox was full and specialist was unable to leave message to the customer. Specialist will email the customer and send an AM request along with email for further assistance.
09/02/2022	***OB DLR CALL*** Cm spoke with Cliff asking him of the updates on this customer's vehicle and the coding of this situation needs written and seems that the vehicle may be bought back. CM is going to email AM Kevin at this point for assistance on this. ***OB CST CALL*** CM called and spoke with the CST in regards to the repairs and what CM knew of the situation. CM informed the CST that there is a lot of hands on the truck working to figure this out and that other resources are involved. Cst stated that he can't find a vehicle for under 65 a day. Cm said she would research this and let him know on Tuesday.
09/06/2022	***OB CST CALL*** Cm called and spoke with CST, Informing him of the reason why the vehicle isn't finished, Cm follow is in a week.
09/13/2022	OUTBOUND TO DLR: 8553954635 *** Advisor reached out to DLR for vehicle update. Advisor got automated system. In the middle of leaving Vm phone disconnected.
09/13/2022	OUTBOUND TO CX: [redacted] Advisor reached out to Cx and informed Cx there is no current update Cm will follow up with Cx.
09/15/2022	OUTBOUND DLR CALL: *** CM called DLR and was unable to get an update on the vehicle.
09/15/2022	OUTBOUND AM EMAIL: *** CM emailed AM and requested a repair status on the vehicle as well as a direct contact to speak with going forward for future updates.
09/15/2022	INBOUND AM EMAIL: *** AM emailed CM and stated that he is on vacation until 9/15/22.
09/15/2022	OUTBOUND CUSTOMER CALL: *** CM called customer and stated that she is filling in for CM Meaghan and that we have reached out to our corporate reps for an update. CM stated that she will have another update for the customer on Monday.
09/20/2022	***OB CX CALL*** CM called CX to speak about the Case, CM has informed that as of 9/16 there is no update on the Coding that is currently being written for the PCM of the CX truck has no release date as of this time. Cm will follow up once a week for sake of limiting contact with this case. With no real updates as we wait on engineering.
09/21/2022	***OB DLR CALL*** CM Called to see if the vehicle is driveable, We are awaiting PCM code to Come from Engineering. Per the DLR, Vehicle is off road.
09/22/2022	***INTERNAL MESSAGE*** Per AM Kevin Stoskopf, PCM code is being currently written for the PCM and awaiting the release date of said PCM coding. CM will Reach out to Tech POD for Confirmation.
09/27/2022	***OB CX EMAIL*** Cm sent the following Email to the CX: I am writing this email that we have not received?the date for the coding or the other resources working this for us. I am in an area that is being impacted from a major storm and If Communications aren't affected I will call you on Friday.?
10/05/2022	***OB CX EMAIL*** Cm sent the following email to the CX: I am working to get an answer on this from internal resources. If you have any further comments, questions or concerns. Please don't hesitate to contact me in regards to the issues you may have with the vehicle.
10/10/2022	***IB AM EMAIL*** CM received an Email from the AM about this vehicle. The TSB previously mentioned from Tech Pod was completed and to no avail has not fixed the Issue. Cm Will follow up on the situation.
10/12/2022	**OB to cx** cx unhappy vehicle has not been repaired yet advised set follow up with cm 10/14
10/14/2022	***AM/CRM EMAILS*** AM and CRM have been in contact with the writer about this situation. Writer found out the DLR has been doing all they can with the Vehicle. They are still waiting on the Remedy for the Y78 recall to be produced for the vehicle. Writer Found out that the vehicle has completed y21 and w57 recalls that may have failed when the High Pressure fuel pump failed. Writer is looking into this with AM and CRM. ***OB CX EMAIL*** Writer sent the CX the Following Email: I am writing this email as I found out some information and have passed it along to some other resources to see if the information is accurate and if we have a remedy. If not, Your vehicle is in need of the new PCM coding to come from engineers and will need to wait for that information. As soon as I have the answer I am waiting on I will call you with what is going on. Until then I have no real update.
10/19/2022	***OB CX CALL*** Writer called the CX about the case and discussed the Situation at hand. Writer was informed that the DLR never extended an Offer to buy back the Vehicle and has only informed the CX that they don't know what is going on. Writer has passed this on to other resources and await the response. Writer has also send over a truck rental template
10/24/2022	AM KBS13 submitted "repurchase" temple on 10.24.2022 with 3 different sources for vehicle value. RO has been opened for 122 days as of this point.
10/26/2022	***OB CX CALL*** Writer called and spoke with the CX about the Truck rental and if he has heard from Enterprise. He had not, Writer contacted the resources about the rental and is awaiting to hear the response on if they have obtained the rental truck for the CX.
10/27/2022	***OB CX CALL*** Writer called that the vehicle and the case will be further handled by another corporate resource and will close the case. ***INTERNAL USE ONLY*** Case [redacted] should be CLOSED after advising vehicle owner that their case will now be handled by an FCA Reacquisition Specialist, who will contact them within two business days.

Email(s)

Date	07/28/2022	***Subject***	CASE# [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/28/2022 16:22 PM

Dear Mr. [redacted]
I'd like to thank you for contacting RAM and bringing your vehicle concerns to our attention. I will be working on your case and finding ways to assist you with getting your vehicle repaired.

My Name Meaghan and I have been assigned as your case manager.
My phone number is 844-378-0757 ext. 4062361
My hours are 9am-5:30pm Eastern Standard Time.

If you have any questions or concerns please reach out to me as I would be happy to assist!

Best Regards,
Meaghan
Case Specialist
[redacted]

Date	07/29/2022	***Subject***	RE: CASE# [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	07/29/2022 16:13 PM

Good Morning Mr. [redacted]

I am writing this email to inform you That I tried to call in regards to the case, I am unable to reach out to the Dealership at this time and so, If you can please Call me at 8443780575 Ext 4062361
So We figure this out for you.

Best Regards,
Meaghan
Ram Customer Care Case Specialist
[redacted]

Date	08/08/2022	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/08/2022 15:16 PM

Good Morning Mr [redacted]

I have tried reaching out to the Dealership for Updates and is proving to be unsuccessful once again, I am available for Comments, Questions and Concerns at 8443780575 ext 4062361 If you have anything you wished to discuss with me or the Dealership.

Best Regards,
Meaghan
Ram Customer Care Case Management
[redacted]

Date	08/10/2022	***Subject***	Ram customer care [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/10/2022 23:21 PM

Good evening,

My name is Elizabeth & I am reaching out to you on behalf of your case manager who is out of the office today. I just tried to call the dealer to get an update on your case, however, there was no one available to speak to. I have sent an email to the service manager for assistance on your case, once we have an update we will follow up with you.

Have a wonderful rest of your evening.

Thank you
Elizabeth
West BC Case manager.
844-378-0597 ext: 4062266

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/8/2022 3:16 PM
To: [redacted]
Subject: CASE# [redacted]

Good Morning Mr [redacted]

I have tried reaching out to the Dealership for Updates and is proving to be unsuccessful once again, I am available for Comments, Questions and Concerns at 8443780575 ext 4062361 If you have anything you wished to discuss with me or the Dealership.

Best Regards,
Meaghan
Ram Customer Care Case Management
[redacted]

Date	08/18/2022	***Subject***	Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/18/2022 20:32 PM

Good Afternoon Mr. [redacted]
I am writing this email to follow up with you in regards to the vehicle, I know the service advisors are reach out to other corporate resources to help fix your vehicle to factory standards. This process is lengthy and tedious but necessary on there behalf. If you have gone ahead an gotten the Rental I am in need to know of the date of when you picked it up. 50$ a day for 10 days. If you need an extension, I need you to contact me with asking for extension or I will not approve anything past what I promised.

Best Regards,
Meaghan
Chrysler Customer Care Case Specialist
8443780575 EXT 4062361
[redacted]

Date	08/22/2022	***Subject***	Cas [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/22/2022 16:54 PM

Good Afternoon Mr [redacted]
I am following up with you after speaking with Dealership about the vehicle, They are working with other resources about the vehicle and are waiting for a few things regarding the PCM. Once they have received the instructions they will have better update on repair competition. Please call in if you have any comments or questions.

Thank you Kindly,
Meaghan
Chrysler Customer Care Case Specialist
8443780575 EXT 4062361
[redacted]

Date	08/25/2022	***Subject***	RE: Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/25/2022 17:50 PM

Good Afternoon Mr. [redacted]
I am writing you to inform you that I am waiting on an update with the Dealership as they are working with other resources to fix your vehicle to factory standards. If you have an comments, questions or concerns, please contact me at 8443780575 EXT 4062361

Meaghan
RAM Customer Care Case Specialist
8443780575 EXT 4062361
[redacted]

Date	08/31/2022	***Subject***	Ram Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/31/2022 15:46 PM

Good Morning Mr. [redacted]

This is Alex with Ram Customer Care. We had to leave another message to the dealership. We will be contacting our factory resources for assistance in getting you an update on the vehicle. We will be following up with you within two business days.

We value you as a loyal cusotmer and we apologize for the delay.

Alex
[redacted]

Date	08/31/2022	***Subject***	Ram Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/31/2022 15:46 PM

Good Morning Mr. [redacted]

This is Alex with Ram Customer Care. We had to leave another message to the dealership. We will be contacting our factory resources for assistance in getting you an update on the vehicle. We will be following up with you within two business days.

We value you as a loyal cusotmer and we apologize for the delay.

Alex
[redacted]

Date	08/31/2022	***Subject***	Ram Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/31/2022 18:54 PM

Good Morning Mr [redacted]

This is Alex with Ram Customer Care. We just got an email from our factory resources. They informed us the dealership saw with the Y78 Recall the engineers are attempting to work with the Powertrain Control Module which is the source of the problem. There are serveral other trucks they are currently experecing the same issue.

We will be setting a task for your case manager to follow up with the dealership within two business days.

We value you as a loyal customer to Ram.

Alex
[redacted]

Date	08/31/2022	***Subject***	Ram Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/31/2022 18:54 PM

Good Morning [redacted]

This is Alex with Ram Customer Care. We just got an email from our factory resources. They informed us the dealership saw with the Y78 Recall the engineers are attempting to work with the Powertrain Control Module which is the source of the problem. There are serveral other trucks they are currently experecing the same issue.

We will be setting a task for your case manager to follow up with the dealership within two business days.

We value you as a loyal customer to Ram.

Alex
[redacted]

Date	08/31/2022	***Subject***	Ram Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/31/2022 18:54 PM

Good Morning Mr. [redacted]

This is Alex with Ram Customer Care. We just got an email from our factory resources. They informed us the dealership saw with the Y78 Recall the engineers are attempting to work with the Powertrain Control Module which is the source of the problem. There are serveral other trucks they are currently experecing the same issue.

We will be setting a task for your case manager to follow up with the dealership within two business days.

We value you as a loyal customer to Ram.

Alex
[redacted]

Date	09/27/2022	***Subject***	Ram Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/27/2022 16:51 PM

Good Morning Mr. Guadarrama-

I am writing this email that we have not received the date for the coding or the other resources working this for us. I am in an area that is being impacted from a major storm and If Communications aren't affected I will call you on Friday.

Meaghan
Chrysler Customer Care Case Specialist
8443780575 EXT 4062361

———— Original Message ————
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/31/2022 2:54 PM
To: uscustomercare@fcagroup.com
Cc: [redacted]
Subject: Ram Case # [redacted]

Good Morning M [redacted]

This is Alex with Ram Customer Care. We just got an email from our factory resources. They informed us the dealership saw with the Y78 Recall the engineers are attempting to work with the Powertrain Control Module which is the source of the problem. There are serveral other trucks they are currently experecing the same issue.

We will be setting a task for your case manager to follow up with the dealership within two business days.

We value you as a loyal customer to Ram.

Alex
[redacted]

Date	10/05/2022	***Subject***	Ram Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/05/2022 20:54 PM

Good Day Mr. [redacted]

I am working to get an answer on this from internal resources. If you have any further comments, questions or concerns. Please don't hesitate to contact me in regards to the issues you may have with the vehicle.

Meaghan
Chrysler Customer Care Case Specialist
8443780575 EXT 4062361

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/27/2022 12:51 PM
To: [redacted]
Cc: [redacted]
Subject: Ram Ca[redacted]

Good Morning Mr. [redacted]

I am writing this email that we have not received the date for the coding or the other resources working this for us. I am in an area that is being impacted from a major storm and If Communications aren't affected I will call you on Friday.

Meaghan
Chrysler Customer Care Case Specialist
8443780575 EXT 4062361

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/31/2022 2:54 PM
To: uscustomercare@fcagroup.com
Cc: [redacted]
Subject: Ram Case [redacted]

Good Morning Mr. [redacted]

This is Alex with Ram Customer Care. We just got an email from our factory resources. They informed us the dealership saw with the Y78 Recall the engineers are attempting to work with the Powertrain Control Module which is the source of the problem. There are serveral other trucks they are currently experecing the same issue.

We will be setting a task for your case manager to follow up with the dealership within two business days.

We value you as a loyal customer to Ram.

Alex

[redacted]

Date	10/14/2022	***Subject***	RE: Ram Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/14/2022 16:25 PM

Good Morning Mr [redacted]

I am writing this email as I found out some information and have passed it along to some other resources to see if the information is accurate and if we have a remedy. If not, Your vehicle is in need of the new PCM coding to come from engineers and will need to wait for that information. As soon as I have the answer I am waiting on I will call you with what is going on. Until then I have no real update. I am sorry.

Meaghan
Chrysler Customer Care Case Specialist
8443780575 EXT 4062361

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 10/5/2022 4:54 PM
To: [redacted]
Subject: Ram Case [redacted]

Good Day Mr. [redacted]

I am working to get an answer on this from internal resources. If you have any further comments, questions or concerns. Please don't hesitate to contact me in regards to the issues you may have with the vehicle.

Meaghan
Chrysler Customer Care Case Specialist
8443780575 EXT 4062361

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/27/2022 12:51 PM
To: [redacted]
Cc: [redacted]
Subject: Ram Case # [redacted]

Good Morning Mr. [redacted]

I am writing this email that we have not received the date for the coding or the other resources working this for us. I am in an area that is being impacted from a major storm and If Communications aren't affected I will call you on Friday.

Meaghan
Chrysler Customer Care Case Specialist
8443780575 EXT 4062361

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/31/2022 2:54 PM
To: uscustomercare@fcagroup.com
Cc: [redacted]
Subject: Ram Case [redacted]

Good Morning Mr. [redacted]

This is Alex with Ram Customer Care. We just got an email from our factory resources. They informed us the dealership saw with the Y78 Recall the engineers are attempting to work with the Powertrain Control Module which is the source of the problem. There are serveral other trucks they are currently experecing the same issue.

We will be setting a task for your case manager to follow up with the dealership within two business days.

We value you as a loyal customer to Ram.

Alex

[redacted]

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

VIN	3C63R3EL8LG[redacted]	Model Year	2020	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	08/02/2022	CAIR Type	Regular	Status	Closed
Close Date	10/19/2022	Origin	Brand Site	Reason	assistance
Mileage	29,265 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	FCA
City/State/Country/Zip	LANCASTER		CA	[redacted]	USA
Customer	[redacted]				
Customer Address	[redacted]				
City/State/Country/Zip	LANCASTER		CA	[redacted]	USA
Dealer	45854	HUNTER DODGE CHRYSLER JEEP RAM FIA		Dealer Phone	6619488411
Dealer Address	1130 AUTO MALL DR				
	LANCASTER		CA	93534 6302	USA
Dealer Zone	California	Sales District		Service District	Y
Subject	VEHICLE CONCERN- JERKING IN TRANSMISSION				
Synopsis	BDS case open				
Customer Anomaly	Gears & Transmission				
	Gearbox				
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	Customer Anomaly	44	Gearbox issue
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Case Status History

Create Date	Status
08/02/2022 08:19 PM	New
08/03/2022 12:09 PM	Open
10/19/2022 07:03 PM	Closed

Initial Description

My truck has had many many issues...I paid $83,500 for a vehicle hoping to have reliable transportation and providing me a vehicle to haul my 5th wheel (my home), I am dealing with Cancer treatments right now and a truck that has been in the shop several times. I am now driving my deceased dad's 2004 Jeep to get me where I'm going, I live in a 5th wheel and NEED a truck to maintain my lifestyle, not one that is in the shop all of the time...

Case Comments

Date	Comment
08/03/2022	CST states has had many issues with vehicle. CST states it is in the shop all the time and is now driving a 2004 Jeep to get where she needs to go. Original owner 6 Original in household Vehicle currently at DLR and within warranty. Reassigning for technical assistance
08/08/2022	**Dispute Resolution Review** 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 case to Dispute Resolution (LLQ) queue Assigned case to Specialist. Review next steps in Case Activity. Provide feedback on L1/L2 handling to your Team Leader.
08/10/2022	********Outbound Call to Cx******** CM contacts cx to introduce themselves as their CM. Cx has had issues with vehicle as they were going on up the hill and vehicle was bucking. Cx states they shifted and would go back. Cx states that the rig was everywhere. Cx states that they have been using their deceased father's Jeep and such. Cx states they didn't file for LL and states to consider it and L1 misunderstood. Cx states that transmission is being worked on currently. CM states they will contact dlr and keep up with them and such and will make sure they are in the loop. Cx states they couldn't afford rental so that's why they haven't used one and the CM states they can authorize one for about $60 a day for if needed
08/11/2022	*********Outbound Call to Dlr******** CM contacts the dlr for further insight on what's going on with the vehicle. CM is unable to connect to parts and service so leaves a vm for both and then states that they are looking for further info on what's is going on with vehicle and the transmission. CM has contacted SM via email.
08/11/2022	********Outbound Call to Cx******** CM contacts the cx on updates on what they have. CM states they weren't able to contact anyone in service and or parts. CM states that they left a vm as well as sending an email to SM and they are waiting on further updates. Cx states that they heard from someone in service they may have bought a new major part for transmission. Cx states they don't want to go off of what they say but what to hear from someone higher up. CM states they try to keep cx in loop and will let them know what's happening when they get further word.
08/15/2022	*******Outbound Call to Dlr********* CM contacts the dlr and tries to get a hold of Diego in parts but was unable to. CM lvm to see if the part for vehicle has been delivered and if it has, to give further word. CM left number and extension
08/15/2022	*******Outbound Call to Cx********* CM contacts the cx and states to them that they have been trying to get in contact with the dlr and they are waiting for further updates. Cx states that their husband drove into town and tried to see what's going on and they stated to them that the part has not yet arrived. CM states they are still waiting on further word from the dlr as in what's going on with part and update them soon,
08/18/2022	*******Outbound Call to Cx****** CM tracks the part that's supposed be delivered w/ tracking number provided via email by the dlr. Tracking Number via UPS: [redacted] CM contacts cx to inform them of package being on it's way with a current delay for now. Cx states to CM that the part is lost as of yesterday. Cx states that their husband went to dlr and they stated that vehicle's part was lost. Cx states the dlr has not been updating on what's going. Cx states that they have not received word if the part has been reordered or not. CM states they will reach out to the parts department to see what's going and will notify cx of information. Cx states they have spoken to lemon law attorney to see their rights and decides to not go that route. CM states they will contact dlr to see what's happening
08/18/2022	********Outbound Call to Dlr******* CM contacts the dlr to be transferred to the parts department. CM was on hold and wasn't able to get a hold. CM LVM in regards to see if part has been reorder at all from their end. CM also ask for part and order number so they can see what they can do from their end. CM leaves contact information and have been emailing as well.
08/22/2022	*******Outbound Call to Dlr***** CM contacts the dlr to get connected to parts. CM is unable to get through to parts and decides to connect with service. CM asks if there has been updates and Danny states he can see if he can get some more information on it. Danny comes back not able to get through but all he sees in his system is that the part is in route.
08/22/2022	*******Outbound Call to Cx******* CM contacts the cx to inform them of what they are aware of. CM states that they have heard the part is in route from service as they weren't able to get a hold of service. CM states that they wanted to give them more in sight on what they know. Cx states that they left over the weekend and that the dlr would be send up rental bill for reimbursement. Cx states that they may be unable to get their money back and everything like that. CM apologizes and states they give them further updates once they have it
08/23/2022	****PARTS POD UPDATE**** PART: 68445748AA (Body) ORDER: [redacted] DMC: [redacted] Per GPOP: (Trans Order Confirmed) - Order scheduled to fill with STOCK in transit to and in process at MOPAR from SPLR pending packaging and allocation for order fulfillment ETA: Tentative week of 8/29 (Subject to Change) - Pending processing delays due to COVID-19 risk in supply base. Working to improve.
08/23/2022	System Update:[Inventory available for part number 68445748AA at depot: 09308.]
08/23/2022	******Inbound call to Cx****** Cx calls and states that they has rented a vehicle and the dlr would assist. Cx states that they brought back and was told to create a case for it but instead dialed CM extension. Cx states that they took a rental for a vacation that was in Vegas. CM states that they will do further research with corporate resources. CM sent email after research and states to send in rental agreement
08/26/2022	*******Outbound Call to Dlr******** CM contacts the dlr to see if they can get a hold of the parts department. CM at first wasn't able to but called again and was connecting to service. Service transferred CM to Parts and CM asks about what's going on with the part. Part states that the part's ETA seems to be pushed back to the 6th of September.

Date	Comment
08/26/2022	*******Outbound Email to Cx******** CM contacts the cx via email to state the update of the parts ETA from the dlr and states that they are waiting word from the parts team for further word
08/30/2022	****PARTS POD UPDATE**** PART: 68445748AA (Body) ORDER: [redacted] DMC [redacted] Per GPOP: (Trans Order Confirmed) - Order scheduled to fill with STOCK in transit to and in process at MOPAR from SPLR pending packaging and allocation for order fulfillment ETA: Tentative week of 9/6 (Subject to Change) - Pending processing delays due to COVID-19 risk in supply base. Working to improve.
08/31/2022	********Outbound Call to Dlr******** CM contacts the dlr to see if the repairs have been completed or not. CM gets a hold of service for further updates. CM asks if there is any updates on repairs. Service states that they are unable to pull it up. Service states there was no open R/O available. CM is put on hold to see if someone can further assist. CM is told that they don't see anything about a current open or closed R/O. CM states that they will speak with cx for further updates
08/31/2022	********Outbound Call to Cx********* CM contacts the cx to see if they have picked up the vehicle. Cx states that the transmission is doing worse. Cx states that they want something done and wonder if there is someone higher up that could read them their rights. CM states that there is no one that would have someone's contact information that could assist with their rights as far as the issues with th vehicle. Cx states that there was bucking while driving on a hill as they picked it up. CM states that there is a part they see is still being waited on. CM and cx is confused and states that they will reach out to the SM to speak about this issue. Cx states that they have been speaking with someone of the ext. 104. CM states that they will follow up later this week to see what's going on.
09/01/2022	****IBC from Customer**** Customer called in seeking CM. Agent advised CM no longer in for the day but we will request that she reach back out when she is available
09/02/2022	*******Outbound Call to Cx******** CM contacts the cx to see what was stated. Cx states that the SM is stating to look for the same part from other dlrs. Cx states that the SM is supposed to be contacting them back today with answers. Cx states that they currently have vehicle with them. Cx wonders about reimbursement and CM states that they can get that and send it up for further assistance
09/02/2022	Total Amount: $325.32 (Total Amount from Aug. 18 - Aug. 22) Breakdown: $288.00 (Time and Distance 4 Days at $72 a day) $5.96 (Vehicle License Recovery Fee for $1.49) $31.36 (Sales Tax; 10.25%) Documents: [redacted] (Repair Order) [redacted] Rental Agreement) Reason: Cx's vehicle was at the dlr and cx needed a rental for a trip they took in Vegas Justification: Original Owner, In Warranty
09/02/2022	*****Outbound Email to Cx****** CM emails cx to verify their address so they can send up reimbursement
09/06/2022	****PARTS POD UPDATE**** PART: 68445748AA (Body) ORDER: [redacted] DMC: [redacted] ETA: N/A Reaching out to PE Team for assistance with part. Manual request submitted for VOR part status update from SPLR
09/07/2022	*******Outbound call to Cx****** CM contacts cx to states that they had sent an email last week asking for the address for the reimbursement to completed. Cx states that they never received a call from Diego, who works for the Ram Trucks Parts Department. CM states that they will email them so that they are aware that they were waiting for a call from them last week. CM states that they will email cx with updates that they are aware of
09/09/2022	*****Outbound Email from SM****** CM emails the SM asking if they are covering the cx's rental and if they have recieved a new transmission for vehicle as they stated that they would be trying to duplicate the issue and that they will contact cx when to bring in vehicle.
09/13/2022	****PARTS POD UPDATE**** PART: 68445748AA (Body) ORDER: [redacted] DMC: [redacted] Order has been CANCELLED BY DLR on 9/10 - DLR did not provide reasoning for cancellation. Please reach out to DLR for further information.
09/13/2022	******Outbound call to Dlr**** CM contacts the dlr to see what's going on with part and to see if they have received it yet. CM is unable to get a hold anyone and disconnects the line. CM has emailed Diego from the Ram Dept and is waiting for response.
09/13/2022	*****Outbound call to Cx****** CM contacts the cx to verify what's going on with situation. Cx answers the phone stating that they were thinking about contacting LL depart. CM states that the dlr has order new part and states they are waiting word from Diego. CM states that are aware that the dlr provided rental. Cx states that they were waiting approval from the company. Cx states that they haven't heard from Diego yet and states that they don't know what to do at this point. CM states that once they get work they will keep them aware of what is going on to see if the part has arrived.
09/15/2022	******Outbound Call to Dlr***** CM contacts the parts depart. as they have to see if the part has arrived for vehicle. CM is unable to connect to the parts department and disconnects the line
09/15/2022	******Outbound Call to Cx**** CM contacts the cx to see if they have heard word from the dlr. Cx states that they haven't but their husband called them. CM states that due to their email currently being down they haven't been able to get in contact. CM states that on their system they see is almost there and follow up see what's going on.
09/19/2022	****Inbound Email from Diego, SM******* CM sees email from Diego that the part arrives on the 9/22
09/21/2022	****Outbound Email to SM******** CM emails Diego to confirm that the part has arrived as they used the tracking number available to see the status. CM also asked the ETA of repairs as the part seems to have arrived.
09/21/2022	*****Outbound Call to Cx******** CM contacts the cx to see if they have heard word from the dlr. CM states that they see that the part has arrived on their end but they are waiting word from SM for a response. Cx states that they have heard from the dlr and stated that the part arrived yesterday and states that they are not able to get a hold of their mechanic. Cx states that the mechanic apparently hasn't been there all week. CM states that they will wait for that response from Diego and see the next
09/22/2022	****Outbound Email to cx***** CM states that they have reached out to the SM see what is going on and stated that they will follow up either later this week or early next week to see how repairs are.
09/26/2022	*****Outbound Call to Cx****** CM contacts the cx to see if they have picked up their vehicle. Cx states that they have but hasn't drove it home just yet. Cx states that their husband has drove and up and down the hills with no stalling. CM states that they will follow up later to see if the vehicle's repairs are good
10/01/2022	***OBE to CST*** Weather email sent
10/03/2022	******Outbound call to Cx******* CM contacts the cx to see if their vehicle has been repaired. Cx states that the vehicle is still doing jerking as it was doing before. Cx states that the vehicle jerks the rig and has no idea what to do just yet. Cx states that they keep having the same issue but they may think it's an electrical issue. Cx was wondering about LL and was wondering if the team can be talked to about this issue. CM states that they are not a team that would be spoken to, they would review everything on the case to see if it can be taken. CM states that they can review with their CR to what can be done. CM states that they have spoken with CR and states that if they would like to send it up for LL to review they can but they would have no say and that they wouldn't touch case once they review. Cx states that they discuss with their husband and contact with the decision
10/04/2022	******Inbound call from Cx******** CM gets connected to cx's husband. Cx states that they appreciate the help that they have been able to do. Cx states that they have reached out to dlr as the issue as it is still occurring. Cx states that they have spoke with dlr and states that the bio diesel may have something to do with failures. Cx states that they don't know what to do next. CM states that they had spoken with wife and states that they were considering and was going to speak with them. Cx states that they can send it up and see what the depart. states as CM explains the process for LL
10/05/2022	**Dispute Resolution Review** **Case Escalated to CRT** Reviewed warranty history at customer request. Writer determined this should be escalated to CRT for case management. Assigned case to CRT.
10/06/2022	***CRT REVIEW*** In-Service Date: 6/13/2020 Original Owner: Yes Mileage: 29,265 Vehicle purchase loyalty: 8 New 3 Used Multiple Repairs/ Previous related repairs: RO [redacted] ECM), 854607(replaced shifter lever), 858690 (TCM update and valve body replaced), 861169(transmission replaced). MVP plans: none Recalls: completed Other: transmission issue
10/06/2022	EMAIL TO DLR: Is this vehicle back at the shop for a shifting/transmission issue? If so, since this is a repeat visit is STAR involved?
10/06/2022	***DLR EMAIL*** Is not back in the shop. Star recommended to replace complete transmission. [redacted]
10/06/2022	EMAIL TO DLR: Can someone from the shop reach out to him. He contacted us as he says the issue is still there after the transmission was replaced.
10/06/2022	***DLR EMAIL*** Customer called on 9/24/2022 left a voicemail stating the truck did the same thing to his wife. Then when he drove it felt the same as before. His message also said he was going to drive it more to see if the just a glitch. But never heard back from Mr. Staggs. Said he'll let me know on voicemail I called him today left him a message wanting for call back.
10/06/2022	****OUTBOUND CUSTOMER CONTACT**** [redacted] cell: [redacted] 2020 RAM 3500 LARAMIE CM spoke to customer and did intro call and confirmed that he has the vehicle at this time but wants to bring it back to the DLR. Customer advised that it happens with or without 5th wheel attached and that it does make a clunking noise now in the rear axle area and the transmission is still banging into gear. CM advised that we have a few options in place for him to review and that if he would like to book another appt we can help with resolution for that if he is wanting to get the vehicle repaired. CM confirmed that he bought the vehicle outright in cash and has no payments at this time. CM advised he will be emailed contact information and called by 10/10.
10/10/2022	EMAIL TO DLR; Has he stopped in or booked an appt for the bucking issue?
10/10/2022	Email sent to customer too book an appt
10/12/2022	EMAIL TO DLR: Was anyone able to get in contact with them for an appt or test drive?
10/13/2022	Email sent to customer to get test drive appt.
10/14/2022	EMAIL TO DLR: I was advised a test drive was set for yesterday. What was the findings on that drive?
10/14/2022	****OUTBOUND CUSTOMER CONTACT***** [redacted] cell: [redacted] 2020 RAM 3500 LARAMIE CM attempted to speak to customer to advise of the proactive repurchase but also wanted to find out where the information from the test drive and it was sent to and received VM. Left message
10/18/2022	*****OUTBOUND DEALERSHIP CONTACT***** Hunter Dodge Chrysler Jeep Ram Fiat | 45854| 6619488411 CM spoke to SM Diego and Robert shop foreman who advised that the issues have been determined 5-7 mph they are in 2nd gear and let off the gas and it drops to 1st gear and explained why it does that and showed her how to keep it in first gear manually so it doesn't shift from 2nd to 1st gear. Shop foreman advised that the vehicle is running as intended.
10/18/2022	****OUTBOUND CUSTOMER CONTACT***** [redacted] 2020 RAM 3500 LARAMIE CM spoke to customer and confirmed the details of the test drive and confirmed is within specification and CM offered $4,200 for the time the vehicle had been down and customer accepted the offer. CM advised once approved he will be emailed.
10/19/2022	A Buyback Template has been approved for vehicle 3C63R3EL8LG [redacted] Case [redacted] hould be CLOSED after advising vehicle owner that their case will now be handled by an FCA Reacquisition Specialist
10/19/2022	Reason for customer contact: shifting issue Days down: 94 Is the vehicle repaired: Y Repairs performed: transmission replaced Case manager assisted with: BB approved but customer accepted C&K offer of $4200

Email(s)

Date	08/02/2022	***Subject***	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/02/2022 20:19 PM

Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Mopar Advisors.

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

Date	08/03/2022	***Subject***	RE: 2020 Ram 3500		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/03/2022 12:15 PM

Hello[redacted]

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have the concern addressed and resolved.

If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

———— Original Message ————
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: kstaggs@avstaggs.com
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.
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The Mopar Brand

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https://www.chrysler.com/crossbrand_us/privacy

[redacted]

Date	08/03/2022	***Subject***	RE: 2020 Ram 3500		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/03/2022 13:45 PM

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased. I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it's what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we're still having problems with that part of the repairs..when in there they did not address the windshield wiper recall, not sure why that didn't happen or why my on-line information has not been updated. The Transmission has not worked right since we've had it, we've had it looked at 3 different times.:*(

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

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Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: [redacted]
Subject: ***** AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

[redacted]

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[redacted]

[redacted]

Date	08/05/2022	***Subject***	RE: 2020 Ram 3500		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/05/2022 16:23 PM

Good morning Mary-Lyn,

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now.2 months and a week no that I've been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: Karen Staggs [redacted]
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased. I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it's what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we're still having problems with that part of the repairs..when in there they did not address the windshield wiper recall, not sure why that didn't happen or why my on-line information has not been updated. The Transmission has not worked right since we've had it, we've had it looked at 3 different times.:*(

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From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

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If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]

[redacted]

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FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

[redacted]

[redacted]

Date	08/08/2022	***Subject***	First Contact with Customer by Case Manager		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/08/2022 16:14 PM

Case [redacted] has been assigned to you after Dispute Resolution Qualification (LLQ). A □First Contact with Customer by Case Manager□ has been assigned to you. Please contract the customer within 24 business hours.

FCA Customer Retention Team

Date	08/08/2022	***Subject***	RE: 2020 Ram 3500		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/08/2022 16:43 PM

Good morning Mary-Lyn,

It's now been several days and I have not heard from anyone, from here or at the dealership..my transmission now has to be pulled on top of everything else going on.my new truck is not new it is rebuilt.I'm very sad about this.I would really appreciate some sort of response pertaining to this problem.call to discuss, call to tell me to go to heck, call me to comfort me..something.

Karen Staggs

Jewelry For The Spoiled

661-916-3328

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"Good things happen to those who are good"

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From: Karen Staggs [redacted]
Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now.2 months and a week no that I've been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

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From: Karen Staggs [redacted]>
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com
<mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased. I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it's what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we're still having problems with that part of the repairs..when in there they did not address the windshield wiper recall, not sure why that didn't happen or why my on-line information has not been updated. The Transmission has not worked right since we've had it, we've had it looked at 3 different times.:*(

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From: US Customer Care <uscustomercare@fcagroup.com
<mailto:uscustomercare@fcagroup.com> >
Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

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If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

[redacted]

Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

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Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [redacted]

Sincerely,

The Mopar Brand

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https://www.chrysler.com/crossbrand_us/privacy

[redacted]

Date	08/10/2022	***Subject***	Case Management Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/10/2022 00:48 AM

Good afternoon Mrs.Staggs,
Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

Your case number is [redacted]
My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

It□s now been several days and I have not heard from anyone, from here or at the dealership□.my transmission now has to be pulled on top of everything else going on□my new truck is not new it is rebuilt□I□m very sad about this□I would really appreciate some sort of response pertaining to this problem□call to discuss, call to tell me to go to heck, call me to comfort me□.something□

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

.

From: Karen Staggs [redacted]
Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

Karen Staggs

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From: Karen Staggs [redacted]
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

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From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, August 03, 2022 5:15 AM
[redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have the concern addressed and resolved.

If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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Sincerely,

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https://www.chrysler.com/crossbrand_us/privacy

[redacted]

Virus-free. www.avg.com

Date	08/10/2022	*Subject*	Case Management Case [redacted]		
From	uscustomercare@fcagroup.com	*To*	[redacted]	*Sent Date/Time*	08/10/2022 00:48 AM

Good afternoon Mrs.Staggs,
Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

Your case number is [redacted]
My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

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Karen Staggs

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661-916-3328

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"Good things happen to those who are good"

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From: Karen Staggs [redacted]
Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

Karen Staggs

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From: Karen Staggs [redacted]
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

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From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

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Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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[redacted]

Virus-free. www.avg.com

Date	08/23/2022	***Subject***	Case Management Cas[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/23/2022 21:52 PM

Dear Mrs. Staggs,

I had done some research and for further research, you can send over the rental agreement to see what can be done on our end. Thank you for your time.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/9/2022 8:48 PM
To: [redacted] Case #[redacted]
Good afternoon Mrs.Staggs,
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Your case number is [redacted]
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Importance: High

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Importance: High

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Sent: Wednesday, August 03, 2022 5:15 AM
To [redacted]
Subject: RE: 2020 Ram 3500

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Sent: 8/2/2022 4:19 PM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Mopar Advisors.

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

[redacted]

Virus-free. www.avg.com

Date	08/23/2022	***Subject***	Case Management Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/23/2022 21:52 PM

Dear Mrs. Staggs,

I had done some research and for further research, you can send over the rental agreement to see what can be done on our end. Thank you for your time.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/9/2022 8:48 PM
To: [redacted]
Subject: Case Management Case [redacted]
Good afternoon Mrs.Staggs,
Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

Your case number is [redacted]
My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

It□s now been several days and I have not heard from anyone, from here or at the dealership□.my transmission now has to be pulled on top of everything else going on□my new truck is not new it is rebuilt□I□m very sad about this□I would really appreciate some sort of response pertaining to this problem□call to discuss, call to tell me to go to heck, call me to comfort me□.something□

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

.

From: Karen Staggs [redacted]
Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

Karen Staggs

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661-916-3328

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From: Karen Staggs [redacted]
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

Karen Staggs

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661-916-3328

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"Good things happen to those who are good"

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have the concern addressed and resolved.

If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

———— Original Message ————
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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Sincerely,

The Mopar Brand

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https://www.chrysler.com/crossbrand_us/privacy

[redacted]

Virus-free. www.avg.com

Date	08/23/2022	***Subject***	RE: Case Management Cas[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/23/2022 22:32 PM

Thank you Lesley,

Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, August 23, 2022 2:52 PM
To [redacted]
Subject: Case Management Case #[redacted]

Dear Mrs. Staggs,

I had done some research and for further research, you can send over the rental agreement to see what can be done on our end. Thank you for your time.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/9/2022 8:48 PM
To: kstaggs@avstaggs.com <mailto:kstaggs@avstaggs.com>
Subject: Case Management Case #[redacted]

Good afternoon Mrs.Staggs,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

*
*
Your case number is [redacted]

*
*
My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

It□s now been several days and I have not heard from anyone, from here or at the dealership□.my transmission now has to be pulled on top of everything else going on□my new truck is not new it is rebuilt□I□m very sad about this□I would really appreciate some sort of response pertaining to this problem□call to discuss, call to tell me to go to heck, call me to comfort me□.something□

Karen Staggs

Jewelry For The Spoiled

661-916-3328

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"Good things happen to those who are good"

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From: Karen Staggs <[redacted]>
Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

Karen Staggs

Jewelry For The Spoiled

661-916-3328

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From: Karen Staggs [redacted]
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

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From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

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If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: kstaggs@avstaggs.com <mailto:kstaggs@avstaggs.com>
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

<https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?id=015f1000003fGg0&oid=00Dj0000001qsDF>

Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

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Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [redacted]

Sincerely,

The Mopar Brand

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<https://www.chrysler.com/crossbrand_us/privacy> https://www.chrysler.com/crossbrand_us/privacy

[redacted]

Date	08/26/2022	*Subject*	RE: Case Management Case [redacted]		
From	uscustomercare@fcagroup.com	*To*	[redacted]	*Sent Date/Time*	08/26/2022 23:13 PM

Good Afternoon Mrs. Staggs,

I wanted to keep you up to date of what I'm aware of currently. The parts ETA from the dealer side states that it would be coming in around September 6th. I'm still waiting word for further updates from the Parts Specialists who are trying to help with the tracking. I'll get back to you once I get further word. Have a great weekend.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/23/2022 6:32 PM
To: uscustomercare@fcagroup.com
Subject: RE: Case Management Case [redacted]

Thank you Lesley,

Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, August 23, 2022 2:52 PM
To: [redacted]
Cc [redacted]
Subject: Case Management Case [redacted]

Dear Mrs. Staggs,

I had done some research and for further research, you can send over the rental agreement to see what can be done on our end. Thank you for your time.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/9/2022 8:48 PM
To: [redacted]
Subject: Case Management Case [redacted]

Good afternoon Mrs.Staggs,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

Your case number is [redacted]

My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

It□s now been several days and I have not heard from anyone, from here or at the dealership□.my transmission now has to be pulled on top of everything else going on□my new truck is not new it is rebuilt□I□m very sad about this□I would really appreciate some sort of response pertaining to this problem□call to discuss, call to tell me to go to heck, call me to comfort me□.something□

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

.

From: Karen Staggs [redacted]
Sent: Friday, August 05, 2022 9:23 AM

To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

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From: Karen Staggs [redacted]
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

Karen Staggs

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From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

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If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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[redacted]

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Date	08/26/2022	***Subject***	RE: Case Management Cas[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/26/2022 23:13 PM

Good Afternoon Mrs. Staggs,

I wanted to keep you up to date of what I'm aware of currently. The parts ETA from the dealer side states that it would be coming in around September 6th. I'm still waiting word for further updates from the Parts Specialists who are trying to help with the tracking. I'll get back to you once I get further word. Have a great weekend.

Sincerely
Lesley
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---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/23/2022 6:32 PM
To: uscustomercare@fcagroup.com
Subject: RE: Case Management Case #[redacted]

Thank you Lesley,

Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, August 23, 2022 2:52 PM
To: [redacted]
Subject: Case Management Case [redacted]

Dear Mrs. Staggs,

I had done some research and for further research, you can send over the rental agreement to see what can be done on our end. Thank you for your time.

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---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/9/2022 8:48 PM
[redacted]
Subject: Case Management Case [redacted]

Good afternoon Mrs.Staggs,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

Your case number is [redacted]

My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com
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Good morning Mary-Lyn,

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Karen Staggs

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From: Karen Staggs [redacted]
Sent: Friday, August 05, 2022 9:23 AM

To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

Karen Staggs

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Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

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From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

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Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

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From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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https://www.chrysler.com/crossbrand_us/privacy

[redacted]

Virus-free. www.avg.com

Date	08/27/2022	***Subject***	RE: Case Management Case # [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/27/2022 16:00 PM

Thank you Lesley,

The part is in-house and the truck was in the air being worked on Friday Afternoon. Thank you so much for your due-diligence and helping me stay informed. This has been quite a ride□:/

Karen Staggs

Jewelry For The Spoiled

661-916-3328

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From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Friday, August 26, 2022 4:14 PM
To [redacted]
Subject: RE: Case Management Case [redacted]

Good Afternoon Mrs. Staggs,

I wanted to keep you up to date of what I'm aware of currently. The parts ETA from the dealer side states that it would be coming in around September 6th. I'm still waiting word for further updates from the Parts Specialists who are trying to help with the tracking. I'll get back to you once I get further word. Have a great weekend.

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Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: [redacted]
Sent: 8/23/2022 6:32 PM
To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]

Thank you Lesley,

Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Sent: Tuesday, August 23, 2022 2:52 PM
To: [redacted]
Subject: Case Management Case [redacted]

Dear Mrs. Staggs,

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---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/9/2022 8:48 PM
To: [redacted]
Subject: Case Management Case [redacted]

Good afternoon Mrs.Staggs,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

1.
2.

Your case number is [redacted]

3.
4.

My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

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From: [redacted]
Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: Karen Staggs [redacted]
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

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From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Sent: Wednesday, August 03, 2022 5:15 AM
To [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have the concern addressed and resolved.

If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

[redacted]

Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Mopar Advisors.

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

<https://www.chrysler.com/crossbrand_us/privacy> https://www.chrysler.com/crossbrand_us/privacy

[redacted]

[redacted]

[redacted]

vg.com

Date	08/31/2022	***Subject***	RE: Case Management Case # [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/31/2022 22:04 PM

Attached please find the work order from this past months ordeal, (transmission problem)

ALSO, did you have any luck getting us reimbursed for the rental car that we rented for the weekend, you were going to try to get us reimbursed, I attached that here as well.

Thank you,

Karen Staggs

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From: Karen Staggs [redacted]
Sent: Tuesday, August 23, 2022 3:32 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Thank you Lesley,

Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Sent: Tuesday, August 23, 2022 2:52 PM
[redacted]
Subject: Case Management Case [redacted]

Dear Mrs. Staggs,

I had done some research and for further research, you can send over the rental agreement to see what can be done on our end. Thank you for your time.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/9/2022 8:48 PM
To: [redacted]
Subject: Case Management Case # [redacted]

Good afternoon Mrs.Staggs,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

*
*

Your case number is [redacted]

*
*

My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

It□s now been several days and I have not heard from anyone, from here or at the dealership□.my transmission now has to be pulled on top of everything else going on□my new truck is not new it is rebuilt□I□m very sad about this□I would really appreciate some sort of response pertaining to this problem□call to discuss, call to tell me to go to heck, call me to comfort me□.something□

Karen Staggs

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661-916-3328

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"Good things happen to those who are good"

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From: Karen Staggs [redacted]
Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

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To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

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Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have the concern addressed and resolved.

If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

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From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

[redacted]

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Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

[redacted]

[redacted]

Date	08/31/2022	***Subject***	RE: Case Management Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/31/2022 22:24 PM

Diego is his name, X-104 In the Service Department Truck Division - Chuck nor I have heard of a Kenney

From: Karen Staggs [redacted]
Sent: Wednesday, August 31, 2022 3:04 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Attached please find the work order from this past months ordeal, (transmission problem)

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From: Karen Staggs [redacted]
Sent: Tuesday, August 23, 2022 3:32 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case # [redacted]
Importance: High

Thank you Lesley,

Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Sent: Tuesday, August 23, 2022 2:52 PM
To: [redacted]
Subject: Case Management Case # [redacted]

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I had done some research and for further research, you can send over the rental agreement to see what can be done on our end. Thank you for your time.

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---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/9/2022 8:48 PM
To: [redacted]
Subject: Case Management Case [redacted]

Good afternoon Mrs.Staggs,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

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Your case number is [redacted]

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Stellantis Case Management
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---------- Original Message ----------
From: [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

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From: Karen Staggs [redacted]
Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

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From: Karen Staggs <kstaggs@avstaggs.com <mailto:kstaggs@avstaggs.com> >
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

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Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

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If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
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---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

[redacted]

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<https://www.chrysler.com/crossbrand_us/privacy> https://www.chrysler.com/crossbrand_us/privacy

r [redacted]

[redacted]

Date	08/31/2022	***Subject***	RE: Case Management Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/31/2022 23:57 PM

Kenney is over the Jeep service department which is not the Truck division, Kenney forwarded your e-mail to Diego and Diego is supposed to be replying to you on that stream.

Karen Staggs

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From: Karen Staggs [redacted]
Sent: Wednesday, August 31, 2022 3:24 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Diego is his name, X-104 In the Service Department Truck Division - Chuck nor I have heard of a Kenney

From: Karen Staggs [redacted]
Sent: Wednesday, August 31, 2022 3:04 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Attached please find the work order from this past months ordeal, (transmission problem)

ALSO, did you have any luck getting us reimbursed for the rental car that we rented for the weekend, you were going to try to get us reimbursed, I attached that here as well.

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From: Karen Staggs [redacted]
Sent: Tuesday, August 23, 2022 3:32 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Thank you Lesley,

Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Sent: Tuesday, August 23, 2022 2:52 PM
To [redacted]
Subject: Case Management Case [redacted]

Dear Mrs. Staggs,

I had done some research and for further research, you can send over the rental agreement to see what can be done on our end. Thank you for your time.

Sincerely
Lesley

Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/9/2022 8:48 PM
To [redacted]
Subject: Case Management Case [redacted]

Good afternoon Mrs.Staggs,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

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Your case number is [redacted]

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My work hours are: 8:30AM - 5PM PT

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---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

It□s now been several days and I have not heard from anyone, from here or at the dealership□.my transmission now has to be pulled on top of everything else going on□my new truck is not new it is rebuilt□I□m very sad about this□I would really appreciate some sort of response pertaining to this problem□call to discuss, call to tell me to go to heck, call me to comfort me□.something□

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From: Karen Staggs [redacted]
Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

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From: Karen Staggs [redacted]
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

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Best wishes,

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From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: [redacted]>
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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[redacted]

Date	09/02/2022	***Subject***	RE: Case Management Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/02/2022 23:10 PM

Dear Mrs. Staggs,

I was finishing up the reimbursement and I was only able to reimburse for $325.32 because we do not cover add ons. I was wondering if you could verify your address so I can send it up. Thank you so much. Have a great one.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/31/2022 7:57 PM
To: uscustomercare@fcagroup.com
Subject: RE: Case Management Case [redacted]

Kenney is over the Jeep service department which is not the Truck division, Kenney forwarded your e-mail to Diego and Diego is supposed to be replying to you on that stream.

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To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Diego is his name, X-104 In the Service Department Truck Division - Chuck nor I have heard of a Kenney□

From: Karen Staggs [redacted]
Sent: Wednesday, August 31, 2022 3:04 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Attached please find the work order from this past months ordeal, (transmission problem)

ALSO, did you have any luck getting us reimbursed for the rental car that we rented for the weekend, you were going to try to get us reimbursed, I attached that here as well.

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From: Karen Staggs [redacted]
Sent: Tuesday, August 23, 2022 3:32 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Thank you Lesley,

Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, August 23, 2022 2:52 PM
To: [redacted]
Subject: Case Management Case [redacted]

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Your case number is [redacted]

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Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: Karen Staggs [redacted]
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

Karen Staggs

Jewelry For The Spoiled

661-916-3328

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"Good things happen to those who are good"

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have the concern addressed and resolved.

If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

———— Original Message ————
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Mopar Advisors.

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

[redacted]

Virus-free. www.avg.com

Date	09/02/2022	***Subject***	RE: Case Management Case # [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/02/2022 23:10 PM

Dear Mrs. Staggs,

I was finishing up the reimbursement and I was only able to reimburse for $325.32 because we do not cover add ons. I was wondering if you could verify your address so I can send it up. Thank you so much. Have a great one.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/31/2022 7:57 PM
To: uscustomercare@fcagroup.com
Subject: RE: Case Management Case [redacted]

Kenney is over the Jeep service department which is not the Truck division, Kenney forwarded your e-mail to Diego and Diego is supposed to be replying to you on that stream.

Karen Staggs

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From: Karen Staggs [redacted]
Sent: Wednesday, August 31, 2022 3:24 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Diego is his name, X-104 In the Service Department Truck Division - Chuck nor I have heard of a Kenney□

From: Karen Staggs [redacted]
Sent: Wednesday, August 31, 2022 3:04 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Attached please find the work order from this past months ordeal, (transmission problem)

ALSO, did you have any luck getting us reimbursed for the rental car that we rented for the weekend, you were going to try to get us reimbursed, I attached that here as well.

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From: Karen Staggs [redacted]
Sent: Tuesday, August 23, 2022 3:32 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Thank you Lesley,

Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, August 23, 2022 2:52 PM
To: [redacted]
Cc [redacted]
Subject: Case Management Case [redacted]

Dear Mrs. Staggs,

I had done some research and for further research, you can send over the rental agreement to see what can be done on our end. Thank you for your time.

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Lesley

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1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/9/2022 8:48 PM
To: [redacted]
Subject: Case Management Case[redacted]

Good afternoon Mrs.Staggs,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

Your case number is [redacted]

My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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Lesley
Stellantis Case Management
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---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

It□s now been several days and I have not heard from anyone, from here or at the dealership□.my transmission now has to be pulled on top of everything else going on□my new truck is not new it is rebuilt□I□m very sad about this□I would really appreciate some sort of response pertaining to this problem□call to discuss, call to tell me to go to heck, call me to comfort me□.something□

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From: Karen Staggs [redacted]
Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

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From: Karen Staggs [redacted]
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

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From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have the concern addressed and resolved.

If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

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From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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Sincerely,

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[redacted]

Virus-free. www.avg.com

Date	09/07/2022	***Subject***	FW: RE: Case Management Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/07/2022 16:25 PM

---------- Forwarded Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/2/2022 7:10 PM
To: [redacted]
Subject: RE: Case Management Case [redacted]

Dear Mrs. Staggs,

I was finishing up the reimbursement and I was only able to reimburse for $325.32 because we do not cover add ons. I was wondering if you could verify your address so I can send it up. Thank you so much. Have a great one.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/31/2022 7:57 PM
To: uscustomercare@fcagroup.com
Subject: RE: Case Management Case [redacted]

Kenney is over the Jeep service department which is not the Truck division, Kenney forwarded your e-mail to Diego and Diego is supposed to be replying to you on that stream.

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From: Karen Staggs [redacted]
Sent: Wednesday, August 31, 2022 3:24 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Diego is his name, X-104 In the Service Department Truck Division - Chuck nor I have heard of a Kenney□

From: Karen Staggs [redacted]
Sent: Wednesday, August 31, 2022 3:04 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Attached please find the work order from this past months ordeal, (transmission problem)

ALSO, did you have any luck getting us reimbursed for the rental car that we rented for the weekend, you were going to try to get us reimbursed, I attached that here as well.

Thank you,

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From: Karen Staggs [redacted]
Sent: Tuesday, August 23, 2022 3:32 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Thank you Lesley,

Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, August 23, 2022 2:52 PM
To: [redacted]
Subject: Case Management Case [redacted]

Dear Mrs. Staggs,

I had done some research and for further research, you can send over the rental agreement to see what can be done on our end. Thank you for your time.

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---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/9/2022 8:48 PM
To: [redacted]
Subject: Case Management Case [redacted]

Good afternoon Mrs.Staggs,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

Your case number is [redacted]

My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

It□s now been several days and I have not heard from anyone, from here or at the dealership□.my transmission now has to be pulled on top of everything else going on□my new truck is not new it is rebuilt□I□m very sad about this□I would really appreciate some sort of response pertaining to this problem□call to discuss, call to tell me to go to heck, call me to comfort me□.something□

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From: Karen Staggs [redacted]
Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

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From: Karen Staggs [redacted]
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through

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From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

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If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

———— Original Message ————
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

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Sincerely,

The Mopar Brand

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https://www.chrysler.com/crossbrand_us/privacy

[redacted]

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Date	09/07/2022	***Subject***	FW: RE: Case Management Case # [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/07/2022 16:25 PM

---------- Forwarded Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/2/2022 7:10 PM
To: [redacted]
Subject: RE: Case Management Case #[redacted]

Dear Mrs. Staggs,

I was finishing up the reimbursement and I was only able to reimburse for $325.32 because we do not cover add ons. I was wondering if you could verify your address so I can send it up. Thank you so much. Have a great one.

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---------- Original Message ----------
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To: uscustomercare@fcagroup.com
Subject: RE: Case Management Case [redacted]

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From: Karen Staggs <kstaggs@avstaggs.com>
Sent: Wednesday, August 31, 2022 3:24 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Diego is his name, X-104 In the Service Department Truck Division - Chuck nor I have heard of a Kenney□

From: Karen Staggs [redacted]
Sent: Wednesday, August 31, 2022 3:04 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case [redacted]
Importance: High

Attached please find the work order from this past months ordeal, (transmission problem)

ALSO, did you have any luck getting us reimbursed for the rental car that we rented for the weekend, you were going to try to get us reimbursed, I attached that here as well.

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From: Karen Staggs [redacted]
Sent: Tuesday, August 23, 2022 3:32 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case #[redacted]
Importance: High

Thank you Lesley,

Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, August 23, 2022 2:52 PM
To: kstaggs@avstaggs.com
Cc: kstaggs@avstaggs.com
Subject: Case Management Case [redacted]

Dear Mrs. Staggs,

I had done some research and for further research, you can send over the rental agreement to see what can be done on our end. Thank you for your time.

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To: [redacted]
Subject: Case Management Case [redacted]

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Subject: RE: 2020 Ram 3500

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Importance: High

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Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through

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Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

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Best wishes,

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The Mopar Brand

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https://www.chrysler.com/crossbrand_us/privacy

[redacted]

Virus-free. www.avg.com

Date	09/07/2022	***Subject***	RE: RE: Case Management Cas[redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/07/2022 16:26 PM

Charles Staggs

44309 Date Avenue

Lancaster, CA 93534

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, September 07, 2022 9:26 AM
To [redacted]
Subject: FW: RE: Case Management Case [redacted]

---------- Forwarded Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/2/2022 7:10 PM
To [redacted]
Subject: RE: Case Management Case [redacted]

Dear Mrs. Staggs,

I was finishing up the reimbursement and I was only able to reimburse for $325.32 because we do not cover add ons. I was wondering if you could verify your address so I can send it up. Thank you so much. Have a great one.

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To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
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Kenney is over the Jeep service department which is not the Truck division, Kenney forwarded your e-mail to Diego and Diego is supposed to be replying to you on that stream.

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Sent: Wednesday, August 31, 2022 3:24 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: Case Management Case [redacted]
Importance: High

Diego is his name, X-104 In the Service Department Truck Division - Chuck nor I have heard of a Kenney□

From: Karen Staggs [redacted]
Sent: Wednesday, August 31, 2022 3:04 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: Case Management [redacted]
Importance: High

Attached please find the work order from this past months ordeal, (transmission problem)

ALSO, did you have any luck getting us reimbursed for the rental car that we rented for the weekend, you were going to try to get us reimbursed, I attached that here as well.

Thank you,

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: Karen Staggs [redacted]
Sent: Tuesday, August 23, 2022 3:32 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: Case Management Case [redacted]
Importance: High

Thank you Lesley,

Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Sent: Tuesday, August 23, 2022 2:52 PM
To: [redacted]
Subject: Case Management Case [redacted]

Dear Mrs. Staggs,

I had done some research and for further research, you can send over the rental agreement to see what can be done on our end. Thank you for your time.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/9/2022 8:48 PM
To [redacted]
Subject: Case Management Case [redacted]

Good afternoon Mrs.Staggs,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

1.
2.

Your case number is [redacted]

3.
4.

My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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Lesley
Stellantis Case Management
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---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

It□s now been several days and I have not heard from anyone, from here or at the dealership□.my transmission now has to be pulled on top of everything else going on□my new truck is not new it is rebuilt□I□m very sad about this□I would really appreciate some sort of response pertaining to this problem□call to discuss, call to tell me to go to heck, call me to comfort me□.something□

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From: Karen [redacted] >
Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

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From: Karen Staggs [redacted]
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

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From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership

in exhausting all available resources to have the concern addressed and resolved.

If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: [redacted]
Subject: AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

[redacted]

Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Mopar Advisors.

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

<https://www.chrysler.com/crossbrand_us/privacy> https://www.chrysler.com/crossbrand_us/privacy

[redacted]

Date	09/22/2022	***Subject***	RE: RE: Case Management Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/22/2022 17:01 PM

Good Morning Mrs. Staggs,

I had got in contact with Diego and he states that he got a hold of the tech. He stated to me that the repairs should hopefully be repaired by Friday. I will follow up either tomorrow or early next week to see if the repairs have completed and if they are satisfactory. Speak with you soon. Have a great one.

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---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 9/7/2022 12:26 PM
To: uscustomercare@fcagroup.com
Subject: RE: RE: Case Management [redacted]

Charles Staggs

44309 Date Avenue

Lancaster, CA 93534

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, September 07, 2022 9:26 AM
To: [redacted]
Subject: FW: RE: Case Management Case [redacted]

---------- Forwarded Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/2/2022 7:10 PM
To: [redacted]
Subject: RE: Case Management Case # [redacted]

Dear Mrs. Staggs,

I was finishing up the reimbursement and I was only able to reimburse for $325.32 because we do not cover add ons. I was wondering if you could verify your address so I can send it up. Thank you so much. Have a great one.

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Subject: RE: Case Management Case [redacted]

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To: 'US Customer Care' <uscustomercare@fcagroup.com>
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Hello Karen

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Thank you again for your email.

Best wishes,

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Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

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44309 Date Avenue

Lancaster, CA 93534

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Subject: FW: RE: Case Management Case #[redacted]

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Sent: 9/2/2022 7:10 PM
To: kstaggs@avstaggs.com
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Virus-free. www.avg.com

Date	09/22/2022	***Subject***	RE: RE: Case Management Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/22/2022 19:29 PM

Thank you Lesley,

One day at a time, I□ve learned that through my Cancer journey, you can□t change what you can□t change, I do really want my truck back, 4 months out of the year I have not had my own vehicle□but I can□t change it by getting mad□I don□t think it□s fair at all, but, hey, nothing in life is fair□talk to you soon, thank you for reaching out.

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To: [redacted]
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Sent: Tuesday, August 23, 2022 3:32 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: Case Management Case # [redacted]
Importance: High

Thank you Lesley,

Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Sent: Tuesday, August 23, 2022 2:52 PM
To [redacted]
Subject: Case Management Case # [redacted]

Dear Mrs. Staggs,

I had done some research and for further research, you can send over the rental agreement to see what can be done on our end. Thank you for your time.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]

Sent: 8/9/2022 8:48 PM
To: [redacted]
Subject: Case Management Case # [redacted]

Good afternoon Mrs.Staggs,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

1.
2.

Your case number is [redacted]

3.
4.

My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

It□s now been several days and I have not heard from anyone, from here or at the dealership□.my transmission now has to be pulled on top of everything else going on□my new truck is not new it is rebuilt□I□m very sad about this□I would really appreciate some sort of response pertaining to this problem□call to discuss, call to tell me to go to heck, call me to comfort me□.something□

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

.

From: Karen Staggs [redacted]
Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

Karen Staggs

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From: Karen Staggs [redacted]
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

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From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Sent: Wednesday, August 03, 2022 5:15 AM
To [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have the concern addressed and resolved.

If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

[redacted]

Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Mopar Advisors.

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference num [redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

<https://www.chrysler.com/crossbrand_us/privacy> https://www.chrysler.com/crossbrand_us/privacy

[redacted]

Date	09/27/2022	***Subject***	RE: RE: Case Management Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/27/2022 20:18 PM

Due to inclement weather, we are expecting delays in communication for the next 24-72 hours. Your case manager will reach out to you as soon as conditions allow. In the meantime, we encourage you to continue working with your servicing dealership. Thank you for your patience and understanding.

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 9/22/2022 3:29 PM
To: uscustomercare@fcagroup.com
Subject: RE: RE: Case Management Case #[redacted]

Thank you Lesley,

One day at a time, I□ve learned that through my Cancer journey, you can□t change what you can□t change, I do really want my truck back, 4 months out of the year I have not had my own vehicle□but I can□t change it by getting mad□I don□t think it□s fair at all, but, hey, nothing in life is fair□talk to you soon, thank you for reaching out.

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661-916-3328

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From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Thursday, September 22, 2022 10:02 AM
To [redacted]
Subject: RE: RE: Case Management Case #[redacted]

Good Morning Mrs. Staggs,

I had got in contact with Diego and he states that he got a hold of the tech. He stated to me that the repairs should hopefully be repaired by Friday. I will follow up either tomorrow or early next week to see if the repairs have completed and if they are satisfactory. Speak with you soon. Have a great one.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 9/7/2022 12:26 PM
To: uscustomercare@fcagroup.com
Subject: RE: RE: Case Management Case #[redacted]

Charles Staggs

44309 Date Avenue

Lancaster, CA 93534

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, September 07, 2022 9:26 AM
To [redacted]
Subject: FW: RE: Case Management Case #[redacted]

---------- Forwarded Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/2/2022 7:10 PM
To: [redacted]
Subject: RE: Case Management Case #[redacted]

Dear Mrs. Staggs,

I was finishing up the reimbursement and I was only able to reimburse for $325.32 because we do not cover add ons. I was wondering if you could verify your address so I can send it up. Thank you so much. Have a great one.

Sincerely
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---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/31/2022 7:57 PM
To: uscustomercare@fcagroup.com
Subject: RE: Case Management Case #[redacted]

Kenney is over the Jeep service department which is not the Truck division, Kenney forwarded your e-mail to Diego and Diego is supposed to be replying to you on that stream.

Karen Staggs

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661-916-3328

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From: Karen Staggs [redacted]
Sent: Wednesday, August 31, 2022 3:24 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case # [redacted]
Importance: High

Diego is his name, X-104 In the Service Department Truck Division - Chuck nor I have heard of a Kenney□

From: Karen Staggs [redacted]
Sent: Wednesday, August 31, 2022 3:04 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: Case Management Case # [redacted]
Importance: High

Attached please find the work order from this past months ordeal, (transmission problem)

ALSO, did you have any luck getting us reimbursed for the rental car that we rented for the weekend, you were going to try to get us reimbursed, I attached that here as well.

Thank you,

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Subject: RE: Case Management Case # [redacted]
Importance: High

Thank you Lesley,

Attached please find the rental information from this past weekend.

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Subject: Case Management Case # [redacted]

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Sent: 8/9/2022 8:48 PM
To [redacted]
Subject: Case Management Case # [redacted]

Good afternoon Mrs.Staggs,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

Your case number is [redacted]

My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

It□s now been several days and I have not heard from anyone, from here or at the dealership□.my transmission now has to be pulled on top of everything else going on□my new truck is not new it is rebuilt□I□m very sad about this□I would really appreciate some sort of response pertaining to this problem□call to discuss, call to tell me to go to heck, call me to comfort me□.something□

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Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

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From: Karen Staggs [redacted]
Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

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From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response.

You will be contacted within 1 business day.

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If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

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From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

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Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

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Sincerely,

The Mopar Brand

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[redacted]

Virus-free. www.avg.com

Date	09/27/2022	***Subject***	RE: RE: Case Management Case[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/27/2022 20:18 PM

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Subject: RE: RE: Case Management Case #[redacted]

Thank you Lesley,

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Sent: Thursday, September 22, 2022 10:02 AM
To: [redacted]
Subject: RE: RE: Case Management Case #[redacted]

Good Morning Mrs. Staggs,

I had got in contact with Diego and he states that he got a hold of the tech. He stated to me that the repairs should hopefully be repaired by Friday. I will follow up either tomorrow or early next week to see if the repairs have completed and if they are satisfactory. Speak with you soon. Have a great one.

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Subject: RE: RE: Case Management Case #[redacted]

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Lancaster, CA 93534

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Subject: Case Management Case # [redacted]

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[redacted]

Virus-free. www.avg.com

Date	09/28/2022	***Subject***	RE: RE: Case Management Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/28/2022 03:12 AM

Prayers are going up for everyone to be safe□

Karen Staggs

Jewelry For The Spoiled

661-916-3328

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From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, September 27, 2022 1:19 PM
To: [redacted]
Subject: RE: RE: Case Management Case #[redacted]

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44309 Date Avenue

Lancaster, CA 93534

From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Sent: Wednesday, September 07, 2022 9:26 AM
To: [redacted]
Subject: FW: RE: Case Management Case # [redacted]

---------- Forwarded Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/2/2022 7:10 PM
To: [redacted]
Subject: RE: Case Management Case # [redacted]

Dear Mrs. Staggs,

I was finishing up the reimbursement and I was only able to reimburse for $325.32 because we do not cover add ons. I was wondering if you could verify your address so I can send it up. Thank you so much. Have a great one.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/31/2022 7:57 PM
To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
Subject: RE: Case Management Case # [redacted]

Kenney is over the Jeep service department which is not the Truck division, Kenney forwarded your e-mail to Diego and Diego is supposed to be replying to you on that stream.

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: Karen Staggs [redacted] >
Sent: Wednesday, August 31, 2022 3:24 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: Case Management Case # [redacted]
Importance: High

Diego is his name, X-104 In the Service Department Truck Division - Chuck nor I have heard of a Kenney

From: Karen Staggs [redacted] >
Sent: Wednesday, August 31, 2022 3:04 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: Case Management Case # [redacted]
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Attached please find the work order from this past months ordeal, (transmission problem)

ALSO, did you have any luck getting us reimbursed for the rental car that we rented for the weekend, you were going to try to get us reimbursed, I attached that here as well.

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Subject: RE: Case Management Case #[redacted]
Importance: High

Thank you Lesley,

Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
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To: [redacted]
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From: US Customer Care [uscustomercare@fcagroup.com]
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To [redacted]
Subject: Case Management Case #[redacted]

Good afternoon Mrs.Staggs,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

1.
2.

Your case number is [redacted]

3.
4.

My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

It□s now been several days and I have not heard from anyone, from here or at the dealership□.my transmission now has to be pulled on top of everything else going on□my new truck is not new it is rebuilt□I□m very sad about this□I would really appreciate some sort of response pertaining to this problem□call to discuss, call to tell me to go to heck, call me to comfort me□.something□

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From: Karen Staggs [redacted]
Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

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From: Karen Staggs [redacted] >
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To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

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To [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have the concern addressed and resolved.

If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

———— Original Message ————
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

<https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?id=015f1000003fGg0&oid=00Dj0000001qsDF>

Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Mopar Advisors.

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference numbe[redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

<https://www.chrysler.com/crossbrand_us/privacy> https://www.chrysler.com/crossbrand_us/privacy

<https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000ytQAy&from=int>

ref:_00Dj01qsDF._5003Z1SCs2x:ref

[redacted]

Date	10/01/2022	***Subject***	RE: RE: Case Management Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/01/2022 20:06 PM

Good Afternoon,

Due to inclement weather, we are expecting delays in communication for the next 24-72 hours.

Your case manager will reach out to you as soon as conditions allow.

In the meantime, we encourage you to continue working with your servicing dealership.

Thank you for your patience and understanding.

Regards,

Amanda
California Case Management
(844)888-0601

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 9/28/2022 3:12 AM
To: uscustomercare@fcagroup.com
Subject: RE: RE: Case Management Case #[redacted]

Prayers are going up for everyone to be safe□

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From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, September 27, 2022 1:19 PM
To: [redacted]
Subject: RE: RE: Case Management Case #[redacted]

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Sent: 9/22/2022 3:29 PM
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Subject: RE: RE: Case Management Case #[redacted]

Thank you Lesley,

One day at a time, I□ve learned that through my Cancer journey, you can□t change what you can□t change, I do really want my truck back, 4 months out of the year I have not had my own vehicle□but I can□t change it by getting mad□I don□t think it□s fair at all, but, hey, nothing in life is fair□talk to you soon, thank you for reaching out.

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From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Thursday, September 22, 2022 10:02 AM
To: [redacted]
Subject: RE: RE: Case Management Case #[redacted]

Good Morning Mrs. Staggs,

I had got in contact with Diego and he states that he got a hold of the tech. He stated to me that the repairs should hopefully be repaired by Friday. I will follow up either tomorrow or early next week to see if the repairs have completed and if they are satisfactory. Speak with you soon. Have a great one.

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From: Karen Staggs [redacted]
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To: uscustomercare@fcagroup.com
Subject: RE: RE: Case Management Case #[redacted]

Charles Staggs

[redacted]

Lancaster, CA [redacted]

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Importance: High

Diego is his name, X-104 In the Service Department Truck Division - Chuck nor I have heard of a Kenney□

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Subject: RE: Case Management Case # [redacted]
Importance: High

Attached please find the work order from this past months ordeal, (transmission problem)

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Importance: High

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Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, August 23, 2022 2:52 PM
To: [redacted]
Subject: Case Management Case #[redacted]

Dear Mrs. Staggs,

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Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

Your case number is [redacted]

My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

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Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we re still having problems with that part of the repairs .when in there they did not address the windshield wiper recall, not sure why that didn t happen or why my on-line information has not been updated. The Transmission has not worked right since we ve had it, we ve had it looked at 3 different times :*(

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Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
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Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have the concern addressed and resolved.

If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

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To: [redacted]
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Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Mopar Advisors.

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

[redacted]

Virus-free. www.avg.com

Date	10/01/2022	***Subject***	RE: RE: Case Management Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/01/2022 20:06 PM

Good Afternoon,

Due to inclement weather, we are expecting delays in communication for the next 24-72 hours.

Your case manager will reach out to you as soon as conditions allow.

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Thank you for your patience and understanding.

Regards,

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"Mean people produce little mean people"

"Good things happen to those who are good"

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, August 03, 2022 5:15 AM
To: [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have the concern addressed and resolved.

If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To: [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Mopar Advisors.

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

[redacted]

Virus-free. www.avg.com

Date	10/04/2022	***Subject***	RE: RE: Case Management Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/04/2022 21:30 PM

Good Afternoon Lesley,

After your conversation with my husband chuck, as promised here is written approval for you to please move forward on the Lemon Law investigation pertaining to our 2020 Dodge Ram. Thank you for everything you have done for us, you are GREAT at what you do and I feel fortunate that you are on my team. Here□s hoping this finds some resolve for this long Dodge journey, if it doesn□t, the good news is you and I can still chat. Stay safe and thank you again.

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Saturday, October 01, 2022 1:07 PM
To: [redacted]
Subject: RE: RE: Case Management Case #[redacted]

Good Afternoon,

Due to inclement weather, we are expecting delays in communication for the next 24-72 hours.

Your case manager will reach out to you as soon as conditions allow.

In the meantime, we encourage you to continue working with your servicing dealership.

Thank you for your patience and understanding.

Regards,

Amanda
California Case Management
(844)888-0601

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 9/28/2022 3:12 AM
To: uscustomercare@fcagroup.com
Subject: RE: RE: Case Management Case #[redacted]

Prayers are going up for everyone to be safe□

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, September 27, 2022 1:19 PM
To: [redacted]
Subject: RE: RE: Case Management Case #[redacted]

Due to inclement weather, we are expecting delays in communication for the next 24-72 hours. Your case manager will reach out to you as soon as conditions allow. In the meantime, we encourage you to continue working with your servicing dealership. Thank you for your patience and understanding.

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 9/22/2022 3:29 PM
To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
Subject: RE: RE: Case Management Case #[redacted]

Thank you Lesley,

One day at a time, I□ve learned that through my Cancer journey, you can□t change what you can□t change, I do really want my truck back, 4 months out of the year I have not had my own vehicle□but I can□t change it by getting mad□I don□t think it□s fair at all, but, hey, nothing in life is fair□talk to you soon, thank you for reaching out.

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Sent: Thursday, September 22, 2022 10:02 AM
To: [redacted]
Subject: RE: RE: Case Management Case #[redacted]

Good Morning Mrs. Staggs,

I had got in contact with Diego and he states that he got a hold of the tech. He stated to me that the repairs should hopefully be repaired by Friday. I will follow up either tomorrow or early next week to see if the repairs have completed and if they are satisfactory. Speak with you soon. Have a great one.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 9/7/2022 12:26 PM
To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
Subject: RE: RE: Case Management Case #[redacted]

Charles Staggs

[redacted]

Lancaster, CA[redacted]

From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Sent: Wednesday, September 07, 2022 9:26 AM
To [redacted] >
Subject: FW: RE: Case Management Case #[redacted]

---------- Forwarded Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 9/2/2022 7:10 PM
To: [redacted]
Subject: RE: Case Management Case #[redacted]

Dear Mrs. Staggs,

I was finishing up the reimbursement and I was only able to reimburse for $325.32 because we do not cover add ons. I was wondering if you could verify your address so I can send it up. Thank you so much. Have a great one.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/31/2022 7:57 PM
To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
Subject: RE: Case Management Case #[redacted]

Kenney is over the Jeep service department which is not the Truck division, Kenney forwarded your e-mail to Diego and Diego is supposed to be replying to you on that stream.

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: Karen Staggs [redacted]
Sent: Wednesday, August 31, 2022 3:24 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: Case Management Case # [redacted]
Importance: High

Diego is his name, X-104 In the Service Department Truck Division - Chuck nor I have heard of a Kenney

From: Karen Staggs [redacted]
Sent: Wednesday, August 31, 2022 3:04 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: Case Management Case # [redacted]
Importance: High

Attached please find the work order from this past months ordeal, (transmission problem)

ALSO, did you have any luck getting us reimbursed for the rental car that we rented for the weekend, you were going to try to get us reimbursed, I attached that here as well.

Thank you,

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: Karen Staggs [redacted]
Sent: Tuesday, August 23, 2022 3:32 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: Case Management Case # [redacted]
Importance: High

Thank you Lesley,

Attached please find the rental information from this past weekend.

From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Sent: Tuesday, August 23, 2022 2:52 PM
To: [redacted]
Subject: Case Management Case # [redacted]

Dear Mrs. Staggs,

I had done some research and for further research, you can send over the rental agreement to see what can be done on our end. Thank you for your time.

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/9/2022 8:48 PM
To: [redacted]
Subject: Case Management Case # [redacted]

Good afternoon Mrs.Staggs,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

1.
2.

Your case number is [redacted]

3.
4.

My work hours are: 8:30AM - 5PM PT

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely
Lesley
Stellantis Case Management
1(844)-888-0601 Ext. 4062345

---------- Original Message ----------
From: Karen Staggs [redacted]
Sent: 8/8/2022 12:43 PM
To: uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com>
Subject: RE: 2020 Ram 3500

Good morning Mary-Lyn,

It□s now been several days and I have not heard from anyone, from here or at the dealership□.my transmission now has to be pulled on top of everything else going on□my new truck is not new it is rebuilt□I□m very sad about this□I would really appreciate some sort of response pertaining to this problem□call to discuss, call to tell me to go to heck, call me to comfort me□.something□

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

.

From: Karen Staggs [redacted]
Sent: Friday, August 05, 2022 9:23 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I have never heard back from anyone pertaining to this issue. My truck is at Hunter Dodge right now□2 months and a week no that I□ve been without my truck and I feel very forgotten and that no one wants to address my concerns or frustrations.

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: Karen Staggs [redacted]

Sent: Wednesday, August 03, 2022 6:45 AM
To: 'US Customer Care' <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Subject: RE: 2020 Ram 3500
Importance: High

I am looking into the Lemon Law, I really feel that all that has been done to my truck it will never be the truck I ultimately purchased□ I also noticed on my on-line dashboard that the Recalls have not been addressed, one has, it□s what the truck was in the shop for 2 months for (three rentals and a few frustrating steps through that 2 month ordeal),we□re still having problems with that part of the repairs□.when in there they did not address the windshield wiper recall, not sure why that didn□t happen or why my on-line information has not been updated. The Transmission has not worked right since we□ve had it, we□ve had it looked at 3 different times□:*(

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: US Customer Care <uscustomercare@fcagroup.com <mailto:uscustomercare@fcagroup.com> >
Sent: Wednesday, August 03, 2022 5:15 AM
To [redacted]
Subject: RE: 2020 Ram 3500

Hello Karen

Thank you for contacting Ram Customer Care.

We can understand the dissatisfaction that you feel, given the concerns with your 2020 Ram 3500. We want to guarantee that we take the appropriate steps to ensure your concerns are addressed, and ultimately resolved as best as possible.

Your email has been reviewed and due to the nature of your concern, we have forwarded your case to our Case Specialist department for their attention and response. You will be contacted within 1 business day.

Escalating your situation to a Case Specialist will provide the dealership and yourself with an individual who will review your concerns, then assist you and the dealership in exhausting all available resources to have the concern addressed and resolved.

If you have any additional questions or concerns, please contact us at 1-866-726-4636.

Thank you again for your email.

Best wishes,

Mary-Lyn
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 8/2/2022 4:19 PM
To [redacted]
Subject: *****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Mopar Advisors.

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number [redacted]

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

<https://www.chrysler.com/crossbrand_us/privacy> https://www.chrysler.com/crossbrand_us/privacy

[redacted]

Date	10/05/2022	***Subject***	First Contact with Customer by Case Manager		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/05/2022 12:00 PM

Case [redacted] has been assigned to you after Dispute Resolution Qualification (LLQ). A □First Contact with Customer by Case Manager□ has been assigned to you. Please contract the customer within 24 business hours.

FCA Customer Retention Team

Date	10/05/2022	***Subject***	First Contact with Customer by Case Manager		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/05/2022 13:00 PM

Case [redacted] has been assigned to you after Dispute Resolution Qualification (LLQ). A □First Contact with Customer by Case Manager□ has been assigned to you. Please contract the customer within 24 business hours.

FCA Customer Retention Team

Date	10/05/2022	***Subject***	[Action Required!] Customer Retention Team - First Customer Contact		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/05/2022 13:15 PM

CRT case [redacted] has been assigned to you:

Customer Name: [redacted]

VIN: 3C63R3EL8LG[redacted]

Vehicle Description: 2020 | D28P91 | RAM 3500 LARAMIE CREW CAB 4X4

Phone[redacted]

Email: [redacted]

Please contact customer within 1 business day through their preferred mode of communication.

Date	10/06/2022	***Subject***	2020 RAM 3500 LARAMIE		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/06/2022 19:55 PM

My name is Patricia and I have been assigned as your Customer Retention Specialist.

Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Customer Retention number is: 1-248-464-6694

My direct extension: 1242

My work hours are: 9:00-5:30 pm Eastern Standard Time Monday-Friday. I will contact you by telephone to review your case with you again.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Regards

Patricia | Customer Retention Specialist |

Phone: 1-248-464-6694 ext. 1242 |
[redacted]

Date	10/06/2022	***Subject***	RE: 2020 RAM 3500 LARAMIE		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/06/2022 21:54 PM

Thank you Patricia,

We greatly appreciate you reaching out and understanding the frustration this whole ordeal has caused. I just want someone to understand AND my truck to work right..

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Thursday, October 06, 2022 12:55 PM
To: [redacted]
Subject: 2020 RAM 3500 LARAMIE

My name is Patricia and I have been assigned as your Customer Retention Specialist.

Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Customer Retention number is: 1-248-464-6694

My direct extension: 1242

My work hours are: 9:00-5:30 pm Eastern Standard Time Monday-Friday. I will contact you by telephone to review your case with you again.

Please don't hesitate to make contact if you have any questions or concerns.
Thank you for your patience and co-operation!

Regards

Patricia | Customer Retention Specialist |

Phone: 1-248-464-6694 ext. 1242 |

[redacted]

[redacted]

Date	10/10/2022	***Subject***	RE: 2020 RAM 3500 LARAMIE		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/10/2022 14:48 PM

Good morning Patricia,

Attached please find the notes and log from this weekend, I'm not sure how often and for how long you would like for me to do this, please let me know. Please see attached for details on dates etc., thank you

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Thursday, October 06, 2022 12:55 PM
To: [redacted]
Subject: 2020 RAM 3500 LARAMIE

My name is Patricia and I have been assigned as your Customer Retention Specialist.

Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Customer Retention number is: 1-248-464-6694

My direct extension: 1242

My work hours are: 9:00-5:30 pm Eastern Standard Time Monday-Friday. I will contact you by telephone to review your case with you again.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Regards

Patricia | Customer Retention Specialist |

Phone: 1-248-464-6694 ext. 1242 |

[redacted]

Date	10/10/2022	***Subject***	RE: 2020 RAM 3500 LARAMIE		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/10/2022 21:12 PM

Hello Karen and Charles,

Thank you for the information. That log has been sent over to Hunter Dodge and it sounds like they will need to have you book an appt and maybe go on a test drive with one of the technicians to see if they can duplicate the issue you are having.

Let me know if you are able to book an appt with them so we can further assist.

Regards

Patricia | Customer Retention Specialist |

Phone: 1-248-464-6694 ext. 1242 |
[redacted]

Date	10/10/2022	***Subject***	RE: 2020 RAM 3500 LARAMIE		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/10/2022 22:19 PM

We've already done that and the technician was with us when it happened. My truck has been @ H.W. Hunter's for 4 months out of this year, the years not even done yet.:/ I'm sure in your notes you have noticed, we live in a 5th wheel, we are sitting ducks should something happen, i.e.., fire, flood, electrical panel goes bad at our spot, we need to move our location every 3 months as a rule in the RV World here pertaining to residency laws.we need our truck.that's why I purchased a Dodge Ram top of the line vehicle. I paid a lot of money (cash) for it and am so frustrated in this whole experience.
I have breast cancer and I need a vehicle to go to treatment and cancer appointments, at one point in this past 4 months of Hunter having our truck, because of ownership changes, they would not get me a rental, I paid $83,000+ for a vehicle and I had to drive my deceased father's 2004 Jeep (my husband had to put $2,000 worth of work towards the jeep just to get it running) to get to my cancer treatments and grocery store, they had my truck for 2 months that particular instance ...this truck frustration adds to the hardships I've already been dealt with.please help us find some kind of resolve for this mess. My truck has been in the shop 3 times for this same issue with no resolve.they've replaced the transmission.the problem is the same if not worse than when we first reported it. below and attached is a picture of our 5th wheel..It also bucks terribly

when we pull our 5th wheel and throws belongings all over the coach when being pulled because of the bucking :*(

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Monday, October 10, 2022 2:13 PM
T[redacted]
Subject: RE: 2020 RAM 3500 LARAMIE

Hello Karen and Charles,

Thank you for the information. That log has been sent over to Hunter Dodge and it sounds like they will need to have you book an appt and maybe go on a test drive with one of the technicians to see if they can duplicate the issue you are having.

Let me know if you are able to book an appt with them so we can further assist.

Regards

Patricia | Customer Retention Specialist |

Phone: 1-248-464-6694 ext. 1242 |

[redacted]

Date	10/12/2022	***Subject***	RE: 2020 RAM 3500 LARAMIE		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/12/2022 17:01 PM

Karen,

I can't imagine the ordeal of having that occur and I absolutely want to get this addressed. The vehicle was not at the dealer when I was involved and the service manager is advising that there was no abnormality found after the transmission was replaced, according to the technician.

In order for me to do my part, and to have the dealer check this issue as you have advised I can intervene.

I definitely want to get this resolved but I need the dealer to duplicate a problem and that the bucking issue is either within spec our out of spec.

Regards

Patricia | Customer Retention Specialist |

Phone: 1-248-464-6694 ext. 1242 |
[redacted]

Date	10/12/2022	***Subject***	RE: 2020 RAM 3500 LARAMIE		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/12/2022 18:16 PM

Patricia,

They absolutely have been notified that the problem still exists!! Diego X-104 In the Service Department Truck Division at HW Hunter and Leslie at Chrysler Corp were notified that the problem still exists.the mechanic is giving you incorrect information. We notified Diego X-104 the first day we had it back, actually the day we got it back and Leslie a few days later as Florida was shut down for a partial week due to the hurricane. Believe me, I will reach out to them again and get THIS straightened out.I would like nothing more than to say it all works nice, the absolutely last thing I want or NEED is for my truck to not work correctly. My husband just got off the phone with Diego x-104 just now and he new that we were still having issue and that they needed to go for a ride with us so it frustrates me to no end

that you've been told we have not notified anyone...Diego wanted to know when we could go for a test drive, I told them I could come pick them up now.he said he will get back to us.:/

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, October 12, 2022 10:02 AM
To: [redacted]
Subject: RE: 2020 RAM 3500 LARAMIE

Karen,

I can't imagine the ordeal of having that occur and I absolutely want to get this addressed. The vehicle was not at the dealer when I was involved and the service manager is advising that there was no abnormality found after the transmission was replaced, according to the technician.

In order for me to do my part, and to have the dealer check this issue as you have advised I can intervene.

I definitely want to get this resolved but I need the dealer to duplicate a problem and that the bucking issue is either within spec our out of spec.

Regards

Patricia | Customer Retention Specialist |

Phone: 1-248-464-6694 ext. 1242 |

[redacted]

Date	10/13/2022	***Subject***	RE: 2020 RAM 3500 LARAMIE		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/13/2022 18:32 PM

Karen,

Thank you for letting me know. If we can get you in for that test drive just let me know when it is set for and we can get this resolved.

Regards

Patricia | Customer Retention Specialist |

Phone: 1-248-464-6694 ext. 1242 |

[redacted]

Date	10/13/2022	***Subject***	RE: 2020 RAM 3500 LARAMIE		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/13/2022 18:38 PM

Today 10/13/2022 @ 3:00pm our time.is when it is scheduled.

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Thursday, October 13, 2022 11:32 AM
To: [redacted]
Subject: RE: 2020 RAM 3500 LARAMIE

Karen,

Thank you for letting me know. If we can get you in for that test drive just let me know when it is set for and we can get this resolved.

Regards

Patricia | Customer Retention Specialist |

Phone: 1-248-464-6694 ext. 1242 |

[redacted]

Date	10/13/2022	***Subject***	RE: 2020 RAM 3500 LARAMIE		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/13/2022 18:41 PM

Karen,

Thank you,

I will follow up with you and Diego tomorrow and get an update since I will be out of office by the time you go for your appt.

Regards

Patricia | Customer Retention Specialist |

Phone: 1-248-464-6694 ext. 1242 |

[redacted]

Date	10/13/2022	***Subject***	RE: 2020 RAM 3500 LARAMIE		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/13/2022 19:18 PM

Sounds good, thank you.

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Thursday, October 13, 2022 11:42 AM
To: [redacted]
Subject: RE: 2020 RAM 3500 LARAMIE

Karen,

Thank you,

I will follow up with you and Diego tomorrow and get an update since I will be out of office by the time you go for your appt.

Regards

Patricia | Customer Retention Specialist |

Phone: 1-248-464-6694 ext. 1242 |

[redacted]

Date	10/14/2022	***Subject***	RE: 2020 RAM 3500 LARAMIE		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/14/2022 15:34 PM

Robert the technician and I brought the truck up to where it "does it's thing" and he had it hooked up to a computer. Robert said he is going to send the readings to you, he got several.

A note about Robert: He's a very knowledgeable loyal employee.

He's definitely a huge asset to Dodge..Huge.just saying.lots of changes going on at Hunter, I hope someone recognizes the value this man brings to the Dodge community.

Robert has eased my mind on a few of the issues we are having after the extensive work that has been done on our Truck and went over the readings with me. Please let me know what you think.as always, thank you so much for your help in this matter.

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: Karen Staggs [redacted]
Sent: Thursday, October 13, 2022 12:18 PM
To: 'US Customer Care' <uscustomercare@fcagroup.com>
Subject: RE: 2020 RAM 3500 LARAMIE

Sounds good, thank you.

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: US Customer Care <uscustomercare@fcagroup.com>
S[redacted]2022 11:42 AM
T[redacted]
Subject: RE: 2020 RAM 3500 LARAMIE

Karen,

Thank you,

I will follow up with you and Diego tomorrow and get an update since I will be out of office by the time you go for your appt.

Regards

Patricia | Customer Retention Specialist |

Phone: 1-248-464-6694 ext. 1242 |

[redacted]

Date	10/19/2022	***Subject***	RE: 2020 RAM 3500 LARAMIE		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/19/2022 18:04 PM

Hello Charles and Karen ,

I did get the compensation submitted. A new case has been opened with our Reacquired Vehicle Team and your new Case Manager will be reaching out to you in the next few business days up to a weeks time.

Your new Case Manager will discuss the process of your compensation 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 may be needed for your compensation, when contacted:

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

A copy of the vehicle registration

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 (248-464-6694 Ext: 1242)

We 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 and participation and for being a Stellantis customer.

It has been a pleasure working with you, all the best

Patricia

Ram Customer Retention Specialist
[redacted]

Date	10/19/2022	***Subject***	RE: 2020 RAM 3500 LARAMIE		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	10/19/2022 18:32 PM

Thank you Patricia, We appreciate all your hard work pertaining to our issues with our Dodge Ram.

Karen Staggs

Jewelry For The Spoiled

661-916-3328

"Mean people produce little mean people"

"Good things happen to those who are good"

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, October 19, 2022 11:04 AM
To: [redacted]
Subject: RE: 2020 RAM 3500 LARAMIE

Hello Charles and Karen ,

I did get the compensation submitted. A new case has been opened with our Reacquired Vehicle Team and your new Case Manager will be reaching out to you in the next few business days up to a weeks time.

Your new Case Manager will discuss the process of your compensation 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 may be needed for your compensation, when contacted:

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

A copy of the vehicle registration

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 (248-464-6694 Ext: 1242)

We 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 and participation and for being a Stellantis customer.

It has been a pleasure working with you, all the best

Patricia

Ram Customer Retention Specialist

[redacted]

Date	10/19/2022	***Subject***	RE: 2020 RAM 3500 LARAMIE		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/19/2022 18:59 PM

Most welcome Karen

Regards

Patricia | Customer Retention Specialist |

Phone: 1-248-464-6694 ext. 1242 |

[redacted]

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

VIN	3C63RRJL5KG[redacted]	Model Year	2019	Brand	DODGE
Body	D28P92	Vehicle	RAM 3500 LARAMIE CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	08/11/2022	CAIR Type	Regular	Status	Closed
Close Date	10/18/2022	Origin	Telephone	Reason	
Mileage	31,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City/State/Country/Zip					
Customer	BRIAN ARBOGAST				
Customer Address	[redacted]				
City/State/Country/Zip	SPARKS		NV	[redacted]	USA
Dealer	43931	CHAPMAN'S LAS VEGAS CHRYSLER DODG		Dealer Phone	7024571061
Dealer Address	3175 E SAHARA AVE				
	LAS VEGAS		NV	89104 4302	USA
Dealer Zone	West	Sales District		Service District	J
Subject	Dealer complaint				
Synopsis	No further action required				
Customer Anomaly	Battery				
	Additional details				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	102	Battery Issues
Reason Code	After Sales Complaint Product Vehicle concern Additional details				

Case Status History

Create Date	Status
08/11/2022 02 00 AM	Open
10/18/2022 06 12 PM	Closed

Initial Description

repair complete by DLR ; customer experience same issue

Case Comments

Date	Comment
08/11/2022	Cx stated that 4 months agao his truck stop while driving on the highway so he took it to the dealership They informed him that he needed a new steel pump so he went ahead and did the repair A month and a half later his check engine light came on do he took it back to DLR and they had his vehicle for 2 months He got back the vehicle and an the check engine light came on again He stated that he will take vehicle back to DLR but he is tired of having one same issue Advisor found DLR code 60917, contact information 7026207500 Case was reassign to specialist Cm will reach out to Cx within 1 business day
08/11/2022	Dealer Code 60917 In Service Date July 1, 2019 Mileage 31,000 Original Owner? Yes Loyalty Score 496 Is the vehicle within Warranty? PT, Diesel, Aisin Transmission, Corrision, Diesel Engine Emission, and Major Emissions, Is the customer in a rental? N/A Parts on B/O? No STAR Case? Yes Repeat issue? Yes Previous Related Cases/Goodwill/DM Notes Yes Customer Concern/Issue/Request Technical updates
08/11/2022	*obc to dealership* After waiting 5 minutes, the specialist got no answer and line was disconected Specialist will confirm vehicle's location with customer today *obc to customer* 1st attempt Specialist left VM and will assign task for CM to follow up within one business day after reviewing with TL Isaias
08/12/2022	*****OBC to the DLR SA linda advised me the Customer and the vehicle is currently at the dealership right now working with his SA CM will follow up Monday
08/15/2022	**OBC to the Dealer CM reached out to the dealership to get a update in regards to the customers vehicle diagnosis SA Chris advised me they will have a diagnosis Wed or Thurs and the customer is aware he has the SA personal number
08/15/2022	***OBC to the Customer CM reached out to the customer to provide a update in regards to vehicles diagnosis CM advised the customer a diagnosis will be done Wed/Thurs and will follow up 8/18 to get the diagnosis results
08/18/2022	*****OBC to the DLR SA Linda advised me the SA Chris is currently with a customer and will reach back out to me Linda took CM call back info
08/19/2022	OBC to dealer for update Rep stated SA Chris not at the desk and call was placed on hold 5 min no one returned on the line
08/22/2022	***OBC to the DLR CM reached out to the dealership to get a update on the diagnosis done on customer vehicle, CM wasn't able to get in touch with anyone CM left a VM with call back info as well as case info
08/22/2022	**OBE Hello, This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service I am working with the Service Advisor over at the dealership to get a update in regards to a diagnosis on your vehicle Once I have more information regarding your diagnosis I will be following up with you Please feel free to reach out if you have any questions or concerns Thank You, Des West BC Case Manager 1844 378 0597 ext 4062371
08/24/2022	**obc to the dlr CM reached out to the service department where SA Linda stated the SA Chris not available CM got SM email rickstubbs@lithia com for update as we cannot reach the SA
08/24/2022	**obe to the SM Hello, This is Destane reaching out from Ram Customer Care in regards to this Customer's diagnosis I have been reaching out to the SA Chri whom I can't seem to get in touch with, May you please assist with this? Thanks,
08/25/2022	***obc to the sa chris CM reached out to the SA Chris to get a update in regards to the customers vehicle SA informed that the vehicle has been returned after having fuel pump fixed SA states a STAR case has been opened and they're checking the injector's
08/25/2022	***obc to the Customer CM reached out to the customer to provide a update in regards to his vehicle's repairs Customer is aware a STAR case has been opened and they're checking the injector's as this may be the issue CM will continue to update customer upon STAR
08/29/2022	***Obc to the SA Chris CM reached out to the SA to get a update in regards to the Customers vehicle STAR case SA Chris advised he will provide a update as soon as possible via email [redacted]
08/29/2022	***obe to the SA Hello, May you please update me in regards to this Customer's STAR case? Thanks,
08/29/2022	***obe to the Customer Good Afternoon, This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle As we have previously spoken, a STAR case was opened per the dealership and they will be providing me with a update as soon as possible Thank You, Des West BC Case Manager 1844 378 0597 ext 4062371
08/31/2022	***Obc to the SA Chris SA advised the CM he is still unaware of the vehicle conditions, but will have an update with 1 2 days
08/31/2022	****obe Good Afternoon, This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle As I have previously stated I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update Thank You, Des West BC Case Manager 1844 378 0597 ext 4062371
09/02/2022	****obc to the SA Chris CM reached out to the SA Chris to get an update regarding the customers vehicle, but SA didn't answer CM left a VM for the SA Chris
09/02/2022	***obe to the customer Good Afternoon, This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update Thank You,
09/06/2022	***obc to the SA Chris @7022870231 CM reached out to the SA Chris to get an update in regards to the customers vehicle SA Chris didn't answer CM left a VM as this is the 2nd attempt
09/06/2022	***obe to the AM Hello, This is Destane reaching out in regards to the Customer's vehicle update which I've been following up with Service Advisor Chris May you please assist with an update as I cannot get in touch with the SA and have left two voicemails Thank You,

Date	Comment
09/06/2022	***obe Good Afternoon, This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update. Thank You, Des West BC Case Manager 1844-378-0597 ext.4062371
09/08/2022	***Obe to the SM RICK Hello, This is Destane reaching out in regards to the Customer's vehicle update which I've been following up with Service Advisor Chris. May you please assist with an update as I cannot get in touch with the SA and have left two voicemails. -- Thanks,
09/08/2022	***IB FROM DLR*** SA Chistian reached out requesting to speak to CM. He advised CM has not called and reached out to SA at all, he has not VM and no missed calls. SA stated his SM is getting on him about missing the calls but there were never any calls in the first place. SA left call back phone number 702-620-7412 and advised he will email CM information about CX. ---------- Call SA Christian back.
09/09/2022	****Ibe from SA Christian We are still in the process of swapping injectors around. In which we should have answer by 09/13/2022
09/09/2022	***obe Good Morning, I am reaching out to provide you an update regarding your vehicle. Per the Service Advisor they are still in the process of swapping injectors around. In which they should have an answer by 09/13/2022. Thank You, Des West BC Case Manager 1844-378-0597 ext.4062371
09/13/2022	***obc to the SA Christian CM reached out to the SA to get an update regarding customers repair, SA didn't answer. CM left a VM.
09/13/2022	***obe to the SA Hello Christian, May we please receive an update in regards to the customer's repairs?
09/13/2022	***obe Good Afternoon, I am reaching out to provide you an update regarding your vehicle. Once I receive an update in regards to this I will provide you with an update. Thank You, Des West BC Case Manager 1844-378-0597 ext.4062371
09/15/2022	***obc to the dealership CM reached out to the dealership to see if customer's vehicle was repaired. SA Christian stated the vehicle is showing repaired as the injectors are going in with no failures, Tech will drive vehicle around tomorrow for 100 miles test drive. CM will follow up.
09/15/2022	***obe Hello, This is Destane reaching out to let you know your vehicle is showing repaired as the injectors are going in with no failures, Tech will drive vehicle around tomorrow for final conclusion. I will be following up with you soon. Thank You, Des West BC Case Manager 1844-378-0597 ext.4062371
09/16/2022	***obc to the dealership CM reached out to the dealership to confirm information in regards to the customers vehicle. SA Linda stated the vehicle is repaired and ready for pick up.
09/16/2022	****obc to the Customer CM reached out to the Customer to inform his vehicle is repaired and ready for pick up, but customer didn't answer. VM full.
09/19/2022	****obc to the Customer CM reached out to the Customer to confirm he was able to pick up his vehicle repaired, Customer stated he picked it up Friday 9/16 and its running bad , check engine light is back on. Customer states he can't get vehicle registered. 4th or 5th time back to the dealership. Customer is requesting a buyback, CM will submit the request.
09/19/2022	**Dispute Resolution Review** 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 case to Dispute Resolution (LLQ) queue Assigned case to Specialist. Review next steps in Case Activity. Provide feedback on L1/L2 handling to your Team Leader.
09/21/2022	*** Ob to Cx *** Truck has 31000 miles on it. Recall that has happened with the vehicle is what Cx is claiming the issue is. Cx is very upset he was denied for buyback. CM informed Cx he is out of the coverage period for buyback. CM informed Cx she will have his Cm reach out to our corporate resources to see if there is anything we can do.
09/21/2022	CX called in to speak with there CM. CM unavailable. sent message for CM to follow up.
09/23/2022	Chapman's Las Vegas Dodge Chrysler Jeep - SM Kyle - Working with this dealership now and wants a callback regarding case and reimbursement of rental.
09/23/2022	*** Ob to Dlr *** (702) 457-1061 SPoke with SA Kyle. He informs the Cx is the one that called
09/23/2022	*** Obe to AM *** Requested assistance with next steps
09/23/2022	*** Ob to Cx *** Cx took the vehicle to another dlr yesterday, dlr is updated in case. The dlr said there will be a wait to look at vehicle. Cm informed Cx of corporate resource involvement 4000-5000 in rental, CM informed Cx to reply to email with rental agreements and RO so CM can start reimbursement process.
09/27/2022	***obc to the Dlr CM reached out to the dealership SM Shane stated they're still looking at it haven't pulled it in yet, within a day or two will have a determination.
09/27/2022	****obc to the Customer CM reached out to the Customer to provide an update regarding vehicles diagnosis. Customer is aware Chapman stated they're still looking at it haven't pulled it in yet, within a day or two will have a determination.
10/04/2022	***obe to the AM Good Morning, This is Destane reaching out in regard to Mr. Arbogast vehicle diagnosis. May I please have an update, as I have reached out to the SM Shane. Thank You, Destane
10/04/2022	***OBC TO THE SM SHANE CM reached out to the SM to get an update in regards to the Customers vehicle diagnosis. SM didn't answer, CM left a VM.
10/04/2022	***OBC TO THE CUSTOMER CM reached out to the Customer to get an possible update regarding his vehicle, Customer didn't answer CM left a VM.
10/04/2022	***ibe from the OLD AM Hi. I am no longer the AM in Las Vegas. It is now Marcel Crockett.
10/06/2022	***Obc to the SA Kyle CM reached out to the SA Kyle to get an update in regards to the Customers vehicle. SA stated the fuel pump and everything fuel is getting fixed. Fuel tank is on back order, has already been upgraded to VOR. Part#68534793AB Order#[redacted]Ordered 9/29. SA Kyle stating their trying to get the part from another dealer, should know by Monday. CM will follow up Monday with SA Kyle (7024322057)
10/06/2022	***OBC TO THE CUSTOMER CM reached out to the Customer to provide information regarding the repair process. Customer didn't answer, CM left a VM.
10/10/2022	****Obc to the SA Kyle CM reached out to the SA to confirm if he was able to get the part from another dealer or are we still waiting for it from our parts team. SA Kyle stated the part has an ETA of 10/11 but no tracking is showing.
10/10/2022	***OBC TO THE CUSTOMER CM reached out to the Customer to provide information regarding the part on order. Customer didn't answer, CM couldn't leave VM it was full.
10/12/2022	***obe to the AM Hello, Yes, I am still needing an update. Are you able to assist? Thanks, DESTANE
10/12/2022	***OBC TO THE DEALERSHIP CM reached out to the dealership to speak with Kyle in regards to customer's vehicle repair progress. CM couldn't reach him but left a VM.
10/12/2022	***OBC TO THE DEALERSHIP CM reached out to the Parts department to confirm the customer's part arrived. PA Mike stated the fuel tank had arrived 10/11.
10/12/2022	***obe Hello, This is Destane reaching out from Ram Customer Care in regards to your part. I have spoken with the parts department at the dealership who stated your part arrived 10/11. I will be following up with your SA Kyle for a repair ETA. Please feel free to reach out if you have any questions or concerns. Thank You, Des West BC Case Manager 1844-378-0597 ext.4062371
10/14/2022	***Obc to Dealership CM reached out to the dealership to confirm if customer vehicle is repaired and picked up. SA Debbie transferred me to SA Holly who wasn't available. CM left a VM.
10/14/2022	****Obe to the AM Hello, I have tried contacting the dealership with getting no answer from anyone, just keep getting transferred around. May you please advise if this customer's vehicle is repaired and picked up? Thanks, DESTANE
10/14/2022	***oBE TO THE CUSTOMER Hello, This is Destane reaching out from Ram Customer Care in regards to your vehicle repairs. Please advise if you were able to pick up your vehicle repaired? If so, are you satisfied with the repairs? Thank You, Des West BC Case Manager 1844-378-0597 ext.4062371
10/18/2022	****Obc to Service Department CM reached out to the Service department where SA IAN stated the RO was closed 9/21/22. Vehicle is repaired.
10/18/2022	****Obe Dear Mr. Gilerson, This is a courtesy email to inform you of the closure of your case. Please note all cases can be reopened within 14 days of closure. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated. Thank you for being a loyal Ram customer! Des West BC Case Manager 1844-378-0597 ext.4062371

Email(s)

Date	08/11/2022	***Subject***	Ram Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/11/2022 22:48 PM

Dear Mr. [redacted]

This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.

We value you as a loyal Ram customer.

Alex
[redacted]

Date	08/11/2022	***Subject***	Ram Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/11/2022 22:48 PM

Dear Mr. Arbogast,

This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.

We value you as a loyal Ram customer.

Alex
[redacted]

Date	08/11/2022	***Subject***	Re: Ram Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	08/11/2022 23:00 PM

Alex I□m going to take the truck back tomorrow. Thanks

[redacted]

> On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □
> Dear Mr. [redacted]
>
> This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.
>
> We value you as a loyal Ram customer.
>
> Alex
>
>

[redacted]

Date	08/12/2022	***Subject***	Re: Ram Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	08/12/2022 22:36 PM

The truck has been dropped off. Please let me know if there□s anything that needs to be done from me. Thanks again for the prompt response.

> On Aug 11, 2022, at 4:00 PM, [redacted] wrote:
>
> □Alex I□m going to take the truck back tomorrow. Thanks

[redacted]

>>> On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>>>
>> □
>> Dear Mr [redacted]
>>
>> This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.
>>
>> We value you as a loyal Ram customer.
>>
>> Alex
>>
>>
>>
>> [redacted]

Date	08/22/2022	***Subject***	Re: Ram Customer Care - Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/22/2022 20:41 PM

Hello,

This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service.
I am working with the Service Advisor over at the dealership to get a update in regards to a diagnosis on your vehicle. Once I have more information regarding your diagnosis I will be following up with you. Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

———— Original Message ————
From: Tony Gillerson [redacted]
Sent: 8/12/2022 6:36 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Case [redacted]

The truck has been dropped off. Please let me know if there□s anything that needs to be done from me. Thanks again for the prompt response.
On Aug 11, 2022, at 4:00 PM, [redacted] wrote:
□
Alex I□m going to take the truck back tomorrow. Thanks

[redacted]

On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□

Dear Mr [redacted]

This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.

We value you as a loyal Ram customer.

Alex

[redacted]

Date	08/29/2022	Subject	Re: Ram Customer Care - Case [redacted]		
From	ramcustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	08/29/2022 21:13 PM

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As we have previously spoken, a STAR case was opened per the dealership and they will be providing me with a update as soon as possible.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/22/2022 4:41 PM
To: [redacted]
Subject: Re: Ram Customer Care - Case [redacted]

Hello,

This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service.
I am working with the Service Advisor over at the dealership to get a update in regards to a diagnosis on your vehicle. Once I have more information regarding your diagnosis I will be following up with you. Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 8/12/2022 6:36 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Case [redacted]

The truck has been dropped off. Please let me know if there□s anything that needs to be done from me. Thanks again for the prompt response.
On Aug 11, 2022, at 4:00 PM, Tony Gillerson <tgill7979@gmail.com> wrote:
□
Alex I□m going to take the truck back tomorrow. Thanks
[redacted]
On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□

Dear Mr. [redacted]

This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.

We value you as a loyal Ram customer.

Alex

[redacted]

Date	08/29/2022	Subject	Re: Ram Customer Care - Case [redacted]		
From	[redacted]	To	ramcustomercare@fcagroup.com	Sent Date/Time	08/29/2022 21:22 PM

Thank you
[redacted]

> On Aug 29, 2022, at 2:13 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □ Good Afternoon,
>
> This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As we have previously spoken, a STAR case was opened per the dealership and they will be providing me with a update as soon as possible.
>
> Thank You,
>
> Des
> West BC Case Manager
> 1844-378-0597 ext.4062371
>
>
> ---------- Original Message ----------
> From: RAM Customer Care [ramcustomercare@fcagroup.com]
> Sent: 8/22/2022 4:41 PM
> To[redacted]
> Subject: Re: Ram Customer Care - Case [redacted]
>
> Hello,
>
> This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service.
> I am working with the Service Advisor over at the dealership to get a update in regards to a diagnosis on your vehicle. Once I have more information regarding your diagnosis I will be following up with you. Please feel free to reach out if you have any questions or concerns.
>
> Thank You,
>
> Des
> West BC Case Manager
> 1844-378-0597 ext.4062371
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 8/12/2022 8:36 PM
> To: ramcustomercare@fcagroup.com
> Subject: Re: Ram Case [redacted]
>
> The truck has been dropped off. Please let me know if there□s anything that needs to be done from me. Thanks again for the prompt response.
>
> On Aug 11, 2022, at 4:00 PM, [redacted] wrote:
>
> □
> Alex I□m going to take the truck back tomorrow. Thanks
>
[redacted]

> On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □
> Dear Mr[redacted]
>
> This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.
>
> We value you as a loyal Ram customer.
>
> Alex
[redacted]
>

Date	08/31/2022	***Subject***	Re: Ram Customer Care - Ca[redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/31/2022 18:54 PM

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As I have previously stated I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

From:
Sent: 8/29/2022 5:22 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case

Thank you

On Aug 29, 2022, at 2:13 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As we have previously spoken, a STAR case was opened per the dealership and they will be providing me with a update as soon as possible.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/22/2022 4:44 PM
To:
Subject: Re: Ram Customer Care - Case

Hello,

This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service.
I am working with the Service Advisor over at the dealership to get a update in regards to a diagnosis on your vehicle. Once I have more information regarding your diagnosis I will be following up with you. Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

From:
Sent: 8/12/2022 6:56 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Case

The truck has been dropped off. Please let me know if there's anything that needs to be done from me. Thanks again for the prompt response.
On Aug 11, 2022, at 4:00 PM, wrote:

Alex I'm going to take the truck back tomorrow. Thanks

On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:

Dear Mr.

This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.

We value you as a loyal Ram customer.

Alex

Date	09/02/2022	***Subject***	Re: Ram Customer Care - Case		
From	ramcustomercare@fcagroup.com	***To***		***Sent Date/Time***	09/02/2022 17:43 PM

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/31/2022 2:54 PM
To: [redacted]
Subject: Re: Ram Customer Care - Case [redacted]

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As I have previously stated I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message
From: [redacted]
Sent: 8/29/2022 5:22 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case [redacted]

Thank you
[redacted]
On Aug 29, 2022, at 2:13 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□
Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As we have previously spoken, a STAR case was opened per the dealership and they will be providing me with a update as soon as possible.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/22/2022 4:41 PM
To: [redacted]
Subject: Re: Ram Customer Care - Case # [redacted]

Hello,

This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service.
I am working with the Service Advisor over at the dealership to get a update in regards to a diagnosis on your vehicle. Once I have more information regarding your diagnosis I will be following up with you. Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 8/12/2022 6:36 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Case # [redacted]

The truck has been dropped off. Please let me know if there□s anything that needs to be done from me. Thanks again for the prompt response.
On Aug 11, 2022, at 4:00 PM, [redacted] wrote:
□
Alex I□m going to take the truck back tomorrow. Thanks
[redacted]
On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□

Dear Mr. [redacted]

This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.

We value you as a loyal Ram customer.

Alex

[redacted]

Date	09/06/2022	***Subject***	Re: Ram Customer Care - Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/06/2022 21:50 PM

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 9/2/2022 1:43 PM
To: [redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/31/2022 2:54 PM
To: [redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As I have previously stated I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 8/29/2022 5:22 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Thank you
Tony Gillerson
On Aug 29, 2022, at 2:13 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As we have previously spoken, a STAR case was opened per the dealership and they will be providing me with a update as soon as possible.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/22/2022 4:41 PM
To [redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Hello,

This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service.
I am working with the Service Advisor over at the dealership to get a update in regards to a diagnosis on your vehicle. Once I have more information regarding your diagnosis I will be following up with you. Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 8/12/2022 6:36 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Case #[redacted]

The truck has been dropped off. Please let me know if there's anything that needs to be done from me. Thanks again for the prompt response.
On Aug 11, 2022, at 4:00 PM, [redacted] wrote:

□
Alex I□m going to take the truck back tomorrow. Thanks
[redacted]

On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
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Dear Mr. [redacted]

This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.

We value you as a loyal Ram customer.

Alex

[redacted]

Date	09/06/2022	***Subject***	Re: Ram Customer Care - Case[redacted]		
From [redacted]		***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	09/06/2022 21:56 PM

Thank you

> On Sep 6, 2022, at 2:50 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □ Good Afternoon,
>
> This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.
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> Thank You,
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> West BC Case Manager
> 1844-378-0597 ext.4062371
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> West BC Case Manager
> 1844-378-0597 ext.4062371
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>
> ---------- Original Message ----------
> From: RAM Customer Care [ramcustomercare@fcagroup.com]
> Sent: 9/2/2022 1:43 PM
> To [redacted]
> Subject: Re: Ram Customer Care - Case # [redacted]
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> Good Afternoon,
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> West BC Case Manager
> 1844-378-0597 ext.4062371
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> ---------- Original Message ----------
> From: RAM Customer Care [ramcustomercare@fcagroup.com]
> Sent: 8/31/2022 2:54 PM
> To [redacted]
> Subject: Re: Ram Customer Care - Case # [redacted]
>
> Good Afternoon,
>
> This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As I have previously stated I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.
>
> Thank You,
>
>
> Des
> West BC Case Manager
> 1844-378-0597 ext.4062371
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 8/29/2022 5:22 PM
> To: ramcustomercare@fcagroup.com
> Subject: Re: Ram Customer Care - Case # [redacted]
>
> Thank you
>
> [redacted]
>
> On Aug 29, 2022, at 2:13 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □
> Good Afternoon,
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> This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As we have previously spoken, a STAR case was opened per the dealership and they will be providing me with a update as soon as possible.
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> Thank You,
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> West BC Case Manager
> 1844-378-0597 ext.4062371
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> ---------- Original Message ----------
> From: RAM Customer Care [ramcustomercare@fcagroup.com]
> Sent: 8/22/2022 4:41 P
[redacted]
> Subject: Re: Ram Customer Care - Case # [redacted]
>
> Hello,
>
> This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service.
> I am working with the Service Advisor over at the dealership to get a update in regards to a diagnosis on your vehicle. Once I have more information regarding your diagnosis I will be following up with you. Please feel free to reach out if you have any questions or concerns.
>
> Thank You,
>
> Des
> West BC Case Manager
> 1844-378-0597 ext.4062371
>

>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 8/12/2022 6:36 PM
> To: ramcustomercare@fcagroup.com
> Subject: Re: Ram Case #[redacted]
>
> The truck has been dropped off. Please let me know if there□s anything that needs to be done from me. Thanks again for the prompt response.
>
> On Aug 11, 2022, at 4:00 PM, [redacted] wrote:
>
> □
> Alex I□m going to take the truck back tomorrow. Thanks
> [redacted]
>
> On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □
> Dear Mr. [redacted]
>
> This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.
>
> We value you as a loyal Ram customer.
>
> Alex
>
> [redacted]
>
>
>
>

Date	09/09/2022	***Subject***	Re: Ram Customer Care - Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/09/2022 14:20 PM

Good Morning,

I am reaching out to provide you an update regarding your vehicle. Per the Service Advisor they are still in the process of swapping injectors around. In which they should have an answer by 09/13/2022.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 9/6/2022 5:56 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Thank you
On Sep 6, 2022, at 2:50 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 9/2/2022 1:43 PM
To[redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/31/2022 2:54 PM
To:[redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As I have previously stated I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 8/29/2022 5:22 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Thank you
[redacted]
On Aug 29, 2022, at 2:13 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As we have previously spoken, a STAR case was opened per the dealership and they will be providing me with a update as soon as possible.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/22/2022 4:41 PM
To[redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Hello,

This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service.
I am working with the Service Advisor over at the dealership to get a update in regards to a diagnosis on your vehicle. Once I have more information regarding your diagnosis I will be following up with you. Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

———— Original Message ————
From: [redacted]
Sent: 8/12/2022 6:36 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Case [redacted]

The truck has been dropped off. Please let me know if there□s anything that needs to be done from me. Thanks again for the prompt response.
On Aug 11, 2022, at 4:00 PM, [redacted] wrote:
□
Alex I□m going to take the truck back tomorrow. Thanks
[redacted]
On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□

Dear Mr[redacted]

This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.

We value you as a loyal Ram customer.

Alex

[redacted]

Date	09/09/2022	***Subject***	Re: Ram Customer Care - Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	09/09/2022 14:21 PM

Morning ..

Thanks for the update

[redacted]

> On Sep 9, 2022, at 7:20 AM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □ Good Morning,
>
> I am reaching out to provide you an update regarding your vehicle. Per the Service Advisor they are still in the process of swapping injectors around. In which they should have an answer by 09/13/2022.
>
> Thank You,
>
> Des
> West BC Case Manager
> 1844-378-0597 ext[redacted]
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 9/6/2022 5:56 PM
> To: ramcustomercare@fcagroup.com
> Subject: Re: Ram Customer Care - Case #[redacted]
>
> Thank you
>
>
>
> On Sep 6, 2022, at 2:50 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
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> □
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> West BC Case Manager
> 1844-378-0597 ext.4062371
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> West BC Case Manager
> 1844-378-0597 ext.4062371
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>
> ---------- Original Message ----------
> From: RAM Customer Care [ramcustomercare@fcagroup.com]
> Sent: 9/2/2022 1:43 PM
> To[redacted]
> Subject: Re: Ram Customer Care - Case #[redacted]
>
> Good Afternoon,
>
> This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.
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> Thank You,
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> Des
> West BC Case Manager
> 1844-378-0597 ext.4062371
>
>
> ---------- Original Message ----------
> From: RAM Customer Care [ramcustomercare@fcagroup.com]
> Sent: 8/31/2022 2:54 PM
> To[redacted]
> Subject: Re: Ram Customer Care - Case #[redacted]
>
> Good Afternoon,
>
> This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As I have previously stated I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.
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> Thank You,
>
>
> Des
> West BC Case Manager
> 1844-378-0597 ext.4062371
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 8/29/2022 5:22 PM
> To: ramcustomercare@fcagroup.com
> Subject: Re: Ram Customer Care - Case #[redacted]
>
> Thank you
>
[redacted]
>
> On Aug 29, 2022, at 2:13 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □
> Good Afternoon,
>
> This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As we have previously spoken, a STAR case was

opened per the dealership and they will be providing me with a update as soon as possible.
>
> Thank You,
>
> Des
> West BC Case Manager
> 1844-378-0597 ext.4062371
>
>
> ---------- Original Message ----------
> From: RAM Customer Care [ramcustomercare@fcagroup.com]
> Sent: 8/22/2022 4:41 PM
> To: [redacted]
> Subject: Re: Ram Customer Care - Case #[redacted]
>
> Hello,
>
> This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service.
> I am working with the Service Advisor over at the dealership to get a update in regards to a diagnosis on your vehicle. Once I have more information regarding your diagnosis I will be following up with you. Please feel free to reach out if you have any questions or concerns.
>
> Thank You,
>
> Des
> West BC Case Manager
> 1844-378-0597 ext.4062371
>
>
> ---------- Original Message ----------
> From: [redacted]
> Sent: 8/12/2022 6:36 PM
> To: ramcustomercare@fcagroup.com
> Subject: Re: Ram Case #83790130
>
> The truck has been dropped off. Please let me know if there□s anything that needs to be done from me. Thanks again for the prompt response.
>
> On Aug 11, 2022, at 4:00 PM, Tony Gillerson [redacted] wrote:
>
> □
> Alex I□m going to take the truck back tomorrow. Thanks
>
> Tony Gillerson
>
> On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> □
> Dear Mr. [redacted]
>
> This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.
>
> We value you as a loyal Ram customer.
>
> Alex
>
>
> [redacted]
>
>
>
>
>
>

Date	09/13/2022	***Subject***	Re: Ram Customer Care - Case #[redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/13/2022 21:59 PM

Good Afternoon,

I am reaching out to provide you an update regarding your vehicle. Once I receive an update in regards to this I will provide you with an update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 9/9/2022 10:21 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Morning ..
Thanks for the update
[redacted]
On Sep 9, 2022, at 7:20 AM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□
Good Morning,

I am reaching out to provide you an update regarding your vehicle. Per the Service Advisor they are still in the process of swapping injectors around. In which they should have an answer by 09/13/2022.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 9/6/2022 5:56 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Thank you
On Sep 6, 2022, at 2:50 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
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Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 9/2/2022 1:43 PM
To [redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/31/2022 2:54 PM
To [redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As I have previously stated I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 8/29/2022 5:22 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Thank you
[redacted]
On Aug 29, 2022, at 2:13 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
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Good Afternoon,

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Thank You,

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West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/22/2022 4:41 PM
To [redacted]
Subject: Re: Ram Customer Care - Case # [redacted]

Hello,

This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service.
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West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message
From: [redacted]
Sent: 8/12/2022 6:36 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Case [redacted]

The truck has been dropped off. Please let me know if there□s anything that needs to be done from me. Thanks again for the prompt response.
On Aug 11, 2022, at 4:00 PM, [redacted] wrote:
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Alex I□m going to take the truck back tomorrow. Thanks
[redacted]
On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□

Dear Mr. [redacted]

This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.

We value you as a loyal Ram customer.

Alex

[redacted]

Date	09/15/2022	***Subject***	Re: Ram Customer Care - Case # [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/15/2022 21:48 PM

Hello,

This is Destane reaching out to let you know your vehicle is showing repaired as the injectors are going in with no failures, Tech will drive vehicle around tomorrow for final conclusion. I will be following up with you soon.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 9/13/2022 5:59 PM
To: [redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Good Afternoon,

I am reaching out to provide you an update regarding your vehicle. Once I receive an update in regards to this I will provide you with an update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 9/9/2022 10:21 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Morning ..
Thanks for the update
[redacted]
On Sep 9, 2022, at 7:20 AM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:

Good Morning,

I am reaching out to provide you an update regarding your vehicle. Per the Service Advisor they are still in the process of swapping injectors around. In which they should have an answer by 09/13/2022.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 9/6/2022 5:56 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Thank you
On Sep 6, 2022, at 2:50 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 9/2/2022 1:43 PM
[redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

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West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/31/2022 2:54 PM
To: [redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As I have previously stated I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

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West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 8/29/2022 5:22 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Thank you
[redacted]
On Aug 29, 2022, at 2:13 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□
Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As we have previously spoken, a STAR case was opened per the dealership and they will be providing me with a update as soon as possible.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/22/2022 4:41 PM
To: [redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Hello,

This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service.
I am working with the Service Advisor over at the dealership to get a update in regards to a diagnosis on your vehicle. Once I have more information regarding your diagnosis I will be following up with you. Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: [redacted]
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Case #83790130

The truck has been dropped off. Please let me know if there□s anything that needs to be done from me. Thanks again for the prompt response.
On Aug 11, 2022, at 4:00 PM [redacted] wrote:
□
Alex I□m going to take the truck back tomorrow. Thanks
[redacted]
On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□

Dear Mr. [redacted]

This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.

We value you as a loyal Ram customer.

Alex

[redacted]

Date	09/15/2022	***Subject***	Re: Ram Customer Care - Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	09/15/2022 21:55 PM

Thank you

[redacted]

> On Sep 15, 2022, at 2:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> Hello,
>
> This is Destane reaching out to let you know your vehicle is showing repaired as the injectors are going in with no failures, Tech will drive vehicle around tomorrow for final conclusion. I will be following up with you soon.
>
> Thank You,
>
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> West BC Case Manager
> 1844-378-0597 ext.4062371
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> ---------- Original Message ----------
> From: RAM Customer Care [ramcustomercare@fcagroup.com]
> Sent: 9/13/2022 5:59 PM
> To [redacted]
> Subject: Re: Ram Customer Care - Case #[redacted]
>
> Good Afternoon,
>
> I am reaching out to provide you an update regarding your vehicle. Once I receive an update in regards to this I will provide you with an update.
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> West BC Case Manager
> 1844-378-0597 ext.4062371
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>
> ---------- Original Message ----------
> From: [redacted]]
> Sent: 9/9/2022 10:21 AM
> To: ramcustomercare@fcagroup.com
> Subject: Re: Ram Customer Care - Case #[redacted]
>
> Morning ..
>
> Thanks for the update
>
> [redacted]
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> On Sep 9, 2022, at 7:20 AM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
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> 1844-378-0597 ext.4062371
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> West BC Case Manager
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> West BC Case Manager
> 1844-378-0597 ext.4062371
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> From: [redacted]
> Sent: 8/29/2022 5:22 PM
> To: ramcustomercare@fcagroup.com
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> West BC Case Manager
> 1844-378-0597 ext.4062371
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> ---------- Original Message ----------
> From: RAM Customer Care [ramcustomercare@fcagroup.com]
> Sent: 8/22/2022 4:41 PM
> To [redacted]
> Subject: Re: Ram Customer Care - Case #[redacted]
>
> Hello,
>
> This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service.
> I am working with the Service Advisor over at the dealership to get a update in regards to a diagnosis on your vehicle. Once I have more information regarding your diagnosis I will be following up with you. Please feel free to reach out if you have any questions or concerns.
>
> Thank You,
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> Des
> West BC Case Manager
> 1844-378-0597 ext.4062371
>
>
> ---------- Original Message ----------
> From: Tony Gillerson [tgill7979@gmail.com]
> Sent: 8/12/2022 6:36 PM
> To: ramcustomercare@fcagroup.com
> Subject: Re: Ram Case #83790130
>
> The truck has been dropped off. Please let me know if there□s anything that needs to be done from me. Thanks again for the prompt response.
>
> On Aug 11, 2022, at 4:00 PM, [redacted] > wrote:
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> □
> Alex I□m going to take the truck back tomorrow. Thanks
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> [redacted]
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> On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
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> □
> Dear Mr.[redacted]
>
> This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.
>
> We value you as a loyal Ram customer.
>
> Alex
>
>
>
> [redacted]
>
>
>
>
>
>

>
>
>

Date	09/19/2022	***Subject***	First Contact with Customer by Case Manager		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	09/19/2022 15:58 PM

Case [redacted] has been assigned to you after Dispute Resolution Qualification (LLQ). A □First Contact with Customer by Case Manager□ has been assigned to you. Please contract the customer within 24 business hours.

FCA Customer Retention Team

Date	09/21/2022	***Subject***	Re: Ram Customer Care - Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	09/21/2022 15:58 PM

Morning Destane

I□m just following to see if there has been any update with my case. Thank you

Tony Gillerson

> On Sep 15, 2022, at 2:55 PM, [redacted] > wrote:
>
> □Thank you
>
> [redacted]
>
>>> On Sep 15, 2022, at 2:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
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>> □ Hello,
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>> Thank You,
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>> Des
>> West BC Case Manager
>> 1844-378-0597 ext.4062371
>>
>>
>> ---------- Original Message ----------
>> From: RAM Customer Care [ramcustomercare@fcagroup.com]
>> Sent: 9/13/2022 5:59 PM
>> To [redacted]
>> Subject: Re: Ram Customer Care - Case #[redacted]
>>
>> Good Afternoon,
>>
>> I am reaching out to provide you an update regarding your vehicle. Once I receive an update in regards to this I will provide you with an update.
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>> Thank You,
>>
>> Des
>> West BC Case Manager
>> 1844-378-0597 ext.4062371
>>
>>
>> ---------- Original Message ----------
>> From:[redacted]]
>> Sent: 9/9/2022 10:21 AM
>> To: ramcustomercare@fcagroup.com
>> Subject: Re: Ram Customer Care - Case #[redacted]
>>
>> Morning ..
>>
>> Thanks for the update
>>
>> Tony Gillerson
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>> On Sep 9, 2022, at 7:20 AM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
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>> Good Morning,
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>> West BC Case Manager
>> 1844-378-0597 ext.4062371
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>> ---------- Original Message ----------
>> From:[redacted]
>> Sent: 9/6/2022 5:56 PM
>> To: ramcustomercare@fcagroup.com
>> Subject: Re: Ram Customer Care - Case #[redacted]
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>> West BC Case Manager
>> 1844-378-0597 ext.4062371
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>> West BC Case Manager
>> 1844-378-0597 ext.4062371
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>>
>> ---------- Original Message ----------
>> From: RAM Customer Care [ramcustomercare@fcagroup.com]
>> Sent: 9/2/2022 1:43 PM
>> To: [redacted]

>> Subject: Re: Ram Customer Care - Case #[redacted]
>>
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>> West BC Case Manager
>> 1844-378-0597 ext.4062371
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>>
>> ---------- Original Message ----------
>> From: RAM Customer Care [ramcustomercare@fcagroup.com]
>> Sent: 8/31/2022 2:54 PM
>> To: [redacted]
>> Subject: Re: Ram Customer Care - Case #[redacted]
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>> West BC Case Manager
>> 1844-378-0597 ext.4062371
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>> ---------- Original Message ----------
>> From: [redacted]]
>> Sent: 8/29/2022 5:22 PM
>> To: ramcustomercare@fcagroup.com
>> Subject: Re: Ram Customer Care - Case #[redacted]
>>
>> Thank you
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>> Tony Gillerson
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>> West BC Case Manager
>> 1844-378-0597 ext.4062371
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>> ---------- Original Message ----------
>> From: RAM Customer Care [ramcustomercare@fcagroup.com]
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>> Subject: Re: Ram Customer Care - Case #[redacted]
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>> Des
>> West BC Case Manager
>> 1844-378-0597 ext.4062371
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>> ---------- Original Message ----------
>> From: [redacted]
>> Sent: 8/12/2022 6:36 PM
>> To: ramcustomercare@fcagroup.com
>> Subject: Re: Ram Case #[redacted]
>>
>> The truck has been dropped off. Please let me know if there□s anything that needs to be done from me. Thanks again for the prompt response.
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>>
>> We value you as a loyal Ram customer.
>>
>> Alex
>>

>>
>>
>> [redacted]
>>
>>
>>
>>
>>
>>
>>
>>

Date	09/23/2022	***Subject***	Re: Ram Customer Care - Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	09/23/2022 19:29 PM

Please respond to this email with rental agreements and repair order.

Thank you,
Alexis

Southeast BC Case Manager

---------- Original Message ----------
From: [redacted]
Sent: 9/21/2022 11:58 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Morning Destane
I□m just following to see if there has been any update with my case. Thank you
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West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 9/13/2022 5:59 PM
To: [redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Good Afternoon,

I am reaching out to provide you an update regarding your vehicle. Once I receive an update in regards to this I will provide you with an update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 9/9/2022 10:21 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Morning ..
Thanks for the update
[redacted]
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To: [redacted]

Subject: Re: Ram Customer Care - Case [redacted]

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From: Tony Gillerson [redacted]
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Subject: Re: Ram Customer Care - Case [redacted]

Thank you [redacted]

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We value you as a loyal Ram customer.

Alex

[redacted]

From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/12/2022 20:39 PM

Hello,

This is Destane reaching out from Ram Customer Care in regards to your part. I have spoken with the parts department at the dealership who stated your part arrived 10/11. I will be following up with your SA Kyle for a repair ETA. Please feel free to reach out if you have any questions or concerns.

Thank You,
Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 9/23/2022 3:29 PM
To [redacted]
Subject: Re: Ram Customer Care - Case [redacted]

Please respond to this email with rental agreements and repair order.

Thank you,
Alexis

Southeast BC Case Manager

---------- Original Message ----------
From: [redacted]
Sent: 9/21/2022 11:58 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

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---------- Original Message ----------
From: [redacted]
Sent: 9/9/2022 10:21 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Morning ..
Thanks for the update
[redacted]
On Sep 9, 2022, at 7:20 AM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□
Good Morning,

I am reaching out to provide you an update regarding your vehicle. Per the Service Advisor they are still in the process of swapping injectors around. In which they should have an answer by 09/13/2022.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From [redacted]
Sent: 9/6/2022 5:56 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Thank you
On Sep 6, 2022, at 2:50 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□
Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 9/2/2022 1:43 PM
To: tgill7979@gmail.com
Subject: Re: Ram Customer Care - Case #83790130

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/31/2022 2:54 PM
To: [redacted]
Subject: Re: Ram Customer Care - Case [redacted]

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As I have previously stated I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 8/29/2022 5:22 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Thank you
[redacted]
On Aug 29, 2022, at 2:13 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As we have previously spoken, a STAR case was opened per the dealership and they will be providing me with a update as soon as possible.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/22/2022 4:41 PM
To [redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Hello,

This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service.
I am working with the Service Advisor over at the dealership to get a update in regards to a diagnosis on your vehicle. Once I have more information regarding your diagnosis I will be following up with you. Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 8/12/2022 6:36 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Case [redacted]

The truck has been dropped off. Please let me know if there's anything that needs to be done from me. Thanks again for the prompt response.
On Aug 11, 2022, at 4:00 PM, Tony Gillerson <tgill7979@gmail.com> wrote:

Alex I'm going to take the truck back tomorrow. Thanks
[redacted]
On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:

Dear Mr [redacted]

This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.

We value you as a loyal Ram customer.

Alex

[redacted]

Date	10/14/2022	***Subject***	Re: Ram Customer Care - Case # [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/14/2022 21:13 PM

Hello,

This is Destane reaching out from Ram Customer Care in regards to your vehicle repairs. Please advise if you were able to pick up your vehicle repaired? If so, are you satisfied with the repairs?

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 10/12/2022 4:39 PM
To: [redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Hello,

This is Destane reaching out from Ram Customer Care in regards to your part. I have spoken with the parts department at the dealership who stated your part arrived 10/11. I will be following up with your SA Kyle for a repair ETA. Please feel free to reach out if you have any questions or concerns.

Thank You,
Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 9/23/2022 3:29 PM
[redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Please respond to this email with rental agreements and repair order.

Thank you,
Alexis

Southeast BC Case Manager

---------- Original Message ----------
From [redacted]
Sent: 9/21/2022 11:58 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Morning Destane
I□m just following to see if there has been any update with my case. Thank you
[redacted]
On Sep 15, 2022, at 2:55 PM, [redacted] wrote:
□
Thank you
[redacted]
On Sep 15, 2022, at 2:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□
Hello,

This is Destane reaching out to let you know your vehicle is showing repaired as the injectors are going in with no failures, Tech will drive vehicle around tomorrow for final conclusion. I will be following up with you soon.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 9/13/2022 5:59 PM
To [redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Good Afternoon,

I am reaching out to provide you an update regarding your vehicle. Once I receive an update in regards to this I will provide you with an update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 9/9/2022 10:21 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Morning ..
Thanks for the update
[redacted]
On Sep 9, 2022, at 7:20 AM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□
Good Morning,

I am reaching out to provide you an update regarding your vehicle. Per the Service Advisor they are still in the process of swapping injectors around. In which they should have an answer by 09/13/2022.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 9/6/2022 5:56 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Thank you
On Sep 6, 2022, at 2:50 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 9/2/2022 1:43 PM
To[redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/31/2022 2:54 PM
To:[redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As I have previously stated I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 8/29/2022 5:22 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case #[redacted]

Thank you
Tony Gillerson
On Aug 29, 2022, at 2:13 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As we have previously spoken, a STAR case was opened per the dealership and they will be providing me with a update as soon as possible.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/22/2022 4:41 PM
[redacted]
Subject: Re: Ram Customer Care - Case #[redacted]

Hello,

This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service.
I am working with the Service Advisor over at the dealership to get a update in regards to a diagnosis on your vehicle. Once I have more information regarding your diagnosis I will be following up with you. Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 8/12/2022 6:36 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Case[redacted]

The truck has been dropped off. Please let me know if there□s anything that needs to be done from me. Thanks again for the prompt response.
On Aug 11, 2022, at 4:00 PM, [redacted]
□
Alex I□m going to take the truck back tomorrow. Thanks
[redacted]
On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□

Dear M[redacted]

This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.

We value you as a loyal Ram customer.

Alex

[redacted]

Date	10/18/2022	***Subject***	Re: Ram Customer Care - Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/18/2022 18:11 PM

Dear Mr. [redacted]

This is a courtesy email to inform you of the closure of your case. Please note all cases can be reopened within 14 days of closure. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

Thank you for being a loyal Ram customer!

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From [redacted]
[redacted] 21/2022 11:58 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case # [redacted]

Morning Destane
I□m just following to see if there has been any update with my case. Thank you
[redacted]
On Sep 15, 2022, at 2:55 PM, [redacted] > wrote:
□
Thank you
[redacted]
On Sep 15, 2022, at 2:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□
Hello,

This is Destane reaching out to let you know your vehicle is showing repaired as the injectors are going in with no failures, Tech will drive vehicle around tomorrow for final conclusion. I will be following up with you soon.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 9/13/2022 5:59 PM
To [redacted]
Subject: Re: Ram Customer Care - Case # [redacted]

Good Afternoon,

I am reaching out to provide you an update regarding your vehicle. Once I receive an update in regards to this I will provide you with an update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 9/9/2022 10:21 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case # [redacted]

Morning ..
Thanks for the update
Tony Gillerson
On Sep 9, 2022, at 7:20 AM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
□
Good Morning,

I am reaching out to provide you an update regarding your vehicle. Per the Service Advisor they are still in the process of swapping injectors around. In which they should have an answer by 09/13/2022.

Thank You,

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West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 9/6/2022 5:56 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case # [redacted]

Thank you
On Sep 6, 2022, at 2:50 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:
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Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 9/2/2022 1:43 PM
To [redacted]
Subject: Re: Ram Customer Care - Case # [redacted]

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/31/2022 2:54 PM
To [redacted]
Subject: Re: Ram Customer Care - Case # [redacted]

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As I have previously stated I am waiting on a update from the dealership, as soon as I have some new information I will be providing you with a update.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 8/29/2022 5:22 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Customer Care - Case # [redacted]

Thank you
[redacted]
On Aug 29, 2022, at 2:13 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:

Good Afternoon,

This is Destane reaching out from Ram Customer Care to provide you with an update in regards to your vehicle. As we have previously spoken, a STAR case was opened per the dealership and they will be providing me with a update as soon as possible.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/22/2022 4:41 PM
To [redacted]
Subject: Re: Ram Customer Care - Case # [redacted]

Hello,

This Destane from Ram Customer Care, I am reaching out in regards to your vehicle in service.
I am working with the Service Advisor over at the dealership to get a update in regards to a diagnosis on your vehicle. Once I have more information regarding your diagnosis I will be following up with you. Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: [redacted]
Sent: 8/12/2022 6:36 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Ram Case # [redacted]

The truck has been dropped off. Please let me know if there's anything that needs to be done from me. Thanks again for the prompt response.
On Aug 11, 2022, at 4:00 PM, [redacted]

Alex I'm going to take the truck back tomorrow. Thanks
[redacted]
On Aug 11, 2022, at 3:48 PM, RAM Customer Care <ramcustomercare@fcagroup.com> wrote:

Dear Mr. [redacted]

This is Alex with Ram Customer Care. Can you confirm if you have an appointment scheduled with your dealership? We saw in our notes you plan to bring the vehicle back to the dealership for review. Please email us at this address.

We value you as a loyal Ram customer.

Alex

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

VIN	3C7WRNFL3KG[redacted]	Model Year	2019	Brand	RAM
Body	DP0L94	Vehicle	RAM 5500 CREW CAB CHASSIS		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	08/17/2022	CAIR Type	Regular	Status	Closed
Close Date	10/07/2022	Origin	Telephone	Reason	
Mileage	22,793 Miles	Market	U	Language	English
Contact Email		Contact Phone	7852074633	Contact Mobile	[redacted]
Caller Address	3491 W 250 N			Source	Customer
City/State/Country/Zip	BARGERSVILLE		IN	46106	USA
Customer	Greg Johnson 53920 MYR Equipment LLC				
Customer Address	28653 Network Place				
City/State/Country/Zip	Chicago		IL	606731286	USA
Dealer	45113	BRIGGS DODGE RAM FIAT		Dealer Phone	7852668858
Dealer Address	3001 S KANSAS AVE				
	TOPEKA		KS	66611 2218	USA
Dealer Zone	Denver	Sales District		Service District	H
Subject	back ordered parts				
Synopsis	Part Back Order Vehicle was repaired UNDER WARRANTY DLR and Customer confirmed vehicle is Repaired and picked up				
Customer Anomaly					
Contact Reason	C75	Part Not Available/Backordered	Customer Anomaly		
Reason Code	After Sales Complaint Parts Parts Part in backorder/not available				

Case Status History

Create Date	Status
08/17/2022 06 16 PM	Open
08/17/2022 08 40 PM	Suspended
08/22/2022 04 02 AM	Open
08/22/2022 11 17 PM	Suspended
08/24/2022 04 01 AM	Open
08/24/2022 05 20 PM	Suspended
08/26/2022 04 01 AM	Open
08/26/2022 06 14 PM	Suspended
08/31/2022 04 00 AM	Open
08/31/2022 06 25 PM	Suspended
09/02/2022 04 00 AM	Open
09/07/2022 07 35 PM	Suspended
09/12/2022 04 01 AM	Open
10/03/2022 06 52 PM	Suspended
10/06/2022 04 00 AM	Open
10/06/2022 06 24 PM	Closed
10/06/2022 07 23 PM	Open
10/07/2022 04 24 PM	Closed

Initial Description

back ordered parts

Case Comments

Date	Comment
08/17/2022	***MOPAR EMAIL*** Transmission failed, Dealer having trouble getting parts The truck has been down about a month already Any help would be greatly appreciated Thanks in advance for your help! Greg Johnson Shop Supervisor MYR Equipment Topeka, Kansas 785 207 4633
08/17/2022	CALL TO DEALER Sturegeon Electric 3 PARTS on order PA JD assiting in getting Part inforamtion SA Paul Simmons Order Number [redacted] Part Number 68359847AC Invoiced 68359847AC Quantity 1 Shipper Number [redacted] Current ETA Jul 25,2022 Servicing PDC 03194 ST LOUIS Description INVOICED PDC Invoice Number [redacted] Carrier EXPERT DELIVERY SERVICE Arrival Date Invoiced Date Jul 23,2022 PART 68322497AC Delivered 68322497AC Quantity 1 Shipper Number [redacted] Delivered Date Jul 23,2022 Servicing PDC 03194 ST LOUIS Description DLVD DLR DDS Invoice Number [redacted] Carrier EXPERT DELIVERY SERVICE Arrival Date Invoiced Date Jul 23,2022 Part 68533456AA Upgraded Order [redacted] Jul 22,2022; Part 68533456AA; THIS PART HAS AN ASSOCIATED DEPOSIT CHARGE OF $ 2500.00 Invoiced 68533456AA Quantity 1 Shipper Number 1718220 Current ETA Jul 29,2022 Servicing PDC 03103 Description INV D2D BO Invoice Number [redacted] Carrier Arrival Date Invoiced Date Jul 29,2022
08/17/2022	MAIL TO CUSTOMER Good afternoon 83846726 / KG586757 2019 RAM 5500 The dealership is expecting delivery on this transmission over the next few days The Part order is invoiced and is a Dealer to Dealer transfer At this time, no tracking is available I will be following up on this order and will advise if new information is provided Please let me know if you hear from the service team
08/22/2022	MAIL TO CUSTOMER I also see the same information no delivery or tracking at this time
08/24/2022	CALL TO DEALER □ 45113 BRIGGS DODGE RAM 7852668858 CM contacted DLR to speak with SM Brandon / SA PAUL SR Sunny was able to take a message for SM or SA to call back with update needed Transmission parts arrived?
08/24/2022	MAIL TO CUSTOMER □ Good afternoon A message has been left for the Service Manager requesting a response on this PART order Hopefully, I receive some feedback soon with arrival confirmation Please let me know if you hear from the service team
08/24/2022	CALL FROM DEALER □ 45113 BRIGGS DODGE RAM 7852668858 DLR call was transferred from FLEET sales SA PAUL states that DLR does not have D2D information on other dealer Transmission has not arrived SA will get with PM Jim to see what next steps will need to be taken
08/26/2022	CALL TO DEALER □ 45113 BRIGGS DODGE RAM 7852668858 CM contacted DLR to speak with PM Jim to see what next steps will need to be taken no answer in parts and no voicemail after 2 minutes
08/31/2022	CALL TO DEALER □ 45113 7852668858 Briggs Dodge Ram FIAT CM contacted PARTS and was placed on hold DLR did not come back to the call DLR TASK added
09/02/2022	CALL TO DEALER □ 45113 7852668858 Briggs Dodge Ram FIAT RO is under Sturgeon CM contacted DLR and spoke with Brian PART have arrived and ETA for repair to start is in a week MAIL TO CUSTOMER Good afternoon The transmission has arrived today, and Service Manager Brian advised that repair will most like start later part of next week
09/07/2022	CALL TO DEALER □ 45113 7852668858 Briggs Dodge Ram FIAT RO is under Sturgeon CM contacted DLR and spoke with ELIZABETH in service who pass message along for Brian to call back with update
09/07/2022	MAIL TO DLR Good afternoon Brian Here is the email chain for this VIN if you can reply to this email with a status update instead of playing voicemail tag Case [redacted] MYR FLEET / KG586757 2019 RAM 5500 Thank you
09/07/2022	CALL FROM DEALER □ 45113 7852668858 Briggs Dodge Ram FIAT Paul contacted from the dealership to speak with CM transferred for assistance

Date	Comment
09/07/2022	>>> CALL TO DEALER □ 45113 7852668858 Briggs Dodge Ram FIAT RO is under Sturgeon SA PAUL advised email: paul.simmons@briggsauto.com CM contacted DLR and spoke with ELIZABETH in service who pass message along for Brian to call back with update ETA - unknown- couple weeks out
09/07/2022	>> MAIL TO CUSTOMER Good afternoon Just received a call from Service Writer Paul who advised that this repair still a couple of weeks out. I did advise him of what Brian stated about the repairs starting this week, but unfortunately, the communication today is that this vehicle is in line behind several others.
09/07/2022	>> MAIL TO CUSTOMER For Manufacture concerns under warranty, while waiting for back ordered parts: IF no rental is available you can certainly submit for review for potential monthly payment reimbursement when the repair is completed. You can certainly?start gathering some of the information to submit. ? Instructions to submit Documentation for review ? **? REVIEW FOR POTENTIAL MONHTLY PAYMENT REIMBURSEMENT ** - ALL documents should be submitted in .PDF or .DOC (word)? format - ? Please reply to this email with the follow copies a) REPAIR ORDER (all pages) b) Original Bill of Sale for VIN c) Up-to-Date Monthly Payment Invoice for VIN d) Banking (proof of monthly payment transaction) ? * Please include in your reply * PAYEE name: MAILING Address: ? Reviews for potential reimbursement can take between 30 - 60 days after repair completion.
09/12/2022	>> MAIL TO DEALER >> \ Good morning, Paul I hope you had a great weekend Please advise on the status / ETA for completeion of this VIN for MYR Fleet. 3C7WRNFL3KG[redacted] - 2019 RAM 5500 Thank you
09/12/2022	>> MAIL TO CUSTOMER Good morning Case[redacted] KG[redacted] 2019 RAM 5500 A message has been sent to the Service advisor Paul requesting an update on the status Please let me know if you hear from the service team.
09/14/2022	<< MAIL FROM DEALER I CURRENTLY HAVE THE TRUCK 3 VEHICLES BACK IN LINE. I WOULD HOPE NEXT WEEK BY THE END OF THE WEEK THE TRUCK WILL BE COMPLETED IS MY HOPE. ETA OF COMPLETION 9/23/22
09/14/2022	>> MAIL TO CUSTOMER ?Case [redacted] - 2019 RAM 5500 Dealer advised vehicle is in line for the repair with an ETA of Sept 23rd pending completion of other repairs in line.
09/16/2022	>> MAIL TO DEALER Good afternoon, Paul If you still have ETA of Sept 23rd for repair completion on this VIN, there is no need to reply. I will follow back up on Tuesday VIN[redacted] MYR FLEET Have a great weekend.
09/19/2022	<< MAIL FROM DEALER DUE TO STAFFING TRUCK IS STILL 3 VEHICLES BACK ON REPAIR. ETA WILL LIKELY BE IN OCTOBER NOW.
09/19/2022	<>> MAIL TO CUSTOMER Good afternoon Case[redacted] - 2019 RAM 5500 I have received an update from the Service writer Paul at Briggs dealership. Due to repairs in line, the ETA for completion on this one will likely be October. I will keep following up.
10/03/2022	>> MAIL TO DEALER Good afternoon I hope all is well. Please advise on the status of this VIN[redacted] / MYR FLEET Thank you.
10/03/2022	<, MAIL FROM DEALER TRUCK WAS COMPLETED FRIDAY AFTERNOON AND WAS PICKED UP THIS MORNING TRUCK IS GONE
10/06/2022	>>> MAIL TO CUSTOMER □ ? Cas[redacted] - 2019 RAM 5500 ? Thank you for the reply and update? ? □□□□□□□I am sending you this email regarding the closure of your?case with Ram Fleet Case Management ? ** please note ** Email replies to this final email may not be received or answered. ? Please note that you may receive a survey based on our interaction. This survey is sperate from one you may receive from the dealer on the repair itself. ? Thank you for choosing RAM
10/06/2022	********** CASE CLOSING COMMENTS Down for repairs to TRANSMISSON. Part Back Order Vehicle was repaired UNDER WARRANTY DLR and Customer confirmed vehicle is Repaired and picked up. **********

Email(s)

Date	08/17/2022	*Subject*	Case[redacted] - 2019 RAM 5500		
From	ramcustomercare@fcagroup.com	*To*	gtjohnson@myrgroup.com	*Sent Date/Time*	08/17/2022 20:39 PM

Good afternoon

[redacted] - 2019 RAM 5500

The dealership is expecting delivery on this transmission over the next few days.
The Part order is invoiced and is a Dealer to Dealer transfer.

At this time, no tracking is available.

I will be following up on this order and will advise if new information is provided.
Please let me know if you hear from the service team

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	08/17/2022	*Subject*	RE: Case[redacted] 2019 RAM 5500		
From	gtjohnson@myrgroup.com	*To*	ramcustomercare@fcagroup.com	*Sent Date/Time*	08/17/2022 20:43 PM

I was told is that on July 29th they said it would be 3 to 5 days. And no further communication to update that outdated information.

Thanks for checking.

Greg Johnson
Shop Supervisor - Kansas Region
MYR Group Inc.
3401B NW US HWY 24
Topeka, KS 66618
785-630-3289 (office)
785-207-4633 (cell)
785-430-5443 (fax)

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, August 17, 2022 3:40 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: Case 83846726 / KG586757 - 2019 RAM 5500

Good afternoon

[redacted] - 2019 RAM 5500

The dealership is expecting delivery on this transmission over the next few days.
The Part order is invoiced and is a Dealer to Dealer transfer.

At this time, no tracking is available.

I will be following up on this order and will advise if new information is provided.
Please let me know if you hear from the service team

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000zLIAi&from=ext]

[redacted]

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Date	08/19/2022	***Subject***	RE: Case [redacted] 2019 RAM 5500		
From	gtjohnson@myrgroup.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	08/19/2022 19:34 PM

Do you think there is something wrong with the system since this is the same message we have had for several weeks?

Is there a phone number to the dealer I can call and ask?

Seems odd that a dealer to dealer transfer can take three weeks.

Greg Johnson

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, August 17, 2022 3:40 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: Case 83846726 / KG586757 - 2019 RAM 5500

Good afternoon

[redacted] - 2019 RAM 5500

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[redacted]

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Date	08/22/2022	***Subject***	FW: Case [redacted] 2019 RAM 5500		
From	gtjohnson@myrgroup.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	08/22/2022 17:15 PM

Dealer got the same old information this morning from July 29th.
They tell me they don't even know what dealer it's coming from.

Seems as though something has stalled out.

Help!

Thanks!

From: Gregory T. Johnson
Sent: Friday, August 19, 2022 2:35 PM
To: Ram Customer Care <ramcustomercare@fcagroup.com>
Subject: RE: Cas[redacted] 2019 RAM 5500

Do you think there is something wrong with the system since this is the same message we have had for several weeks?

Is there a phone number to the dealer I can call and ask?

Seems odd that a dealer to dealer transfer can take three weeks.

Greg Johnson

From: Ram Customer Care <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>>
Sent: Wednesday, August 17, 2022 3:40 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com<mailto:GTJohnson@myrgroup.com>>
Subject: Case[redacted] 2019 RAM 5500

Good afternoon

[redacted] 2019 RAM 5500

The dealership is expecting delivery on this transmission over the next few days.
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[redacted]

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Date	08/22/2022	***Subject***	RE: FW: Case [redacted]	2019 RAM 5500	
From	ramcustomercare@fcagroup.com	***To***	gtjohnson@myrgroup.com	***Sent Date/Time***	08/22/2022 23:13 PM

I also see the same information. no delivery or tracking at this time.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 8/22/2022 1:15 PM
To: ramcustomercare@fcagroup.com
Subject: FW: Case [redacted] 2019 RAM 5500

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Help!

Thanks!

From: Gregory T. Johnson
Sent: Friday, August 19, 2022 2:35 PM
To: Ram Customer Care <ramcustomercare@fcagroup.com>
Subject: RE: Cas [redacted] 2019 RAM 5500

Do you think there is something wrong with the system since this is the same message we have had for several weeks?

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Greg Johnson

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, August 17, 2022 3:40 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: Case [redacted] 2019 RAM 5500

Good afternoon

[redacted] 2019 RAM 5500

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[redacted]

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Date	08/23/2022	***Subject***	RE: FW: Cas [redacted] 2019 RAM 5500		
From	gtjohnson@myrgroup.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	08/23/2022 12:45 PM

Do we need to just start all over?

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Monday, August 22, 2022 6:14 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

I also see the same information. no delivery or tracking at this time.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 8/22/2022 1:15 PM
To: ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>
Subject: FW: Case [redacted] - 2019 RAM 5500

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Help!

Thanks!

From: Gregory T. Johnson
Sent: Friday, August 19, 2022 2:35 PM
To: Ram Custome[redacted]e@fcagroup.com<mailto:ramcustomercare@fcagroup.com>>
Subject: RE: Cas[redacted] - 2019 RAM 5500

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From: Ram Customer Care <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>>
Sent: Wednesday, August 17, 2022 3:40 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com<mailto:GTJohnson@myrgroup.com>>
Subject: Case[redacted] 2019 RAM 5500

Good afternoon

[redacted] - 2019 RAM 5500

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The Part order is invoiced and is a Dealer to Dealer transfer.

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I will be following up on this order and will advise if new information is provided.
Please let me know if you hear from the service team

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-199[redacted]

[redacted]

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[redacted]

Date	08/24/2022	***Subject***	RE: FW: Case [redacted] - 2019 RAM 5500		
From	ramcustomercare@fcagroup.com	***To***	gtjohnson@myrgroup.com	***Sent Date/Time***	08/24/2022 17:19 PM

Good afternoon

A message has been left for the Service Manager requesting a response on this PART order.
Hopefully, I receive some feedback soon with arrival confirmation.

Please let me know if you hear from the service team

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 8/23/2022 8:45 AM
To: ramcustomercare@fcagroup.com
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Do we need to just start all over?

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Monday, August 22, 2022 6:14 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

I also see the same information. no delivery or tracking at this time.

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Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 8/22/2022 1:15 PM
To: ramcustomercare@fcagroup.com
Subject: FW: Case [redacted] - 2019 RAM 5500

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Seems as though something has stalled out.

Help!

Thanks!

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Sent: Friday, August 19, 2022 2:35 PM
To: Ram Customer Care <ramcustomercare@fcagroup.com>
Subject: RE: Case [redacted] - 2019 RAM 5500

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Sent: Wednesday, August 17, 2022 3:40 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: Case [redacted] - 2019 RAM 5500

Good afternoon

83846726 / KG586757 - 2019 RAM 5500

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[redacted]

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Date	08/24/2022	***Subject***	RE: FW: Case [redacted] 2019 RAM 5500		
From	ramcustomercare@fcagroup.com	***To***	gtjohnson@myrgroup.com	***Sent Date/Time***	08/24/2022 19:11 PM

I received a call from Service Writer Paul
_ transmission has not shown up from other dealership.

I have requested a follow up with the Parts manager to obtain next steps to resolve this concern.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/24/2022 1:19 PM
To: gtjohnson@myrgroup.com
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Good afternoon

A message has been left for the Service Manager requesting a response on this PART order.
Hopefully, I receive some feedback soon with arrival confirmation.

Please let me know if you hear from the service team

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
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Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 8/23/2022 8:45 AM
To: ramcustomercare@fcagroup.com
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Do we need to just start all over?

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Monday, August 22, 2022 6:14 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

I also see the same information. no delivery or tracking at this time.

Regards,
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STELLANTIS | FLEET
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Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 8/22/2022 1:15 PM
To: ramcustomercare@fcagroup.com
Subject: FW: Case [redacted] - 2019 RAM 5500

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Seems as though something has stalled out.

Help!

Thanks!

From: Gregory T. Johnson
Sent: Friday, August 19, 2022 2:35 PM
To: Ram Customer Care <ramcustomercare@fcagroup.com>
Subject: RE: Case [redacted] - 2019 RAM 5500

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Is there a phone number to the dealer I can call and ask?

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From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, August 17, 2022 3:40 PM
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Subject: Case [redacted] 2019 RAM 5500

Good afternoon

[redacted] - 2019 RAM 5500

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I will be following up on this order and will advise if new information is provided.
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[redacted]

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Date	08/24/2022	***Subject***	RE: FW: Case [redacted] - 2019 RAM 5500		
From	gtjohnson@myrgroup.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	08/24/2022 19:11 PM

Thank you for the update!

I will keep you posted if I hear anything.

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, August 24, 2022 12:20 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Good afternoon

A message has been left for the Service Manager requesting a response on this PART order.
Hopefully, I receive some feedback soon with arrival confirmation.

Please let me know if you hear from the service team

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
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---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 8/23/2022 8:45 AM
To: ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Do we need to just start all over?

From: Ram Customer Care <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>>
Sent: Monday, August 22, 2022 6:14 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com<mailto:GTJohnson@myrgroup.com>>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

I also see the same information. no delivery or tracking at this time.

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Brandon
Senior Specialist USA
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Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 8/22/2022 1:15 PM
To: ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>
Subject: FW: Case [redacted] 2019 RAM 5500

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Help!

Thanks!

From: Gregory T. Johnson
Sent: Friday, August 19, 2022 2:35 PM
To: Ram Customer Care <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>>
Subject: RE: Case [redacted] - 2019 RAM 5500

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Sent: Wednesday, August 17, 2022 3:40 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com<mailto:GTJohnson@myrgroup.com>>
Subject: Case [redacted] - 2019 RAM 5500

Good afternoon

[redacted] 2019 RAM 5500

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[redacted]

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[redacted]

Date	09/02/2022	***Subject***	RE: FW: Case [redacted] 2019 RAM 5500		
From	gtjohnson@myrgroup.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	09/02/2022 12:36 PM

Any updates?
Good news?

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, August 24, 2022 2:12 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

I received a call from Service Writer Paul
_ transmission has not shown up from other dealership.

I have requested a follow up with the Parts manager to obtain next steps to resolve this concern.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/24/2022 1:19 PM
To: gtjohnson@myrgroup.com<mailto:gtjohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

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Customer Care Line 1-800-992-1997

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From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 8/23/2022 8:45 AM
To: ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

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Sent: Wednesday, August 17, 2022 3:40 PM
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Subject: Case [redacted]- 2019 RAM 5500

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STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000zLIAi&from=int]

ref:_00Dj01qsDF._5003Z1ScNdo:ref
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[redacted]

Date	09/02/2022	***Subject***	RE: FW: Case [redacted]- 2019 RAM 5500		
From	ramcustomercare@fcagroup.com	***To***	gtjohnson@myrgroup.com	***Sent Date/Time***	09/02/2022 18:38 PM

Good afternoon

The transmission has arrived today, and Service Manager Brian advised that repair will most like start later part of next week.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 9/2/2022 8:36 AM
To: ramcustomercare@fcagroup.com
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Any updates?

Good news?

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, August 24, 2022 2:12 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] / [redacted] - 2019 RAM 5500

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Brandon
Senior Specialist USA
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---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/24/2022 1:19 PM
To: gtjohnson@myrgroup.com
Subject: RE: FW: Case [redacted] / [redacted] - 2019 RAM 5500

Good afternoon

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To: ramcustomercare@fcagroup.com
Subject: RE: FW: Case [redacted] / [redacted] - 2019 RAM 5500

Do we need to just start all over?

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To: Gregory T. Johnson <GTJohnson@myrgroup.com>
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Greg Johnson

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, August 17, 2022 3:40 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: Case [redacted] 2019 RAM 5500

Good afternoon

[redacted] - 2019 RAM 5500

The dealership is expecting delivery on this transmission over the next few days.
The Part order is invoiced and is a Dealer to Dealer transfer.

At this time, no tracking is available.

I will be following up on this order and will advise if new information is provided.
Please let me know if you hear from the service team

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

ref:_00Dj01qsDF._5003Z1ScNdo:ref

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Date	09/02/2022	***Subject***	RE: FW: Case [redacted] - 2019 RAM 5500		
From	gtjohnson@myrgroup.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	09/02/2022 18:41 PM

Sounds like progress! Painfully slow but progress.

Thanks for the update!

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Friday, September 2, 2022 1:38 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Good afternoon

The transmission has arrived today, and Service Manager Brian advised that repair will most like start later part of next week.

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From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 9/2/2022 8:36 AM
To: ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Any updates?
Good news?

From: Ram Customer Care <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>>
Sent: Wednesday, August 24, 2022 2:12 PM
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Subject: RE: FW: Case [redacted] - 2019 RAM 5500

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Do we need to just start all over?

From: Ram Customer Care <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>>
Sent: Monday, August 22, 2022 6:14 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com<mailto:GTJohnson@myrgroup.com>>
Subject: RE: FW: Case [redacted] 2019 RAM 5500

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Subject: FW: Case 83846726 / KG586757 - 2019 RAM 5500

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[redacted]
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[redacted]

Date	09/07/2022	***Subject***	RE: FW: Case [redacted] 2019 RAM 5500		
From	ramcustomercare@fcagroup.com	***To***	gtjohnson@myrgroup.com	***Sent Date/Time***	09/07/2022 18:03 PM

Good afternoon

I have contacted the dealership to get an update on the status of this vehicle

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Date	09/07/2022	***Subject***	RE: FW: Case [redacted] - 2019 RAM 5500		
From	gtjohnson@myrgroup.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	09/07/2022 18:16 PM

Thank you!

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, September 7, 2022 1:04 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

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Painfully slooooooowwwwww

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From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 8/23/2022 8:45 AM
To: ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Do we need to just start all over?

From: Ram Customer Care <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>>
Sent: Monday, August 22, 2022 6:14 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com<mailto:GTJohnson@myrgroup.com>>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

I also see the same information. no delivery or tracking at this time.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 8/22/2022 1:15 PM
To: ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>
Subject: FW: Case [redacted] - 2019 RAM 5500

Dealer got the same old information this morning from July 29th.
They tell me they don't even know what dealer it's coming from.

Seems as though something has stalled out.

Help!

Thanks!

From: Gregory T. Johnson
Sent: Friday, August 19, 2022 2:35 PM
To: Ram Customer Care <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>>
Subject: RE: Case [redacted] - 2019 RAM 5500

Do you think there is something wrong with the system since this is the same message we have had for several weeks?

Is there a phone number to the dealer I can call and ask?

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Greg Johnson

From: Ram Customer Care <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>>
Sent: Wednesday, August 17, 2022 3:40 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com<mailto:GTJohnson@myrgroup.com>>
Subject: Case [redacted] - 2019 RAM 5500

Good afternoon

[redacted] - 2019 RAM 5500

The dealership is expecting delivery on this transmission over the next few days.
The Part order is invoiced and is a Dealer to Dealer transfer.

At this time, no tracking is available.

I will be following up on this order and will advise if new information is provided.
Please let me know if you hear from the service team

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STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dj0000001qsDF&esid=0183Z00000zLIAi&from=int]

[redacted]

CAUTION: This email originated from outside of the MYR Group mail system. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[redacted]

Date	09/07/2022	***Subject***	RE: FW: Case [redacted] 2019 RAM 5500		
From	ramcustomercare@fcagroup.com	***To***	gtjohnson@myrgroup.com	***Sent Date/Time***	09/07/2022 19:34 PM

For Manufacture concerns under warranty, while waiting for back ordered parts:

IF no rental is available you can certainly submit for review for potential monthly payment reimbursement when the repair is completed.

You can certainly start gathering some of the information to submit.

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* Please include in your reply *
PAYEE name:
MAILING Address:

Reviews for potential reimbursement can take between 30 - 60 days after repair completion.

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STELLANTIS | FLEET
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Customer Care Line 1-800-992-1997

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From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 9/7/2022 2:58 PM
To: ramcustomercare@fcagroup.com
Subject: RE: FW: Case 838[redacted] - 2019 RAM 5500

Painfully slooooooowwwwww

To bad there is not some kind of reimbursement for downtime.

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, September 7, 2022 1:39 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case[redacted] - 2019 RAM 5500

Good afternoon

Just received a call from Service Writer Paul who advised that this repair still a couple of weeks out.
I did advise him of what Brian stated about the repairs starting this week, but unfortunately, the communication today is that this vehicle is in line behind several others.

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Subject: RE: FW: Case[redacted] - 2019 RAM 5500

Thank you!

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Subject: RE: FW: Case[redacted] - 2019 RAM 5500

Good afternoon

I have contacted the dealership to get an update on the status of this vehicle

A message has been sent to the Service Manager requesting a response..
Hopefully, I receive some feedback soon.

Please let me know if you hear from the service team

Regards,
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STELLANTIS | FLEET
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Customer Care Line 1-800-992-1997

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From: Gregory T. Johnson [gtjohnson@myrgroup.com]

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To: ramcustomercare@fcagroup.com
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Sounds like progress! Painfully slow but progress.

Thanks for the update!

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Friday, September 2, 2022 1:38 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Good afternoon

The transmission has arrived today, and Service Manager Brian advised that repair will most like start later part of next week.

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Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Any updates?

Good news?

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, August 24, 2022 2:12 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

I received a call from Service Writer Paul
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To: gtjohnson@myrgroup.com
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

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Greg Johnson

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Sent: Wednesday, August 17, 2022 3:40 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: Case [redacted] 2019 RAM 5500

Good afternoon

[redacted] 2019 RAM 5500

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[redacted]

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Date	09/07/2022	***Subject***	RE: FW: Case [redacted] 2019 RAM 5500		
From	gtjohnson@myrgroup.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	09/07/2022 19:54 PM

We currently own 2549 Ram or Dodge products, from 1500 to 5500 models. Not know how many have passed through our doors over the years.

We would constantly be submitting paperwork for reimbursement with all the equipment sitting in dealer shops for months on end.

I am just venting!

But thanks for the offer.

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, September 7, 2022 2:34 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted]757 - 2019 RAM 5500

For Manufacture concerns under warranty, while waiting for back ordered parts:

IF no rental is available you can certainly submit for review for potential monthly payment reimbursement when the repair is completed.

You can certainly start gathering some of the information to submit.

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* Please include in your reply *
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Case Management
Customer Care Line 1-800-992-1997 [redacted]

[redacted]

Date	09/12/2022	***Subject***	Case [redacted] 2019 RAM 5500		
From	ramcustomercare@fcagroup.com	***To***	gtjohnson@myrgroup.com	***Sent Date/Time***	09/12/2022 15:43 PM

Good morning

Case [redacted] - 2019 RAM 5500

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Please let me know if you hear from the service team.

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From	gtjohnson@myrgroup.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	09/12/2022 16:06 PM

Thanks!

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Sent: Monday, September 12, 2022 10:43 AM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: Case [redacted] - 2019 RAM 5500

Good morning

Case 83846726 / KG586757 - 2019 RAM 5500

A message has been sent to the Service advisor Paul requesting an update on the status
Please let me know if you hear from the service team.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 9/7/2022 3:54 PM
To: ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

We currently own 2549 Ram or Dodge products, from 1500 to 5500 models. Not know how many have passed through our doors over the years.

We would constantly be submitting paperwork for reimbursement with all the equipment sitting in dealer shops for months on end.

I am just venting!

But thanks for the offer.

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Sent: Wednesday, September 7, 2022 2:34 PM
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Subject: RE: FW: Case [redacted] - 2019 RAM 5500

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* Please include in your reply *
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Help!

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Subject: Case [redacted] - 2019 RAM 5500

Good afternoon

[redacted] - 2019 RAM 5500

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The Part order is invoiced and is a Dealer to Dealer transfer.

At this time, no tracking is available.

I will be following up on this order and will advise if new information is provided.
Please let me know if you hear from the service team

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STELLANTIS | FLEET
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Customer Care Line 1-800-992-1997 [redacted]

[redacted] outside of the MYR Group mail system. Do not click links or open attachments unless you recognize the sender and know the

[redacted]

Date	09/14/2022	***Subject***	RE: Case [redacted] 2019 RAM 5500		
From	ramcustomercare@fcagroup.com	***To***	gtjohnson@myrgroup.com	***Sent Date/Time***	09/14/2022 18:03 PM

Good afternoon

Case [redacted] - 2019 RAM 5500
Dealer advised vehicle is in line for the repair with an ETA of Sept 23rd pending completion of other repairs in line.

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To: ramcustomercare@fcagroup.com
Subject: RE: Case [redacted] - 2019 RAM 5500

Thanks!

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Monday, September 12, 2022 10:43 AM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: Case [redacted] - 2019 RAM 5500

Good morning

Case [redacted] - 2019 RAM 5500

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From	gtjohnson@myrgroup.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	09/14/2022 18:24 PM

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Subject: RE: Case [redacted] - 2019 RAM 5500

Do you think there is something wrong with the system since this is the same message we have had for several weeks?

Is there a phone number to the dealer I can call and ask?

Seems odd that a dealer to dealer transfer can take three weeks.

Greg Johnson

From: Ram Customer Care <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>>
Sent: Wednesday, August 17, 2022 3:40 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com<mailto:GTJohnson@myrgroup.com>>
Subject: Case [redacted] 2019 RAM 5500

Good afternoon

[redacted] 2019 RAM 5500

The dealership is expecting delivery on this transmission over the next few days.
The Part order is invoiced and is a Dealer to Dealer transfer.

At this time, no tracking is available.

I will be following up on this order and will advise if new information is provided.
Please let me know if you hear from the service team

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
[redacted]

Date	09/19/2022	***Subject***	RE: Case [redacted] - 2019 RAM 5500		
From	ramcustomercare@fcagroup.com	***To***	gtjohnson@myrgroup.com	***Sent Date/Time***	09/19/2022 23:37 PM

Good afternoon

Case [redacted] - 2019 RAM 5500

I have received an update from the Service writer Paul at Briggs dealership.
Due to repairs in line, the ETA for completion on this one will likely be October.

I will keep following up.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 9/14/2022 2:24 PM
To: ramcustomercare@fcagroup.com
Subject: RE: Case [redacted] - 2019 RAM 5500

Thanks for the update.

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, September 14, 2022 1:03 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: Case [redacted] - 2019 RAM 5500

Good afternoon

Case [redacted] - 2019 RAM 5500
Dealer advised vehicle is in line for the repair with an ETA of Sept 23rd pending completion of other repairs in line.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 9/12/2022 12:06 PM
To: ramcustomercare@fcagroup.com
Subject: RE: Case [redacted] - 2019 RAM 5500

Thanks!

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Monday, September 12, 2022 10:43 AM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: Case 83846726 / KG586757 - 2019 RAM 5500

Good morning

Case [redacted] - 2019 RAM 5500

A message has been sent to the Service advisor Paul requesting an update on the status
Please let me know if you hear from the service team.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

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From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 9/7/2022 3:54 PM
To: ramcustomercare@fcagroup.com
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

We currently own 2549 Ram or Dodge products, from 1500 to 5500 models. Not know how many have passed through our doors over the years.

We would constantly be submitting paperwork for reimbursement with all the equipment sitting in dealer shops for months on end.

I am just venting!

But thanks for the offer.

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, September 7, 2022 2:34 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

For Manufacture concerns under warranty, while waiting for back ordered parts:

IF no rental is available you can certainly submit for review for potential monthly payment reimbursement when the repair is completed.

You can certainly start gathering some of the information to submit.

Instructions to submit Documentation for review

** REVIEW FOR POTENTIAL MONHTLY PAYMENT REIMBURSEMENT **
- ALL documents should be submitted in .PDF or .DOC (word) format -

Please reply to this email with the follow copies
a) REPAIR ORDER (all pages)
b) Original Bill of Sale for VIN
c) Up-to-Date Monthly Payment Invoice for VIN
d) Banking (proof of monthly payment transaction)

* Please include in your reply *
PAYEE name:
MAILING Address:

Reviews for potential reimbursement can take between 30 - 60 days after repair completion.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 9/7/2022 2:58 PM
To: ramcustomercare@fcagroup.com
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Painfully slooooooowwwwww

To bad there is not some kind of reimbursement for downtime.

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, September 7, 2022 1:39 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Good afternoon

Just received a call from Service Writer Paul who advised that this repair still a couple of weeks out.
I did advise him of what Brian stated about the repairs starting this week, but unfortunately, the communication today is that this vehicle is in line behind several others.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 9/7/2022 2:16 PM
To: ramcustomercare@fcagroup.com
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Thank you!

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, September 7, 2022 1:04 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Good afternoon

I have contacted the dealership to get an update on the status of this vehicle

A message has been sent to the Service Manager requesting a response..
Hopefully, I receive some feedback soon.

Please let me know if you hear from the service team

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET

Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 9/2/2022 2:41 PM
To: ramcustomercare@fcagroup.com
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Sounds like progress! Painfully slow but progress.

Thanks for the update!

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Friday, September 2, 2022 1:38 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Good afternoon

The transmission has arrived today, and Service Manager Brian advised that repair will most like start later part of next week.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 9/2/2022 8:36 AM
To: ramcustomercare@fcagroup.com
Subject: RE: FW: Case [redacted] 2019 RAM 5500

Any updates?

Good news?

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Wednesday, August 24, 2022 2:12 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

I received a call from Service Writer Paul
_ transmission has not shown up from other dealership.

I have requested a follow up with the Parts manager to obtain next steps to resolve this concern.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@fcagroup.com]
Sent: 8/24/2022 1:19 PM
To: gtjohnson@myrgroup.com
Subject: RE: FW: Case [redacted] - 2019 RAM 5500

Good afternoon

A message has been left for the Service Manager requesting a response on this PART order.
Hopefully, I receive some feedback soon with arrival confirmation.

Please let me know if you hear from the service team

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 8/23/2022 8:45 AM
To: ramcustomercare@fcagroup.com
Subject: RE: FW: Case 83846726 / KG586757 - 2019 RAM 5500

Do we need to just start all over?

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Monday, August 22, 2022 6:14 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: FW: Case [redacted] 2019 RAM 5500

I also see the same information. no delivery or tracking at this time.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

----------- Original Message -----------
From: Gregory T. Johnson [gtjohnson@myrgroup.com]
Sent: 8/22/2022 1:15 PM
To: ramcustomercare@fcagroup.com
Subject: FW: Case [redacted] 2019 RAM 5500

Dealer got the same old information this morning from July 29th.

They tell me they don□t even know what dealer it□s coming from.

Seems as though something has stalled out.

Help!

Thanks!

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Greg Johnson

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Good afternoon

[redacted] 2019 RAM 5500

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I will be following up on this order and will advise if new information is provided.
Please let me know if you hear from the service team

Regards,
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Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

CAUTION: This email originated from outside of the MYR Group mail system. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Date	09/20/2022	***Subject***	RE: Case [redacted] 2019 RAM 5500		
From	gtjohnson@myrgroup.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	09/20/2022 12:12 PM

Sad situation.

Too bad it cannot be subcontracted. We could get it done in one day.

Thanks for the follow up.

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Monday, September 19, 2022 6:38 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: Case [redacted] - 2019 RAM 5500

Good afternoon

Case [redacted] - 2019 RAM 5500

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Due to repairs in line, the ETA for completion on this one will likely be October.

I will keep following up.

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You can certainly start gathering some of the information to submit.

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Customer Care Line 1-800-992-1997

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Customer Care Line 1-800-992-1997

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Sounds like progress! Painfully slow but progress.

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Customer Care Line 1-800-992-1997

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Subject: RE: FW: Case [redacted] 2019 RAM 5500

Do we need to just start all over?

From: Ram Customer Care <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>>
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Subject: RE: FW: Case [redacted] - 2019 RAM 5500

I also see the same information. no delivery or tracking at this time.

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They tell me they don't even know what dealer it's coming from.

Seems as though something has stalled out.

Help!

Thanks!

From: Gregory T. Johnson
Sent: Friday, August 19, 2022 2:35 PM
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Subject: RE: Case [redacted]2019 RAM 5500

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Greg Johnson

From: Ram Customer Care <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>>
Sent: Wednesday, August 17, 2022 3:40 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com<mailto:GTJohnson@myrgroup.com>>
Subject: Case [redacted]2019 RAM 5500

Good afternoon

[redacted] 2019 RAM 5500

The dealership is expecting delivery on this transmission over the next few days.
The Part order is invoiced and is a Dealer to Dealer transfer.

At this time, no tracking is available.

I will be following up on this order and will advise if new information is provided.
Please let me know if you hear from the service team

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997[redacted]

Date	10/03/2022	***Subject***	RE: Case [redacted]2019 RAM 5500		
From	ramcustomercare@fcagroup.com	***To***	gtjohnson@myrgroup.com	***Sent Date/Time***	10/03/2022 18:52 PM

Good afternoon,

Case [redacted]- 2019 RAM 5500

I'm contacting you because your Dealership has advised me your vehicle has been repaired and returned to you.

To ensure that everything is resolved and completed to your satisfaction, I am happy to leave this case open for 2 additional business days if you need to contact me.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
ref:_00Dj01qsDF._5003Z1ScNdo:ref

Date	10/03/2022	***Subject***	RE: Case [redacted]2019 RAM 5500		
From	gtjohnson@myrgroup.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/03/2022 19:18 PM

We picked it up this morning.

Thanks for your help!

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Monday, October 3, 2022 1:52 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: Case [redacted] 019 RAM 5500

Good afternoon,

Case 83846726 / KG586757 - 2019 RAM 5500

I'm contacting you because your Dealership has advised me your vehicle has been repaired and returned to you.

To ensure that everything is resolved and completed to your satisfaction, I am happy to leave this case open for 2 additional business days if you need to contact me.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
[redacted]

Date	10/06/2022	***Subject***	RE: Case [redacted] 2019 RAM 5500		
From	ramcustomercare@fcagroup.com	***To***	gtjohnson@myrgroup.com	***Sent Date/Time***	10/06/2022 18:20 PM

Case [redacted] 2019 RAM 5500

Thank you for the reply and update

I am sending you this email regarding the closure of your case with Ram Fleet Case Management

** please note **
Email replies to this final email may not be received or answered.

Please note that you may receive a survey based on our interaction.
This survey is sperate from one you may receive from the dealer on the repair itself.

Thank you for choosing RAM

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line: 1-800-992-1997
ref:_00Dj01qsDF._5003Z1ScNdo:ref

Date	10/06/2022	***Subject***	RE: Case [redacted] - 2019 RAM 5500		
From	gtjohnson@myrgroup.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/06/2022 19:23 PM

Thanks for your help!

From: Ram Customer Care <ramcustomercare@fcagroup.com>
Sent: Thursday, October 6, 2022 1:20 PM
To: Gregory T. Johnson <GTJohnson@myrgroup.com>
Subject: RE: Case [redacted] 2019 RAM 5500

Case [redacted] - 2019 RAM 5500

Thank you for the reply and update

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** please note **
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Please note that you may receive a survey based on our interaction.
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Thank you for choosing RAM

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line: 1-800-992-1997

[redacted]

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

VIN	3C63RRRL3LG[redacted]	Model Year	2020	Brand	RAM
Body	D28M92	Vehicle	RAM 3500 LIMITED CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	08/22/2022	CAIR Type	Regular	Status	Closed
Close Date	08/29/2022	Origin	Chat	Reason	
Mileage	0 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City/State/Country/Zip					USA
Customer	DALE PEIFER				
Customer Address	PO BOX 30				
City/State/Country/Zip	MARIENVILLE		PA	162390030303	USA
Dealer	68888	NEW SMYRNA CHRYSLER JEEP DODGE RAM		Dealer Phone	3864241300
Dealer Address	2555 State Road 44				
	New Smyrna Beach		FL	32168 8287	USA
Dealer Zone	Southeast	Sales District		Service District	E
Subject	Warranty & Maintenance Information				
Synopsis	NFAR				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	Customer Anomaly		
Reason Code	After Sales Complaint Warranty Warranty Coverage Information				

Case Status History

Create Date	Status
08/22/2022 01 11 PM	Open
08/22/2022 01 12 PM	Open
08/22/2022 01 26 PM	Suspended
08/22/2022 01 57 PM	Open
08/22/2022 03 40 PM	Suspended
08/22/2022 03 44 PM	Open
08/22/2022 03 47 PM	Suspended
08/22/2022 03 57 PM	Open
08/22/2022 03 59 PM	Suspended
08/29/2022 04 00 AM	Open
08/29/2022 12 19 PM	Closed

Initial Description

Chat Started Monday, August 22, 2022, 09 11 47 (0400) Chat Origin NAFTA Dodge Brand Chat Agent CHERYL (6s) CHERYL Thank you for chatting with us, my name is CHERYL with Dodge Customer Care Please keep the chat window open to participate in a brief survey at the completion of our conversation (19s) CHERYL Hello, Good morning, I hope you're having a good day so far! What can I help you with today? (47s) Visitor Hi Cheryl, thanks I hope you are doing well on this Monday (1m 12s) CHERYL I'm doing great so far! Thank you for asking! (1m 20s) Visitor I have some hypothetical questions related to my truck's warranty (1m 42s) CHERYL What can I help with? (1m 59s) Visitor Are you the best person to answer warranty questions? (2m 16s) CHERYL Yes I can assist with warranty information (2m 24s) Visitor ok great (2m 45s) CHERYL Is this for your manufactures warranty or an MVP contact? (3m 15s) Visitor manufactures warranty re a 2020 dodge ram 3500 (4m 14s) CHERYL If you could provide me with the mileage on the vehicle, as well as your owner details, name, address, phone and email please, so I can check your warranty details and make sure our files are up to date, Thanks! (4m 26s) Visitor ok sure (4m 40s) Visitor Mileage 40k (4m 51s) Visitor owner name [redacted] westlake, FL (5m 30s) Visitor phone [redacted] (6m 55s) CHERYL Awesome, thanks for the info Joshua, just give me a moment please (8m 37s) Visitor ok! (9m 7s) CHERYL Thanks for waiting, based on the mileage here is your warranty remaining on your RAM I also see you are not showing as the owner on file I can assist with getting this changed I also see you have 2 open recalls on the vehicle Any authorized dealer would be able to assist with getting these repairs completed Safety Campaign 2012 21 D TRUCK M14 WHEEL STUDS Z08 Safety Campaign 2019 2020 D Truck Windshield Wipers (9m 39s) CHERYL BASIC WARRANTY 36 Months or 36,000 Miles June 10, 2023 Expired (Odometer) POWERTRAIN WARRANTY 60 Months or 100,000 Miles June 10, 2025 34 Months or 60,000 Miles DIESEL ENGINE WARRANTY 60 Months or 100,000 Miles June 10, 2025 34 Months or 60,000 Miles AISIN TRANSMISSION WARRANTY 60 Months or 100,000 Miles June 10, 2025 34 Months or 60,000 Miles CORROSION WARRANTY 60 Months or Unlimited Miles June 10, 2025 34 Months or Unlimited Miles DIESEL ENG EMISSION WARRANTY 60 Months or 50,000 Miles June 10, 2025 34 Months or 10,000 Miles ADJUSTMENT WARRANTY 36 Months or 36,000 Miles June 10, 2023 Expired (Odometer) MAJOR EMISSION COMP WARRANTY 96 Months or 80,000 Miles June 10, 2028 69 Months or 40,000 Miles Roadside Assistance YES Towing Assistance YES \ (10m 31s) CHERYL You will be receiving an email that will request you reply with an attachment of your registration that shows you as the new owner of the Ram you have purchased It will take about 1 3 business days to update in the system, once your registration has been received (10m 49s) Visitor ok sounds good (11m 6s) CHERYL Is there anything else I can help with Joshua? (11m 27s) Visitor ok so some hypothetical questions for you (11m 59s) Visitor lets say a circuit board failed on the truck, would that be covered under the existing warranty? (12m 58s) CHERYL I am sorry, I would have to refer you to a dealer, they will be able to diagnose the issue and advise if it would be covered under your exisiting warranty we have no way of knowing what would be covered without a diagnosis from the dealer

Case Comments

Date	Comment
08/22/2022	The case is now being reviewed If the customer calls in, please advise them that additional document/s Bill of Sale is needed Suspending till August 29
08/22/2022	CM provided three alternative means for the customer to provide the Bill of Sale Suspension remains the same
08/29/2022	Update Closing case on the seventh day due to the fact that the customer did not provide documents for ownership update

Email(s)

Date	08/22/2022	Subject	Warranty & Maintenance Information		
From	uscustomercare@fcagroup com	To	[redacted]	Sent Date/Time	08/22/2022 13 26 PM

Hello Joshua

Thank you for contacting Ram Customer Care. Congratulations on your recent RAM purchase! In order for us to change the owner information for you, we would need you to reply to this email, with a copy of the registration that shows you as the new owner, Once it is received, it will be updated in our files. You will then be able to show as owner on your Mopar Owner account. When adding or changing information on your account, keep in mind that it needs to be completed on a laptop or computer directly on the website, and not through the app on your phone. Once it is completed online, it will sync with the app
If you could reply to this email with your new owner information within 7 days, we will be able to update your details

Best wishes
Cheryl
Jeep Customer Care.
866-726-4636
[redacted]

Date	08/22/2022	***Subject***	Warranty & Maintenance Information		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/22/2022 13:26 PM

Hello Joshua

Thank you for contacting Ram Customer Care. Congratulations on your recent RAM purchase! In order for us to change the owner information for you, we would need you to reply to this email, with a copy of the registration that shows you as the new owner, Once it is received, it will be updated in our files. You will then be able to show as owner on your Mopar Owner account. When adding or changing information on your account, keep in mind that it needs to be completed on a laptop or computer directly on the website, and not through the app on your phone. Once it is completed online, it will sync with the app
If you could reply to this email with your new owner information within 7 days, we will be able to update your details

Best wishes
Cheryl
Jeep Customer Care.
866-726-4636
[redacted]

Date	08/22/2022	***Subject***	Re: Warranty & Maintenance Information		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/22/2022 13:57 PM

Hello:

Our connection cut out.

Here is the title you requested below.

Thanks,

JG

On 8/22/22 09:26, US Customer Care wrote:
> Hello Joshua
>
> Thank you for contacting Ram Customer Care. Congratulations on your
> recent RAM purchase! In order for us to change the owner information
> for you, we would need you to reply to this email, with a copy of the
> registration that shows you as the new owner, Once it is received, it
> will be updated in our files. You will then be able to show as owner
> on your Mopar Owner account. When adding or changing information on
> your account, keep in mind that it needs to be completed on a laptop
> or computer directly on the website, and not through the app on your
> phone. Once it is completed online, it will sync with the app
> If you could reply to this email with your new owner information
> within 7 days, we will be able to update your details
>
> Best wishes
> Cheryl
> Jeep Customer Care.
> 866-726-4636.
>
[redacted]

Date	08/22/2022	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/22/2022 13:57 PM

Dear DALE PEIFER,

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

Date	08/22/2022	***Subject***	RE: Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/22/2022 15:39 PM

Joshua,

Please provide us the Bill of Sale or Purchase Agreement via JPEG or PDF formats that should not exceed 5MB on or before Aug. 29.

Thanks,

Jovan
RAM Customer Care
[redacted]

Date	08/22/2022	***Subject***	RE: Regarding your Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/22/2022 15:44 PM

Please provide an email that can accept attachments larger than 5MB before 8/30. Josh
——— Original message ———From: US Customer Care <uscustomercare@fcagroup.com> Date: 8/22/22 11:39 (GMT-05:00) To: joshuagriffith@gmx.com Subject: RE: Regarding your Case [redacted] Joshua,

Please provide us the Bill of Sale or Purchase Agreement via JPEG or PDF formats that should not exceed 5MB on or before Aug. 29.

Thanks,

Jovan
[redacted]

Date	08/22/2022	***Subject***	RE: Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	08/22/2022 15:45 PM

Dear Joshua,

Upon checking your case, the attached file on your email still hasn□t reflected on our end.
Kindly follow the instruction below on how to send in documents via email and also other options on sending the documents are also provided.

Below are the 3 ways how to send in the documents:

1. Send documents via email as attachments. Please make sure to provide documents in JPEG or PDF file formats. Attachment usually shows as a "paperclip" icon. Use a desktop of a laptop when sending the email.

2. Send documents via fax. Fax No. 877-768-5076
Please include your case number on the cover sheet and note ATTN: Reimbursement Request. Your case number is

3. Send documents via mail in the mailing address below:

Stellantis Customer Care
PO Box 21-8004
Auburn Hills MI 48321-8004

If you're going to send documents via mail, you should send copies (NOT originals) and write the case number on the top of each document.

This case will be closed if the documents are not received until Aug 29. Thank you for your patience and cooperation.

Regards,

Jovan
RAM Customer Care
[redacted]

Date	08/22/2022	***Subject***	RE: Regarding your Case [redacted]		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	08/22/2022 15:57 PM

Hello: What case is this for? Why is this considered a reimbursement request? What request did I have asking for reimbursement?JG
——— Original message ———From: US Customer Care <uscustomercare@fcagroup.com> Date: 8/22/22 11:46 (GMT-05:00) To: joshuagriffith@gmx.com Subject: RE: Regarding your Case [redacted] Dear Joshua,

Upon checking your case, the attached file on your email still hasn□t reflected on our end.
Kindly follow the instruction below on how to send in documents via email and also other options on sending the documents are also provided.

Below are the 3 ways how to send in the documents:

1. Send documents via email as attachments. Please make sure to provide documents in JPEG or PDF file formats. Attachment usually shows as a "paperclip" icon. Use a desktop of a laptop when sending the email.

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If you're going to send documents via mail, you should send copies (NOT originals) and write the case number on the top of each document.

This case will be closed if the documents are not received until Aug 29. Thank you for your patience and cooperation.

Regards,

Jovan
[redacted]

Date	08/22/2022	***Subject***	RE: Regarding your Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	joshuagriffith@gmx.com	***Sent Date/Time***	08/22/2022 15:59 PM

Joshua,

Please provide us the Bill of Sale for us to update your records.

Just follow the instructions provided.

Thanks,

Jovan
RAM Customer Care
[redacted]

Live Chats

Date	
08/22/2022	Chat Started: Monday, August 22, 2022, 09:11:47 (-0400) Chat Origin: NAFTA Dodge Brand Chat Agent CHERYL (6s) CHERYL: Thank you for chatting with us, my name is CHERYL with Dodge Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (19s) CHERYL: Hello, Good morning, I hope you're having a good day so far! What can I help you with today? (47s) Visitor: Hi Cheryl, thanks I hope you are doing well on this Monday. (1m 12s) CHERYL: I'm doing great so far! Thank you for asking! (1m 20s) Visitor: I have some hypothetical questions related to my truck's warranty. (1m 42s) CHERYL: What can I help with? (1m 59s) Visitor: Are you the best person to answer warranty questions? (2m 16s) CHERYL: Yes I can assist with warranty information (2m 24s) Visitor: ok great. (2m 45s) CHERYL: Is this for your manufactures warranty or an MVP contact? (3m 15s) Visitor: manufactures warranty re: a 2020 dodge ram 3500 (4m 14s) CHERYL: If you could provide me with the mileage on the vehicle, as well as your owner details, name, address, phone and email please, so I can check your warranty details and make sure our files are up to date, Thanks! (4m 26s) Visitor: ok sure. (4m 40s) Visitor: Mileage ~40k (4m 51s) Visitor: owner name: joshua griffith (5m 24s) Visitor: address: [redacted] westlake, FL (5m 30s) Visitor: phone: [redacted] (6m 55s) CHERYL: Awesome, thanks for the info Joshua, just give me a moment please. (8m 37s) Visitor: ok! (9m 7s) CHERYL: Thanks for waiting, based on the mileage here is your warranty remaining on your RAM. I also see you are not showing as the owner on file. I can assist with getting this changed. I also see you have 2 open recalls on the vehicle. Any authorized dealer would be able to assist with getting these repairs completed. Safety Campaign 2012-21 D TRUCK M14 WHEEL STUDS Z08 Safety Campaign 2019-2020 D Truck Windshield Wipers (9m 39s) CHERYL: BASIC WARRANTY 36 Months or 36,000 Miles June 10, 2023 Expired (Odometer) POWERTRAIN WARRANTY 60 Months or 100,000 Miles June 10, 2025 34 Months or 60,000 Miles DIESEL ENGINE WARRANTY 60 Months or 100,000 Miles June 10, 2025 34 Months or 60,000 Miles AISIN TRANSMISSION WARRANTY 60 Months or 100,000 Miles June 10, 2025 34 Months or 60,000 Miles CORROSION WARRANTY 60 Months or Unlimited Miles June 10, 2025 34 Months or Unlimited Miles DIESEL ENG EMISSION WARRANTY 60 Months or 50,000 Miles June 10, 2025 34 Months or 10,000 Miles ADJUSTMENT WARRANTY 36 Months or 36,000 Miles June 10, 2023 Expired (Odometer) MAJOR EMISSION COMP WARRANTY 96 Months or 80,000 Miles June 10, 2028 69 Months or 40,000 Miles Roadside Assistance YES Towing Assistance YES \ (10m 31s) CHERYL: You will be receiving an email that will request you reply with an attachment of your registration that shows you as the new owner of the Ram you have purchased. It will take about 1-3 business days to update in the system, once your registration has been received. (10m 49s) Visitor: ok sounds good. (11m 6s) CHERYL: Is there anything else I can help with Joshua? (11m 27s) Visitor: ok so some hypothetical questions for you... (11m 59s) Visitor: lets say a circuit board failed on the truck, would that be covered under the existing warranty? (12m 58s) CHERYL: I am sorry, I would have to refer you to a dealer, they will be able to diagnose the issue and advise if it would be covered under your exisiting warranty. we have no way of knowing what would be covered without a diagnosis from the dealer.

Date
08/22/2022

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

VIN	3C7WRNFL6LG[redacted]	Model Year	2020	Brand	DODGE
Body	DP0L94	Vehicle	RAM 5500 CREW CAB CHASSIS		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					

Open Date	09/26/2022	CAIR Type	Regular	Status	Closed
Close Date	10/12/2022	Origin	Telephone	Reason	
Mileage	76,000 Miles	Market	U	Language	English

Contact Email		Contact Phone		Contact Mobile	
Caller Address	[redacted]			Source	FCA
City/State/Country/Zip	kissiimmee		FL	34758	USA

Customer	RUSTAM KARIMOV
Customer Address	96 BOWMAN DR
City/State/Country/Zip	FEASTERVILLE TREVOSE PA 190531601969 USA

Dealer	60835	Rhythm Chrysler Dodge Jeep Ram FIA		Dealer Phone	6158590000
Dealer Address	1221 W MAIN ST				
	HENDERSONVILLE		TN	37075 2040	USA
Dealer Zone	Southeast	Sales District		Service District	S

Subject	Lemon law/Buyback
Synopsis	close case
Customer Anomaly	Gears & Transmission
	Automatic Gearbox
Contact Reason	C221 Dispute Resolution Buyback/Lemon Law — Customer Anomaly: 45 Automatic Gearbox issue
Reason Code	After Sales Complaint Product Dispute Resolution Buyback/Lemon Law Request

Case Status History

Create Date	Status
09/26/2022 07 16 PM	Open
10/11/2022 06 44 PM	Closed
10/11/2022 06 45 PM	Open
10/12/2022 01 44 PM	Closed

Initial Description

Elizabeth called in said that transmission is not working

Case Comments

Date	Comment
09/26/2022	**********Voice of the CX********** Elizabeth Mendoza called in said that was sold this vehicle the dlr was in pa and on Monday and is breaking down in 1 hour and the dlr said in TN and switched the part and dealership said it wasn't the recall and transmission is failing and in Tn and lives in FL and will get lawyers involve if not resolved and it goes through lemon law and it was redline PA are not answering the calls anymore, the vehicle sold was deleted, when recall was done had to pay out of pocket when buying tools for the and it is at the Rhythm in TN and will involve the lawyers, truck was going 35 miles per hour and bought at 8 pm and they changed high pressure fuel pump and once changed when test driven they said that the transmission will cost $8000 to $10000 Elizabeth is seeking assistance on the vehicle transmission and mentioned about the lemon law cx purchased vehicle in TN and lives in FL, cx requires an urgent callback as they have to leave for FL kids at home and due to the hurricane **********Actions Taken********** According to the parameters for FL two years ISD so escalating to the specialist In Service Date 11/23/2020 Mileage 76000 Original owner No Current vehicle location Rhythm Chrysler dealership, BC Dealer code 60835 Phone 6158590000 Rental (Y/N) No Days in rental No Days at DLR Since Friday 0923 Current diagnosis Needs new transmission replacement as per SA Christa Date of last DLR visit/last diagnosis 0923 Current servicing dealer/dealer contact BC Dealer code 60835 Phone 6158590000 Nature of "most recent" dealer contact In TN they replaced the recall part and said this truck needs the new transmission Rhythm Chrysler 60835 Confirm customer telephone and email, as well as best contact method and time CBR 4076242705 email aaafrieghtmovers@gmail com BASIC WARRANTY 36 Months or 36,000 Miles 0 November 23, 2023 Expired (Odometer) POWERTRAIN WARRANTY 60 Months or 100,000 Miles 0 November 23, 2025 Expired (Odometer) SC No Recalls Y21 Safety Campaign 2019 2020 HD POWERTRAIN CONTROL MODULE SOFTWARE Green Y26 Safety Campaign 2012 21 D TRUCK M14 WHEEL STUDS Green Y78 Safety Campaign 2019 2020 Ram HD High Pressure Fuel Pump Green Z08 Safety Campaign 2019 2020 D Truck Windshield Wipers Green cx said that she will be contacting her lawyers as she waits for the specialist to be contacted
09/30/2022	***Voice of Customer*** CX is calling in regards to the Transmission not working, and CX says that she has not heard from C/M regarding her case ***Action Taken*** Agent advised the CX that the C/M is not available and that a Notification will be sent for a call back, and CX says that she will be getting her Lawyer involved ***DLR**** 60835 ***Recall Information*** Y21,Y26,Y78,Z08 ****Next Steps**** Send Notification
09/30/2022	*** Voice of Customer*** Customer just purchased the vehicle, nd the next the day vehicle stopped working due to transmission issues Customer then found out that she was sold a deleted vehicle and a vehicle that had 5 open recalls after trading in vehicle with no problems Customer is very upset and wants a call back immediately Vehicle was purchased at Thornton CJDR Vehicle is the customers employment, and needs help asap ***Actions Taken*** Noted case for a follow up Recall Dlr ***Next Steps*** Closed case
10/03/2022	Customer stated that she wanted to speak to a CM Advisor informed the customer that she will be getting a CM on the line to speak to her NO further actions taken
10/03/2022	********Inbound call from the cx******** cx was transferred by Kristy to speak with the cm, cx said she hasn't received any callbacks and it is in TN and waiting on the approval of the transmission warranty and in TN sold a deleted truck and voided out the warranty and transmission and it is in TN and the truck is with the Rhythm dealership cx said that she has spent $20000 and the truck is in the dealership cx is requesting for a callback from the specialist cx said she will callback if doesn't receives call tomorrow
10/06/2022	Customer stated that she wanted to speak to a CM Advisor informed the customer that she will be getting a CM on the line to speak to her NO further actions ta
10/06/2022	Customer called in stated she would like to speak with a case manager concerning her truck that is in the dealership Advisor inform customer the case manger will get back in touch with her concerning her open case
10/07/2022	customer called in stated she would like to speak with a case manager concerning her truck that is in the dealership Advisor inform customer the case manger is busy but would reach out once she is available
10/07/2022	Customer calling in about wanting to speak with Sup Advised sup not available set up sup call customer very upset with how case is being handled
10/11/2022	Voice of Customer Customer stated that she would like to speak to my case manager or a supervisor Advisor advised informed customer that the case manger is not available and a supervisor call back is already schedule and the process takes 1 2 business days advisor chatter case manager
10/11/2022	**IBC** CM spoke with cst cst advised that they were to buy a trail it broke down in Tennessee and they are from fl the car is at the rhythm Chrysler dodged jeep cst explained what's some of the issue were, she was advised that the transmission is bad on the vehicle the rhythm dlr advised that a deleted vehicle was sold to them by the selling dlr and because its a delete vehicle the warranties are voided cst needs the transmission replaced
10/11/2022	**OBD** CM spoke with svc rep she transferred called to sa Desiree cm got the second in command email gray dull and advised that she would send out an email rep advised sa asked if cm had a contact line cm provided rep with contact info
10/11/2022	**EMAIL TO SM** Good morning, I am the case manager for customer Mendoza, it was advised to be by the customer that she was told that the warranties on her vehicle are voided because she was sold a deleted vehicle and that she had to put $3,000 down in order for parts to be ordered could you please explained what you guys mean she was sold a deleted vehcile and how the warrants are voided because of this On my end, I do not see any restrictions, and this appears to be a warrantable repair could you please explain I will attach screenshots of the warranties and restrictions thank you, Shaii Case manager 844 378 0573 EXT4062239
10/11/2022	**obc** cm spoke with cst and advised she will follow up on the 13th cst advised Krista is the point of contact as she took the $3000 from cst cm asked if an outside influence could be the cause cst advised that there was no outside influcance and explained cst advised that starting having problems when they left the dlr cm stated she will follow up on the 13ths

Date	Comment
10/11/2022	Destiny Service Advisor called in trying to see what questions CM may have that she may be able to answer to assist with case progression
10/11/2022	**EMAIL FROM SM** Good afternoon this vehicle has been tuned with aftermarket programmer and def and EGR system (emissions) have been deleted. Has been sent to area manager for restrictions. Thanks, Gary
10/11/2022	**obc** cm Spoke with cst and advised that there will be restrictions placed on the vehicle it has an aftermarket programmer and DEF it was also advised that thee EGR systems have been deleted cm explained and advised on case closing
10/12/2022	***IBC*** cm Spoke with cst it was advised that cm is unable to assist because there is restrictions being placed on the vehicle cm explained about the programmer and the DEF and the at emission was deleted cm advised that in order for cm to assit the vehicle will have to be brought back to factory standard but at this time any repairs will be customer pay

Email(s)

Date	10/11/2022	*Subject*	Lemon law/Buyback		
From	uscustomercare@fcagroup.com	*To*	aaafreightmovers@gmail.com	*Sent Date/Time*	10/11/2022 14:06 PM

Thank you for contacting Ram and bringing your vehicle concerns to our attention.

My Name is shaii and I have been assigned your case manager.

My phone number is 844-378-0573 ext: 4062239

My hours are - Eastern Standard Time.

Case # [redacted]

If you have any questions or concerns please reach out to me as I would be happy to assist.

Thank You,

Shaii
Case Specialist
844-378-0573 EXT.4062239
[redacted]

Date	10/11/2022	*Subject*	Lemon law/Buyback		
From	uscustomercare@fcagroup.com	*To*	aaafreightmovers@gmail.com	*Sent Date/Time*	10/11/2022 14:07 PM

Thank you for contacting Ram and bringing your vehicle concerns to our attention.

My Name is shaii and I have been assigned your case manager.

My phone number is 844-378-0573 ext: 4062239

My hours are - Eastern Standard Time.

Case # [redacted]

If you have any questions or concerns please reach out to me as I would be happy to assist.

Thank You,

Shaii
Case Specialist
844-378-0573 EXT.4062239
ref:_00Dj01qsDF._5003Z1TtTQW:ref

Date	10/11/2022	*Subject*	RE: Lemon law/Buyback		
From	uscustomercare@fcagroup.com	*To*	uscustomercare@fcagroup.com	*Sent Date/Time*	10/11/2022 18:43 PM

Hello Ms.Mendoza

I am reaching out to see if you have received your vehicle and how it is working?

If everything is working fine and no further assistance is needed you do not need to do anything and I will close out the case on 10/11/22.

You will also get a survey about your experience with me and how I handle your case it would be greatly appreciated if you took part in the survey

However, if you still require assistance or did obtain a rental please reply to the email with the rental docs and/or give me a call back advising how I can be of assistance.

thank you,

Shaii
Case Specialist
844-378-0573 EXT.4062239
ref:_00Dj01qsDF._5003Z1TtTQW:ref

Date	10/11/2022	*Subject*	RE: Lemon law/Buyback		
From	uscustomercare@fcagroup.com	*To*	uscustomercare@fcagroup.com	*Sent Date/Time*	10/11/2022 18:43 PM

Hello Ms.Mendoza

I am reaching out to see if you have received your vehicle and how it is working?

If everything is working fine and no further assistance is needed you do not need to do anything and I will close out the case on 10/11/22.

You will also get a survey about your experience with me and how I handle your case it would be greatly appreciated if you took part in the survey

However, if you still require assistance or did obtain a rental please reply to the email with the rental docs and/or give me a call back advising how I can be of assistance.

thank you,

Shaii
Case Specialist
844-378-0573 EXT.4062239
ref:_00Dj01qsDF._5003Z1TtTQW:ref

Date	10/11/2022	*Subject*	Re: Lemon law/Buyback		
From	aaafreightmovers@gmail.com	*To*	uscustomercare@fcagroup.com	*Sent Date/Time*	10/11/2022 18:45 PM

This is unexceptable! Chrysler will be sued big time!

On Tue, Oct 11, 2022 at 2:43 PM US Customer Care <
uscustomercare@fcagroup.com> wrote:

> Hello Ms.Mendoza
>
> I am reaching out to see if you have received your vehicle and how it is
> working?
>
> If everything is working fine and no further assistance is needed you do
> not need to do anything and I will close out the case on 10/11/22.
>
> You will also get a survey about your experience with me and how I handle
> your case it would be greatly appreciated if you took part in the survey
>
> However, if you still require assistance or did obtain a rental please
> reply to the email with the rental docs and/or give me a call back advising
> how I can be of assistance.
>
> thank you,
>
>
> Shaii
> Case Specialist
> 844-378-0573 EXT.4062239
>
>
>
>
> ref:_00Dj01qsDF._5003Z1TtTQW:ref
>
--
AAA FREIGHT MOVERS
YOUR FREIGHT IN GREAT HANDS
(321) 966-2033

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

VIN	3C7WRNFL5MG[redacted]	Model Year	2021	Brand	DODGE
Body	DP0L94	Vehicle	RAM 5500 CREW CAB CHASSIS		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	10/11/2022	CAIR Type	Regular	Status	Closed
Close Date	03/17/2023	Origin	Telephone	Reason	
Mileage	130,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City/State/Country/Zip					USA
Customer	GANT LOGISTICS LLC				
Customer Address	7770 MICHIGAN RD STE B				
City/State/Country/Zip	INDIANAPOLIS		IN	462682373748	USA
Dealer	45501	NAPLETON'S CLERMONT CHRYSLER JEEP		Dealer Phone	4072874433
Dealer Address	15859 STATE ROAD 50				
	CLERMONT		FL	34711 9533	USA
Dealer Zone	Southeast	Sales District		Service District	E
Subject	DLR locate				
Synopsis	Down for repairs to TRANSMISSION Repaired under WARRANTY REIMBURSEMENT REQUEST REIMBURMSENT PROCESSED				
Customer Anomaly	Gears & Transmission				
	Warning Light Anomaly				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	52	Gears & transmission warning light
Reason Code	After Sales Complaint Product Vehicle concern Additional details				

Case Status History

Create Date	Status
10/11/2022 05 32 PM	Open
10/12/2022 02 06 PM	Suspended
10/14/2022 04 02 AM	Open
10/14/2022 04 14 PM	Suspended
10/18/2022 04 00 AM	Open
10/18/2022 08 54 PM	Suspended
10/21/2022 04 00 AM	Open
10/21/2022 04 55 PM	Suspended
10/24/2022 04 00 AM	Open
10/24/2022 03 37 PM	Suspended
10/26/2022 04 01 AM	Open
10/26/2022 04 06 PM	Suspended
10/28/2022 04 00 AM	Open
10/28/2022 04 32 PM	Suspended
11/02/2022 04 01 AM	Open
11/02/2022 02 15 PM	Suspended
11/04/2022 04 01 AM	Open
11/04/2022 03 38 PM	Suspended
11/08/2022 05 01 AM	Open
11/08/2022 05 47 PM	Suspended
11/10/2022 05 00 AM	Open
11/10/2022 04 40 PM	Suspended
11/14/2022 05 00 AM	Open
11/14/2022 05 27 PM	Suspended
11/16/2022 05 00 AM	Open
11/16/2022 05 11 PM	Suspended
11/17/2022 09 54 PM	Open
11/17/2022 09 54 PM	Suspended
11/21/2022 05 02 AM	Open
11/21/2022 06 47 PM	Suspended
11/23/2022 05 01 AM	Open
11/23/2022 04 46 PM	Suspended
11/25/2022 05 01 AM	Open
11/25/2022 04 33 PM	Suspended
11/29/2022 05 01 AM	Open
11/29/2022 05 00 PM	Suspended
12/01/2022 04 34 PM	Open
12/01/2022 04 37 PM	Suspended
12/05/2022 05 02 AM	Open
12/05/2022 03 03 PM	Suspended
12/08/2022 05 02 AM	Open
12/08/2022 03 40 PM	Suspended
12/12/2022 05 04 AM	Open
12/12/2022 04 50 PM	Suspended
12/12/2022 10 49 PM	Open
12/12/2022 10 49 PM	Suspended
12/15/2022 05 01 AM	Open
12/15/2022 02 34 PM	Suspended
12/19/2022 05 03 AM	Open
12/19/2022 05 11 PM	Suspended
12/21/2022 05 03 AM	Open

Create Date	Status
12/21/2022 05:03 PM	Suspended
12/21/2022 05:33 PM	Open
12/27/2022 10:02 PM	Suspended
01/03/2023 05:02 AM	Open
01/03/2023 04:36 PM	Suspended
01/06/2023 05:02 AM	Open
01/06/2023 04:16 PM	Suspended
01/09/2023 05:01 AM	Open
01/09/2023 06:19 PM	Suspended
01/13/2023 05:01 AM	Open
01/13/2023 04:03 PM	Suspended
01/17/2023 05:01 AM	Open
01/17/2023 04:39 PM	Closed
01/17/2023 04:39 PM	Open
01/19/2023 12:57 AM	Suspended
01/20/2023 05:01 AM	Open
01/20/2023 03:41 PM	Suspended
01/20/2023 06:17 PM	Open
02/18/2023 03:24 PM	Suspended
02/23/2023 05:03 AM	Open
02/23/2023 05:04 PM	Suspended
02/27/2023 05:03 AM	Open
03/17/2023 04:49 PM	Closed

Initial Description

Cst needs assistance locating DLR that is capable of assisting as vehicle is to large

Case Comments

Date	Comment
10/11/2022	***Voice of Cst*** Cst called as vehicle is at DLR 41383 and Cst was advised DLR is unable to assist as vehicle it to large due to 27 ft. tow bed. Cst advised vehicle is currently having concerns where vehicle will not properly go into gear, current servicing DLR believes it could be transmission. Cst advised tow bed does not disconnect. ***Action taken*** Agent tried 5 different Dealers closes to ZIP 32808 no DLR none of the following DLRs cad assist: DLR code 60786 , DLR code 45091, DLR code 27226, Napleton's South Orlando Chrysler-Jeep-Dodge & Napleton's Clermont Chrysler Jeep Dodge. DLR 60786 advised vehicle is blocking serving bay and needs to be moved immediately. Agent advised would email 5 other Dealers potentially capable of assisting as well as advised would escalate incase further assistance is needed. Agent advised 1 business day. ***Next steps*** Escalate
10/12/2022	SA Marlene Customer hasn't been able to locate a dealership. 34756 History purchased from Orlando Transmission was replaced in UTAH in April paid $1200 to tow it back to the dealership and now Orlando is telling them they can't work on it. CALL WAS DISCONNECTED >> CM LEFT VOICEMAIL FOR CUSTOMER ========== >>>> MAIL TO CUSTOMER Good morning Devon ? My name is Brandon. I am a Senior Specialist with RAM | Fleet Case Management I am happy to assist in the resolution of the concern on file with our customer care office. ? Looks?like we go?disconnected I will call Orlando dealership Please note: Open / Incomplete RECALLS on this VIN: none ? Regards, Brandon Senior Specialist USA RAM | STELLANTIS? FLEET Case Management 1-800-999-3533 (opt.3) ext. 3020518 Customer Care Line: 1-800-992-1997
10/12/2022	>> CALL TO DEALER 45849 Orlando Chrysler 4072991120 CM contacted DLR to speak with SM / SA Marlene NO ANSWER IN SERVICE / NO VOICEMAIL
10/12/2022	>> CALL TO DEALER 45849 Orlando Chrysler 4072991120 CM contacted DLR to speak with SM Ringo Voicemail goes to someone named Brian CM left voicemail
10/13/2022	>> CALL TO DEALER 45849 Orlando Chrysler 4072991120 CM contacted DLR to speak with SM Ringo CM was placed on hold DLR did not return to the call.
10/14/2022	>> CALL TO DEALER 45849 Orlando Chrysler 4072991120 CM contacted DLR to speak with SM Ringo or General Manager Mark GM Mark advised he would personally hand a message to Ringo for a call back.
10/14/2022	<< CALL FROM DEALER SM RINGO Advised that the Vehicle was towed out last night DLR was not aware of a previous Transmission repair but cannot accommodate this vehicle Peterbilt store 4 or 5 miles down the street
10/14/2022	>> MAIL TO CUSTOMER Good afternoon Service Manger Ringo called back and advised that the vehicle was towed away last night He did mention that there is a Peterbilt Truck Center about 5 miles away.
10/14/2022	>> MAIL TO CUSTOMER Nobody has approved anything. The vehicle needs to be diagnosed before anything gets approved. You will need to make arrangements with Peterbilt and see if they can accommodate this vehicle. *** Most likely, they will charge a diagnosis fee, however if there is an indication that this is a warrantable concern, than Orlando Dodge will need to get their Area Manager involved for next steps.
10/15/2022	dlr code 45501 has a four post lift that is moveable..IDK if this will work yet qwe can reach out to Brian Hessler at the dr and ask if they can accomodate
10/15/2022	please verify if the unit can be lifted at the store prior dlr code 45501 has a four post lift that is moveable..IDK if this will work yet qwe can reach out to Brian Hessler at the dr and ask if they can accomodate
10/18/2022	** contact DLR 45501 *** lease verify if the unit can be lifted at the store prior dlr code 45501 has a four post lift that is moveable.. IDK if this will work yet we can reach out to Brian Hessler at the dr and ask if they can accommodate
10/18/2022	NEW DEALER: 45501 NAPLETON'S reach out to Brian Hessler ---------- OLD DEALER 45849 Orlando Chrysler
10/18/2022	>> MAIL TO CUSTOMER Recommended dealer to try: They will need to know all your vehicle dimensions Please contact them to see if they can accommodate NAPLETON'S CLERMONT CHRYSLER JEEP Phone 407-656-0204 Address 15859 STATE ROAD 50 CLERMONT, FL 34711
10/21/2022	>> MAIL TO CUSTOMER Good afternoon What did NAPLETON'S CLERMONT?advise about accommodating your vehicle? The Area manager will most likely not give approval to?Cox Automotive unless all other avenues have been exhausted.
10/24/2022	>> MAIL TO CUSTOMER . DEALER Good Morning The Napleton Dodge Clermont dealership. Should?be reaching out to their area Manager to get approval for an IRF to perform the work. Orlando Chrysler dealership is out of the picture at this time. This is what I advised over the phone. Darren, are you Service Manager at Napleton's?
10/26/2022	>> MAIL TO ORLANDO DLR / AM Good afternoon If Orlando and Napelton's dealerships are not able to accommodate this VIN, An Area Manager would need to approve warranty or safety recall repairs to be performed at an IRF or non-bizlink dealership.
10/27/2022	Michael Berry- Fleet Tech suppport advisor Direct line 2484625964 would like follow up call from CM
10/28/2022	>>> VOICEMAIL TO FLEET TA Michael Berry- Fleet Tech support advisor Direct line 2484625964 CM left voicemail.
10/31/2022	>>> MAIL TO CUSTOMER FROM OUTLOOK Good afternoon Please forward photos of your entire vehicle and provide dimensions / details of upfitting equipment. ++++++++++++++++++++++++++++++ customer sent images to corporate outlook as CM cannot save images, they were forwarded in outlook to FLEET TA / T/L
11/02/2022	<< MAIL FROM FLEET TA Good afternoon Brandon, Thank you for getting that information. Especially with the picture when they had it at Orlando Dodge, the size is considerable on this. I had already email Wanda Cunningham on this about approving at an independent facility. Regards, Mike Michael Berry Fleet Technical Advisor Mopar Fleet Service & Parts Operations Stellantis (248)462-5964
11/02/2022	<< MAIL TO CUSTOMER Good morning I am hoping to hear back soon about approval. Please let me know if someone contacts you with an update or gives you the go ahead to have the vehicle repaired.
11/04/2022	>> MAIL TO FLEET TA Just following [redacted] case for the flat bed vehicle we discussed. Is there any direction I can provide to the customer as far as next steps or where this vehicle should be taken to? [redacted] 3C7WRNFL5M[redacted] Please advise Thank you
11/04/2022	>> MAIL TO CUSTOMER I sent off an email this morning to see where this vehicle is suppose to be going. Has anyone contacted you at this time? Please advise on current vehicle status Thank you
11/08/2022	Good afternoon Do we know if this customer can move his vehicle to an IRF? He is currently paying for it to be stored Case [redacted] 2021 RAM 5500 Please advise Thank you
11/08/2022	>> MAIL TO NAPLETON Good afternoon Do we know if this customer can move his vehicle to an IRF? He is currently paying for it to be stored Case [redacted] 3C7WRNFL5MG[redacted] - 2021 RAM 5500 Please advise
11/08/2022	>> MAIL TO CUSTOMER I have sent off an email to the Ram Fleet team as well as Napleton's to see if there is an update of if you can move your vehicle. Please let me know if anyone reaches out to you with direction.
11/10/2022	>> MAIL TO DEALER / AM /CRM This customer is STILL waiting to move his vehicle to an IRF for repair? Do we have approval for him to do this or NOT? He is spending money on storage and is losing his business. Good morning Wilsend We need some attention on this case as the FLEET TA, Area Manager and dealer are no responding.

Date	Comment
11/10/2022	>> CRM / CM EMAIL The vehicle should be taking to an approved business link dealer in the area. Thanks, ========== >> REPY TO SF-CRM not possible. The FLEET TA has already investigated the concern and ALREADY CONFIRMED a bizlink dealer cannot accommodate this vehicle and has requested approval for IRF to perform the repair. ========== What specifically is the repair? Is the repair covered under warranty? Thanks, ========== It is a transmission concern According to FLEET TA on Nov 2: Good afternoon, Brandon, Thank you for getting that information. Especially with the picture when they had it at Orlando Dodge, the size is considerable on this. I had already email Wanda Cunningham on this about approving at an independent facility. Regards, Mike Michael Berry Fleet Technical Advisor Mopar Fleet Service & Parts Operations Stellantis (248)462-5964
11/14/2022	>> MAIL TO AM / DEALER Do we have confirmation that the dealership has reached out to this customer to bring is vehicle back to Napleton's?
11/15/2022	<<< MAIL FROM FLEET TA Good afternoon everyone, Given the size of it the Independent Repair Facility will likely be the only spot that will have enough space to properly lift this like I mentioned in the email from the 31st. Would the dealer be able to list the repair as third party like many of the glass and body repairs are done under? Otherwise it may have to come down to just reimbursing the customer after the fact to get this vehicle moving. Regards, Mike Michael Berry Fleet Technical Advisor Mopar Fleet Service & Parts Operations Stellantis (248)462-5964 ========== << MAIL FROM AM Please reimburse the owner and proceed
11/15/2022	>. CALL TO CUSTOMER GANT LOGISTICS LLC dgant1984@gmail.com (317) 993-0010 Devon Grant Customer was advised that approval for manufacturer repair was approved Customer will take vehicle to: COX automotive fleet service 2560 Dineen Ave Orlando Florida 32804 Vehicle is being stored - will need to have it towed to IRF in the next day or so Turbo and transmission mileage: 133,000
11/15/2022	previous transmission replacement 7/18/2022
11/16/2022	<< MAIL FROM FLEET TA Good morning Brandon, The only thing I might add is that they ask the IRF to get as many clear pictures during it as they can. Obviously not something that is required but would help in case there are any questions that pop up later. Regards, Mike Michael Berry Fleet Technical Advisor Mopar Fleet Service & Parts Operations Stellantis (248)462-5964
11/16/2022	>> MAIL TO FLEET TA Thank you Mike The customer has emailed me this morning.. not sure what we can do. I attached the quote he sent as well. ========== "I have attached the quote from Napleton for the parts. The total amount due is $21,464.69. There is NO way that I can afford to purchase these parts for repair. This is the reason I invested in an extended warranty to avoid charges like this. Where do we go from here? What are the other options? I do not understand why I continue to be told that approval will be assessed after diagnosis. The transmission was already diagnosed at Orlando Dodge. I will await your response on how to proceed. Thank you"
11/21/2022	>> MAIL TO FLEET TA / AM Good afternoon Is there any direction we can take on this customer's concern with the parts quote?
11/22/2022	>> MAIL TO CUSTOMER Good afternoon I have sent an email to the Area Manager and Fleet team to see if they had any direction for you on the part pricing. you may need to work something out with the dealership and the repair facility. I will reach out again on this side to see if anyone else has some ideas. *** PLEASE NOTE *** The RAM FLEET Tech has advised to have you make sure your repair facility documents the repair along with the way with photos in case anything comes up that needs to be reviewed.
11/25/2022	>> MAIL TO / AM / CRM / FLEET TA Good morning I hope everyone is doing well Case [redacted] 2021 RAM 5500 Is there any direction we can take on this customer's concern with the parts quote. Also - Are these parts being sold to the IRF at dealer retail price or warranty price? With a quote at $21,000 for parts alone, my initial thought is someone may want to look at this and if there is a concern on this parts quote from the dealer, we should review before the work begins at the IRF. Please advise as the customer is still waiting on a response as he cannot pay $21,000 upfront for parts alone. Thank you so much
11/25/2022	>> MAIL TO CUSTOMER Good morning Devin I have sent another email to the FLEET and RAM?team to see what can be done -? So far, I do not have an answer as to any direction for you. regarding the parts / pricing? The parts are being sold to the independent repair facility - so it doesn't fall under warranty coverage guidelines. that being said, I have also inquired about the pricing and if that is something that can be reviewed. □□□□□□□I have asked that direction be provided before any works begins on the vehicle.
11/29/2022	>> MAIL TO DEALER Good morning I am still waiting on a response. Case 84336366 / 3C7WRNFL5MG562415 - 2021 RAM 5500 Is there any direction we can take on this customer's concern with the parts quote. Also - Are these parts being sold to the IRF at dealer retail price or warranty price? With a quote at $21,000 for parts alone, my initial thought is someone may want to look at this and if there is a concern on this parts quote from the dealer, we should review before the work begins at the IRF. Please advise as the customer is still waiting on a response as he cannot pay $21,000 upfront for parts alone. Thank you so much
11/29/2022	<<< FLEET TA / CM CALL >>>> CM and Fleet TA Mike discussed the case. FLEET TA agrees there has been too much time passed by will contact the Napleton's dealer and will respond to email chain. -
11/29/2022	>> MAIL TO FLEET TA Hello Mike Thanks for taking my call. Here is some info that may assist. 3C7WRNFL5MG[redacted] 2021 RAM 5500 Vehicle Mileage: 130,000 ========== MVP SERVICE CONTRACT: Description: □□□□□MAXIMUM CARE FOR COMMERCIAL Expiration Date/Odometer: □□□May 30, 2026 @ 200,000 Miles Here is a bit of the history... Transmission was replaced in UTAH in April 2022 Customer paid $1200 to tow it back to the dealership and now Orlando is telling them they can't work on it. Napleton's Clermont Chrysler Jeep Dodge. DLR 60786 advised vehicle is blocking serving bay and needs to be moved immediately. They cannot work on this vehicle.
11/29/2022	>> MAIL TO CUSTOMER Good afternoon I have spoken with the Fleet Technical Advisor today and he is researching some options on next steps with the Area Manager and dealerships. I hope to hear some good news soon.
12/01/2022	<<< MAIL FROM CUSTOMER I would like for your supervisor or area manager to reach out to me directly via email not phone. This claim needs to be escalated and expedited immediately. I have been waiting for this repair to be completed since October 7th, 2022 and we have made absolutely no progress. My truck has been sitting, not producing revenue which has caused a major financial crisis and burden for my family. At this point, I feel if this repair isn't expedited and repaired soon, I will have no other options but to seek legal counsel. I understand its hard finding a repair shop to accommodate my truck due to the size, but I have went above and beyond in assisting in finding a repair shop that can handle this repair. I submitted all the estimates to you on 10/20/22 (labor) & 11-15-22 (Chrysler parts) and still no progress has been made. I have received and reviewed My warranty and it clearly states a transmission repair is covered under my warranty. I need a transmission. This was diagnosed by your team at Orlando Dodge. What more do you need? This repair is taking an unusual amount of time that I financially can't afford to continue at this pace. Should I seek legal representation at this point or can your area manager/supervisor email me today with a final solution and a date/time a tow will pick up my truck for transmission repair under my warranty?
12/01/2022	Customer has requested Supervisor EMAIL ONLY EMAIL: [redacted] Reason for request: Customer is unhappy with progress on IRF repair approval CASE assigned to: (JK671) CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day
12/01/2022	>> MAIL TO CUSTOMER I have sent a request for the Team Lead to reach to you.
12/01/2022	□ MAIL TO CUSTOMER >>> SUPERVISOR email response is set up for one business day contact. (8am -8pm)
12/02/2022	***Supervisor** Email sent to MIKE BERRY;THOMAS VALK;NANCY PELTZ JIM KENNEDY (EXTERNAL);AARON SHOEMO;WANDA CUNNINGHAM; requesting update as customer is now threatening legal action.
12/05/2022	<< MAIL FROM cAM I□m confused. I have escalated to my wam. I□m not auth ghis repair. I have nothing at this time. Cc□ing wam again
12/05/2022	>> MAIL TO CUSTOMER The Area Manager is reaching out to the warranty administration department for further direction.
12/05/2022	>> MAIL TO CUSTOMER Good afternoon Devin I have been advised to request that you take the vehicle to Napleton's dealership. Also, FLEET RAM team wants to confirm if this vehicle is drivable or if you are going to be towing it to Napleton's. Please advise when you get the chance.
12/05/2022	<< MAIL FROM Thomas Valk SEBC WAM Team: This situation can be resolved quickly. I just got off the phone with Brian Fixed Ops for Napleton and John the service manager at Napelton Clearmont. Napleton Clearmont can look at the vehicle and most likely perform the repairs. As of this time and date, the vehicle has not shown up to Napleton Clearmont. We need to get the vehicle to Napleton Clearmont. The Service Manager and Fixed Ops director will work with me to handle the repair. Brandon, I am assuming you have been in contact with the customer. Is the vehicle driveable or do we need to get it towed? Can you assist in making sure the vehicle gets to Napleton Clearmont? This appears to be a MOPAR Warranty claim, not an MVP issue. As such, Mike Berry or I can work with PTSC is prior approval is necessary as TA's and WAM's can approve repairs for transmissions. Thomas Valk
12/05/2022	<< MAIL FROM SEBC WAM THOMAS Napelton Clearmont has invested in heavy truck mobile lifts that lift at the wheels. This type of lifting system is used for unusual length vehicles such as this one and buses.
12/05/2022	>> MAIL / CUSTOMER I am told that Napelton Clermont has invested in heavy truck mobile lifts that lift at the wheels. This type of lifting system is used for unusual length vehicles such as this one and buses. Brian is Fixed Ops for Napleton and John the service manager at Napelton Clearmont. Contact them to make arrangements as soon as possible.
12/12/2022	>> CALL TO DEALER 45501 Napleton's Clermont 8883662064 CM requested to speak with Brian Hessler, FIXED OPS manager CM left voicemail.
12/12/2022	>> MAIL TO CUSTOMER Good morning Devin I have contacted Napleton's and left a voicemail with Brian, the Fixed Ops director. Please advise if you vehicle is at this dealership and any status update you may have. Thank you
12/12/2022	<< CALL FROM DEALER 45501 BRIAN HESSLER IS THE FIXED OPS MANAGER. email: bhessler@napleton.com Brian states parts are on order transmission and cooler on order PART: 68498557AB ORDER: 68322497AC Backorder - 68322497AC Quantity: 1 Shipper Number: [redacted] Current ETA: Dec 14,2022 Servicing PDC: 03159-ORLANDO NEW Description: STOCK IS IN-TRANSIT FROM SUPPLIER Order is Eligible for Upgrade ========== In Process - 68498557AB Quantity: 1 Shipper Number: 6842759 Current ETA: Dec 12,2022 Servicing PDC: 03111-WARREN NPDC Description: REL TO PDC DEALER is number #[redacted]SA mike Fernandez
12/15/2022	>> MAIL TO DEALER Good morning Brian I hope you are well.. Just checking in on the part order status to see if everything has arrived 3C7WRNFL5MG562415 - 2021 RAM 5500 customer: GANT LOGISTICS LLC Please advise Thank you.
12/19/2022	<< MAIL FROM DEALER The cooler is here but we are still waiting for the transmission. It looks like the ETA is 12/20. ======== >MAIL TO CUSTOMER I received a response from Brian at the dealership. They are just waiting on the transmission... ETA is 12/20 (Subject to change)
12/21/2022	>> MAIL TO DEALER Good afternoon Brian Has the transmission arrived for this VIN? Please advise Thank you
12/21/2022	<< MAIL FROM DEALER Yes the transmission has come in. the ETA completing the repair is 12/28
12/21/2022	>> MAIL TO CUSTOMER Good afternoon The service team advised Parts have arrived ETA for repair is 12/28
12/23/2022	** ETA for repair is 12/28 *** Next: mail to dealer to see if they are still on track.
12/27/2022	>>> MAIL TO DEALER Good afternoon Brian I hope you had a great Holiday Just need to update this case to see if you are still on track for completion tomorrow, DEC 28th 3C7WRNFL5MG[redacted] 2021 RAM 5500 Customer: GANT LOGISTICS ========== << MAIL FROM DEALER yes sir we are test driving the vehicle as i type this

Date	Comment
12/27/2022	>>> MAIL TO CUSTOMER □ Good morning A message has been sent to the Service Manager at the dealership requesting a update on the status of this vehicle. Hopefully, I receive some feedback soon. Please let me know if you hear from the service team or if this vehicle is returned to you.
12/27/2022	********** customer is away and will be submitting more documentation when he come back **********
01/03/2023	>> MAIL TO CUSTOMER Good morning Devin I am looking to see if you have your vehicle back and if you are still submitting documentation? Please advise. Thank you
01/13/2023	>> MAIL TO DEALER Good morning I have not heard back from this customer. Please confirm if this vehicle was picked up from repair. 3C7WRNFL5MG[redacted] 2021 RAM 5500 / GANT LOGISTICS Thank you.
01/13/2023	?□ MAIL TO CUSTOMER >>> ? I'm contacting you regarding the pending closure of the case with Ram Fleet Case Management ? I have not received a response or documentation for review. I am happy to leave this case open for 2 additional business days to receive ALL files requested.
01/17/2023	>> MAIL TO CUSTOMER Good morning Documentation has not been received □□□□□□□I am sending you this email regarding the closure of your?case with Ram Fleet Case Management ? ** please note ** Email replies to this final email may not be received or answered. ? Please note that you may receive a survey based on our interaction. This survey is sperate from one you may receive from the dealer on the repair itself. ? Thank you for choosing RAM
01/17/2023	********** CASE CLOSING COMMENTS Down for repairs to Transmission Vehicle was repaired UNDER WARRANTY DLR and Customer confirmed vehicle is Repaired and picked up. **********
01/19/2023	>> MAIL TO CUSTOMER You advised you were going to submit documentation on Friday, Jan 13th There was no email or documents.?? You replied yesterday, but still did not submit anything? Still nothing I will keep the case open until Friday morning 9AM,? Jan 20th to receive ALL documents.
01/20/2023	*** some DOCUMENTS received ** + STILL WAITING FOR REPAIR ORDER +
01/24/2023	** DOCUMENT RECEIVED ** DOC-7630352 20230121105000525.pdf
01/27/2023	DOC[redacted] - M[redacted] - GANT LOGISTICS - RO[redacted]pdf REPAIR ORDER ********** DEALER 45501 Napleton's Clermont REPAIR ORDER: [redacted] REPAIR DATES: 06 DEC 22 -28 DEC 22 MILEAGE: 130,000 REPAIR DESCRIPTION: TRANSMISSION REPLACEMENT
01/31/2023	*** REVIEW IN PROGRESS ** DOC-[redacted]pdf ** Duplicate of repair orde[redacted]w receipt 1.pdf TOW INVOICE page 5 ==========[redacted]tow receipt 2.pdf TOW INVOICE page 4 ==========[redacted]ow receipt 5.pdf TOW INVOICE page 1 ==========[redacted]ow receipt 4.pdf TOW INVOICE page 2 ==========[redacted]w receipt 3.pdf TOW INVOICE page 3
02/02/2023	** review in progress **[redacted]21 ram estimate.pd[redacted]-WRD0005.jpg DOC-7405413 ~WRD0000.jpg[redacted]ant 21 ram estimate.pdf DOC-[redacted]MG_0204[redacted]~WRD0005.jpg I[redacted]MG_0203.jpg[redacted]eceipt 6.pdf[redacted]payment 4.pdf [redacted] truck payment 3.pd[redacted] payment 2.pdf [redacted]truck paymen[redacted]5.pdf DOC-[redacted]ow receipt 4.pdf DOC-[redacted] tow receipt 2.pdf [redacted]w receip[redacted]: GANT LOGISTICS - RO[redacted]f DOC-[redacted]Napleton Parts Quote.pdf [redacted]not needed) ---------- [redacted] Gant logistics Repair order[redacted]Page 1 of 1 OCT 8th - OCT 11th DEALR: ORLANDO DIAGNOSIS - CONFIRMED DOES NOT FIT ON LIFT ---------- [redacted] NOT NEEDED) [redacted] NOT NEEDED) [redacted] NOT NEEDED)
02/06/2023	**** REVIEW IN PROGRESS **** ** note Case # 83530941 CUSTOMER RECEIVED 4 MONHLY PAYMENT REIMBURSEMENT **********
02/08/2023	10/12/2022 History purchased from Orlando Dodge Dealership Transmission was replaced in UTAH in April 2022 paid $1200 to tow it back to the dealership and now Orlando is telling them they can't work on it. ========== 10/18/2022 4:53 PM ADVISED CUSTOMER TO CONTACT NAPLETONS ========== 11/15/2022 1:20 PM The Fleet TA advised that given the size of it the Independent Repair Facility will likely be the only spot that will have enough space to properly lift this AM WANDA CUNNGHMAN originally authorized repair at IRF then ========== 12/5/2022 Customer was advised to take vehicle to Napoleons I am told that Napoleon Clermont has invested in heavy truck mobile lifts that lift at the wheels. This type of lifting system is used for unusual length vehicles such as this one and buses. ========== 12/12/2022 PARTS on order. ========== 12/27 vehicle REPAIR COMPLETED
02/10/2023	Thank you for being a valued customer of Stellantis! This is a receipt including the amount you were charged for the service. Service Summary Job ID [redacted]ice Type Tow Pickup Location [redacted]ke City, FL [redacted] Dropoff Location [redacted]rlando, FL [redacted] Service Completion Date Sat, Oct 8th, 2022 Receipt Summary Payment Total $1,214.50 Card Charged mastercard ending in 6778 This charge will appear on your bank statement as Swoop Roadside Assist. If you have any questions, call us at +1(800) 521-2779.
02/10/2023	>>> CALL TO CUSTOMER □ GANT LOGISTICS LLC (317) 993-0010 Customer paid this roadside bill with some type of member card. Transactions are not available. however STELLANTIS should be able to verify payment is received and not cancelled. Customer states the $596.25 towing bill was due to roadside taking the vehicle to Orlando Dodge who was not able to look at the VIN due to size and had to tow it back to the yard.
02/14/2023	[redacted] - ROADSIDE-INVOICE.jpg TOWING SAT [redacted] ROADSIDE ASSITANCE INVOICE JOB ID [redacted] ROP OFF TO COLONIAL DRIVE TOTAL $1214.50 PAID BY MASTERCARD ==========[redacted]pg REPAIR ORDER 1 DIAGNOSIS OCT 8TH - OCT 11TH ==========[redacted]df REPAIR ORDER 2 RO: [redacted] DEC 6 - DEC 28TH TRANSMISISON WITH TORQUE CONVERTER ==========
02/17/2023	** REVIEW IN PROGRESS ***
02/18/2023	** SPECIAL CIRCUMSTANCE REQUEST for extended downtime REIMBURSEMENT ** This VIN was originally towed to Orlando Dodge (Selling Dealer) on by ROADSIDE ASSISTANCE, however this dealer was unable to work on the vehicle due to not have a lift equipped to handle this size of vehicle. That when the delay started on this repair. The TOWING date was OCT 8th / 2022 and confirmed by Orlando Dodge of an internal failure with a documented repair order from Oct 8 - Oct 11 2022 however, he REPAIR ORDER on the FINAL is DE6 - DEC 28TH 2022 *** REASON FOR DELAY *** A Change in Direction from the Area Manager and Fleet Technical advisor was cause of the delay in getting this vehicle to an alternate dealership as the original approval from the Area Manager involved an independent repair facility to perform the repair. Area Manager then placed all action on HOLD until further investigation after a PARTS quote on NOV 15/2022. Vehicle was eventually was sent to NAPLETON's dealership and another delay Specialist is submitting for 3 FULL months reimbursement on this ticket based on extended downtime, inconvenience, and recurring warranty concern on a powertrain component Previously down for 2 FULL months for TRANSMISSION replacement. ********** VIN: 3C7WRNFL5MG[redacted] 2021 RAM 5500 MILEAGE: 137489 IN-SERVICE DATE: 6/1/2021 ORINGAL OWNER: YES LOYALTY : 2 NEW WARRANTY: OUT OF WARRANTY / MOPAR PT repair. MECHANICAL SC: CMT5200N (Active MAX CARE) STELLANTIS SERVICE HISTORY: No Maintenance, multiple recall repairs. REIMBURSEMENT TOTAL: REPAIR DESCRIPTION: REPLACE DPF (Diesel particulate Filter) RATIONAL FOR GOODWILL: Recurring TRANSMISSION DEALER OPINION: SERVICE MANAGER advised of INTERNAL FAILURE of TRANSMISSION REPAIR IS COMPLETED: covered under MOPAR WARRANTY ********** DOCUMENTS:[redacted]pg TOWING INVOICE / BANKING SAT OCT 8TH ROADSIDE ASSITANCE INVOICE[redacted] DROP OFF TO COLONIAL DRIVE TOTAL $1214.50 PAID BY MASTERCARD ========== DOC-[redacted] REPAIR ORDER 1 DIAGNOSIS - ORLANDO DODGE OCT 8TH - OCT 11TH 2022 ==========[redacted]Napleton Parts Quote.pdf PARTS QUOTE NOVEMEBER 15TH ==========[redacted]REPAIR ORDER 2 RO: 334606 DEC 6 - DEC 28TH TRANSMISISON WITH TORQUE CONVERTER ==========[redacted] truck payment 4.pdf BANKING - MONHTLY PAYMENT $1203.80 ********** DEALER 45501 Napleton's Clermont REPAIR ORDER: 334606 REPAIR DATES: 06 DEC 22 -28 DEC 22 MILEAGE: 130,000 REPAIR DESCRIPTION: TRANSMISSION REPLACEMENT ----------
02/18/2023	.. CALL TO 3RD PARTY TOWING FACLITY Action wrecker 432-697-8697 REP Diane Wrecker was unable to pull up anything with the VIN or customer name .
02/18/2023	** only have banking for truck payment ** NO action wrecker invoice. - 3 full months.
02/18/2023	>> VOICEMAIL TO CUSTOMER GANT LOGISTICS LLC[redacted]oicemail to customer to get monthly invoice and advise that action wrecker has no info
02/23/2023	.. CALL TO 3RD PARTY TOWING FACLITY Ace WRECKER 407-855-6631 CM left voicemail for 'BOBBY SUFFORE' in accounting
02/23/2023	>> MAIL TO CUSTOMER I called Ace WRECKER (407-855-6631)? again and left a voicemail for the accounting department. The (payment posted) date on the banking statement is OCT 17th In case they call back,? is that the same date at the towing so they can find the invoice?
02/23/2023	** customer advised towing was October 13th. ** NEED INVOICE $569.25 FROM ACE WRECKER
02/25/2023	.. CALL TO 3RD PARTY TOWING FACLITY Ace WRECKER 407-855-6631 CM contacted 3rd party towing company and spoke with TOWING COMPANY REP Autumn Towing Company REP advised payment was received. $569.25 ACE - banking however, towing $590.75 - applied full amount Autumn was able to send invoice and confirmed FULL AMOUNT WAS CHARGED AND RECEIVED invoiced was emails to CM
02/25/2023	>> MAIL TO CUSTOMER Good afternoon Devin I was able to speak with Autumn at Ace Wrecker. She confirmed payment and sent a copy of the invoice to my emails. I will upload that document to the case ASAP and should be contacting you this week to wrap this up.
02/25/2023	[redacted]pdf ACE WRECKER TOWING INVOICE CM Verified INVOICE PAID IN FULL. ********** REIMBURSEMENT DETAILS: Fuel Surcharge 1 $74.25 $74.25 Single axle trucks over 19,000 GVW and ALL tractors (price per hour) 3 $165.00 $495.00 TOLLS** $21.50 Grand Total $590.75

Date	Comment
03/01/2023	** SPECIAL CIRCUMSTANCE REQUEST for extended DOWNTIME / TOWING REIMBURSEMENT on a MOPAR PARTS WARRANTY Repair This VIN was originally towed to Orlando Dodge (Selling Dealer) on by ROADSIDE ASSISTANCE, however this dealer was unable to work on the vehicle due to not have a lift equipped to handle this size of vehicle. That when the delay started on this repair. The TOWING date was OCT 8th / 2022 and confirmed by Orlando Dodge of an internal failure with a documented repair order from Oct 8 - Oct 11 2022 however, he REPAIR ORDER on the FINAL is DE6 - DEC 28TH 2022 *** REASON FOR DELAY *** A Change in Direction from the Area Manager and Fleet Technical advisor was cause of the delay in getting this vehicle to an alternate dealership as the original approval from the Area Manager involved an independent repair facility to perform the repair. Area Manager then placed all action on HOLD until further investigation after a PARTS quote on NOV 15/2022. Vehicle was eventually was sent to NAPLETON's dealership for final diagnosis and repair (with part back order) Specialist is submitting for 3 FULL months reimbursement on this ticket based on extended downtime, inconvenience, and recurring warranty concern on a powertrain component Customer agreed to final reimbursement total review. ********** VIN: 3C7WRNFL5MG[redacted] 2021 RAM 5500 MILEAGE: 137,489 IN-SERVICE DATE: 6/1/2021 ORINGAL OWNER: YES LOYALTY : 2 NEW WARRANTY: OUT OF WARRANTY / MOPAR POWERTRAIN PARTS MECHANICAL SC: CMT5200N (Active MAX CARE) STELLANTIS SERVICE HISTORY: No Maintenance, multiple recall repairs. REIMBURSEMENT TOTAL: $5,416.65 REPAIR DESCRIPTION: REPLACE TRANSMISISON / TORQUE CONVERTER RATIONAL FOR GOODWILL: Recurring TRANSMISSION / PARTS- Previously down for 2 FULL months for TRANSMISSION replacement. DEALER OPINION: SERVICE MANAGER advised of INTERNAL FAILURE of TRANSMISSION REPAIR IS COMPLETED: COVERED under MOPAR WARRANTY ********** [redacted] - ROADSIDE-INVOICE.jpg TOWING INVOICE / BANKING ========== [redacted]pg REPAIR ORDER 1 DIAGNOSIS - ORLANDO DODGE OCT 8TH - OCT 11 TH 2022 ========== [redacted] Napleton Parts Quote.pdf PARTS QUOTE NOVEMEBER 15TH ========== [redacted]pdf REPAIR ORDER 2 RO- [redacted] DEC 6 - DEC 28TH ========== [redacted] - truck payment 4.pdf BANKING - MONHTLY PAYMENT $1203.80 ========== [redacted] TOWING-INVOICE-GANT.pdf ACE WRECKER TOWING INVOICE CM Verified INVOICE PAID IN FULL. ********** DEALER 45501 Napleton's Clermont REPAIR ORDER: 334606 REPAIR DATES: 06 DEC 22 -28 DEC 22 MILEAGE: 130,000 REPAIR DESCRIPTION: TRANSMISSION REPLACEMENT ********** REIMBURSEMENT DETAILS: ROADSIDE ASSITANCE INVOICE JOB ID: [redacted] DROP OFF TO COLONIAL DRIVE ROADSIDE SAT OCT 8TH PAID BY MASTERCARD TOTAL $1214.50 ---------- SECOND TOW TO DEALER TOW $495.00 Fuel Surcharge $74.25 TOLLS** $21.50 Grand Total $590.75 ---------- MONHTLY PAYMENT 3 @ $1203.80 : $3,611.40 TOWING: 1,805.25 ========== TOTAL REIMBURSEMENT: $5,416.65 ********** Specialist is requesting STELLANTIS reimbursement of $5,416.65 to this customer. ********** PAYEE INFORMATION PROVIDED BY CUSTOMER PAYEE: [redacted] Mailing Address: [redacted] Montverde, FL [redacted]
03/01/2023	>>> CALL TO CUSTOMER □ GANT LOGISTICS LLC[redacted] ustomer could not hear CM □ MAIL TO CUSTOMER >> * Please include in your reply * PAYEE name: MAILING Address:
03/01/2023	>> MAIL TO CUSTOMER Hi Devin I tried to contact you, however you were unable to hear me. Need to know where to send your reimbursement check * Please reply with: * PAYEE name: MAILING Address:
03/01/2023	>> MAIL TO CUSTOMER please review and reply if everything looks correct (amount and any typos in payee / address) I would like to send this off tonight if possible as the total is higher than normal and will be reviewed by the auditing team for any discrepancies My total to approve is $5,416.65 (details below) (3 FULL monthly payments and 2 towing fees) I am including the tolls and fuel surcharge in the one towing, normally, we only pay the flat fee, however this has been a long and winding road for you. MONHTLY PAYMENT 3 @ $1203.80 : TOTAL:?$3,611.40 ---------- TOWING 1: SAT OCT 8TH PAID BY MASTERCARD TOTAL $1214.50 ---------- TOWING 2 TOW $495.00 Fuel Surcharge $74.25 TOLLS** $21.50 TOTAL:?$590.75 ---------- PAYEE INFORMATION? PAYEE:?Devin Gant Mailing Address: [redacted] Montverde, FL [redacted]
03/04/2023	** CHECK SUBMITTED **
03/07/2023	** CHECK SUBMITTED **
03/08/2023	** CHECK SUBMITTED **
03/13/2023	** CHECK SUBMITTED **
03/17/2023	>>> MAIL TO CUSTOMER □ Good afternoon I am reaching out to advise that your reimbursement check has been issued and sent through US POSTAL SERVICE. Please allow 30 days for delivery □□□□□□I am sending you this email regarding the closure of your case with Ram Fleet Case Management ** please note ** Email replies to this final email may not be received or answered. You may receive a survey based on our interaction. This survey is separate from one you may receive from the dealer on the repair itself. Thank you for choosing RAM
03/17/2023	********** CASE CLOSING COMMENTS Down for repairs to TRANSMISSION Repaired under WARRANTY REIMBURSEMENT REQUEST REIMBURMSENT PROCESSED **********

Email(s)

Date	10/12/2022	***Subject***	[redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/12/2022 14:01 PM

Good morning Devon

My name is Brandon. I am a Senior Specialist with RAM | Fleet Case Management
I am happy to assist in the resolution of the concern on file with our customer care office.

Looks like we go disconnected
I will call Orlando dealership

Please note: Open / Incomplete RECALLS on this VIN:
none

Regards,
Brandon
Senior Specialist USA
RAM | STELLANTIS
FLEET Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line: 1-800-992-1997
[redacted]

Date	10/12/2022	***Subject***	[redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/12/2022 14:05 PM

Hello Devon

A message has been sent to the Service Manager requesting a response..
Hopefully, I receive some feedback soon.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@fcagroup.com]
Sent: 10/12/2022 10:01 AM
To: [redacted]
Subject: Case [redacted]
Good morning Devon

My name is Brandon. I am a Senior Specialist with RAM | Fleet Case Management
I am happy to assist in the resolution of the concern on file with our customer care office.

Looks like we go disconnected
I will call Orlando dealership

Please note: Open / Incomplete RECALLS on this VIN:
none

Regards,
Brandon
Senior Specialist USA
RAM | STELLANTIS
FLEET Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line: 1-800-992-1997

ref:_00Dj01qsDF._5003Z1Tvw4j:ref

Date	10/12/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/12/2022 14:06 PM

Thank you Brandon

On Wed, Oct 12, 2022 at 10:05 AM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Hello Devon
>
> A message has been sent to the Service Manager requesting a response..
> Hopefully, I receive some feedback soon.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
>
> ---------- Original Message ----------
> *From:* Ram Customer Care [ramcustomercare@fcagroup.com]
> *Sent:* 10/12/2022 10:01 AM
> *To [redacted]
> *Subject:* Case [redacted]
>
> Good morning Devon
>
> My name is Brandon. I am a Senior Specialist with RAM | Fleet Case
> Management
> I am happy to assist in the resolution of the concern on file with our
> customer care office.
>
> Looks like we go disconnected
> I will call Orlando dealership
>
> Please note: Open / Incomplete RECALLS on this VIN:
> none
>
> Regards,
> Brandon
> Senior Specialist USA
> RAM | STELLANTIS
> FLEET Case Management
> 1-800-999-3533 (opt.3) ext. 3020518
> Customer Care Line: 1-800-992-1997
>
>
> [redacted]
>
>

Date	10/12/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/12/2022 16:26 PM

Stellantis continues to assign my tow to companies that do not have a heavy-duty wrecker that is capable of towing my vehicle. Have you been able to make any progress on a 3rd party shop that can repair my vehicle under warranty? If there is a 3rd party shop nearby, I will pay to tow it there myself. Thank you

On Wed, Oct 12, 2022 at 10:05 AM Devin Gant [redacted] wrote:

> Thank you Brandon
>
> On Wed, Oct 12, 2022 at 10:05 AM Ram Customer Care <
> ramcustomercare@fcagroup.com> wrote:
>
>> Hello Devon
>>
>> A message has been sent to the Service Manager requesting a response..
>> Hopefully, I receive some feedback soon.
>>
>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>>
>>
>> ---------- Original Message ----------
>> *From:* Ram Customer Care [ramcustomercare@fcagroup.com]
>> *Sent:* 10/12/2022 10:01 AM
>> *To:* [redacted]
>> *Subject:* Case [redacted]
>>
>> Good morning Devon
>>
>> My name is Brandon. I am a Senior Specialist with RAM | Fleet Case
>> Management
>> I am happy to assist in the resolution of the concern on file with our
>> customer care office.
>>
>> Looks like we go disconnected
>> I will call Orlando dealership
>>
>> Please note: Open / Incomplete RECALLS on this VIN:
>> none
>>
>> Regards,
>> Brandon
>> Senior Specialist USA
>> RAM | STELLANTIS
>> FLEET Case Management
>> 1-800-999-3533 (opt.3) ext. 3020518
>> Customer Care Line: 1-800-992-1997
>>
>>
>>
>> ref:_00Dj01qsDF._5003Z1Tvw4j:ref
>>
>>

Date	10/13/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/13/2022 15:16 PM

Is there any updates on a possible repair shop? I□m getting it towed to the house today but it cannot stay there long. Please let me know. Thank you. Have you had any contact with Orlando Dodge?

On Wed, Oct 12, 2022 at 10:01 AM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good morning Devon
>
> My name is Brandon. I am a Senior Specialist with RAM | Fleet Case
> Management
> I am happy to assist in the resolution of the concern on file with our
> customer care office.
>
> Looks like we go disconnected
> I will call Orlando dealership
>
> Please note: Open / Incomplete RECALLS on this VIN:
> none
>
> Regards,
> Brandon
> Senior Specialist USA
> RAM | STELLANTIS
> FLEET Case Management
> 1-800-999-3533 (opt.3) ext. 3020518
> Customer Care Line: 1-800-992-1997
>
>
> [redacted]
>
>

Date	10/13/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/13/2022 15:43 PM

Good morning

I have contacted Orlando dealership again and left another voicemail for Ringo.
You will need to work with this dealership to find a suitable repair facility and then see if the dealership's Area Manager can approve a repair.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	10/13/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/13/2022 18:05 PM

They are refusing to respond to you or work with me on the repair from
another facility. How should I proceed from this point? I□m feeling
helpless at this point

On Thu, Oct 13, 2022 at 11:43 AM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good morning
>
> I have contacted Orlando dealership again and left another voicemail for
> Ringo.
> You will need to work with this dealership to find a suitable repair
> facility and then see if the dealership's Area Manager can approve a repair.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
>
> Customer Care Line 1-800-992-1997
>
> [redacted]
>

Date	10/14/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/14/2022 16:12 PM

Good morning

My recommendation is to contacted service manager Ringo in person at Orlando

I have contacted the General Manager this morning to promised he would walk over and give Ringo a personal message to call me ASAP.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	10/14/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/14/2022 16:25 PM

Good afternoon

Service Manger Ringo called back and advised that the vehicle was towed away last night
He did mention that there is a Peterbilt Truck Center about 5 miles away.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
ref:_00Dj01qsDF._5003Z1Tvw4j:ref

Date	10/14/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/14/2022 16:48 PM

Ok. So will he approve for the repair to be done at the Peterbilt Truck Center? I am extremely confused. The vehicle has been repaired at several dodge dealerships (Champion Dodge Indiana, SLC Dodge Utah). Orlando Dodge happens to be where I purchased the vehicle. You and Orlando Dodge together are not able to help me find a dealership with a big enough bay or a third party shop that you will approve warranty work for? This seems to be poor customer service for a $60,000 truck I was sold along with a $6,000 extended warranty on top of that. I just want my truck fixed. Orlando Dodge told me to take it to them. I follow their instructions and now I□m being left out to dry.

On Fri, Oct 14, 2022 at 12:25 PM Ram Customer Care < ramcustomercare@fcagroup.com> wrote:

> Good afternoon
>
> Service Manger Ringo called back and advised that the vehicle was towed
> away last night
> He did mention that there is a Peterbilt Truck Center about 5 miles away.
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
> ref:_00Dj01qsDF._5003Z1Tvw4j:ref
>

Date	10/14/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/14/2022 16:54 PM

Nobody has approved anything.
The vehicle needs to be diagnosed before anything gets approved.

You will need to make arrangements with Peterbilt and see if they can accommodate this vehicle.

*** Most likely, they will charge a diagnosis fee, however if there is an indication that this is a warrantable concern, than Orlando Dodge will need to get their Area Manager involved for next steps.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	10/14/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/14/2022 17:03 PM

Yes, I towed the vehicle to my home last night after being repeatedly threatened by Orlando Dodge. Orlando Dodge already diagnosed the vehicle. I will try talk to Ringo about where he will approve it to be repaired. You are saying that Mopar doesn□t have a list of approved third-party shops?

On Fri, Oct 14, 2022 at 12:55 PM Ram Customer Care < ramcustomercare@fcagroup.com> wrote:

> Nobody has approved anything.
> The vehicle needs to be diagnosed before anything gets approved.
>
> You will need to make arrangements with Peterbilt and see if they can
> accommodate this vehicle.
>
> *** Most likely, they will charge a diagnosis fee, however if there is an
> indication that this is a warrantable concern, than Orlando Dodge will need
> to get their Area Manager involved for next steps.
>
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
> [redacted]
>

Date	10/18/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/18/2022 20:53 PM

Recommended dealer to try:

They will need to know all your vehicle dimensions
Please contact them to see if they can accommodate

NAPLETON'S CLERMONT CHRYSLER JEEP
Phone
407-656-0204

Address
15859 STATE ROAD 50
CLERMONT, FL 34711

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

———— Original Message ————
From: Devin Gant [redacted]
Sent: 10/14/2022 1:03 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Yes, I towed the vehicle to my home last night after being repeatedly threatened by Orlando Dodge. Orlando Dodge already diagnosed the vehicle. I will try talk to Ringo about where he will approve it to be repaired. You are saying that Mopar doesn□t have a list of approved third-party shops?
On Fri, Oct 14, 2022 at 12:55 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Nobody has approved anything.
The vehicle needs to be diagnosed before anything gets approved.

You will need to make arrangements with Peterbilt and see if they can accommodate this vehicle.

*** Most likely, they will charge a diagnosis fee, however if there is an indication that this is a warrantable concern, than Orlando Dodge will need to get their Area Manager involved for next steps.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

ref:_00Dj01qsDF._5003Z1Tvw4j:ref

Date	10/18/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/18/2022 20:55 PM

Thank you. I have already spoken with them since they are the closest to my
house. I will go there tomorrow to double check. I am also going to see
Ringo tomorrow. I have been taking care of my wife & daughter who had COVID
the past few days. Please send me any more recommendations if possible.
Thank you

On Tue, Oct 18, 2022 at 4:53 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Recommended dealer to try:
>
> They will need to know all your vehicle dimensions
> Please contact them to see if they can accommodate
>
>
>
> *NAPLETON'S CLERMONT CHRYSLER JEEP Phone 407-656-0204*
>
> Address
> 15859 STATE ROAD 50
> <https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>
> CLERMONT, FL 34711
> <https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Devin Gant [redacted]
> *Sent:* 10/14/2022 [redacted]
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case [redacted]
>
> Yes, I towed the vehicle to my home last night after being repeatedly
> threatened by Orlando Dodge. Orlando Dodge already diagnosed the vehicle. I
> will try talk to Ringo about where he will approve it to be repaired. You
> are saying that Mopar doesn□t have a list of approved third-party shops?
>
>
> On Fri, Oct 14, 2022 at 12:55 PM Ram Customer Care <
> ramcustomercare@fcagroup.com> wrote:
>
>> Nobody has approved anything.
>> The vehicle needs to be diagnosed before anything gets approved.
>>
>> You will need to make arrangements with Peterbilt and see if they can
>> accommodate this vehicle.
>>
>> *** Most likely, they will charge a diagnosis fee, however if there is an
>> indication that this is a warrantable concern, than Orlando Dodge will need
>> to get their Area Manager involved for next steps.
>>
>>
>>
>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>> [redacted]
>>
>
>
>

Date	10/21/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/21/2022 12:26 PM

Attached is the labor estimate from Cox Automotive Mobility Fleet Services.
They were not sure whether they order the parts on their own or if they
need to get Chrysler parts from you guys somehow. Please advice on how to
proceed. Thank you.

The person I am working with is Christian Cabrera. His email is
christian.cabrera@coxautoinc.com

On Tue, Oct 18, 2022 at 4:54 PM Devin Gant [redacted] wrote:

> Thank you. I have already spoken with them since they are the closest to
> my house. I will go there tomorrow to double check. I am also going to see
> Ringo tomorrow. I have been taking care of my wife & daughter who had COVID
> the past few days. Please send me any more recommendations if possible.
> Thank you
>
> On Tue, Oct 18, 2022 at 4:53 PM Ram Customer Care <
> ramcustomercare@fcagroup.com> wrote:
>
>> Recommended dealer to try:
>>
>> They will need to know all your vehicle dimensions
>> Please contact them to see if they can accommodate
>>
>>
>>
>> *NAPLETON'S CLERMONT CHRYSLER JEEP Phone 407-656-0204*
>>
>> Address
>> 15859 STATE ROAD 50
>> <https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>
>> CLERMONT, FL 34711
>> <https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>
>>
>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>>
>> ---------- Original Message ----------
>> *From:* Devin Gant [redacted]
>> *Sent:* 10/14/2022 1:03 PM
>> *To:* ramcustomercare@fcagroup.com
>> *Subject:* Re: Case [redacted]
>>
>> Yes, I towed the vehicle to my home last night after being repeatedly
>> threatened by Orlando Dodge. Orlando Dodge already diagnosed the vehicle. I
>> will try talk to Ringo about where he will approve it to be repaired. You
>> are saying that Mopar doesn□t have a list of approved third-party shops?
>>
>>
>> On Fri, Oct 14, 2022 at 12:55 PM Ram Customer Care <
>> ramcustomercare@fcagroup.com> wrote:
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>>> Nobody has approved anything.
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>>> You will need to make arrangements with Peterbilt and see if they can
>>> accommodate this vehicle.
>>>
>>> *** Most likely, they will charge a diagnosis fee, however if there is
>>> an indication that this is a warrantable concern, than Orlando Dodge will
>>> need to get their Area Manager involved for next steps.
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>>>
>>>
>>> Regards,
>>> Brandon
>>> Senior Specialist USA
>>> STELLANTIS | FLEET
>>> Case Management
>>> Customer Care Line 1-800-992-1997
>>> [redacted]
>>>
>>
>>
>>

Date	10/21/2022	***Subject***	Re: Cas[redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	10/21/2022 16:53 PM

Good afternoon

What did NAPLETON'S CLERMONT advise about accommodating your vehicle?
The Area manager will most likely not give approval to Cox Automotive unless all other avenues have been exhausted.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

———— Original Message ————
From: Devin Gant [redacted]
Sent: 10/21/2022 8:26 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Attached is the labor estimate from Cox Automotive Mobility Fleet Services. They were not sure whether they order the parts on their own or if they need to get Chrysler parts from you guys somehow. Please advice on how to proceed. Thank you.
The person I am working with is Christian Cabrera. His email is christian.cabrera@coxautoinc.com
On Tue, Oct 18, 2022 at 4:54 PM Devin Gant [redacted] wrote:
Thank you. I have already spoken with them since they are the closest to my house. I will go there tomorrow to double check. I am also going to see Ringo tomorrow. I have been taking care of my wife & daughter who had COVID the past few days. Please send me any more recommendations if possible. Thank you
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Recommended dealer to try:

They will need to know all your vehicle dimensions
Please contact them to see if they can accommodate

NAPLETON'S CLERMONT CHRYSLER JEEP
Phone
407-656-0204

Address
15859 STATE ROAD 50
CLERMONT, FL 34711

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

———— Original Message ————
From: Devin Gant [redacted]
Sent: 10/14/2022 1:03 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Yes, I towed the vehicle to my home last night after being repeatedly threatened by Orlando Dodge. Orlando Dodge already diagnosed the vehicle. I will try talk to Ringo about where he will approve it to be repaired. You are saying that Mopar doesn□t have a list of approved third-party shops?
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Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	10/21/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/21/2022 17:30 PM

I just left Napleton Dodge Clermont. They told me the same thing that they
told me over the phone. They do not have a bay big enough to repair my
vehicle. I spoke to Darren Beauchamp. I am cc'ing him to this email if you
would like him to confirm. He suggested that I try the Cummins dealer here
in Orlando. Is that a better option than Cox Automotive? Also, Ringo
informed me that the closest Dodge dealership with a bay big enough to
repair my vehicle is in Birmingham, Alabama. I do not think there is even a
tow service to take it that far, before even considering the cost of tow
would be more than the repair. Every Dodge dealer in Orlando says that
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> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Devin Gant [redacted]
> *Sent:* 10/21/2022 8:26 AM
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case [redacted]
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>>> They will need to know all your vehicle dimensions
>>> Please contact them to see if they can accommodate
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>>>
>>>
>>> *NAPLETON'S CLERMONT CHRYSLER JEEP Phone 407-656-0204*
>>>
>>> Address
>>> 15859 STATE ROAD 50
>>> <https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>
>>> CLERMONT, FL 34711
>>> <https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>
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>>> Regards,
>>> Brandon
>>> Senior Specialist USA
>>> STELLANTIS | FLEET
>>> Case Management
>>> Customer Care Line 1-800-992-1997
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>>> ---------- Original Message ----------
>>> *From:* Devin Gant [redacted]
>>> *Sent:* 10/14/2022 1:03 PM
>>> *To:* ramcustomercare@fcagroup.com
>>> *Subject:* Re: Case [redacted]
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>>>>

>>>> Regards,
>>>> Brandon
>>>> Senior Specialist USA
>>>> STELLANTIS | FLEET
>>>> Case Management
>>>> Customer Care Line 1-800-992-1997
>>>> [redacted]
>>>> [redacted]
>>>> [redacted]
>>>
>>>
>>>
>>
>
>

Date	10/24/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/24/2022 15:17 PM

I cannot get ahold of Ringo at Orlando Dodge. He also hasn't responded to my email. Is there anyway you can get him to respond to me? I am out of town & cannot physically go to the dealership. I really need your help to get my truck fixed sir.

On Fri, Oct 21, 2022 at 1:30 PM Devin Gant [redacted] wrote:

> I just left Napleton Dodge Clermont. They told me the same thing that they
> told me over the phone. They do not have a bay big enough to repair my
> vehicle. I spoke to Darren Beauchamp. I am cc'ing him to this email if you
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> in Orlando. Is that a better option than Cox Automotive? Also, Ringo
> informed me that the closest Dodge dealership with a bay big enough to
> repair my vehicle is in Birmingham, Alabama. I do not think there is even a
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>> Good afternoon
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>> What did *NAPLETON'S CLERMONT *advise about accommodating your vehicle?
>> The Area manager will most likely not give approval to Cox Automotive
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>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>>
>> ---------- Original Message ----------
>> *From:* Devin Gant [redacted]
>> *Sent:* 10/21/2022 8:26 AM
>> *To:* ramcustomercare@fcagroup.com
>> *Subject:* Re: Case [redacted]
>>
>> Attached is the labor estimate from Cox Automotive Mobility Fleet
>> Services. They were not sure whether they order the parts on their own or
>> if they need to get Chrysler parts from you guys somehow. Please advice on
>> how to proceed. Thank you.
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>>>> Recommended dealer to try:
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>>>> They will need to know all your vehicle dimensions
>>>> Please contact them to see if they can accommodate
>>>>
>>>>
>>>>
>>>> *NAPLETON'S CLERMONT CHRYSLER JEEP Phone 407-656-0204*
>>>>
>>>> Address
>>>> 15859 STATE ROAD 50
>>>> <https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>
>>>> CLERMONT, FL 34711
>>>> <https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>
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>>>> Regards,
>>>> Brandon
>>>> Senior Specialist USA
>>>> STELLANTIS | FLEET
>>>> Case Management
>>>> Customer Care Line 1-800-992-1997
>>>>
>>>>
>>>> ---------- Original Message ----------
>>>> *From:* Devin Gant [redacted]
>>>> *Sent:* 10/14/2022 1:03 PM
>>>> *To:* ramcustomercare@fcagroup.com
>>>> *Subject:* Re: Case [redacted]
>>>>
>>>> Yes, I towed the vehicle to my home last night after being repeatedly
>>>> threatened by Orlando Dodge. Orlando Dodge already diagnosed the vehicle. I
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>>>>>
>>>>> Regards,
>>>>> Brandon
>>>>> Senior Specialist USA
>>>>> STELLANTIS | FLEET
>>>>> Case Management
>>>>> Customer Care Line 1-800-992-1997
>>>>>
>>>>> [redacted]
>>>>>
>>>>
>>>>
>>>>
>>>
>>
>>

Date	10/24/2022	*Subject*	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	*To*	[redacted]	*Sent Date/Time*	10/24/2022 15:20 PM

I would be happy to try.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

———— Original Message ————
From: Devin Gant [redacted]
Sent: 10/24/2022 11:17 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Case 84336366
I cannot get ahold of Ringo at Orlando Dodge. He also hasn□t responded to my email. Is there anyway you can get him to respond to me? I am out of town & cannot physically go to the dealership. I really need your help to get my truck fixed sir.
On Fri, Oct 21, 2022 at 1:30 PM Devin Gant [redacted] wrote:
I just left Napleton Dodge Clermont. They told me the same thing that they told me over the phone. They do not have a bay big enough to repair my vehicle. I spoke to Darren Beauchamp. I am cc'ing him to this email if you would like him to confirm. He suggested that I try the Cummins dealer here in Orlando. Is that a better option than Cox Automotive? Also, Ringo informed me that the closest Dodge dealership with a bay big enough to repair my vehicle is in Birmingham, Alabama. I do not think there is even a tow service to take it that far, before even considering the cost of tow would be more than the repair. Every Dodge dealer in Orlando says that there is no dealership with a bay big enough to repair my vehicle in Florida. Please advise on what to do next. Thank you.
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Good afternoon

What did NAPLETON'S CLERMONT advise about accommodating your vehicle?
The Area manager will most likely not give approval to Cox Automotive unless all other avenues have been exhausted.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

———— Original Message ————
From: Devin Gant [redacted]
Sent: 10/21/2022 8:28 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Attached is the labor estimate from Cox Automotive Mobility Fleet Services. They were not sure whether they order the parts on their own or if they need to get Chrysler parts from you guys somehow. Please advice on how to proceed. Thank you.
The person I am working with is Christian Cabrera. His email is christian.cabrera@coxautoinc.com
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Recommended dealer to try:

They will need to know all your vehicle dimensions
Please contact them to see if they can accommodate

NAPLETON'S CLERMONT CHRYSLER JEEP
Phone
407-656-0204

Address
15859 STATE ROAD 50
CLERMONT, FL 34711

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

———— Original Message ————
From: Devin Gant [redacted]
Sent: 10/14/2022 1:03 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Yes, I towed the vehicle to my home last night after being repeatedly threatened by Orlando Dodge. Orlando Dodge already diagnosed the vehicle. I will try talk to Ringo about where he will approve it to be repaired. You are saying that Mopar doesn□t have a list of approved third-party shops?
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Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	10/24/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted] arren.beauchamp@napleton.com	***Sent Date/Time***	10/24/2022 15:29 PM

Good Morning

The Napleton Dodge Clermont dealership. Should be reaching out to their area Manager to get approval for an IRF to perform the work.

Orlando Chrysler dealership is out of the picture at this time.
This is what I advised over the phone.

Darren, are you Service Manager at Napleton's?

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@fcagroup.com]
Sent: 10/24/2022 11:20 AM
To: [redacted]
Subject: Re: Case [redacted]

I would be happy to try.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 10/24/2022 11:17 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
I cannot get ahold of Ringo at Orlando Dodge. He also hasn□t responded to my email. Is there anyway you can get him to respond to me? I am out of town & cannot physically go to the dealership. I really need your help to get my truck fixed sir.
On Fri, Oct 21, 2022 at 1:30 PM Devin Gant <[redacted]@[redacted].com> wrote:
I just left Napleton Dodge Clermont. They told me the same thing that they told me over the phone. They do not have a bay big enough to repair my vehicle. I spoke to Darren Beauchamp. I am cc'ing him to this email if you would like him to confirm. He suggested that I try the Cummins dealer here in Orlando. Is that a better option than Cox Automotive? Also, Ringo informed me that the closest Dodge dealership with a bay big enough to repair my vehicle is in Birmingham, Alabama. I do not think there is even a tow service to take it that far, before even considering the cost of tow would be more than the repair. Every Dodge dealer in Orlando says that there is no dealership with a bay big enough to repair my vehicle in Florida. Please advise on what to do next. Thank you.
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STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

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From: Devin Gant [redacted]
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To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
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They will need to know all your vehicle dimensions
Please contact them to see if they can accommodate

NAPLETON'S CLERMONT CHRYSLER JEEP
Phone
407-656-0204

Address
15859 STATE ROAD 50
CLERMONT, FL 34711

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

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From: Devin Gant [redacted]
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To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Yes, I towed the vehicle to my home last night after being repeatedly threatened by Orlando Dodge. Orlando Dodge already diagnosed the vehicle. I will try talk to Ringo about where he will approve it to be repaired. You are saying that Mopar doesn□t have a list of approved third-party shops?
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Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	10/24/2022	***Subject***	Re: Cas[redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/24/2022 16:54 PM

Wow. Thank you for your continued assistance. Is that normal protocol for a dealership to sell you a truck & extended warranty and then not assist with the repair of the vehicle? I would think they would have some compassion after I spent $1,800 to tow the vehicle there & tow it away after they told me to bring it there & they could fix it. Again, I appreciate your assistance in this matter & hopefully Napleton can help me out.

On Mon, Oct 24, 2022 at 11:29 AM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good Morning
>
> The Napleton Dodge Clermont dealership. Should be reaching out to their
> area Manager to get approval for an IRF to perform the work.
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> Orlando Chrysler dealership is out of the picture at this time.
> This is what I advised over the phone.
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> Darren, are you Service Manager at Napleton's?
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> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Ram Customer Care [ramcustomercare@fcagroup.com]
> *Sent:* 10/24/2022 11:20 AM
> *To:* dgant1984@gmail.com
> *Subject:* Re: Case [redacted]
>
> I would be happy to try.
>
> Regards,
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> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
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> *From:* Devin Gant [redacted]
> *Sent:* 10/24/2022 11:17 AM
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>> Florida. Please advise on what to do next. Thank you.
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>>>
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>>> The Area manager will most likely not give approval to Cox Automotive
>>> unless all other avenues have been exhausted.
>>>
>>> Regards,
>>> Brandon
>>> Senior Specialist USA
>>> STELLANTIS | FLEET
>>> Case Management
>>> Customer Care Line 1-800-992-1997
>>>
>>>
>>> ---------- Original Message ----------
>>> *From:* Devin Gant [redacted]
>>> *Sent:* 10/21/2022 8:26 AM
>>> *To:* ramcustomercare@fcagroup.com
>>> *Subject:* Re: Case [redacted]
>>>
>>> Attached is the labor estimate from Cox Automotive Mobility Fleet
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>>>>>
>>>>> *NAPLETON'S CLERMONT CHRYSLER JEEP Phone
>>>>> <https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0A+CLERMONT,+FL+34711?entry=gmail&source=g>407-656-0204*
>>>>>
>>>>> Address
>>>>> 15859 STATE ROAD 50
>>>>> <https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>
>>>>> CLERMONT, FL 34711
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>>>>> *From:* Devin Gant [redacted]
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>>>>> *Subject:* Re: Case [redacted]
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>>>>>>
>>>>>> [redacted]
>>>>>>
>>>>>
>>>>>
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>

Date	10/24/2022	***Subject***	RE: Case [redacted]		
From	ringo.hulsey@orlandododge.com	***To***	[redacted]	***Sent Date/Time***	10/24/2022 17:03 PM

Good afternoon,

Can you provide a copy of the invoice where the transmission was replaced previously showing the miles and part numbers.

Thank you, Have a blessed day

* Ringo Hulsey

From: Devin Gant [redacted]
Sent: Friday, October 21, 2022 8:26 AM
To: Ram Customer Care <ramcustomercare@fcagroup.com>; ringo.hulsey@orlandododge.com
Subject: Re: Case [redacted]

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Recommended dealer to try:

They will need to know all your vehicle dimensions
Please contact them to see if they can accommodate

NAPLETON'S CLERMONT CHRYSLER JEEP
Phone
407-656-0204

Address
15859 STATE ROAD 50 <https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>
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Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

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From: Devin Gant [redacted]
Sent: 10/14/2022 1:03 PM
To: ramcustomercare@fcagroup.com <mailto:ramcustomercare@fcagroup.com>
Subject: Re: Case [redacted]

Error! Filename not specified.

Error! Filename not specified.

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You will need to make arrangements with Peterbilt and see if they can accommodate this vehicle.

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Brandon
Senior Specialist USA
STELLANTIS | FLEET

Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	10/25/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/25/2022 12:38 PM

Has there been any progress on finding a shop that can be approved to fix
my truck?

On Mon, Oct 24, 2022 at 11:20 AM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> I would be happy to try.
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> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
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>
> ---------- Original Message ----------
> *From:* Devin Gan[redacted]
> *Sent:* 10/24/2022 11:17 AM
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case[redacted]
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>>>>> *From:* Devin Gant [redacted]
>>>>> *Sent:* 10/14/2022 1:03 PM
>>>>> *To:* ramcustomercare@fcagroup.com
>>>>> *Subject:* Re: Case [redacted]
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>>>>>> [redacted]
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>>>>>
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>

Date	10/25/2022	***Subject***	RE: Case [redacted]		
From	ringo.hulsey@orlandododge.com	***To***	[redacted]	***Sent Date/Time***	10/25/2022 16:20 PM

Good morning,

I had reached out to Mr.Gant yesterday asking for the repair records, I have received them and sent them to my AM. When there is a update I will reach out via this email chain, as I have been in contact with the customer via email.

Thank you, Have a blessed day

* Ringo Hulsey

From: Devin Gant [redacted]
Sent: Tuesday, October 25, 2022 8:38 AM
To: Ram Customer Care <ramcustomercare@fcagroup.com>; ringo.hulsey@orlandododge.com
Subject: Re: Case [redacted]

Has there been any progress on finding a shop that can be approved to fix my truck?

On Mon, Oct 24, 2022 at 11:20 AM Ram Customer Care <ramcustomercare@fcagroup.com <mailto:ramcustomercare@fcagroup.com> > wrote:

I would be happy to try.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gan [redacted]
Sent: 10/24/2022 11:17 AM
To: ramcustomercare@fcagroup.com <mailto:ramcustomercare@fcagroup.com>
Subject: Re: Case [redacted]

I cannot get ahold of Ringo at Orlando Dodge. He also hasn□t responded to my email. Is there anyway you can get him to respond to me? I am out of town & cannot physically go to the dealership. I really need your help to get my truck fixed sir.

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On Fri, Oct 21, 2022 at 12:54 PM Ram Customer Care <ramcustomercare@fcagroup.com <mailto:ramcustomercare@fcagroup.com> > wrote:

Good afternoon

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The Area manager will most likely not give approval to Cox Automotive unless all other avenues have been exhausted.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 10/21/2022 8:26 AM
To: ramcustomercare@fcagroup.com <mailto:ramcustomercare@fcagroup.com>
Subject: Re: Case [redacted]

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The person I am working with is Christian Cabrera. His email is christian.cabrera@coxautoinc.com <mailto:christian.cabrera@coxautoinc.com>

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Recommended dealer to try:

They will need to know all your vehicle dimensions
Please contact them to see if they can accommodate

NAPLETON'S CLERMONT CHRYSLER JEEP
Phone
407-656-0204

Address
15859 STATE ROAD 50 <https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>
CLERMONT, FL 34711 <https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 10/14/2022 1:03 PM
To: ramcustomercare@fcagroup.com <mailto:ramcustomercare@fcagroup.com>
Subject: Re: Case 84336366

Error! Filename not specified.

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Yes, I towed the vehicle to my home last night after being repeatedly threatened by Orlando Dodge. Orlando Dodge already diagnosed the vehicle. I will try talk to Ringo about where he will approve it to be repaired. You are saying that Mopar doesn□t have a list of approved third-party shops?

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STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	10/25/2022	***Subject***	FW: Case [redacted]		
From	ringo.hulsey@orlandododge.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/25/2022 16:38 PM

Good morning,

Here are the estimates and previous repair order as requested. The truck is currently at a third part shop in the Orlando area. Repair in question is a transmission issue. Please advise on how to proceed

Thank you, Have a blessed day

* Ringo Hulsey

From: ringo.hulsey@orlandododge.com <ringo.hulsey@orlandododge.com>
Sent: Monday, October 24, 2022 1:41 PM
To: 'bgordon@orlandododge.com' <bgordon@orlandododge.com>
Subject: FW: Case [redacted]

From: Devin Gant [redacted]
Sent: Monday, October 24, 2022 1:11 PM
To: ringo.hulsey@orlandododge.com <mailto:ringo.hulsey@orlandododge.com>
Subject: Re: Case [redacted]

On Mon, Oct 24, 2022 at 1:02 PM <ringo.hulsey@orlandododge.com <mailto:ringo.hulsey@orlandododge.com> > wrote:

Good afternoon,

Can you provide a copy of the invoice where the transmission was replaced previously showing the miles and part numbers.

Thank you, Have a blessed day

* Ringo Hulsey

From: Devin Gan [redacted]
Sent: Friday, October 21, 2022 8:26 AM
To: Ram Customer Care <ramcustomercare@fcagroup.com <mailto:ramcustomercare@fcagroup.com> >; ringo.hulsey@orlandododge.com <mailto:ringo.hulsey@orlandododge.com>
Subject: Re: Case [redacted]

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They will need to know all your vehicle dimensions
Please contact them to see if they can accommodate

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Phone
407-656-0204

Address
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Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 10/14/2022 1:03 PM
To: ramcustomercare@fcagroup.com <mailto:ramcustomercare@fcagroup.com>
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Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	10/25/2022	***Subject***	Re: Case [redacted]		
From	darren.beauchamp@napleton.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	10/25/2022 17:32 PM

I am a service advisor, manager is John Scott, john.scott@napleton.com
-----Original Message-----
From: "Ram Customer Care" <ramcustomercare@fcagroup.com>
Sent: Monday, October 24, 2022 11:29am
To: [redacted] "darren.beauchamp@napleton.com" <darren.beauchamp@napleton.com>
Subject: Re: Case [redacted]

Good Morning

The Napleton Dodge Clermont dealership. Should be reaching out to their area Manager to get approval for an IRF to perform the work.

Orlando Chrysler dealership is out of the picture at this time.
This is what I advised over the phone.

Darren, are you Service Manager at Napleton's?

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@fcagroup.com]
Sent: 10/24/2022 11:20 AM
To [redacted]
Subject: Re: Case [redacted]

I would be happy to try.

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Brandon
Senior Specialist USA
STELLANTIS | FLEET
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Customer Care Line 1-800-992-1997

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From: Devin Gant [redacted]
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Subject: Re: Case [redacted]

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The person I am working with is Christian Cabrera. His email is christian.cabrera@coxautoinc.com

On Tue, Oct 18, 2022 at 4:54 PM Devin Gant [redacted] wrote:
Thank you. I have already spoken with them since they are the closest to my house. I will go there tomorrow to double check. I am also going to see Ringo tomorrow. I have been taking care of my wife & daughter who had COVID the past few days. Please send me any more recommendations if possible. Thank you

On Tue, Oct 18, 2022 at 4:53 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Recommended dealer to try:

They will need to know all your vehicle dimensions
Please contact them to see if they can accommodate

NAPLETON'S CLERMONT CHRYSLER JEEP
Phone
407-656-0204

Address
[15859 STATE ROAD 50](https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g)
[CLERMONT, FL 34711](https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g)

Regards,
Brandon

Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

———— Original Message ————
From: Devin Gant [redacted]
Sent: 10/14/2022 1:03 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]

Yes, I towed the vehicle to my home last night after being repeatedly threatened by Orlando Dodge. Orlando Dodge already diagnosed the vehicle. I will try talk to Ringo about where he will approve it to be repaired. You are saying that Mopar doesn□t have a list of approved third-party shops?

On Fri, Oct 14, 2022 at 12:55 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Nobody has approved anything.
The vehicle needs to be diagnosed before anything gets approved.

You will need to make arrangements with Peterbilt and see if they can accommodate this vehicle.

*** Most likely, they will charge a diagnosis fee, however if there is an indication that this is a warrantable concern, than Orlando Dodge will need to get their Area Manager involved for next steps.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

ref:_00Dj01qsDF._5003Z1Tvw4j:ref

Date	10/26/2022	***Subject***	RE: FW: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	ringo.hulsey@orlandododge.com	***Sent Date/Time***	10/26/2022 16:06 PM

Good afternoon

If Orlando and Napelton's dealerships are not able to accommodate this VIN, An Area Manager would need to approve warranty or safety recall repairs to be performed at an IRF or non-bizlink dealership.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: [ringo.hulsey@orlandododge.com]
Sent: 10/25/2022 12:38 PM
To: ramcustomercare@fcagroup.com
Cc: wanda.cunningham@stellantis.com; jkb1@chrysler.com
Subject: FW: Case 84336366

Good morning,

Here are the estimates and previous repair order as requested. The truck is currently at a third part shop in the Orlando area. Repair in question is a transmission issue. Please advise on how to proceed

Thank you, Have a blessed day

Ringo Hulsey

From: ringo.hulsey@orlandododge.com <ringo.hulsey@orlandododge.com>
Sent: Monday, October 24, 2022 1:41 PM
To: 'bgordon@orlandododge.com' <bgordon@orlandododge.com>
Subject: FW: Case [redacted]

From: Devin Gant [redacted]
Sent: Monday, October 24, 2022 1:11 PM
To: ringo.hulsey@orlandododge.com
Subject: Re: Case [redacted]

On Mon, Oct 24, 2022 at 1:02 PM <ringo.hulsey@orlandododge.com> wrote:

Good afternoon,

Can you provide a copy of the invoice where the transmission was replaced previously showing the miles and part numbers.

Thank you, Have a blessed day

Ringo Hulsey

From: Devin Gant [redacted]
Sent: Friday, October 21, 2022 8:26 AM
To: Ram Customer Care <ramcustomercare@fcagroup.com>; ringo.hulsey@orlandododge.com
Subject: Re: Case [redacted]

Attached is the labor estimate from Cox Automotive Mobility Fleet Services. They were not sure whether they order the parts on their own or if they need to get Chrysler parts from you guys somehow. Please advice on how to proceed. Thank you.

The person I am working with is Christian Cabrera. His email is christian.cabrera@coxautoinc.com

On Tue, Oct 18, 2022 at 4:54 PM Devin Gant [redacted] wrote:

Thank you. I have already spoken with them since they are the closest to my house. I will go there tomorrow to double check. I am also going to see Ringo tomorrow. I have been taking care of my wife & daughter who had COVID the past few days. Please send me any more recommendations if possible. Thank you

On Tue, Oct 18, 2022 at 4:53 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:

Recommended dealer to try:

They will need to know all your vehicle dimensions
Please contact them to see if they can accommodate

NAPLETON'S CLERMONT CHRYSLER JEEP
Phone
407-656-0204

Address
15859 STATE ROAD 50
CLERMONT, FL 34711

Regards,

Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

———— Original Message ————
From: Devin Gant [redacted]
Sent: 10/14/2022 1:03 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]

Error! Filename not specified.

Error! Filename not specified.

Error! Filename not specified.

Yes, I towed the vehicle to my home last night after being repeatedly threatened by Orlando Dodge. Orlando Dodge already diagnosed the vehicle. I will try talk to Ringo about where he will approve it to be repaired. You are saying that Mopar doesn□t have a list of approved third-party shops?

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The vehicle needs to be diagnosed before anything gets approved.

You will need to make arrangements with Peterbilt and see if they can accommodate this vehicle.

*** Most likely, they will charge a diagnosis fee, however if there is an indication that this is a warrantable concern, than Orlando Dodge will need to get their Area Manager involved for next steps.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	11/02/2022	***Subject***	Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/02/2022 14:13 PM

Good morning

I am hoping to hear back soon about approval.
Please let me know if someone contacts you with an update or gives you the go ahead to have the vehicle repaired.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	11/02/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	11/02/2022 17:06 PM

Sure thing. Thank you!

On Wed, Nov 2, 2022 at 10:14 AM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good morning
>
> I am hoping to hear back soon about approval.
> Please let me know if someone contacts you with an update or gives you the
> go ahead to have the vehicle repaired.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
> [redacted]
>

Date	11/04/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/04/2022 15:36 PM

Good morning Devin

I sent off an email this morning to see where this vehicle is suppose to be going.
Has anyone contacted you at this time?

Please advise on current vehicle status

Thank you

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/2/2022 1:06 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Sure thing. Thank you!
On Wed, Nov 2, 2022 at 10:14 AM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Good morning

I am hoping to hear back soon about approval.
Please let me know if someone contacts you with an update or gives you the go ahead to have the vehicle repaired.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	11/04/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	11/04/2022 15:39 PM

No one has contacted me. The vehicle is at a pay for park lot near my home
in Montverde, FL.

On Fri, Nov 4, 2022 at 11:36 AM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good morning Devin
>
> I sent off an email this morning to see where this vehicle is suppose to
> be going.
> Has anyone contacted you at this time?
>
> Please advise on current vehicle status
>
> Thank you
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Devin Gant [redacted]
> *Sent:* 11/2/2022 1:06 PM
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case [redacted]
>
> Sure thing. Thank you!
>
> On Wed, Nov 2, 2022 at 10:14 AM Ram Customer Care <
> ramcustomercare@fcagroup.com> wrote:
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>> Good morning
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>> I am hoping to hear back soon about approval.
>> Please let me know if someone contacts you with an update or gives you
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>> Regards,
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>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>> ref:_00Dj01qsDF._5003Z1Tvw4j:ref
>>
>
>
>

Date	11/08/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/08/2022 17:47 PM

I have sent off an email to the Ram Fleet team as well as Napleton's to see if there is an update of if you can move your vehicle.

Please let me know if anyone reaches out to you with direction.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/4/2022 11:39 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Case[redacted]
No one has contacted me. The vehicle is at a pay for park lot near my home in Montverde, FL.
On Fri, Nov 4, 2022 at 11:36 AM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Good morning Devin

I sent off an email this morning to see where this vehicle is suppose to be going.
Has anyone contacted you at this time?

Please advise on current vehicle status

Thank you

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/2/2022 1:06 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case[redacted]
Sure thing. Thank you!
On Wed, Nov 2, 2022 at 10:14 AM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Good morning

I am hoping to hear back soon about approval.
Please let me know if someone contacts you with an update or gives you the go ahead to have the vehicle repaired.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	11/08/2022	***Subject***	Re: Case[redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	11/08/2022 19:31 PM

Ok. Napleton already stated that they could not work on my vehicle. Is this the dealership that is helping you find a shop to fix it? What happened to the estimate I submitted? I am close to going out of business with this taking so long. I thank you for your help□.

On Tue, Nov 8, 2022 at 12:47 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> I have sent off an email to the Ram Fleet team as well as Napleton's to
> see if there is an update of if you can move your vehicle.
>
> Please let me know if anyone reaches out to you with direction.
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Devin Gant [redacted]
> *Sent:* 11/4/2022 11:39 AM
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case[redacted]
>
> No one has contacted me. The vehicle is at a pay for park lot near my home
> in Montverde, FL.
>
> On Fri, Nov 4, 2022 at 11:36 AM Ram Customer Care <
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>> Good morning Devin
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>> I sent off an email this morning to see where this vehicle is suppose to
>> be going.
>> Has anyone contacted you at this time?
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>> Please advise on current vehicle status
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>> Thank you
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>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>>
>> ---------- Original Message ----------
>> *From:* Devin Gant [redacted]
>> *Sent:* 11/2/2022 1:06 PM
>> *To:* ramcustomercare@fcagroup.com
>> *Subject:* Re: Case[redacted]
>>
>> Sure thing. Thank you!
>>
>> On Wed, Nov 2, 2022 at 10:14 AM Ram Customer Care <
>> ramcustomercare@fcagroup.com> wrote:
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>>> Good morning
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>>> I am hoping to hear back soon about approval.
>>> Please let me know if someone contacts you with an update or gives you
>>> the go ahead to have the vehicle repaired.
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>>> Regards,
>>> Brandon
>>> Senior Specialist USA
>>> STELLANTIS | FLEET
>>> Case Management
>>> Customer Care Line 1-800-992-1997
>>>
>>> [redacted]
>>>
>>
>>
>>
>
>
>

Date	11/10/2022	*Subject*	Re: Case[redacted]		
From	ramcustomercare@fcagroup.com	*To*	[redacted]	*Sent Date/Time*	11/10/2022 16:35 PM

I would suggest you take your vehicle to the IRF and have them perform the repair f you need your vehicle back and on the road.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/8/2022 2:31 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Ok. Napleton already stated that they could not work on my vehicle. Is this the dealership that is helping you find a shop to fix it? What happened to the estimate I submitted? I am close to going out of business with this taking so long. I thank you for your help□.
On Tue, Nov 8, 2022 at 12:47 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
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Please let me know if anyone reaches out to you with direction.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/4/2022 11:39 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
No one has contacted me. The vehicle is at a pay for park lot near my home in Montverde, FL.
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Good morning Devin

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Has anyone contacted you at this time?

Please advise on current vehicle status

Thank you

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/2/2022 1:06 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Sure thing. Thank you!
On Wed, Nov 2, 2022 at 10:14 AM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Good morning

I am hoping to hear back soon about approval.
Please let me know if someone contacts you with an update or gives you the go ahead to have the vehicle repaired.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	11/10/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	11/10/2022 16:43 PM

Sir, what is the IRF? I am confused. I was under the impression we were making progress on getting my vehicle repaired under my warranty?

On Thu, Nov 10, 2022 at 11:35 AM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:

> I would suggest you take your vehicle to the IRF and have them perform the
> repair f you need your vehicle back and on the road.
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Devin Gan[redacted]
> *Sent:* 11/8/2022 2:31 PM
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case[redacted]
>
> Ok. Napleton already stated that they could not work on my vehicle. Is
> this the dealership that is helping you find a shop to fix it? What
> happened to the estimate I submitted? I am close to going out of business
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>> Customer Care Line 1-800-992-1997
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>> ---------- Original Message ----------
>> *From:* Devin Gant[redacted]
>> *Sent:* 11/4/2022 11:39 AM
>> *To:* ramcustomercare@fcagroup.com
>> *Subject:* Re: Case[redacted]
>>
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>>> STELLANTIS | FLEET
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>>> *From:* Devin Gant[redacted]
>>> *Sent:* 11/2/2022 1:06 PM
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>>> *Subject:* Re: Case[redacted]
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>>>> Brandon
>>>> Senior Specialist USA
>>>> STELLANTIS | FLEET
>>>> Case Management
>>>> Customer Care Line 1-800-992-1997
>>>>
>>>> [redacted]
>>>>
>>>
>>>

>>>
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>

Date	11/10/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/10/2022 16:44 PM

Independent repair facility

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/10/2022 [redacted]
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Sir, what is the IRF? I am confused. I was under the impression we were making progress on getting my vehicle repaired under my warranty?
On Thu, Nov 10, 2022 at 11:35 AM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
I would suggest you take your vehicle to the IRF and have them perform the repair f you need your vehicle back and on the road.

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Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

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From: Devin Gant [redacted]
Sent: 11/8/2022 2:31 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
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Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/4/2022 11:39 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
No one has contacted me. The vehicle is at a pay for park lot near my home in Montverde, FL.
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Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/2/2022 1:06 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Sure thing. Thank you!
On Wed, Nov 2, 2022 at 10:14 AM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Good morning

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Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	11/10/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	11/10/2022 17:13 PM

Ok. Will the repair be approved and paid for under warranty if I take it to the IRF?

On Thu, Nov 10, 2022 at 11:44 AM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:

> Independent repair facility
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Devin Gant [redacted]
> *Sent:* 11/10/2022 11:43 AM
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case [redacted]
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> Sir, what is the IRF? I am confused. I was under the impression we were
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>> Brandon
>> Senior Specialist USA
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>> ---------- Original Message ----------
>> *From:* Devin Gant [redacted]
>> *Sent:* 11/8/2022 2:31 PM
>> *To:* ramcustomercare@fcagroup.com
>> *Subject:* Re: Case [redacted]
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>> Ok. Napleton already stated that they could not work on my vehicle. Is
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>>> *From:* Devin Gant [redacted]
>>> *Sent:* 11/4/2022 11:39 AM
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>>> *Subject:* Re: Case [redacted]
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>>>> STELLANTIS | FLEET
>>>> Case Management
>>>> Customer Care Line 1-800-992-1997
>>>>
>>>>
>>>> ---------- Original Message ----------
>>>> *From:* Devin Gant [redacted]
>>>> *Sent:* 11/2/2022 1:06 PM
>>>> *To:* ramcustomercare@fcagroup.com
>>>> *Subject:* Re: Case [redacted]

>>>>
>>>> Sure thing. Thank you!
>>>>
>>>> On Wed, Nov 2, 2022 at 10:14 AM Ram Customer Care <
>>>> ramcustomercare@fcagroup.com> wrote:
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>>>>> Good morning
>>>>>
>>>>> I am hoping to hear back soon about approval.
>>>>> Please let me know if someone contacts you with an update or gives you
>>>>> the go ahead to have the vehicle repaired.
>>>>>
>>>>> Regards,
>>>>> Brandon
>>>>> Senior Specialist USA
>>>>> STELLANTIS | FLEET
>>>>> Case Management
>>>>> Customer Care Line 1-800-992-1997
>>>>>
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Date	11/10/2022	***Subject***	Re: Case		
From	ramcustomercare@fcagroup.com	***To***		***Sent Date/Time***	11/10/2022 17:17 PM

You will have to pay for the repair and submit repair order and proof of payment for potential reimbursement review

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/10/2022 12:13 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Ok. Will the repair be approved and paid for under warranty if I take it to the IRF?
On Thu, Nov 10, 2022 at 11:44 AM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Independent repair facility

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/10/2022 11:43 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
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Regards,
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STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/8/2022 2:31 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Ok. Napleton already stated that they could not work on my vehicle. Is this the dealership that is helping you find a shop to fix it? What happened to the estimate I submitted? I am close to going out of business with this taking so long. I thank you for your help□.
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STELLANTIS | FLEET
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From: Devin Gant [redacted]
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Subject: Re: Case [redacted]
No one has contacted me. The vehicle is at a pay for park lot near my home in Montverde, FL.
On Fri, Nov 4, 2022 at 11:36 AM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Good morning Devin

I sent off an email this morning to see where this vehicle is suppose to be going.
Has anyone contacted you at this time?

Please advise on current vehicle status

Thank you

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Good morning

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Regards,
Brandon

Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	11/10/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	11/10/2022 17:26 PM

I have never had to pay for a repair before. Why would my warranty make me pay now?

On Thu, Nov 10, 2022 at 12:17 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:

> You will have to pay for the repair and submit repair order and proof of
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>>>>> [redacted]
>>>>>
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Date	11/10/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/10/2022 19:12 PM

Do not move this vehicle yet

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

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From: Devin Gant [redacted]
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Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	11/15/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	11/15/2022 12:12 PM

Hello, are there any updates on getting my truck repaired?

On Thu, Nov 10, 2022 at 2:12 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Do not move this vehicle yet
>
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
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> ---------- Original Message ----------
> *From:* Devin Gant [redacted]
> *Sent:* 11/10/2022 12:26 PM
> *To:* ramcustomercare@fcagroup.com
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>>> *From:* Devin Gant [redacted]
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>>>>>>> [redacted]
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Date	11/15/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	11/15/2022 18:40 PM

Can you please provide me with the contact information for the area manager
for Napleton Dodge. I will need to coordinate with him & the independent
repair facility on ordering the parts. Thank you

On Thu, Nov 10, 2022 at 2:12 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Do not move this vehicle yet
>
>
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> Regards,
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>>>>>>> Customer Care Line 1-800-992-1997
>>>>>>> [redacted]
>>>>>>>
>>>>>>>
>>>>>>>

The repair facility would work with Napelton's parts department and Parts Manager.
Of course, I would not be able to provide an Area Manager's direct contact information regardless.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

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From: Devin Gant [redacted]
Sent: 11/10/2022 12:13 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Ok. Will the repair be approved and paid for under warranty if I take it to the IRF?
On Thu, Nov 10, 2022 at 11:44 AM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Independent repair facility

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

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From: Devin Gant [redacted]
Sent: 11/10/2022 11:43 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Sir, what is the IRF? I am confused. I was under the impression we were making progress on getting my vehicle repaired under my warranty?
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From: Devin Gant [redacted]
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Subject: Re: Case [redacted]
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Has anyone contacted you at this time?

Please advise on current vehicle status

Thank you

Regards,
Brandon
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From: Devin Gant [redacted]
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STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	11/15/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	11/15/2022 18:48 PM

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Date	11/15/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/15/2022 18:52 PM

You are paying this repair in full and then submitting to me for reimbursement

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

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From: Devin Gant [redacted]
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Do not move this vehicle yet

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Date	11/15/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/15/2022 18:54 PM

IF diagnosis confirms manufacturer concern - and your have your transmission maintenance records.
You will most likely be charged for diagnosis / teardown -this is customer pay to determine if this is a manufacturer concern

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
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Customer Care Line 1-800-992-1997
[redacted]

Date	11/15/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	11/15/2022 18:55 PM

Ok. However, can you provide in writing that I will be fully reimbursed for the repair? My truck hasn□t produced income in over a month. I cannot even afford this repair. However, if this is my only option, I will try to borrow the money from somewhere. Thank you

On Tue, Nov 15, 2022 at 1:52 PM Ram Customer Care < ramcustomercare@fcagroup.com> wrote:

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Date	11/15/2022	Subject	Re: Case [redacted]		
From	[redacted]	To	ramcustomercare@fcagroup.com	Sent Date/Time	11/15/2022 18:58 PM

So what has been approved exactly? This is not how I understood our phone
conversation

On Tue, Nov 15, 2022 at 1:54 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> IF diagnosis confirms manufacturer concern - and your have your
> transmission maintenance records.
> You will most likely be charged for diagnosis / teardown -this is
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> [redacted]
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Date	11/15/2022	Subject	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	11/15/2022 19:00 PM

I have documented that if diagnosis confirms this is a manufacturer's concern, RAM Stellantis Fleet Case Management will review for coverage

Here is a copy of your MOPAR service contract with your deductible.

***** I will find out if anything else has to be reviewed before any teardown or diagnosis is started ****

Contract Number[redacted] Name: GANT LOGISTICS LLC
Secondary Name:
Option Code: CMT5200N Description: MAXIMUM CARE FOR COMMERCIAL

Effective Date/Odometer: May 31, 2021 @ 25 Miles Option Sale Date: May 31, 2021
Expiration Date/Odometer: May 30, 2026 @ 200,000 Miles State/Province: FL
Contract Selling Dealer: 41383 - ORLANDO DODGE CHRYSLER JEEP

Maximum Rental Amount per Day: 45.00 First Day Rental: Yes
Maximum Rental Allowance per Visit: 135.00 Deductible: 200.00
Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
Remaining Oil Changes: 0 Roadside Assistance: Yes
Road Hazard: No
Trip Interruption: Yes
Reduce Warranty Deductible: Yes

Transfer Fee: 40.00 Cancellation Fee: 0.00
Transferred: No Status: 01 ACTIVE

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

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To: ramcustomercare@fcagroup.com
Subject: Re: Case[redacted]
Ok. However, can you provide in writing that I will be fully reimbursed for the repair? My truck hasn□t produced income in over a month. I cannot even afford this repair. However, if this is my only option, I will try to borrow the money from somewhere. Thank you
On Tue, Nov 15, 2022 at 1:52 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
You are paying this repair in full and then submitting to me for reimbursement

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant[redacted]
Sent: 11/15/2022 1:48 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case[redacted]
Ok. I am trying to gain an understanding of how this works from here. Napleton Dodge is going to provide the shop the parts for free? Or is someone supposed to buy the parts to be reimbursed? I currently have no documentation that I can provide to either party that shows this will be covered & paid for under warranty.
On Tue, Nov 15, 2022 at 1:45 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
The repair facility would work with Napelton's parts department and Parts Manager.
Of course, I would not be able to provide an Area Manager's direct contact information regardless.

Regards,
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Senior Specialist USA
STELLANTIS | FLEET
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From: Devin Gant[redacted]
Sent: 11/15/2022 1:40 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case[redacted]
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On Thu, Nov 10, 2022 at 2:12 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Do not move this vehicle yet

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant[redacted]
Sent: 11/10/2022 12:26 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case[redacted]
I have never had to pay for a repair before. Why would my warranty make me pay now?
On Thu, Nov 10, 2022 at 12:17 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
You will have to pay for the repair and submit repair order and proof of payment for potential reimbursement review

Regards,
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Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/10/2022 12:13 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Ok. Will the repair be approved and paid for under warranty if I take it to the IRF?
On Thu, Nov 10, 2022 at 11:44 AM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Independent repair facility

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

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From: Devin Gant [redacted]
Sent: 11/10/2022 11:43 AM
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From: Devin Gant [redacted]
Sent: 11/8/2022 2:31 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Ok. Napleton already stated that they could not work on my vehicle. Is this the dealership that is helping you find a shop to fix it? What happened to the estimate I submitted? I am close to going out of business with this taking so long. I thank you for your help□.
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I have sent off an email to the Ram Fleet team as well as Napleton's to see if there is an update of if you can move your vehicle.

Please let me know if anyone reaches out to you with direction.

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---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/4/2022 11:39 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
No one has contacted me. The vehicle is at a pay for park lot near my home in Montverde, FL.
On Fri, Nov 4, 2022 at 11:36 AM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Good morning Devin

I sent off an email this morning to see where this vehicle is suppose to be going.
Has anyone contacted you at this time?

Please advise on current vehicle status

Thank you

Regards,
Brandon
Senior Specialist USA
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---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/2/2022 1:06 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Sure thing. Thank you!
On Wed, Nov 2, 2022 at 10:14 AM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Good morning

I am hoping to hear back soon about approval.
Please let me know if someone contacts you with an update or gives you the go ahead to have the vehicle repaired.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management

Customer Care Line 1-800-992-1997

[redacted]

Date	11/15/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	11/15/2022 20:23 PM

I have attached the quote from Napleton for the parts. The total amount due
is $21,464.69. There is NO way that I can afford to purchase these parts
for repair. This is the reason I invested in an extended warranty to avoid
charges like this. Where do we go from here? What are the other options? I
do not understand why I continue to be told that approval will be assessed
after diagnosis. The transmission was already diagnosed at Orlando Dodge. I
will await your response on how to proceed. Thank you

On Tue, Nov 15, 2022 at 2:00 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> I have documented that if diagnosis confirms this is a manufacturer's
> concern, RAM Stellantis Fleet Case Management will review for coverage
>
> Here is a copy of your MOPAR service contract with your deductible.
>
> ***** I will find out if anything else has to be reviewed before any
> teardown or diagnosis is started ****
>
>
> Contract Number: 49185243 Name: GANT LOGISTICS LLC
> Secondary Name:
> Option Code: CMT5200N Description: MAXIMUM CARE FOR COMMERCIAL
> ----------
> Effective Date/Odometer: May 31, 2021 @ 25 Miles Option Sale Date: May
> 31, 2021
> Expiration Date/Odometer: May 30, 2026 @ 200,000 Miles
> State/Province: FL
> Contract Selling Dealer: 41383 - ORLANDO DODGE CHRYSLER JEEP
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> Maximum Rental Amount per Day: 45.00 First Day Rental: Yes
> Maximum Rental Allowance per Visit: 135.00 Deductible: 200.00
> Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
> Remaining Oil Changes: 0 Roadside Assistance: Yes
> Road Hazard: No
> Trip Interruption: Yes
> Reduce Warranty Deductible: Yes
> ----------
> Transfer Fee: 40.00 Cancellation Fee: 0.00
> Transferred: No Status: 01 ACTIVE
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
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> *From:* Devin Gant [redacted]
> *Sent:* 11/15/2022 1:55 PM
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case [redacted]
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> Ok. However, can you provide in writing that I will be fully reimbursed
> for the repair? My truck hasn□t produced income in over a month. I cannot
> even afford this repair. However, if this is my only option, I will try to
> borrow the money from somewhere. Thank you
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>>>> *Subject:* Re: Case [redacted]
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>>>>>>>>>> ref:_00Dj01qsDF._5003Z1Tvw4j:ref
>>>>>>>>>>
>>>>>>>>>
>>>>>>>>>

Date	11/22/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	11/22/2022 18:17 PM

I□m following up on the email I sent you on 11/15/2022. What is the status
of the repair?

On Tue, Nov 15, 2022 at 2:00 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> I have documented that if diagnosis confirms this is a manufacturer's
> concern, RAM Stellantis Fleet Case Management will review for coverage
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> Here is a copy of your MOPAR service contract with your deductible.
>
> ***** I will find out if anything else has to be reviewed before any
> teardown or diagnosis is started ****
>
>
> Contract Number: [redacted] Name: GANT LOGISTICS LLC
> Secondary Name:
> Option Code: CMT5200N Description: MAXIMUM CARE FOR COMMERCIAL
> ---
> Effective Date/Odometer: May 31, 2021 @ 25 Miles Option Sale Date: May
> 31, 2021
> Expiration Date/Odometer: May 30, 2026 @ 200,000 Miles
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>>>>>>>>>>
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Good afternoon

I have sent an email to the Area Manager and Fleet team to see if they had any direction for you on the part pricing.
you may need to work something out with the dealership and the repair facility.

I will reach out again on this side to see if anyone else has some ideas.

*** PLEASE NOTE *** The RAM FLEET Tech has advised to have you make sure your repair facility documents the repair along with the way with photos in case anything comes up that needs to be reviewed.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	11/23/2022	***Subject***	Re: Case[redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	11/23/2022 19:38 PM

Please explain why my warranty is not covering the parts & the repair?
Thank you

On Tue, Nov 22, 2022 at 2:17 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good afternoon
>
> I have sent an email to the Area Manager and Fleet team to see if they had
> any direction for you on the part pricing.
> you may need to work something out with the dealership and the repair
> facility.
>
> I will reach out again on this side to see if anyone else has some ideas.
>
> *** PLEASE NOTE *** The RAM FLEET Tech has advised to have you make sure
> your repair facility documents the repair along with the way with photos in
> case anything comes up that needs to be reviewed.
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
[redacted]

Date	11/25/2022	***Subject***	Re: Cas[redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/25/2022 16:32 PM

Good morning Devin

I have sent another email to the FLEET and RAM team to see what can be done - So far, I do not have an answer as to any direction for you.

regarding the parts / pricing
The parts are being sold to the independent repair facility - so it doesn't fall under warranty coverage guidelines.
that being said, I have also inquired about the pricing and if that is something that can be reviewed.

I have asked that direction be provided before any works begins on the vehicle.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	11/29/2022	***Subject***	Re: Case[redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/29/2022 19:24 PM

Good afternoon

I have spoken with the Fleet Technical Advisor today and he is researching some options on next steps with the Area Manager and dealerships.

I hope to hear some good news soon.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@fcagroup.com]
Sent: 11/25/2022 11:32 AM
To: dgant1984@gmail.com
Subject: Re: Case 84336366

Good morning Devin

I have sent another email to the FLEET and RAM team to see what can be done - So far, I do not have an answer as to any direction for you.

regarding the parts / pricing
The parts are being sold to the independent repair facility - so it doesn't fall under warranty coverage guidelines.
that being said, I have also inquired about the pricing and if that is something that can be reviewed.

I have asked that direction be provided before any works begins on the vehicle.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	11/29/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	11/29/2022 19:25 PM

Thank you. I hope to hear good news as well

On Tue, Nov 29, 2022 at 2:24 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good afternoon
>
> I have spoken with the Fleet Technical Advisor today and he is researching
> some options on next steps with the Area Manager and dealerships.
>
> I hope to hear some good news soon.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Ram Customer Care [ramcustomercare@fcagroup.com]
> *Sent:* 11/25/2022 11:32 AM
> *To:* [redacted]
> *Subject:* Re: Case [redacted]
>
> Good morning Devin
>
> I have sent another email to the FLEET and RAM team to see what can be
> done - So far, I do not have an answer as to any direction for you.
>
> regarding the parts / pricing
> The parts are being sold to the independent repair facility - so it
> doesn't fall under warranty coverage guidelines.
> that being said, I have also inquired about the pricing and if that is
> something that can be reviewed.
>
> I have asked that direction be provided before any works begins on the
> vehicle.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> [redacted]
>

Date	11/30/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	11/30/2022 21:47 PM

Has there been any updates on other options besides me coming up with
$30,000 for the repair?

On Tue, Nov 29, 2022 at 2:24 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good afternoon
>
> I have spoken with the Fleet Technical Advisor today and he is researching
> some options on next steps with the Area Manager and dealerships.
>
> I hope to hear some good news soon.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Ram Customer Care [ramcustomercare@fcagroup.com]
> *Sent:* 11/25/2022 11:32 AM
> *To:* [redacted]
> *Subject:* Re: Case [redacted]
>
> Good morning Devin
>
> I have sent another email to the FLEET and RAM team to see what can be
> done - So far, I do not have an answer as to any direction for you.
>
> regarding the parts / pricing
> The parts are being sold to the independent repair facility - so it
> doesn't fall under warranty coverage guidelines.
> that being said, I have also inquired about the pricing and if that is
> something that can be reviewed.
>
> I have asked that direction be provided before any works begins on the
> vehicle.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> [redacted]
>
>

Date	11/30/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/30/2022 21:53 PM

Not since the conversation yesterday, but the Area Manager did advise that there was communication sent regarding this repair needing to be authorized by MVP (Mopar Vehicle Protection) first

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 11/30/2022 4:47 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Has there been any updates on other options besides me coming up with $30,000 for the repair?
On Tue, Nov 29, 2022 at 2:24 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Good afternoon

I have spoken with the Fleet Technical Advisor today and he is researching some options on next steps with the Area Manager and dealerships.

I hope to hear some good news soon.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@fcagroup.com]
Sent: 11/25/2022 11:32 AM
To: [redacted]
Subject: Re: Case [redacted]

Good morning Devin

I have sent another email to the FLEET and RAM team to see what can be done - So far, I do not have an answer as to any direction for you.

regarding the parts / pricing
The parts are being sold to the independent repair facility - so it doesn't fall under warranty coverage guidelines.
that being said, I have also inquired about the pricing and if that is something that can be reviewed.

I have asked that direction be provided before any works begins on the vehicle.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	12/01/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	12/01/2022 13:18 PM

I would like for your supervisor or area manager to reach out to me directly via email not phone. This claim needs to be escalated and expedited immediately. I have been waiting for this repair to be completed since October 7th, 2022 and we have made absolutely no progress. My truck has been sitting, not producing revenue which has caused a major financial crisis and burden for my family. At this point, I feel if this repair isn't expedited and repaired soon, I will have no other options but to seek legal counsel. I understand its hard finding a repair shop to accommodate my truck due to the size, but I have went above and beyond in assisting in finding a repair shop that can handle this repair. I submitted all the estimates to you on 10/20/22 (labor) & 11-15-22 (Chrysler parts) and still no progress has been made. I have received and reviewed My warranty and it clearly states a transmission repair is covered under my warranty. I need a transmission. This was diagnosed by your team at Orlando Dodge. What more do you need? This repair is taking an unusual amount of time that I financially can't afford to continue at this pace. Should I seek legal representation at this point or can your area manager/supervisor email me today with a final solution and a date/time a tow will pick up my truck for transmission repair under my warranty?

On Wed, Nov 30, 2022 at 4:53 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Not since the conversation yesterday, but the Area Manager did advise that
> there was communication sent regarding this repair needing to be authorized
> by MVP (Mopar Vehicle Protection) first
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Devin Gant [redacted]
> *Sent:* 11/30/2022 4:47 PM
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case [redacted]
>
> Has there been any updates on other options besides me coming up with
> $30,000 for the repair?
>
> On Tue, Nov 29, 2022 at 2:24 PM Ram Customer Care <
> ramcustomercare@fcagroup.com> wrote:
>
>> Good afternoon
>>
>> I have spoken with the Fleet Technical Advisor today and he is
>> researching some options on next steps with the Area Manager and
>> dealerships.
>>
>> I hope to hear some good news soon.
>>
>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>>
>> ---------- Original Message ----------
>> *From:* Ram Customer Care [ramcustomercare@fcagroup.com]
>> *Sent:* 11/25/2022 11:32 AM
>> *To:* [redacted]
>> *Subject:* Re: Case [redacted]
>>
>> Good morning Devin
>>
>> I have sent another email to the FLEET and RAM team to see what can be
>> done - So far, I do not have an answer as to any direction for you.
>>
>> regarding the parts / pricing
>> The parts are being sold to the independent repair facility - so it
>> doesn't fall under warranty coverage guidelines.
>> that being said, I have also inquired about the pricing and if that is
>> something that can be reviewed.
>>
>> I have asked that direction be provided before any works begins on the
>> vehicle.
>>
>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>> [redacted]
>>
>>
>>
>

Date	12/01/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/01/2022 16:33 PM

I have sent a request for the Team Lead to reach to you.
[redacted]

Date	12/01/2022	Subject	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	12/01/2022 16:36 PM

SUPERVISOR email response is set up for one business day contact.
(8am -8pm)

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	12/02/2022	Subject	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	12/02/2022 21:08 PM

Hi Mr Gant

I do apologize for the down time. Brandon has been working with his contacts to try to resolve your concern. I have now reached out also to get a resolution on your repair. I know you have been very patient to this point and I hope you can be patient with us until Monday.

Jim
Supervisor Fleet/ Promaster

---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@fcagroup.com]
Sent: 12/1/2022 11:36 AM
To: dgant1984@gmail.com
Subject: Re: Case 84336366

SUPERVISOR email response is set up for one business day contact.
(8am -8pm)

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

ref:_00Dj01qsDF._5003Z1Tvw4j:ref

Date	12/02/2022	Subject	Re: Case [redacted]		
From	[redacted]	To	ramcustomercare@fcagroup.com	Sent Date/Time	12/02/2022 21:56 PM

Thanks for your reply. I'll give you until Monday. Thanks. Have a great
weekend.

On Fri, Dec 2, 2022 at 4:08 PM RAM Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Hi Mr Gant
>
> I do apologize for the down time. Brandon has been working with his
> contacts to try to resolve your concern. I have now reached out also to get
> a resolution on your repair. I know you have been very patient to this
> point and I hope you can be patient with us until Monday.
>
> Jim
> Supervisor Fleet/ Promaster
>
>
> ---------- Original Message ----------
> *From:* Ram Customer Care [ramcustomercare@fcagroup.com]
> *Sent:* 12/1/2022 11:36 AM
> *To:* [redacted]
> *Subject:* Re: Case [redacted]
>
> SUPERVISOR email response is set up for one business day contact.
> (8am -8pm)
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
> [redacted]
>
>

Date	12/05/2022	Subject	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	12/05/2022 15:02 PM

The Area Manager is reaching out to the warranty administration department for further direction.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
ref:_00Dj01qsDF._5003Z1Tvw4j:ref

Date	12/05/2022	Subject	Re: Case [redacted]		
From	[redacted]	To	ramcustomercare@fcagroup.com	Sent Date/Time	12/05/2022 15:06 PM

Ok. Keep me posted today please.

On Mon, Dec 5, 2022 at 10:02 AM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> The Area Manager is reaching out to the warranty administration department
> for further direction.
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
> [redacted]
>

Date	12/05/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/05/2022 18:07 PM

Good afternoon Devin

I have been advised to request that you take the vehicle to Napleton's dealership.
Also, FLEET RAM team wants to confirm if this vehicle is drivable or if you are going to be towing it to Napleton's.

Please advise when you get the chance.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	12/05/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	12/05/2022 18:11 PM

The vehicle is not drivable & I will need to get it towed there. I am
confused about why they want me to take it to Napleton□s. I have been there
several times & they told me they didn□t have a bay long enough to work on
my vehicle. Please explain what has changed and I will gladly get it towed
there asap. Thank you

On Mon, Dec 5, 2022 at 1:07 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good afternoon Devin
>
> I have been advised to request that you take the vehicle to Napleton's
> dealership.
> Also, FLEET RAM team wants to confirm if this vehicle is drivable or if
> you are going to be towing it to Napleton's.
>
> Please advise when you get the chance.
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
> ref:_00Dj01qsDF._5003Z1Tvw4j:ref
>

Date	12/05/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/05/2022 18:21 PM

I did let them know that, but According the the email that I received, Brian Fixed Ops for Napleton and John the service manager at Napelton Clearmont. Napleton Clearmont can look at the vehicle and most likely perform the repairs.
They state they haven't seen the vehicle yet.

I asked again for some clarification.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 12/5/2022 1:11 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
The vehicle is not drivable & I will need to get it towed there. I am confused about why they want me to take it to Napleton□s. I have been there several times & they told me they didn□t have a bay long enough to work on my vehicle. Please explain what has changed and I will gladly get it towed there asap. Thank you
On Mon, Dec 5, 2022 at 1:07 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Good afternoon Devin

I have been advised to request that you take the vehicle to Napleton's dealership.
Also, FLEET RAM team wants to confirm if this vehicle is drivable or if you are going to be towing it to Napleton's.

Please advise when you get the chance.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	12/05/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/05/2022 18:56 PM

I am told that Napelton Clermont has invested in heavy truck mobile lifts that lift at the wheels.
This type of lifting system is used for unusual length vehicles such as this one and buses.

Brian is Fixed Ops for Napleton and John the service manager at Napelton Clearmont.
Contact them to make arrangements as soon as possible.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@fcagroup.com]
Sent: 12/5/2022 1:21 PM
To: [redacted]
Subject: Re: Case [redacted]

I did let them know that, but According the the email that I received, Brian Fixed Ops for Napleton and John the service manager at Napelton Clearmont. Napleton Clearmont can look at the vehicle and most likely perform the repairs.
They state they haven't seen the vehicle yet.

I asked again for some clarification.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 12/5/2022 1:11 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
The vehicle is not drivable & I will need to get it towed there. I am confused about why they want me to take it to Napleton□s. I have been there several times & they told me they didn□t have a bay long enough to work on my vehicle. Please explain what has changed and I will gladly get it towed there asap. Thank you
On Mon, Dec 5, 2022 at 1:07 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Good afternoon Devin

I have been advised to request that you take the vehicle to Napleton's dealership.
Also, FLEET RAM team wants to confirm if this vehicle is drivable or if you are going to be towing it to Napleton's.

Please advise when you get the chance.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	12/05/2022	***Subject***	Re: Case [redacted]

From	[redacted]	To	ramcustomercare@fcagroup.com	Sent Date/Time	12/05/2022 18:58 PM

Great! I am on my way there now. Thank you

On Mon, Dec 5, 2022 at 1:56 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> I am told that Napelton Clermont has invested in heavy truck mobile lifts
> that lift at the wheels.
> This type of lifting system is used for unusual length vehicles such as
> this one and buses.
>
> Brian is Fixed Ops for Napleton and John the service manager at Napelton
> Clearmont.
> Contact them to make arrangements as soon as possible.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Ram Customer Care [ramcustomercare@fcagroup.com]
> *Sent:* 12/5/2022 1:21 PM
> *To:* [redacted]
> *Subject:* Re: Case [redacted]
>
> I did let them know that, but According the the email that I received,
> Brian Fixed Ops for Napleton and John the service manager at Napelton
> Clearmont. Napleton Clearmont can look at the vehicle and most likely
> perform the repairs.
> They state they haven't seen the vehicle yet.
>
> I asked again for some clarification.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Devin Gant [redacted]
> *Sent:* 12/5/2022 1:[redacted] PM
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case [redacted]
>
> The vehicle is not drivable & I will need to get it towed there. I am
> confused about why they want me to take it to Napleton□s. I have been there
> several times & they told me they didn□t have a bay long enough to work on
> my vehicle. Please explain what has changed and I will gladly get it towed
> there asap. Thank you
>
> On Mon, Dec 5, 2022 at 1:07 PM Ram Customer Care <
> ramcustomercare@fcagroup.com> wrote:
>
>> Good afternoon Devin
>>
>> I have been advised to request that you take the vehicle to Napleton's
>> dealership.
>> Also, FLEET RAM team wants to confirm if this vehicle is drivable or if
>> you are going to be towing it to Napleton's.
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>> Please advise when you get the chance.
>>
>>
>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>> [redacted]
>>
>
>
>
>

Date	12/05/2022	Subject	Re: Case [redacted]		
From	[redacted]	To	ramcustomercare@fcagroup.com	Sent Date/Time	12/05/2022 20:07 PM

Just left Napleton. They confirmed that they can work on the vehicle. I am contacting the tow company now & will keep you updated on an ETA. I will forward you my receipts for warranty reimbursement for the tow. Thank you!

On Mon, Dec 5, 2022 at 1:56 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> I am told that Napelton Clermont has invested in heavy truck mobile lifts
> that lift at the wheels.
> This type of lifting system is used for unusual length vehicles such as
> this one and buses.
>
> Brian is Fixed Ops for Napleton and John the service manager at Napelton
> Clearmont.
> Contact them to make arrangements as soon as possible.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Ram Customer Care [ramcustomercare@fcagroup.com]
> *Sent:* 12/5/2022 1:21 PM
> *To:* [redacted]
> *Subject:* Re: [redacted]
>
> I did let them know that, but According the the email that I received,
> Brian Fixed Ops for Napleton and John the service manager at Napelton
> Clearmont. Napleton Clearmont can look at the vehicle and most likely
> perform the repairs.
> They state they haven't seen the vehicle yet.
>
> I asked again for some clarification.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Devin Gant [redacted]
> *Sent:* 12/5/2022 1:11 PM
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case [redacted]
>
> The vehicle is not drivable & I will need to get it towed there. I am
> confused about why they want me to take it to Napleton□s. I have been there
> several times & they told me they didn□t have a bay long enough to work on
> my vehicle. Please explain what has changed and I will gladly get it towed
> there asap. Thank you
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> On Mon, Dec 5, 2022 at 1:07 PM Ram Customer Care <
> ramcustomercare@fcagroup.com> wrote:
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>> Good afternoon Devin
>>
>> I have been advised to request that you take the vehicle to Napleton's
>> dealership.
>> Also, FLEET RAM team wants to confirm if this vehicle is drivable or if
>> you are going to be towing it to Napleton's.
>>
>> Please advise when you get the chance.
>>
>>
>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>> [redacted]
>>
>
>
>
>

Date	12/05/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/05/2022 20:11 PM

Thank you

Instructions to submit Documentation for review

** REVIEW FOR POTENTIAL TOWING REIMBURSEMENT **
- ALL documents should be submitted in .PDF or .DOC (word) format -

Please reply to this email with the follow copies
a) REPAIR ORDER (all pages)
b) Towing Invoice
b) Banking (proof of towing transaction)

* Please include in your reply *
PAYEE name:
MAILING Address:

Reviews for potential reimbursement can take between 30 - 60 days after ALL documents received

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 12/5/2022 3:07 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Just left Napleton. They confirmed that they can work on the vehicle. I am contacting the tow company now & will keep you updated on an ETA. I will forward you my receipts for warranty reimbursement for the tow. Thank you!
On Mon, Dec 5, 2022 at 1:56 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
I am told that Napelton Clermont has invested in heavy truck mobile lifts that lift at the wheels.
This type of lifting system is used for unusual length vehicles such as this one and buses.

Brian is Fixed Ops for Napleton and John the service manager at Napelton Clearmont.
Contact them to make arrangements as soon as possible.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@fcagroup.com]
Sent: 12/5/2022 1:21 PM
To: [redacted]
Subject: Re: Case [redacted]
I did let them know that, but According the the email that I received, Brian Fixed Ops for Napleton and John the service manager at Napelton Clearmont. Napleton Clearmont can look at the vehicle and most likely perform the repairs.
They state they haven't seen the vehicle yet.

I asked again for some clarification.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 12/5/2022 1:11 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
The vehicle is not drivable & I will need to get it towed there. I am confused about why they want me to take it to Napleton□s. I have been there several times & they told me they didn□t have a bay long enough to work on my vehicle. Please explain what has changed and I will gladly get it towed there asap. Thank you
On Mon, Dec 5, 2022 at 1:07 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Good afternoon Devin

I have been advised to request that you take the vehicle to Napleton's dealership.
Also, FLEET RAM team wants to confirm if this vehicle is drivable or if you are going to be towing it to Napleton's.

Please advise when you get the chance.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	12/12/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/12/2022 16:49 PM

Good morning Devin

I have contacted Napleton's and left a voicemail with Brian, the Fixed Ops director.
Please advise if you vehicle is at this dealership and any status update you may have.

Thank you

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@fcagroup.com]
Sent: 12/5/2022 3:11 PM
To: dgant1984@gmail.com
Subject: Re: Case 84336366

Thank you

Instructions to submit Documentation for review

** REVIEW FOR POTENTIAL TOWING REIMBURSEMENT **
- ALL documents should be submitted in .PDF or .DOC (word) format -

Please reply to this email with the follow copies
a) REPAIR ORDER (all pages)
b) Towing Invoice
b) Banking (proof of towing transaction)

* Please include in your reply *
PAYEE name:
MAILING Address:

Reviews for potential reimbursement can take between 30 - 60 days after ALL documents received

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 12/5/2022 3:07 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
Just left Napleton. They confirmed that they can work on the vehicle. I am contacting the tow company now & will keep you updated on an ETA. I will forward you my receipts for warranty reimbursement for the tow. Thank you!
On Mon, Dec 5, 2022 at 1:56 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
I am told that Napelton Clermont has invested in heavy truck mobile lifts that lift at the wheels.
This type of lifting system is used for unusual length vehicles such as this one and buses.

Brian is Fixed Ops for Napleton and John the service manager at Napelton Clearmont.
Contact them to make arrangements as soon as possible.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@fcagroup.com]
Sent: 12/5/2022 1:21 PM
To [redacted]
Subject: Re: Case [redacted]
I did let them know that, but According the the email that I received, Brian Fixed Ops for Napleton and John the service manager at Napelton Clearmont. Napleton Clearmont can look at the vehicle and most likely perform the repairs.
They state they haven't seen the vehicle yet.

I asked again for some clarification.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 12/5/2022 1:11 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
The vehicle is not drivable & I will need to get it towed there. I am confused about why they want me to take it to Napleton□s. I have been there several times & they told me they didn□t have a bay long enough to work on my vehicle. Please explain what has changed and I will gladly get it towed there asap. Thank you
On Mon, Dec 5, 2022 at 1:07 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Good afternoon Devin

I have been advised to request that you take the vehicle to Napleton's dealership.
Also, FLEET RAM team wants to confirm if this vehicle is drivable or if you are going to be towing it to Napleton's.

Please advise when you get the chance.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	12/12/2022	***Subject***	Re: Case[redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	12/12/2022 16:52 PM

Yes the vehicle is at their dealership and being worked on. However, they are running into delays with acquiring the new transmission. Are you able to help them expedite the parts faster?

On Mon, Dec 12, 2022 at 11:49 AM Ram Customer Care < ramcustomercare@fcagroup.com> wrote:

> Good morning Devin
>
> I have contacted Napleton's and left a voicemail with Brian, the Fixed Ops director.
> Please advise if you vehicle is at this dealership and any status update you may have.
>
> Thank you
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Ram Customer Care [ramcustomercare@fcagroup.com]
> *Sent:* 12/5/2022 3:11 PM
> *To:* [redacted]
> *Subject:* Re: Case [redacted]
>
> Thank you
>
> Instructions to submit Documentation for review
>
> ** REVIEW FOR POTENTIAL TOWING REIMBURSEMENT **
> - ALL documents should be submitted in .PDF or .DOC (word) format -
>
> Please reply to this email with the follow copies
> a) REPAIR ORDER (all pages)
> b) Towing Invoice
> b) Banking (proof of towing transaction)
>
> * Please include in your reply *
> PAYEE name:
> MAILING Address:
>
> Reviews for potential reimbursement can take between 30 - 60 days after ALL documents received
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Devin Gant [redacted]
> *Sent:* 12/5/2022 3:07 PM
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case [redacted]
>
> Just left Napleton. They confirmed that they can work on the vehicle. I am contacting the tow company now & will keep you updated on an ETA. I will forward you my receipts for warranty reimbursement for the tow. Thank you!
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> On Mon, Dec 5, 2022 at 1:56 PM Ram Customer Care < ramcustomercare@fcagroup.com> wrote:
>
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>> This type of lifting system is used for unusual length vehicles such as this one and buses.
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>> Brian is Fixed Ops for Napleton and John the service manager at Napelton Clearmont.
>> Contact them to make arrangements as soon as possible.
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>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>>
>> ---------- Original Message ----------
>> *From:* Ram Customer Care [ramcustomercare@fcagroup.com]
>> *Sent:* 12/5/2022 1:21 PM
>> *To:* [redacted]
>> *Subject:* Re: Case [redacted]
>>
>> I did let them know that, but According the the email that I received,
>> Brian Fixed Ops for Napleton and John the service manager at Napelton Clearmont. Napleton Clearmont can look at the vehicle and most likely
>> perform the repairs.
>> They state they haven't seen the vehicle yet.
>>
>> I asked again for some clarification.
>>
>> Regards,
>> Brandon

>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>>
>> ---------- Original Message ----------
>> *From:* Devin Gant [redacted]
>> *Sent:* 12/5/2022 1:11 PM
>> *To:* ramcustomercare@fcagroup.com
>> *Subject:* Re: Case [redacted]
>>
>> The vehicle is not drivable & I will need to get it towed there. I am
>> confused about why they want me to take it to Napleton□s. I have been there
>> several times & they told me they didn□t have a bay long enough to work on
>> my vehicle. Please explain what has changed and I will gladly get it towed
>> there asap. Thank you
>>
>> On Mon, Dec 5, 2022 at 1:07 PM Ram Customer Care <
>> ramcustomercare@fcagroup.com> wrote:
>>
>>> Good afternoon Devin
>>>
>>> I have been advised to request that you take the vehicle to Napleton's
>>> dealership.
>>> Also, FLEET RAM team wants to confirm if this vehicle is drivable or if
>>> you are going to be towing it to Napleton's.
>>>
>>> Please advise when you get the chance.
>>>
>>>
>>> Regards,
>>> Brandon
>>> Senior Specialist USA
>>> STELLANTIS | FLEET
>>> Case Management
>>> Customer Care Line 1-800-992-1997
>>> [redacted]
>>>
>>
>>
>>
>
>
>
>

Date	12/12/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/12/2022 22:48 PM

I have spoken to Brian Hessler at the dealership.
We are working on getting the parts to them as quickly as possible.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	12/19/2022	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	12/19/2022 15:04 PM

Is there any updates on getting the transmission to the dealership? They
have stated that they still don□t have an ETA. I have unfortunately already
lost my contract with Indiana Transport for hauling RV□s due to the amount
of time the truck has been decommissioned. Please help to expedite delivery
of the transmission as soon as possible. Thank you.

I also received a stop payment notice from the Mopar Vehicle Protection. Do
you know what□s going on with that?

On Mon, Dec 12, 2022 at 5:48 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> I have spoken to Brian Hessler at the dealership.
> We are working on getting the parts to them as quickly as possible.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
> [redacted]
>

Date	12/19/2022	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/19/2022 17:09 PM

Good afternoon

I received a response from Brian at the dealership.
They are just waiting on the transmission... ETA is 12/20 (Subject to change)

Let me know if you hear from them

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
ref:_00Dj01qsDF._5003Z1Tvw4j:ref

Date	12/19/2022	***Subject***	Re: Case		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	12/19/2022 17:33 PM

Thank you for the update

On Mon, Dec 19, 2022 at 12:09 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good afternoon
>
> I received a response from Brian at the dealership.
> They are just waiting on the transmission... ETA is 12/20 (Subject to
> change)
>
> Let me know if you hear from them
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> [redacted]
>

Date	12/21/2022	***Subject***	Re: Case		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/21/2022 17:32 PM

Good afternoon

The service team advised Parts have arrived ETA for repair is 12/28

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
ref:_00Dj01qsDF._5003Z1Tvw4j:ref

Date	12/21/2022	***Subject***	Re: Case		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	12/21/2022 17:41 PM

Thank you for the update

On Wed, Dec 21, 2022 at 12:32 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good afternoon
>
> The service team advised Parts have arrived ETA for repair is 12/28
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> [redacted]
>

Date	12/27/2022	***Subject***	Re: Case		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/27/2022 19:18 PM

A message has been sent to the Service Manager at the dealership requesting a update on the status of this vehicle.
Hopefully, I receive some feedback soon.

Please let me know if you hear from the service team or if this vehicle is returned to you.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 12/21/2022 12:41 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case[redacted]
Thank you for the update
On Wed, Dec 21, 2022 at 12:32 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Good afternoon

The service team advised Parts have arrived ETA for repair is 12/28

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	12/27/2022	***Subject***	Re: Case[redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	12/27/2022 21:55 PM

They notified me that the repair is completed. I will be picking it up next
week when I return to Orlando. Also, i will be submitting my tow receipts
tomorrow. Thank you for your assistance in this matter.

On Tue, Dec 27, 2022 at 2:18 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

>
> A message has been sent to the Service Manager at the dealership
> requesting a update on the status of this vehicle.
> Hopefully, I receive some feedback soon.
>
> Please let me know if you hear from the service team or if this vehicle is
> returned to you.
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Devin Gant [redacted]
> *Sent:* 12/21/2022 12:41 PM
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Cas[redacted]
>
> Thank you for the update
>
> On Wed, Dec 21, 2022 at 12:32 PM Ram Customer Care <
> ramcustomercare@fcagroup.com> wrote:
>
>> Good afternoon
>>
>> The service team advised Parts have arrived ETA for repair is 12/28
>>
>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>> ref:_00Dj01qsDF._5003Z1Tvw4j:ref
>>
>
>
>

Date	01/03/2023	***Subject***	Re: Cas[redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/03/2023 16:28 PM

Good morning Devin

I am looking to see if you have your vehicle back and if you are still submitting documentation?
Please advise.

Thank you

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	01/03/2023	Subject	Re: Cas[redacted]		
From	[redacted]	To	ramcustomercare@fcagroup.com	Sent Date/Time	01/03/2023 16:41 PM

Yes. I was just able to secure a flight to return for tomorrow. I will be
picking up the truck & submitting documentation at that time. Thank you

On Tue, Jan 3, 2023 at 11:28 AM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good morning Devin
>
> I am looking to see if you have your vehicle back and if you are still
> submitting documentation?
> Please advise.
>
> Thank you
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
> [redacted]
>

Date	01/09/2023	Subject	Re: Case[redacted]		
From	ramcustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	01/09/2023 18:17 PM

Good afternoon Devin

I am looking to see if you have your vehicle back and if you are still submitting documentation?
Please advise.

Thank you

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	01/13/2023	Subject	Re: Case[redacted]		
From	ramcustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	01/13/2023 16:02 PM

I'm contacting you regarding the pending closure of the case with Ram Fleet Case Management

I have not received a response or documentation for review.
I am happy to leave this case open for 2 additional business days to receive ALL files requested.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	01/13/2023	Subject	Re: Case[redacted]		
From	[redacted]	To	ramcustomercare@fcagroup.com	Sent Date/Time	01/13/2023 16:06 PM

Yes. I will be submitting today. I apologize for the delay. I□ve had some family issues that I□ve been dealing with but I will make sure I submit documentation tonight

On Fri, Jan 13, 2023 at 11:02 AM Ram Customer Care < ramcustomercare@fcagroup.com> wrote:

> I'm contacting you regarding the pending closure of the case with Ram
> Fleet Case Management
>
> I have not received a response or documentation for review.
> I am happy to leave this case open for 2 additional business days to
> receive ALL files requested.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
> [redacted]
>

Date	01/17/2023	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/17/2023 16:37 PM

Good morning

Documentation has not been received
I am sending you this email regarding the closure of your case with Ram Fleet Case Management

** please note **
Email replies to this final email may not be received or answered.

Please note that you may receive a survey based on our interaction.
This survey is sperate from one you may receive from the dealer on the repair itself.

Thank you for choosing RAM

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	01/17/2023	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	01/17/2023 16:39 PM

Today is the 2nd business day of the extension that you gave me. Shouldn□t I have to the end of the business day today to submit?

On Tue, Jan 17, 2023 at 11:37 AM Ram Customer Care < ramcustomercare@fcagroup.com> wrote:

> Good morning
>
> Documentation has not been received
> I am sending you this email regarding the closure of your case with Ram
> Fleet Case Management
>
> ** please note **
> Email replies to this final email may not be received or answered.
>
> Please note that you may receive a survey based on our interaction.
> This survey is sperate from one you may receive from the dealer on the
> repair itself.
>
> Thank you for choosing RAM
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
> [redacted]
>

Date	01/19/2023	***Subject***	Re: Cas [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/19/2023 00:54 AM

You advised you were going to submit documentation on Friday, Jan 13th
There was no email or documents.
You replied yesterday, but still did not submit anything? Still nothing

I will keep the case open until Friday morning 9AM, Jan 20th to receive ALL documents.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
ref:_00Dj01qsDF._5003Z1Tvw4j:ref

Date	01/19/2023	***Subject***	Re: [redacted]

From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	01/19/2023 00:55 AM

Thank you!

On Wed, Jan 18, 2023 at 7:54 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

>
> You advised you were going to submit documentation on Friday, Jan 13th
> There was no email or documents.
> You replied yesterday, but still did not submit anything? Still nothing
>
> I will keep the case open until Friday morning 9AM, Jan 20th to receive
> ALL documents.
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
> [redacted]
>

Date	01/20/2023	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	01/20/2023 05:03 AM

Attached is all of the documents in PDF format. The tow companies never provide an actual invoice. They take a credit card authorization form and simply charge my card after the tow. I never received a repair order from Napleton Dodge in Clermont. I will call them first thing in the morning to have them email it to me and try to get it to you by your deadline you have set. On one of the tow invoices from Stellantis, I no longer have access to that debit card used to pay for the tow. It was a card issued through the RV company that I was subcontracted with. The length of time that my truck was out of service caused me to lose that contract and they have disabled me from seeing transaction history on that card. I have also submitted two truck payments that I need reimbursement for as a result of the length of time that the truck was down. Thank you again for all of your assistance.

On Mon, Dec 5, 2022 at 3:11 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Thank you
>
> Instructions to submit Documentation for review
>
> ** REVIEW FOR POTENTIAL TOWING REIMBURSEMENT **
> - ALL documents should be submitted in .PDF or .DOC (word) format -
>
> Please reply to this email with the follow copies
> a) REPAIR ORDER (all pages)
> b) Towing Invoice
> b) Banking (proof of towing transaction)
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> * Please include in your reply *
> PAYEE name:
> MAILING Address:
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> Reviews for potential reimbursement can take between 30 - 60 days after
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> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Devin Gant [redacted]
> *Sent:* 12/5/2022 3:07 PM
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case [redacted]
>
> Just left Napleton. They confirmed that they can work on the vehicle. I am
> contacting the tow company now & will keep you updated on an ETA. I will
> forward you my receipts for warranty reimbursement for the tow. Thank you!
>
> On Mon, Dec 5, 2022 at 1:56 PM Ram Customer Care <
> ramcustomercare@fcagroup.com> wrote:
>
>> I am told that Napelton Clermont has invested in heavy truck mobile lifts
>> that lift at the wheels.
>> This type of lifting system is used for unusual length vehicles such as
>> this one and buses.
>>
>> Brian is Fixed Ops for Napleton and John the service manager at Napelton
>> Clearmont.
>> Contact them to make arrangements as soon as possible.
>>
>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>>
>> ---------- Original Message ----------
>> *From:* Ram Customer Care [ramcustomercare@fcagroup.com]
>> *Sent:* 12/5/2022 1:21 PM
>> *To:* [redacted]
>> *Subject:* Re: Case [redacted]
>>
>> I did let them know that, but According the the email that I received,
>> Brian Fixed Ops for Napleton and John the service manager at Napelton
>> Clearmont. Napleton Clearmont can look at the vehicle and most likely
>> perform the repairs.
>> They state they haven't seen the vehicle yet.
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>> I asked again for some clarification.
>>
>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>>
>> ---------- Original Message ----------
>> *From:* Devin Gant [redacted]
>> *Sent:* 12/5/2022 1:11 PM
>> *To:* ramcustomercare@fcagroup.com
>> *Subject:* Re: Case [redacted]
>>
>> The vehicle is not drivable & I will need to get it towed there. I am
>> confused about why they want me to take it to Napleton□s. I have been there
>> several times & they told me they didn□t have a bay long enough to work on

>> my vehicle. Please explain what has changed and I will gladly get it towed
>> there asap. Thank you
>>
>> On Mon, Dec 5, 2022 at 1:07 PM Ram Customer Care <
>> ramcustomercare@fcagroup.com> wrote:
>>
>>> Good afternoon Devin
>>>
>>> I have been advised to request that you take the vehicle to Napleton's
>>> dealership.
>>> Also, FLEET RAM team wants to confirm if this vehicle is drivable or if
>>> you are going to be towing it to Napleton's.
>>>
>>> Please advise when you get the chance.
>>>
>>>
>>> Regards,
>>> Brandon
>>> Senior Specialist USA
>>> STELLANTIS | FLEET
>>> Case Management
>>> Customer Care Line 1-800-992-1997
>>>
>>> [redacted]
>>>
>>
>>
>>
>
>
>

Date	01/20/2023	***Subject***	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	[redacted]	***To***	darren.beauchamp@napleton.com	***Sent Date/Time***	01/20/2023 05:25 AM

Ram Fleet care is requiring me to provide them with the complete repair order for my vehicle. I did not receive it from the dealership when I picked up my vehicle. Can you please reply to this email with all pages of the repair order please? Thank you

On Tue, Oct 25, 2022 at 1:31 PM darren.beauchamp@napleton.com < darren.beauchamp@napleton.com> wrote:

> I am a service advisor, manager is John Scott, john.scott@napleton.com
>
> -----Original Message-----
> From: "Ram Customer Care" <ramcustomercare@fcagroup.com>
> Sent: Monday, October 24, 2022 11:29am
> To: [redacted]
> darren.beauchamp@napleton.com" <darren.beauchamp@napleton.com>
> Subject: Re: Case [redacted]
>
> Good Morning
>
> The Napleton Dodge Clermont dealership. Should be reaching out to their
> area Manager to get approval for an IRF to perform the work.
>
> Orlando Chrysler dealership is out of the picture at this time.
> This is what I advised over the phone.
>
> Darren, are you Service Manager at Napleton's?
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Ram Customer Care [ramcustomercare@fcagroup.com]
> *Sent:* 10/24/2022 11:20 AM
> *To:* [redacted]
> *Subject:* Re: Case [redacted]
>
> I would be happy to try.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Devin Gant [redacted]
> *Sent:* 10/24/2022 11:17 AM
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case [redacted]
>
> I cannot get ahold of Ringo at Orlando Dodge. He also hasn□t responded to
> my email. Is there anyway you can get him to respond to me? I am out of
> town & cannot physically go to the dealership. I really need your help to
> get my truck fixed sir.
>
> On Fri, Oct 21, 2022 at 1:30 PM Devin Gant [redacted] wrote:
>
>> I just left Napleton Dodge Clermont. They told me the same thing that
>> they told me over the phone. They do not have a bay big enough to repair my
>> vehicle. I spoke to Darren Beauchamp. I am cc'ing him to this email if you
>> would like him to confirm. He suggested that I try the Cummins dealer here
>> in Orlando. Is that a better option than Cox Automotive? Also, Ringo
>> informed me that the closest Dodge dealership with a bay big enough to
>> repair my vehicle is in Birmingham, Alabama. I do not think there is even a
>> tow service to take it that far, before even considering the cost of tow
>> would be more than the repair. Every Dodge dealer in Orlando says that
>> there is no dealership with a bay big enough to repair my vehicle in
>> Florida. Please advise on what to do next. Thank you.
>>
>
> On Fri, Oct 21, 2022 at 12:54 PM Ram Customer Care <
>> ramcustomercare@fcagroup.com> wrote:
>>
> Good afternoon
>>>
>>> What did *NAPLETON'S CLERMONT *advise about accommodating your vehicle?
>>> The Area manager will most likely not give approval to Cox Automotive
>>> unless all other avenues have been exhausted.
>>>
>>> Regards,
>>> Brandon
>>> Senior Specialist USA
>>> STELLANTIS | FLEET
>>> Case Management
>>> Customer Care Line 1-800-992-1997
>>>
>>>
>>> ---------- Original Message ----------
>>> *From:* Devin Gant [redacted]
>>> *Sent:* 10/21/2022 8:26 AM
>>> *To:* ramcustomercare@fcagroup.com
>>> *Subject:* Re: Case [redacted]
>>>
>>> Attached is the labor estimate from Cox Automotive Mobility Fleet
>>> Services. They were not sure whether they order the parts on their own or
>>> if they need to get Chrysler parts from you guys somehow. Please advice on
>>> how to proceed. Thank you.

>>>
>>> The person I am working with is Christian Cabrera. His email is
>>> christian.cabrera@coxautoinc.com
>>>
>>>
>> On Tue, Oct 18, 2022 at 4:54 PM Devin Gant <dgant1984@gmail.com> wrote:
>>>
>> Thank you. I have already spoken with them since they are the closest to
>>>> my house. I will go there tomorrow to double check. I am also going to see
>>>> Ringo tomorrow. I have been taking care of my wife & daughter who had COVID
>>>> the past few days. Please send me any more recommendations if possible.
>>>> Thank you
>>>>
>>>
>>>>
>>> On Tue, Oct 18, 2022 at 4:53 PM Ram Customer Care <
>>>> ramcustomercare@fcagroup.com> wrote:
>>>>
>>> Recommended dealer to try:
>>>>>
>>>>> They will need to know all your vehicle dimensions
>>>>> Please contact them to see if they can accommodate
>>>>>
>>>>>
>>>>>
>>>>> *NAPLETON'S CLERMONT CHRYSLER JEEP Phone 407-656-0204*
>>>>>
>>>>> Address
>>>>> 15859 STATE ROAD 50
>>>>> <https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>
>>>>> CLERMONT, FL 34711
>>>>> <https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>
>>>>>
>>>>> Regards,
>>>>> Brandon
>>>>> Senior Specialist USA
>>>>> STELLANTIS | FLEET
>>>>> Case Management
>>>>> Customer Care Line 1-800-992-1997
>>>>>
>>>>>
>>>>>
>>>> ---------- Original Message ----------
>>>>> *From:* Devin Gant [redacted]
>>>>> *Sent:* 10/14/2022 1:03 PM
>>>>> *To:* ramcustomercare@fcagroup.com
>>>>> *Subject:* Re: Case [redacted]
>>>>>
>>>>>
>>>> Yes, I towed the vehicle to my home last night after being repeatedly
>>>>> threatened by Orlando Dodge. Orlando Dodge already diagnosed the vehicle. I
>>>>> will try talk to Ringo about where he will approve it to be repaired. You
>>>>> are saying that Mopar doesn□t have a list of approved third-party shops?
>>>>>
>>>>>
>>>>> On Fri, Oct 14, 2022 at 12:55 PM Ram Customer Care <
>>>>> ramcustomercare@fcagroup.com> wrote:
>>>>>
>>>>> Nobody has approved anything.
>>>>> The vehicle needs to be diagnosed before anything gets approved.
>>>>>
>>>>> You will need to make arrangements with Peterbilt and see if they can
>>>>> accommodate this vehicle.
>>>>>
>>>>> *** Most likely, they will charge a diagnosis fee, however if there
>>>>> is an indication that this is a warrantable concern, than Orlando Dodge
>>>>> will need to get their Area Manager involved for next steps.
>>>>>
>>>>>
>>>>>
>>>>> Regards,
>>>>> Brandon
>>>>> Senior Specialist USA
>>>>> STELLANTIS | FLEET
>>>>> Case Management
>>>>> Customer Care Line 1-800-992-1997
>>>>> [redacted]
>>>>>
>>>>>
>>>>>
>>>>>
>>>>>
>>>>>
>>>>
>>>
>>>
>>
>
>
>

Date	01/20/2023	***Subject***	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG [redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/20/2023 15:35 PM

Thank you

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	01/20/2023	Subject	Re: Case [redacted]		
From	[redacted]	To	ramcustomercare@fcagroup.com	Sent Date/Time	01/20/2023 15:35 PM

Attached is the repair order.

On Wed, Jan 18, 2023 at 7:54 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

>
> You advised you were going to submit documentation on Friday, Jan 13th
> There was no email or documents.
> You replied yesterday, but still did not submit anything? Still nothing
>
> I will keep the case open until Friday morning 9AM, Jan 20th to receive
> ALL documents.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
> ref:_00Dj01qsDF._5003Z1Tvw4j:ref
>

Date	01/20/2023	Subject	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	01/20/2023 18:17 PM

Received

All documents are in line for review
Thank you

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
ref:_00Dj01qsDF._5003Z1Tvw4j:ref

Date	01/21/2023	Subject	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	darren.beauchamp@napleton.com	To	[redacted]	Sent Date/Time	01/21/2023 18:22 PM

From: Devin Gant [redacted]
Sent: Friday, January 20, 2023 12:25 AM
To: Darren Beauchamp <darren.beauchamp@napleton.com>; John Scott <john.scott@napleton.com>
Cc: Ram Customer Care <ramcustomercare@fcagroup.com>
Subject: Re: Case [redacted] /Ram 5500/VIN: 3C7WRNFL5MG[redacted]

Ram Fleet care is requiring me to provide them with the complete repair order for my vehicle. I did not receive it from the dealership when I picked up my vehicle. Can you please reply to this email with all pages of the repair order please? Thank you

On Tue, Oct 25, 2022 at 1:31 PM darren.beauchamp@napleton.com<mailto:darren.beauchamp@napleton.com>
<darren.beauchamp@napleton.com<mailto:darren.beauchamp@napleton.com>> wrote:

I am a service advisor, manager is John Scott, john.scott@napleton.com<mailto:john.scott@napleton.com>

-----Original Message-----
From: "Ram Customer Care" <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>>
Sent: Monday, October 24, 2022 11:29am
To: [redacted]
"darren.beauchamp@napleton.com<mailto:darren.beauchamp@napleton.com>" <darren.beauchamp@napleton.com<mailto:darren.beauchamp@napleton.com>>
Subject: Re: Case [redacted]

Good Morning

The Napleton Dodge Clermont dealership. Should be reaching out to their area Manager to get approval for an IRF to perform the work.

Orlando Chrysler dealership is out of the picture at this time.
This is what I advised over the phone.

Darren, are you Service Manager at Napleton's?

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>]
Sent: 10/24/2022 11:20 AM
To: [redacted]
Subject: Re: Case [redacted]

I would be happy to try.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 10/24/2022 11:17 AM
To: ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>
Subject: Re: Case [redacted]

I cannot get ahold of Ringo at Orlando Dodge. He also hasn□t responded to my email. Is there anyway you can get him to respond to me? I am out of town & cannot physically go to the dealership. I really need your help to get my truck fixed sir.

On Fri, Oct 21, 2022 at 1:30 PM Devin Gant [redacted] wrote:
I just left Napleton Dodge Clermont. They told me the same thing that they told me over the phone. They do not have a bay big enough to repair my vehicle. I spoke to Darren Beauchamp. I am cc'ing him to this email if you would like him to confirm. He suggested that I try the Cummins dealer here in Orlando. Is that a better option than Cox Automotive? Also, Ringo informed me that the closest Dodge dealership with a bay big enough to repair my vehicle is in Birmingham, Alabama. I do not think there is even a tow service to take it that far, before even considering the cost of tow would be more than the repair. Every Dodge dealer in Orlando says that there is no dealership with a bay big enough to repair my vehicle in Florida. Please advise on what to do next. Thank you.

On Fri, Oct 21, 2022 at 12:54 PM Ram Customer Care <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>> wrote:
Good afternoon

What did NAPLETON'S CLERMONT advise about accommodating your vehicle?
The Area manager will most likely not give approval to Cox Automotive unless all other avenues have been exhausted.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 10/21/2022 8:26 AM
To: ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>
Subject: Re: Case [redacted]

Attached is the labor estimate from Cox Automotive Mobility Fleet Services. They were not sure whether they order the parts on their own or if they need to get Chrysler parts from you guys somehow. Please advice on how to proceed. Thank you.

The person I am working with is Christian Cabrera. His email is christian.cabrera@coxautoinc.com<mailto:christian.cabrera@coxautoinc.com>

On Tue, Oct 18, 2022 at 4:54 PM Devin Gant [redacted] wrote:
Thank you. I have already spoken with them since they are the closest to my house. I will go there tomorrow to double check. I am also going to see Ringo tomorrow. I have been taking care of my wife & daughter who had COVID the past few days. Please send me any more recommendations if possible. Thank you

On Tue, Oct 18, 2022 at 4:53 PM Ram Customer Care <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>> wrote:
Recommended dealer to try:

They will need to know all your vehicle dimensions
Please contact them to see if they can accommodate

NAPLETON'S CLERMONT CHRYSLER JEEP
Phone
407-656-0204

Address
15859 STATE ROAD 50<https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>
CLERMONT, FL 34711<https://www.google.com/maps/search/15859+STATE+ROAD+50+%0D%0ACLERMONT,+FL+34711?entry=gmail&source=g>

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

———— Original Message ————
From: Devin Gant [redacted]
Sent: 10/14/2022 1:03 PM
To: ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>
Subject: Re: Case [redacted]

[X]
[X]
[X]
Yes, I towed the vehicle to my home last night after being repeatedly threatened by Orlando Dodge. Orlando Dodge already diagnosed the vehicle. I will try talk to Ringo about where he will approve it to be repaired. You are saying that Mopar doesn□t have a list of approved third-party shops?

On Fri, Oct 14, 2022 at 12:55 PM Ram Customer Care <ramcustomercare@fcagroup.com<mailto:ramcustomercare@fcagroup.com>> wrote:
Nobody has approved anything.
The vehicle needs to be diagnosed before anything gets approved.

You will need to make arrangements with Peterbilt and see if they can accommodate this vehicle.

*** Most likely, they will charge a diagnosis fee, however if there is an indication that this is a warrantable concern, than Orlando Dodge will need to get their Area Manager involved for next steps.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997 [redacted]

Date	02/18/2023	***Subject***	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/18/2023 15:20 PM

Good morning Devin

I have contacted Action Wrecker- they have nothing on file for your VIN or name.
Your monthly payment banking is here, but still no actual invoice with the account information.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	02/18/2023	***Subject***	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	02/18/2023 15:28 PM

The tow company was Ace Wrecker.

On Sat, Feb 18, 2023 at 10:20 AM US Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good morning Devin
>
> I have contacted Action Wrecker- they have nothing on file for your VIN or
> name.
> Your monthly payment banking is here, but still no actual invoice with the
> account information.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | RAM
> FLEET Case Management
> Customer Care Line 1-800-992-1997
>
[redacted]

Date	02/18/2023	***Subject***	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5M[redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/18/2023 15:35 PM

Sorry, Ace wrecker..
I contacted the number you gave me.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	02/18/2023	Subject	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	[redacted]	To	ramcustomercare@fcagroup.com	Sent Date/Time	02/18/2023 15:42 PM

Wow. I□m in Mexico right now. How much time do I have to call them & get
back to you? I can get it done by Tuesday

On Sat, Feb 18, 2023 at 10:35 AM US Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Sorry, Ace wrecker..
> I contacted the number you gave me.
>
>
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | RAM
> FLEET Case Management
> Customer Care Line 1-800-992-1997
>
> [redacted]

Date	02/23/2023	Subject	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	ramcustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	02/23/2023 17:03 PM

I called Ace WRECKER (407-855-6631) again and left a voicemail for the accounting department.
The (payment posted) date on the banking statement is OCT 17th

In case they call back, is that the same date at the towing so they can find the invoice?

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 2/18/2023 10:42 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]
Wow. I□m in Mexico right now. How much time do I have to call them & get back to you? I can get it done by Tuesday
On Sat, Feb 18, 2023 at 10:35 AM US Customer Care <ramcustomercare@fcagroup.com> wrote:
Sorry, Ace wrecker..
I contacted the number you gave me.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	02/23/2023	Subject	Re: Cas[redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	[redacted]	To	ramcustomercare@fcagroup.com	Sent Date/Time	02/23/2023 17:05 PM

Tow was October 13th.

On Thu, Feb 23, 2023 at 12:04 PM US Customer Care <
ramcustomercare@fcagroup.com> wrote:

> I called Ace WRECKER (407-855-6631) again and left a voicemail for the
> accounting department.
> The (payment posted) date on the banking statement is OCT 17th
>
> In case they call back, is that the same date at the towing so they can
> find the invoice?
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | RAM
> FLEET Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message
> *From:* Devin Gan[redacted]
> *Sent:* 2/18/2023 10:42 AM
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case[redacted]Ram 5500/VIN: 3C7WRNFL5MG[redacted]
>
> Wow. I□m in Mexico right now. How much time do I have to call them & get
> back to you? I can get it done by Tuesday
>
> On Sat, Feb 18, 2023 at 10:35 AM US Customer Care <
> ramcustomercare@fcagroup.com> wrote:
>
>> Sorry, Ace wrecker..
>> I contacted the number you gave me.
>>
>>
>>
>>
>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | RAM
>> FLEET Case Management
>> Customer Care Line 1-800-992-1997
>>
>>[redacted]
>>
>
>
>

Date	02/23/2023	***Subject***	Re: Case[redacted]Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/23/2023 17:09 PM

Awesome.. thank you for the quick response.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 2/23/2023 12:05 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]
Tow was October 13th.
On Thu, Feb 23, 2023 at 12:04 PM US Customer Care <ramcustomercare@fcagroup.com> wrote:
I called Ace WRECKER (407-855-6631) again and left a voicemail for the accounting department.
The (payment posted) date on the banking statement is OCT 17th

In case they call back, is that the same date at the towing so they can find the invoice?

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 2/18/2023 10:42 AM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]
Wow. I□m in Mexico right now. How much time do I have to call them & get back to you? I can get it done by Tuesday
On Sat, Feb 18, 2023 at 10:35 AM US Customer Care <ramcustomercare@fcagroup.com> wrote:
Sorry, Ace wrecker..
I contacted the number you gave me.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	02/25/2023	***Subject***	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/25/2023 18:31 PM

Good afternoon Devin

I was able to speak with Autumn at Ace Wrecker.
She confirmed payment and sent a copy of the invoice to my emails.
I will upload that document to the case ASAP and should be contacting you this week to wrap this up.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997
ref:_00Dj01qsDF._5003Z1Tvw4j:ref

Date	02/25/2023	***Subject***	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	02/25/2023 18:34 PM

Thank you so much! I really appreciate your customer service.

On Sat, Feb 25, 2023 at 1:31 PM US Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good afternoon Devin
>
> I was able to speak with Autumn at Ace Wrecker.
> She confirmed payment and sent a copy of the invoice to my emails.
> I will upload that document to the case ASAP and should be contacting you
> this week to wrap this up.
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | RAM
> FLEET Case Management
> Customer Care Line 1-800-992-1997
>
> [redacted]
>

Date	03/01/2023	***Subject***	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	03/01/2023 21:59 PM

I apologize. I am in an area with a bad signal. You can try calling me back
or communicating via email

On Sat, Feb 25, 2023 at 1:31 PM US Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good afternoon Devin
>
> I was able to speak with Autumn at Ace Wrecker.
> She confirmed payment and sent a copy of the invoice to my emails.
> I will upload that document to the case ASAP and should be contacting you
> this week to wrap this up.
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | RAM
> FLEET Case Management
> Customer Care Line 1-800-992-1997
>
>
>

Date	03/01/2023	***Subject***	Re: Case [redacted] /Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/01/2023 22:00 PM

Hi Devin

I tried to contact you, however you were unable to hear me.
Need to know where to send your reimbursement check

* Please reply with: *
PAYEE name:
MAILING Address:

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	03/01/2023	***Subject***	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	03/01/2023 22:09 PM

Devin Gant

[redacted]
Montverde, FL[redacted]

What is the reimbursement total?

On Wed, Mar 1, 2023 at 5:00 PM US Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Hi Devin
>
> I tried to contact you, however you were unable to hear me.
> Need to know where to send your reimbursement check
>
> ** Please reply with: **
>
> *PAYEE name: MAILING Address:*
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | RAM
> FLEET Case Management
> Customer Care Line 1-800-992-1997
>
>
>

Date	03/01/2023	***Subject***	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/01/2023 22:30 PM

Thank you

please review and reply if everything looks correct (amount and any typos in payee / address)
I would like to send this off tonight if possible as the total is higher than normal and will be reviewed by the auditing team for any discrepancies

My total to approve is $5,416.65 (details below)

(3 FULL monthly payments and 2 towing fees)
I am including the tolls and fuel surcharge in the one towing, normally, we only pay the flat fee, however this has been a long and winding road for you.

MONHTLY PAYMENT
3 @ $1203.80 :
TOTAL: $3,611.40

TOWING 1:
SAT OCT 8TH
PAID BY MASTERCARD
TOTAL $1214.50

TOWING 2
TOW $495.00
Fuel Surcharge $74.25
TOLLS** $21.50
TOTAL: $590.75

PAYEE INFORMATION
PAYEE: Devin Gant
Mailing Address:
[redacted]
Montverde, FL [redacted]

Regards,
Brandon
Senior Specialist USA
RAM | STELLANTIS
FLEET Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line: 1-800-992-1997
[redacted]

Date	03/01/2023	***Subject***	Re: Case [redacted] /Ram 5500/VIN: 3C7WRNFL5MG [redacted]		
From	[redacted]	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	03/01/2023 22:38 PM

Those numbers look correct. However, what do you recommend I do about the
loss revenue that was incurred during this time?
On Wed, Mar 1, 2023 at 5:30 PM US Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Thank you
>
> please review and reply if everything looks correct (amount and any typos
> in payee / address)
> I would like to send this off tonight if possible as the total is higher
> than normal and will be reviewed by the auditing team for any discrepancies
>
> My total to approve is $*5,416.65 (details below)*
>
> (3 FULL monthly payments and 2 towing fees)
> I am including the tolls and fuel surcharge in the one towing, normally,
> we only pay the flat fee, however this has been a long and winding road for
> you.
>
> MONHTLY PAYMENT
> 3 @ $1203.80 :
> *TOTAL:* *$3,611.40*
> ---
> TOWING 1:
> SAT OCT 8TH
> PAID BY MASTERCARD
> *TOTAL $1214.50*
> ---
> TOWING 2
> TOW $495.00
> Fuel Surcharge $74.25
> TOLLS** $21.50
> *TOTAL*: *$590.75*
> ---
> PAYEE INFORMATION
> PAYEE: Devin Gant
> Mailing Address:
> [redacted]
> <https://www.google.com/maps/search/16528+Bolsena+Dr.+%0D%0A%0D%0A+Montverde,+FL+34756?entry=gmail&source=g>
>
> <https://www.google.com/maps/search/16528+Bolsena+Dr.+%0D%0A%0D%0A+Montverde,+FL+34756?entry=gmail&source=g>
> Montverde, FL [redacted]
> <https://www.google.com/maps/search/16528+Bolsena+Dr.+%0D%0A%0D%0A+Montverde,+FL+34756?entry=gmail&source=g>
>
> Regards,
> Brandon
> Senior Specialist USA
> RAM | STELLANTIS
> FLEET Case Management
> 1-800-999-3533 (opt.3) ext. 3020518
>
> Customer Care Line: 1-800-992-1997
>
>
> [redacted]

Date	03/01/2023	***Subject***	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG [redacted]

From	ramcustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	03/01/2023 23:00 PM

Thank you Devin

We do not review for lost wages / revenue as per the owner's manual.
I am not able to recommend any particular action however, there may be local resources available to you to research any next steps.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line: 1-800-992-1997
[redacted]

Date	03/01/2023	Subject	Re: Case [redacted] am 5500/VIN: 3C7WRNFL5MG[redacted]		
From	[redacted]	To	ramcustomercare@fcagroup.com	Sent Date/Time	03/01/2023 23:03 PM

Ok. Thank you so much for your patience and persistence with this matter.
It is greatly appreciated! When will the check be mailed out?

On Wed, Mar 1, 2023 at 6:00 PM US Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Thank you Devin
>
> We do not review for lost wages / revenue as per the owner's manual.
> I am not able to recommend any particular action however, there may be
> local resources available to you to research any next steps.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | RAM
> FLEET Case Management
> 1-800-999-3533 (opt.3) ext. 3020518
> Customer Care Line: 1-800-992-1997
> [redacted]

Date	03/01/2023	Subject	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	ramcustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	03/01/2023 23:07 PM

it normally takes a couple days on a normal check.. this one will be looked at by a few people.. it may be a few days longer than expected, however I have listed this as a special circumstance case in hopes that is sparks some urgency...

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997

———— Original Message ————
From: Devin Gant [redacted]
Sent: 3/1/2023 6:03 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]
Ok. Thank you so much for your patience and persistence with this matter. It is greatly appreciated! When will the check be mailed out?
On Wed, Mar 1, 2023 at 6:00 PM US Customer Care <ramcustomercare@fcagroup.com> wrote:
Thank you Devin

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I am not able to recommend any particular action however, there may be local resources available to you to research any next steps.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line: 1-800-992-1997
[redacted]

Date	03/01/2023	Subject	Re: Case [redacted] am 5500/VIN: 3C7WRNFL5MG[redacted]		
From	[redacted]	To	ramcustomercare@fcagroup.com	Sent Date/Time	03/01/2023 23:08 PM

Thanks again Brandon

On Wed, Mar 1, 2023 at 6:07 PM US Customer Care <
ramcustomercare@fcagroup.com> wrote:

> it normally takes a couple days on a normal check.. this one will be
> looked at by a few people.. it may be a few days longer than expected,
> however I have listed this as a special circumstance case in hopes that is
> sparks some urgency...
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | RAM
> FLEET Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Devin Gant [redacted]
> *Sent:* 3/1/2023 6:0[redacted]
> *To:* ramcustomercare@fcagroup.com
> *Subject:* Re: Case [redacted]am 5500/VIN: 3C7WRNFL5MG[redacted]
>
> Ok. Thank you so much for your patience and persistence with this matter.
> It is greatly appreciated! When will the check be mailed out?
>
> On Wed, Mar 1, 2023 at 6:00 PM US Customer Care <
> ramcustomercare@fcagroup.com> wrote:
>
>> Thank you Devin
>>
>> We do not review for lost wages / revenue as per the owner's manual.
>> I am not able to recommend any particular action however, there may be
>> local resources available to you to research any next steps.
>>
>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | RAM
>> FLEET Case Management
>> 1-800-999-3533 (opt.3) ext. 3020518
>> Customer Care Line: 1-800-992-1997
>> [redacted]
>> [redacted]
>> [redacted]
>
>
>

Date	03/01/2023	***Subject***	Re: Case [redacted]am 5500/VIN: 3C7WRNFL5MG[redacted]		
From	ramcustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	03/01/2023 23:08 PM

my pleasure, Devin

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 3/1/2023 6:0[redacted]
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]Ram 5500/VIN: 3C7WRNFL5MG[redacted]
Thanks again Brandon
On Wed, Mar 1, 2023 at 6:07 PM US Customer Care <ramcustomercare@fcagroup.com> wrote:
it normally takes a couple days on a normal check.. this one will be looked at by a few people.. it may be a few days longer than expected, however I have listed this as a special circumstance case in hopes that is sparks some urgency...

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Devin Gant [redacted]
Sent: 3/1/2023 6:0[redacted]
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]Ram 5500/VIN: 3C7WRNFL5MG[redacted]
Ok. Thank you so much for your patience and persistence with this matter. It is greatly appreciated! When will the check be mailed out?
On Wed, Mar 1, 2023 at 6:00 PM US Customer Care <ramcustomercare@fcagroup.com> wrote:
Thank you Devin

We do not review for lost wages / revenue as per the owner's manual.
I am not able to recommend any particular action however, there may be local resources available to you to research any next steps.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line: 1-800-992-1997
[redacted]

Date	03/17/2023	***Subject***	Re: Case [redacted] Ram 5500/VIN: 3C7WRNFL5MG[redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/17/2023 16:48 PM

Good afternoon

I am reaching out to advise that your reimbursement check has been issued and sent through US POSTAL SERVICE.
Please allow 30 days for delivery

□□□□□□I am sending you this email regarding the closure of your case with Ram Fleet Case Management

** please note **
Email replies to this final email may not be received or answered.
You may receive a survey based on our interaction.
This survey is separate from one you may receive from the dealer on the repair itself.

Thank you for choosing RAM

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997
[redacted]

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

VIN	3C63R3EL6KG[redacted]	Model Year	2019	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	10/20/2022	CAIR Type	Regular	Status	Closed
Close Date	10/26/2022	Origin	Telephone	Reason	
Mileage	40,000 Miles	Market	U	Language	English
Contact Email	aj@ajsexcavating com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City/State/Country/Zip					USA
Customer	AJS LLC				
Customer Address	9777 HONOR HWY				
City/State/Country/Zip	HONOR		MI	496409534772	USA
Dealer	26799	WATSON BENZIE, LLC		Dealer Phone	2318824417
Dealer Address	1514 BENZIE HWY				
	BENZONIA		MI	49616 9650	USA
Dealer Zone	Great Lakes	Sales District		Service District	S
Subject	Transmission and Electrical				
Synopsis	customer is not seeking assistance from Case Management anymore				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	45	Automatic Gearbox issue
Reason Code	After Sales Complaint Product Vehicle concern Additional details				

Case Status History

Create Date	Status
10/20/2022 06 43 PM	Open
10/21/2022 09 10 PM	Suspended
10/25/2022 04 00 AM	Open
10/26/2022 07 44 PM	Closed

Initial Description

Customer experiencing Transmission and Electrical issues

Case Comments

Date	Comment
10/20/2022	Transmission issues and electrical concerns but the dlr states they can not service the vehicle until the recall is addressed Customer is working with the PA Christian but no SA is assigned Vehicle went in on 10/20/22 and no loaner offered Agent escalating case for assistance getting vehicle repaired Vehicle not down due to direct failure of HPFP but transmission work is being impeded by recall Contact Employee Janelle Zurkelle janelle@ajsexcavating com 2318824655
10/21/2022	?**CASE PREP** ?Dealer 26799 ?In Service Date 12/2/2019 ?Mileage 40000 ?Original Owner? Yes ?Loyalty Score 3 new 3 used ?Is vehicle within Warranty? Not in basic ?Is customer in rental? No ?Parts on B/O? No ?STAR Case? No ?Days off road (If known) N/A ?Current location of vehicle DLR ?Repeat issue? Yes ?Previous Related Cases/Goodwill/DM Notes 77000629 ?Customer Concern/Issue/Request assistance with getting vehicle remission issue repaired
10/21/2022	***Outbound Customer Contact*** | Janelle Zerkel| 231 882 4655| RAM Agent called customer but no answer LVM, looking for more information on what other issue it is having that she denied repairs but we have to wait for the part to be available for the recall for her other issue **********OUTBOUND DLR CONTACT********** | Watson Benzie LLC| 26799| 2318824417 Agent called DLR and was informed that the vehicle was picked up and repairs were declined and for the transmission issue she is having they need to do an update but because of the recall that is on the vehicle they can□t until it is completed and the part for the recall is not available yet for this year vehicle
10/25/2022	***Outbound Customer Contact*** | Janelle Zerkel| 231 882 4655| RAM Agent called customer but no answer and couldn't leave a VM it would disconnect on me
10/26/2022	Cx called to speak to cm for updates best number to call her at i[redacted]
10/26/2022	@Matthew Andrews please reach out to customer she is looking to speak to you as soon as possible, wants to know what to do has been to dlr 10 time and they cant do anything because for the recall
10/26/2022	***Inbound Customer Contact*** | Janelle Zerkel| 231 882 4655| RAM Customer is calling in because she wants an update on what we can do to help her, customer has stated that she does not want the vehicle back, explained that she is outside the guidelines for LL/Buyback customer says that there must be someone here that cane do something about this, that she has brought this vehicle in 10 times for the issue she is having and that they have been driving the vehicle while it has this issue and that there is now a grinding noise, she has been waiting 3 years for this recall, informed the recall came out in November of last year, customer was in reference to other recall and that they couldn□t do the repair back then as well because of that recall Customer wants assistance with vehicle being bought back or help with trading the vehicle in customer also wants a call back today, informed I can□t guarantee an update but will call back
10/26/2022	***Outbound Customer Contact*** | Janelle Zerkel| 231 882 4655| RAM Customer called back and got receptionist who provided her cell phone 231 649 0670 called customer and informed our role is to work with the her and dealership to repair the vehicle □ if she is seeking buyback they would need to review their state law for the parameters and steps around that She would need to speak with the sales department for a trade in as we are unable to assist with sales Informed that as for repairs the DLR is advising that we need to wait for the parts to be available so they can do the repairs for the transmission and she can see another DLR so they can look at it and get a second opinion if they can do the repairs Customer is upset with this and asked what would happen if her husband was driving the vehicle and he got in an accident because of it, informed that if they feel the vehicle is unsafe to drive then we don□t recommend driving it and that we she pay for her vehicle since we are saying don□t drive it and the re call has been stopping this repair for 3 years Customer says that there is nothing we can help her with and that she will work with the DLR and don□t bother calling her closing case customer is not seeking assistance any further

Email(s)

Date	10/26/2022	Subject	Transmission and Electrical		
From	uscustomercare@fcagroup com	To	janelle@ajsexcavating com	Sent Date/Time	10/26/2022 19 43 PM

Good Afternoon Janelle,

I am sending you this email regarding the closure of your Case with Stellantis Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]
The Case Management Telephone Number is: 1-844-827-1999
My Direct Extension is: 3020509

Thank you for allowing Stellantis Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case.

We 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 and participation and for being a Stellantis customer.

It has been a pleasure working with you, and I wish you all the best in your future endeavors.

Matthew,
Stellantis Case Management
1-844-827-1999 ext. 3020509
[redacted]

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

VIN	3C63R3EL2MG[redacted]	Model Year	2021	Brand	DODGE
Body	D28P91	Vehicle	RAM 3500 LARAMIE CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Cu tomer A i tance Center	
Batch Case Information					
Open Date	11/28/2022	CAIR Type	Regular	Status	Clo ed
Close Date	01/31/2023	Origin	Telephone	Reason	
Mileage	58,000 Mile	Market	U	Language	Engli h
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Cu tomer
City/State/Country/Zip					
Customer	NEL ON LOGGING AND TRUCKING INC				
Customer Address	183 RO E LN				
City/State/Country/Zip	HAMILTON		MT	598403348835	U A
Dealer	42604	DAVE MITH MOTOR		Dealer Phone	2087841208
Dealer Address	210 N DIVI ION T				
	KELLOGG		ID	83837 2306	U A
Dealer Zone	We t	Sales District		Service District	A
Subject	Rental A i tance				
Synopsis	No further action required				
Customer Anomaly					
Contact Reason	C184	Reque t For Rental Vehicle	Customer Anomaly		
Reason Code	After ale Complaint Product Rental Reque t Rental				

Case Status History

Create Date	Status
11/28/2022 04 17 PM	Open
12/23/2022 03 18 PM	u pended
12/30/2022 05 01 AM	Open
01/31/2023 03 23 PM	Clo ed

Initial Description

CX want a rental reque t

Case Comments

Date	Comment
11/28/2022	CX wanted to know if warranty coverage rental CX tate hi VHL will be in the hop for a week a of December 6 CX help getting po ible a i tance for the renal, if eligible Advi or re earched VIP to find the CX i the original owner of thi vehicle Advi or informed cx rental are not covered by warranty CX Ba ic, die el emi ion and adju tment warranty' are expired all other are active Advi or will rea ign ca e for goodwill rental determination
11/29/2022	***obe Good Afternoon, Your ca e did get e calated for further a i tance At thi time your ca e manager i De tane and he will reach out to you in regard to what can be down for rental after further reviewing Once he ha any information he will reach out to you to be able to move forward a your vehicle get diagno ed ? Thank you
12/01/2022	****Obc to the Cu tomer CM reached out to the Cu tomer to advi e hi vehicle i needing to be in ervice for further a i tance with rental Cu tomer didn't an wer, CM left a VM
12/06/2022	*****Obc to the Cu tomer CM reached out to the Cu tomer to gather information in regard to hi vehicle concern Cu tomer i tating he i currently waiting on hi part to arrive but i needing rental a i tance a hi vehicle i VOR Cu tomer tate he ha gotten a rental today 12/6 for $126 a day Tran mi ion Warranty Repair CM will follow up with TL review
12/06/2022	****Obc to the M CM reached out to the M who tated there wa two update which wa completed and made the i ue wor e, after further diagno i vehicle need a Tranny Waiting on the tech to get the e timate M will follow up CM will al o follow up in regard to the part that will be ordered
12/08/2022	****Obc to the M CM reached out to the M to get updated information in regard to the cu tomer' vehicle i ue M tated thi repair i covered under warranty and the Tran mi ion will be ordered Today CM will follow up
12/08/2022	*****Obc to the Cu tomer CM reached out to the Cu tomer to advi e hi vehicle repair will be covered under warranty and hi Tran mi ion will be ordered today Cu tomer i aware per TL review we can offer $50 a day for rental reimbur ement CM will follow up
12/12/2022	****Obc to the Part department CM reached out to the Part department in regard to the Cu tomer' Tran mi ion that hould've been placed on order PA Erin tated part#68498560AB ordered 12/8
12/12/2022	****Obe Hello, Thi i De tane reaching out from Ram Cu tomer Care in regard to part on order The part ha been placed on order and I will be filing a reque t to have thi part expedited, Plea e feel free to reach out if you have any que tion or concern Thank You, De We t BC Ca e Manager 1844 378 0597 ext 4062371
12/13/2022	Part 68498560AB Order [redacted]MC 48485456 ETA 03/27/2023 Repair/Acce ory Torque Converter Rental Ye /No (Rental tart date) N/a VOR Ye /No N/a
12/15/2022	****PART POD UPDATE**** ORDER NUMBER [redacted] PART NUMBER 68498560AB No need for upport e calation Order REL TO PDC ETA 3 5 Bu ine day
12/16/2022	***Obe to the Cu tomer Hello, Thi i De tane reaching out from Ram Cu tomer Care to provide an update regarding your part on order Your part i currently howing a ETA of 3 5 bu ine day (ubject to change) Plea e feel free to reach out if you have any que tion or concern Thank You, De We t BC Ca e Manager 1844 378 0597 ext 4062371
12/21/2022	***Outbound email to cu tomer Hello, My name i Cri tina and I am a i ting your ca e manager at thi time Your ca e manager i not in the office at thi time, but I will et a ta k for her to follow up with you on Friday We do apologize for the delay and thank you for your patience
12/23/2022	****Obe to the Cu tomer Good Morning, Thi i De tane reaching out from Ram Cu tomer Care in regard to your part you have on order I have followed up and have updated information which i a Up tracking number with an e timated Delivery by 12/30 Plea e feel free to reach out if you have any que tion or concern Thank , De We t BC Ca e Manager 1844 378 0597 ext 4062371
12/30/2022	*******outbound dealer call***** rep contacted dlr part department and dlr informed rep that all part ordered for the repair of the vehicle have arrived
12/31/2022	******outbound cu tomer call****406) 360 7879 rep contacted cx and informed cx that all part needed for the repair of the cx vehicle have arrived and that next follow up with cm will be on 1/3/23
01/04/2023	****Obe to the M Hello, May you plea e advi e if thi cu tomer' vehicle i repaired? Thank , DE TANE
01/04/2023	****Obc to the Cu tomer CM reached out to the Cu tomer to gather information a to whether he ha picked hi vehicle up repaired C t tated he ha not picked up the vehicle, CM advi ed he will follow up with M tan in regard to the repair ETA
01/06/2023	***Outbound email to cu tomer Hello, My name i Cri tina and I am a i ting your ca e manager at thi time Your ca e manager i not in the office at thi time, but I will et a ta k for them to follow up with you on Tue day when they will be back in the office We do apologize for the delay and thank you for your patience
01/10/2023	****Ibe from M 1/4 The part have arrived It i in line to be done next Waiting on a tall We are o buried in tran mi ion repair and replacement it i n□t even funny
01/10/2023	****Obe to the M Hello, May you plea e provide an update in regard to the vehicle repair progre ? Thank , DE TANE
01/10/2023	****Obc to the Cu tomer CM reached out to the Cu tomer to gather and provide information in regard to the repair progre Cu tomer tated he ha n't poke with anyone from the DLR CM advi ed the cu tomer I will be reaching out to the M tan in regard to a repair update
01/12/2023	****Ibe from M 1/10 Working on it right now Need ix bolt , part will be here tomorrow and vehicle hould be done Thur day
01/12/2023	****Obe to the M Good Morning, Plea e keep me updated in regard to the Cu tomer' vehicle repair Thank , De tane

Date	Comment
01/12/2023	****Obe to the Customer Hello, This is Destane reaching out from Ram Customer Care in regard to your vehicle repair. I have been in contact with the Service Manager who stated your vehicle repairs should be complete by Today. Please feel free to reach out if you have any questions or concerns. Thank You, Des West BC Case Manager 1844-378-0597 ext.4062371
01/16/2023	***Obc to the Customer CM reached out to the Customer to confirm if he has picked his vehicle up repaired. Customer stated he had a voicemail stating his vehicle will be repaired by the middle of this week. CM advised the customer I will be following up with the SM in regards to his repair eta.
01/16/2023	*****Obe to the SM Good Morning, I have spoken with the Customer who stated his vehicle won't be repaired until the middle of this week, May you please advise? Thanks, DESTANE
01/17/2023	*****Ibe from the SM The truck is done
01/19/2023	*****Obc to the Customer CM reached out to the Customer to confirm he has picked his vehicle up repaired. The customer stated he will be going to pick his vehicle up Today. CM will follow up.
01/20/2023	***Outbound email to customer Hello, My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for them to follow up with you on Tuesday when they will be back in the office. We do apologize for the delay and thank you for your patience.
01/31/2023	*****IBV Customer called in stating his vehicle is repaired and the dealership did a great job for him. Case will be closed.

Email(s)

Date	11/29/2022	***Subject***	Ram Customer Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	11/29/2022 22:49 PM

Good Afternoon,

Your case did get escalated for further assistance. At this time your case manager is Destane and she will reach out to you in regards to what can be down for rental after further reviewing. Once she has any information she will reach out to you to be able to move forward as your vehicle gets diagnosed.

Thank you
Giselle
West BC Case Manager
844-378-0597
[redacted]

Date	12/08/2022	***Subject***	Ram Customer Care - Case# [redacted] Reimbursement		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/08/2022 18:23 PM

Required documentation includes proof of repair and proof of payment. Examples of each include:

Stellantis dealer or independent repair facility order detailing parts, labor, taxes, facility's contact info, etc.
Repair order stamped "paid in full"
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/29/2022 5:49 PM
To: [redacted]
Subject: Ram Customer Case [redacted]

Good Afternoon,

Your case did get escalated for further assistance. At this time your case manager is Destane and she will reach out to you in regards to what can be down for rental after further reviewing. Once she has any information she will reach out to you to be able to move forward as your vehicle gets diagnosed.

Thank you
Giselle
West BC Case Manager
844-378-0597
[redacted]

Date	12/12/2022	***Subject***	RE: Ram Customer Care - Case# [redacted] eimbursement		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/12/2022 19:33 PM

Hello,

This is Destane reaching out from Ram Customer Care in regard to part on order. The part has been placed on order and I will be filing a request to have this part expedited, Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/8/2022 1:23 PM
To: [redacted]
Subject: Ram Customer Care - Case# [redacted] Reimbursement

Required documentation includes proof of repair and proof of payment. Examples of each include:

Stellantis dealer or independent repair facility order detailing parts, labor, taxes, facility's contact info, etc.
Repair order stamped "paid in full"
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/29/2022 5:49 PM
To: [redacted]
Subject: Ram Customer Case [redacted]

Good Afternoon,

Your case did get escalated for further assistance. At this time your case manager is Destane and she will reach out to you in regards to what can be down for rental after further reviewing. Once she has any information she will reach out to you to be able to move forward as your vehicle gets diagnosed.

Thank you
Giselle
West BC Case Manager
844-378-0597

[redacted]

Date	12/16/2022	***Subject***	RE: Ram Customer Care - Case# [redacted] Reimbursement		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/16/2022 19:55 PM

Hello,

This is Destane reaching out from Ram Customer Care to provide an update regarding your part on order. Your part is currently showing a ETA of 3-5 business days (subject to change). Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/12/2022 2:33 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care in regard to part on order. The part has been placed on order and I will be filing a request to have this part expedited, Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/8/2022 1:23 PM
To: [redacted]
Subject: Ram Customer Care - Case# [redacted] Reimbursement

Required documentation includes proof of repair and proof of payment. Examples of each include:

Stellantis dealer or independent repair facility order detailing parts, labor, taxes, facility's contact info, etc.
Repair order stamped "paid in full"
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/29/2022 5:49 PM
To: [redacted]
Subject: Ram Customer Care - [redacted]

Good Afternoon,

Your case did get escalated for further assistance. At this time your case manager is Destane and she will reach out to you in regards to what can be down for rental after further reviewing. Once she has any information she will reach out to you to be able to move forward as your vehicle gets diagnosed.

Thank you
Giselle
West BC Case Manager
844-378-0597

[redacted]

Date	12/21/2022	***Subject***	RE: Ram Customer Care - Case[redacted] Reimbursement		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/21/2022 23:03 PM

Hello,

My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for her to follow up with you on Friday. We do apologize for the delay and thank you for your patience.

Thank you!

Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/16/2022 2:55 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care to provide an update regarding your part on order. Your part is currently showing a ETA of 3-5 business days (subject to change). Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/12/2022 2:33 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care in regard to part on order. The part has been placed on order and I will be filing a request to have this part expedited, Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/8/2022 1:23 PM
To: [redacted]
Subject: Ram Customer Care - Case# [redacted] Reimbursement

Required documentation includes proof of repair and proof of payment. Examples of each include:

Stellantis dealer or independent repair facility order detailing parts, labor, taxes, facility's contact info, etc.
Repair order stamped "paid in full"
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/29/2022 5:49 PM
To: [redacted]
Subject: Ram Customer Case [redacted]

Good Afternoon,

Your case did get escalated for further assistance. At this time your case manager is Destane and she will reach out to you in regards to what can be down for rental after further reviewing. Once she has any information she will reach out to you to be able to move forward as your vehicle gets diagnosed.

Thank you
Giselle
West BC Case Manager
844-378-0597
[redacted]

Date	12/21/2022	***Subject***	RE: Ram Customer Care - Case# [redacted] Reimbursement		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/21/2022 23:03 PM

Hello,

My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for her to follow up with you on Friday. We do apologize for the delay and thank you for your patience.

Thank you!

Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/16/2022 2:55 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care to provide an update regarding your part on order. Your part is currently showing a ETA of 3-5 business days (subject to change). Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/12/2022 2:33 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case [redacted] Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care in regard to part on order. The part has been placed on order and I will be filing a request to have this part expedited, Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/8/2022 1:23 PM
To: [redacted]
Subject: Ram Customer Care - Case [redacted] Reimbursement

Required documentation includes proof of repair and proof of payment. Examples of each include:

Stellantis dealer or independent repair facility order detailing parts, labor, taxes, facility's contact info, etc.
Repair order stamped "paid in full"
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/29/2022 5:49 PM
To: [redacted]
Subject: Ram Customer Case [redacted]

Good Afternoon,

Your case did get escalated for further assistance. At this time your case manager is Destane and she will reach out to you in regards to what can be down for rental after further reviewing. Once she has any information she will reach out to you to be able to move forward as your vehicle gets diagnosed.

Thank you
Giselle
West BC Case Manager
844-378-0597

[redacted]

Date	12/23/2022	***Subject***	RE: Ram Customer Care - Case [redacted] Reimbursement		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	12/23/2022 15:17 PM

Good Morning,

This is Destane reaching out from Ram Customer Care in regard to your part you have on order. I have followed up and have updated information which is a Ups tracking number with an estimated Delivery by 12/30. Please feel free to reach out if you have any questions or concerns.

Thanks,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/21/2022 6:03 PM
To: [redacted]
Subject: RE: Ram Customer Care - [redacted] Reimbursement

Hello,

My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for her to follow up with you on Friday. We do apologize for the delay and thank you for your patience.

Thank you!

Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/16/2022 2:55 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case#[redacted] Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care to provide an update regarding your part on order. Your part is currently showing a ETA of 3-5 business days (subject to change). Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/12/2022 2:33 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case#[redacted] Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care in regard to part on order. The part has been placed on order and I will be filing a request to have this part expedited, Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/8/2022 1:23 PM
To: [redacted]
Subject: Ram Customer Care - Case#[redacted] Reimbursement

Required documentation includes proof of repair and proof of payment. Examples of each include:

Stellantis dealer or independent repair facility order detailing parts, labor, taxes, facility's contact info, etc.
Repair order stamped "paid in full"
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/29/2022 5:49 PM
To: [redacted]
Subject: Ram Customer Case [redacted]

Good Afternoon,

Your case did get escalated for further assistance. At this time your case manager is Destane and she will reach out to you in regards to what can be down for rental after further reviewing. Once she has any information she will reach out to you to be able to move forward as your vehicle gets diagnosed.

Thank you
Giselle
West BC Case Manager
844-378-0597

[redacted]

Date	01/06/2023	***Subject***	RE: Ram Customer Care - Case# [redacted] Reimbursement		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/06/2023 22:57 PM

Hello,

My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for them to follow up with you on Tuesday when they will be back in the office. We do apologize for the delay and thank you for your patience.

Thank you!

Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/23/2022 10:17 AM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Good Morning,

This is Destane reaching out from Ram Customer Care in regard to your part you have on order. I have followed up and have updated information which is a Ups tracking number with an estimated Delivery by 12/30. Please feel free to reach out if you have any questions or concerns.

Thanks,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/21/2022 6:03 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] Reimbursement

Hello,

My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for her to follow up with you on Friday. We do apologize for the delay and thank you for your patience.

Thank you!

Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/16/2022 2:55 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care to provide an update regarding your part on order. Your part is currently showing a ETA of 3-5 business days (subject to change). Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/12/2022 2:33 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care in regard to part on order. The part has been placed on order and I will be filing a request to have this part expedited, Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/8/2022 1:23 PM
To: [redacted]
Subject: Ram Customer Care - Case# [redacted] - Reimbursement

Required documentation includes proof of repair and proof of payment. Examples of each include:

Stellantis dealer or independent repair facility order detailing parts, labor, taxes, facility's contact info, etc.
Repair order stamped "paid in full"
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/29/2022 5:49 PM
To: [redacted]
Subject: Ram Customer Case [redacted]

Good Afternoon,

Your case did get escalated for further assistance. At this time your case manager is Destane and she will reach out to you in regards to what can be down for rental after further reviewing. Once she has any information she will reach out to you to be able to move forward as your vehicle gets diagnosed.

Thank you
Giselle
West BC Case Manager
844-378-0597

[redacted]

Date	01/06/2023	***Subject***	RE: Ram Customer Care - Case# [redacted] Reimbursement		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/06/2023 22:57 PM

Hello,

My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for them to follow up with you on Tuesday when they will be back in the office. We do apologize for the delay and thank you for your patience.

Thank you!

Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/23/2022 10:17 AM
To: [redacted]
Subject: RE: Ram Customer Care - Case#[redacted] - Reimbursement

Good Morning,

This is Destane reaching out from Ram Customer Care in regard to your part you have on order. I have followed up and have updated information which is a Ups tracking number with an estimated Delivery by 12/30. Please feel free to reach out if you have any questions or concerns.

Thanks,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/21/2022 6:03 PM
To [redacted]
Subject: RE: Ram Customer Care - Case#[redacted] - Reimbursement

Hello,

My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for her to follow up with you on Friday. We do apologize for the delay and thank you for your patience.

Thank you!

Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/16/2022 2:55 PM
To [redacted]
Subject: RE: Ram Customer Care - Case#[redacted] - Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care to provide an update regarding your part on order. Your part is currently showing a ETA of 3-5 business days (subject to change). Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/12/2022 2:33 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case#[redacted] - Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care in regard to part on order. The part has been placed on order and I will be filing a request to have this part expedited, Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/8/2022 1:23 PM
To [redacted]
Subject: Ram Customer Care - Case#[redacted] - Reimbursement

Required documentation includes proof of repair and proof of payment. Examples of each include:

Stellantis dealer or independent repair facility order detailing parts, labor, taxes, facility's contact info, etc.
Repair order stamped "paid in full"
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/29/2022 5:49 PM
To: lynnnelson1957@gmail.com
Subject: Ram Customer Case 84755745

Good Afternoon,

Your case did get escalated for further assistance. At this time your case manager is Destane and she will reach out to you in regards to what can be down for rental after further reviewing. Once she has any information she will reach out to you to be able to move forward as your vehicle gets diagnosed.

Thank you
Giselle
West BC Case Manager
844-378-0597
[redacted]

Date	01/12/2023	***Subject***	RE: Ram Customer Care - Case# [redacted] - Reimbursement		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/12/2023 16:01 PM

Hello,

This is Destane reaching out from Ram Customer Care in regard to your vehicle repair. I have been in contact with the Service Manager who stated your vehicle repairs should be complete by Today. Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/6/2023 5:57 PM
To [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for them to follow up with you on Tuesday when they will be back in the office. We do apologize for the delay and thank you for your patience.

Thank you!

Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/23/2022 10:17 AM
[redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Good Morning,

This is Destane reaching out from Ram Customer Care in regard to your part you have on order. I have followed up and have updated information which is a Ups tracking number with an estimated Delivery by 12/30. Please feel free to reach out if you have any questions or concerns.

Thanks,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/21/2022 6:03 PM
[redacted]
Subject: RE: Ram Customer Care - Case [redacted] - Reimbursement

Hello,

My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for her to follow up with you on Friday. We do apologize for the delay and thank you for your patience.

Thank you!

Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/16/2022 2:55 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care to provide an update regarding your part on order. Your part is currently showing a ETA of 3-5 business days (subject to change). Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/12/2022 2:33 PM
To [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care in regard to part on order. The part has been placed on order and I will be filing a request to have this part expedited, Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/8/2022 1:23 PM
To [redacted]

Subject: Ram Customer Care - Case [redacted] - Reimbursement

Required documentation includes proof of repair and proof of payment. Examples of each include:

Stellantis dealer or independent repair facility order detailing parts, labor, taxes, facility's contact info, etc.
Repair order stamped "paid in full"
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Des
West BC Case Manager
1844-378-0597 ext.4062371

———— Original Message ————
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/29/2022 5:49 PM
To [redacted]
Subject: Ram Customer Case [redacted]

Good Afternoon,

Your case did get escalated for further assistance. At this time your case manager is Destane and she will reach out to you in regards to what can be down for rental after further reviewing. Once she has any information she will reach out to you to be able to move forward as your vehicle gets diagnosed.

Thank you
Giselle
West BC Case Manager
844-378-0597

[redacted]

Date	01/20/2023	***Subject***	RE: Ram Customer Care - Case [redacted] Reimbursement		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/20/2023 23:02 PM

Hello,

My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for them to follow up with you on Tuesday when they will be back in the office. We do apologize for the delay and thank you for your patience.

Thank you!

Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/12/2023 11:01 AM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care in regard to your vehicle repair. I have been in contact with the Service Manager who stated your vehicle repairs should be complete by Today. Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/6/2023 5:57 PM
To [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for them to follow up with you on Tuesday when they will be back in the office. We do apologize for the delay and thank you for your patience.

Thank you!

Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/23/2022 10:17 AM
To [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Good Morning,

This is Destane reaching out from Ram Customer Care in regard to your part you have on order. I have followed up and have updated information which is a Ups tracking number with an estimated Delivery by 12/30. Please feel free to reach out if you have any questions or concerns.

Thanks,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/21/2022 6:03 PM
To [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for her to follow up with you on Friday. We do apologize for the delay and thank you for your patience.

Thank you!

Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/16/2022 2:55 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care to provide an update regarding your part on order. Your part is currently showing a ETA of 3-5 business days (subject to change). Please feel free to reach out if you have any questions or concerns.

Thank You,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/12/2022 2:33 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care in regard to part on order. The part has been placed on order and I will be filing a request to have this part expedited, Please feel free to reach out if you have any questions or concerns.

Thank You,

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West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/8/2022 1:23 PM
To: [redacted]
Subject: Ram Customer Care - Case# [redacted] Reimbursement

Required documentation includes proof of repair and proof of payment. Examples of each include:

Stellantis dealer or independent repair facility order detailing parts, labor, taxes, facility's contact info, etc.
Repair order stamped "paid in full"
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/29/2022 5:49 PM
To: [redacted]
Subject: Ram Customer Case [redacted]

Good Afternoon,

Your case did get escalated for further assistance. At this time your case manager is Destane and she will reach out to you in regards to what can be down for rental after further reviewing. Once she has any information she will reach out to you to be able to move forward as your vehicle gets diagnosed.

Thank you
Giselle
West BC Case Manager
844-378-0597

[redacted]

Date	01/20/2023	***Subject***	RE: Ram Customer Care - Case# [redacted] - Reimbursement		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/20/2023 23:02 PM

Hello,

My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for them to follow up with you on Tuesday when they will be back in the office. We do apologize for the delay and thank you for your patience.

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Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/12/2023 11:01 AM
[redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care in regard to your vehicle repair. I have been in contact with the Service Manager who stated your vehicle repairs should be complete by Today. Please feel free to reach out if you have any questions or concerns.

Thank You,

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West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/6/2023 5:57 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

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Thank you!

Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/23/2022 10:17 AM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Good Morning,

This is Destane reaching out from Ram Customer Care in regard to your part you have on order. I have followed up and have updated information which is a Ups tracking number with an estimated Delivery by 12/30. Please feel free to reach out if you have any questions or concerns.

Thanks,

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/21/2022 6:03 PM
To [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for her to follow up with you on Friday. We do apologize for the delay and thank you for your patience.

Thank you!

Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/16/2022 2:55 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care to provide an update regarding your part on order. Your part is currently showing a ETA of 3-5 business days (subject to change). Please feel free to reach out if you have any questions or concerns.

Thank You,

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West BC Case Manager
1844-378-0597 ext.4062371

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From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/12/2022 2:33 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

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Thank You,

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West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/8/2022 1:23 PM
To [redacted]
Subject: Ram Customer Care - Case# [redacted] - Reimbursement

Required documentation includes proof of repair and proof of payment. Examples of each include:

Stellantis dealer or independent repair facility order detailing parts, labor, taxes, facility's contact info, etc.
Repair order stamped "paid in full"
Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/29/2022 5:49 PM
To [redacted]
Subject: Ram Customer Case [redacted]

Good Afternoon,

Your case did get escalated for further assistance. At this time your case manager is Destane and she will reach out to you in regards to what can be down for rental after further reviewing. Once she has any information she will reach out to you to be able to move forward as your vehicle gets diagnosed.

Thank you
Giselle
West BC Case Manager
844-378-0597

[redacted]

Date	01/25/2023	***Subject***	RE: Ram Customer Care - Case [redacted] Reimbursement		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/25/2023 01:46 AM

Dear Sir,

This is a courtesy email to inform you of the closure of your case. I would like to express my appreciation for allowing me to assist you with your vehicle concerns. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with our team, your input would be greatly appreciated.

Thank you for being a loyal customer!

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/20/2023 6:02 PM
[redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

My name is Cristina and I am assisting your case manager at this time. Your case manager is not in the office at this time, but I will set a task for them to follow up with you on Tuesday when they will be back in the office. We do apologize for the delay and thank you for your patience.

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Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/12/2023 11:01 AM
[redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

This is Destane reaching out from Ram Customer Care in regard to your vehicle repair. I have been in contact with the Service Manager who stated your vehicle repairs should be complete by Today. Please feel free to reach out if you have any questions or concerns.

Thank You,

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West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/6/2023 5:57 PM
To [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

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West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/23/2022 10:17 AM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Good Morning,

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Thanks,

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West BC Case Manager
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---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/21/2022 6:03 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

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Cristina
West BC Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/16/2022 2:55 PM
To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Hello,

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West BC Case Manager
1844-378-0597 ext.4062371

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From: US Customer Care [uscustomercare@fcagroup.com]
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To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] Reimbursement

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1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/8/2022 1:23 PM
To: [redacted]
Subject: Ram Customer Care - Case# [redacted] Reimbursement

Required documentation includes proof of repair and proof of payment. Examples of each include:

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West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 11/29/2022 5:49 PM
To: [redacted]
Subject: Ram Customer Case [redacted]

Good Afternoon,

Your case did get escalated for further assistance. At this time your case manager is Destane and she will reach out to you in regards to what can be down for rental after further reviewing. Once she has any information she will reach out to you to be able to move forward as your vehicle gets diagnosed.

Thank you
Giselle
West BC Case Manager
844-378-0597

[redacted]

Date	01/31/2023	***Subject***	RE: Ram Customer Care - Case [redacted] Reimbursement		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/31/2023 15:23 PM

Hello,

This is a courtesy email to inform you of the closure of your case. Please note all cases can be reopened within 14 days of closure. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

Thank you for being a loyal Ram customer!

Des
West BC Case Manager
1844-378-0597 ext.4062371

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/24/2023 8:46 PM
To [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

Dear Sir,

This is a courtesy email to inform you of the closure of your case. I would like to express my appreciation for allowing me to assist you with your vehicle concerns. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with our team, your input would be greatly appreciated.

Thank you for being a loyal customer!

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Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/20/2023 6:02 PM
To [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

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From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/12/2023 11:01 AM
To [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

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To: [redacted]
Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

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From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/23/2022 10:17 AM
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Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

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Subject: RE: Ram Customer Care - Case# [redacted] - Reimbursement

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1844-378-0597 ext.4062371

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From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/8/2022 1:23 PM
[redacted]
Subject: Ram Customer Care - Case# [redacted] - Reimbursement

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1844-378-0597 ext.4062371

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To: [redacted]
Subject: Ram Customer Case [redacted]

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Thank you
Giselle
West BC Case Manager
844-378-0597

[redacted]

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

VIN	3C63R3CL5LG[redacted]	Model Year	2020	Brand	DODGE
Body	D28L91	Vehicle	RAM 3500 TRADE MAN CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Cu tomer A i tance Center	
Batch Case Information					

Open Date	11/30/2022	CAIR Type	Regular	Status	Clo ed
Close Date	11/30/2022	Origin	Road ide A i tance	Reason	
Mileage	30,000 Mile	Market	U	Language	Engli h
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	[redacted]			Source	FCA
City/State/Country/Zip	LOUGHHOU E	CA	[redacted]		U A

Customer	GUY NORCUTT				
Customer Address	14576 MEI RD				
City/State/Country/Zip	LOUGHHOU E	CA	956839795766		U A

Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	

Subject	TOW
Synopsis	Road ide/Tow completed
Customer Anomaly	Road ide
	Mechanical Malfunction

Contact Reason	C88	Road ide Event	Customer Anomaly	223	Road ide Mechanical Malfunction

Reason Code	After ale Information & A i tance reque t Road ide A i tance No action needed Clo ed

Case Status History

Create Date	Status
11/30/2022 12 54 PM	Clo ed

Initial Description

CAR ON CHRY LER JEEP DODGE 43508 (Bu ine Link)
From Cu tomer veh in limp mode 5 mile per hour till drivable

Case Comments

Date	Comment
11/30/2022	Dealer Code null Reference Number CRA[redacted] ubject TOW Rea on Category Mechanical Malfunction

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

VIN	3C7WRTCL8KG[redacted]	Model Year	2019	Brand	RAM
Body	DD8L93	Vehicle	RAM 3500 CREW CAB CHA I 4X4		
Customer Provided VIN		Line of Business	CAC	Cu tomer A i tance Center	
Batch Case Information					
Open Date	12/07/2022	CAIR Type	Regular	Status	Clo ed
Close Date	08/16/2023	Origin	Telephone	Reason	
Mileage	34,000 Mile	Market	U	Language	Engli h
Contact Email	brian@calibermidwe t com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Cu tomer
City/State/Country/Zip					U A
Customer	CALIBER ELECTRIC LLC				
Customer Address	1623 ABBOTT T				
City/State/Country/Zip	FALL CITY	NE	683552534234	U A	
Dealer	27321	H&H Chry ler Dodge Jeep RAM Fiat		Dealer Phone	4023393131
Dealer Address	14920 CRE T RD				
	OMAHA	NE	68138 4432	U A	
Dealer Zone	Denver	Sales District		Service District	G
Subject	VEHICLE CONCER>BACKORDER PART waiting on fuel pump				
Synopsis	cx vehicle ha been repaired , waiting for the hock no i ue cx faced after the repair				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical I ue With Vehicle	Customer Anomaly	30	General engine i ue
Reason Code	After ale Complaint Product Vehicle concern Additional detail				

Case Status History

Create Date	Status
12/07/2022 02 20 PM	Open
12/28/2022 10 38 PM	u pended
01/09/2023 11 06 PM	Open
01/09/2023 11 08 PM	u pended
01/17/2023 05 01 AM	Open
01/24/2023 11 56 PM	u pended
01/31/2023 05 02 AM	Open
03/30/2023 02 55 PM	u pended
04/05/2023 04 03 AM	Open
04/07/2023 09 37 PM	u pended
04/17/2023 04 03 AM	Open
04/26/2023 01 46 PM	u pended
05/01/2023 04 08 AM	Open
05/12/2023 04 50 PM	u pended
05/18/2023 04 01 AM	Open
05/26/2023 08 19 PM	u pended
05/31/2023 04 04 AM	Open
06/08/2023 03 56 PM	u pended
06/13/2023 04 01 AM	Open
06/14/2023 03 54 PM	u pended
06/21/2023 04 00 AM	Open
06/28/2023 08 31 PM	u pended
07/05/2023 04 02 AM	Open
08/07/2023 07 36 PM	u pended
08/16/2023 07 48 PM	Open
08/16/2023 07 50 PM	Clo ed

Initial Description

Cu tomer called in tated he already chedule an appointment with the DLR Previou ca e [redacted]

Case Comments

Date	Comment
12/07/2022	Cu tomer called in tated he already chedule an appointment with the DLR Previou ca e [redacted] DLR tarted working on vehicle on 12/6/2022 Dealer' name H&H Chry ler Dodge Jeep Ram FIAT, 27321 Dealer' phone number 402 339 3131 Ca e rea ign for technical a i tance
12/07/2022	****OUTBOUND CU TOMER CONTACT**** BRIAN(402) 228 6132 Agent called and left Introductory VM
12/08/2022	Email received from M tating Vehicle tart hard, need fuel injection pump, part on back order
12/08/2022	****OUTBOUND DEALER HIP CONTACT**** H&H Chry ler/27321/4023393131 Agent called and poke to part who advi d the part ha to be ordered through tar Agent ent email to M to follow up
12/09/2022	****NOTE*** Vehicle wa brought in a the engine crank time i longer after replacing the fuel injection pump and PCM fla h for recall Y78 tar ca e ha been opened
12/09/2022	****OUTBOUND CU TOMER CONTACT**** BRIAN(402) 228 6132 Agent called and left a VM for a call back
12/09/2022	****NOTE*** Vehicle wa brought in a the engine crank time i longer after replacing the fuel injection pump and PCM fla h for recall Y78 tar ca e ha been opened 2 call and email ent to cu tomer no contact
12/14/2022	**INBOUND CX CONTACT** Cu tomer contacting eeking to peak to CM, CM not available at time of call, CX reque ting callback, tate they would like a i tance expediting part
12/15/2022	Email ent to M for vehicle update
12/16/2022	Email received from M tating hock on order Vehicle wa damaged while in ervice, we are getting it repaired
12/19/2022	****OUTBOUND CU TOMER CONTACT**** BRIAN(402) 228 6132 Agent called and left a VM for cu tomer to call back
12/21/2022	Email ent to M for vehicle update
12/26/2022	Email received from M tating Getting ome damage repaired currently at the body hop
12/26/2022	****OUTBOUND CU TOMER CONTACT**** BRIAN(402) 228 6132 Agent called and poke to cu tomer who advi ed that the part are on backorder, but i more concerned to get information on why the vehicle i taking 10 econd for the engine to crank after replacing the fuel injection pump and PCM fla h for the recall Y78 Agent advi ed that thi will be looked into and he will be contacted back Cu tomer i fru trated that he can not do hi bu ine with the rental vehicle provided

Date	Comment
12/26/2022	****OUTBOUND DEALERSHIP CONTACT**** H&H Chrysler/27321/4023393131 Agent called and spoke to Matt in parts and gathered the following information: Part Description-SUSPENSION Part# 68428082AB Order# [redacted]order on Special-yes Is customer in a rental vehicle-no Dealer Code-27321
12/26/2022	System Update:[VOR request for order with quantity greater than Min Sales QTY (MSQ).]
12/26/2022	□**********PARTS POD UPDATE********** □ DEALER: 27321 | ORDER NUMBER: [redacted] PART NUMBER: 68428082AB FRONT SUSPENSION SHOCK ABOSRBER KIT Tentative ETA to DEALER Early to Mid January - Subject to change - B/O FOS ETA based upon a future scheduled order to the supplier. **********END OF UPDATE********** **********REQUEST TO FIELD SUPPORT********** Writer sent a request to upgrade order to VOR to ensure priority
12/27/2022	Order has been Upgraded to VOR ranked as, 1 please see update ETA in order details.
12/27/2022	Email received from SM stating: They want us to compare to a like vehicle, but it is at the body shop getting fixed currently
12/28/2022	Good Morning: I am just touching base in regards to your backordered part. At this time the Part Team has provided the following information: NO CURR PROM DATE - ETA to DEALER will be provided, once available. The next follow up date is scheduled for July 29th I will keep you updated with any new updates Please feel free to contact us if you have any questions
01/05/2023	Email sent to SM for vehicle update.
01/09/2023	□**********PARTS POD UPDATE********** □ DEALER: 27321 | ORDER NUMBER: [redacted] | PART NUMBER: 68428082AB FRONT SUSPENSION SHOCK ABOSRBER KIT - QTY 2 RELEASED TO PDC 3167 (R&S) ON 1/6 - NO CURR PROM DATE - ETA to DEALER will be provided, once available. **********END OF UPDATE**********
01/10/2023	□**********PARTS POD UPDATE********** □□ DEALER: 27321 | ORDER NUMBER: [redacted] PART NUMBER: 68428082AB FRONT SUSPENSION SHOCK ABOSRBER KIT - QTY 2 SHIPPED-PDC on 1/9 - In transit to DEALER - ETA 3-8 business days **********END OF UPDATE********** B/O Parts Task Completed. Please follow up with the Dealer to confirm part has been delivered. If further assistance is needed, complete part order detail and assign a new task to Chatham Parts Pod.
01/18/2023	Email sent to SM for vehicle update.
01/19/2023	****OUTBOUND CUSTOMER CONTACT**** BRIAN(402) 228-6132 Agent called and left VM for customer to call back as agent was looking to verify if Dealership has reached out to him in regards to part.
01/23/2023	****OUTBOUND DEALERSHIP CONTACT****(SA Dan) H&H Chrysler/27321/4023393131 Agent called but unable to speak with SA Dan as he is not available.
01/23/2023	****OUTBOUND CUSTOMER CONTACT**** BRIAN(402) 228-6132 Agent called and spoke to customer who stated that he picked up the vehicle two weeks ago and is waiting for a booster at this time. Customer is stating that the vehicle is still having the same issue with a delay in starting. Agent advised that agent is trying to reach Dealership with an update.
01/23/2023	****OUTBOUND DEALERSHIP CONTACT****(SA Dan) H&H Chrysler/27321/4023393131 Agent called and left a VM for a call back with vehicle update
01/24/2023	Email sent to SM for vehicle update.
01/26/2023	Email received from SM stating: We are waiting on parts for damage to the side of the vehicle. We are going to run some tests that star wants us to perform when it comes in for repair.
01/31/2023	Email sent to SM for vehicle update.
01/31/2023	Email received from SM stating: Waiting on part
02/01/2023	****OUTBOUND CUSTOMER CONTACT**** BRIAN(402) 228-6132 Agent called and left a VM for customer to contact back.
02/02/2023	****OUTBOUND DEALERSHIP CONTACT****(SA Dan) H&H Chrysler/27321/4023393131 Agent called and spoke to Chris in parts who advised that tech needs to compare to a like vehicle and contact Star back with an update.
02/06/2023	Email sent to SM for vehicle update.
02/09/2023	****NOTE**** Dealerfhip is waiting on a part. Once in vehicle will be compared to other vehicle to verify any other issues.
02/13/2023	Email sent to SM for vehicle update.
02/13/2023	Email received from SM stating: No updates on vehicle.
02/20/2023	Email sent to SM for vehicle update.
02/20/2023	Email received from SM stating: Body parts that the body shop ordered. They are part of an upfitted bed.
02/20/2023	****OUTBOUND CUSTOMER CONTACT**** BRIAN(402) 228-6132 Agent called and left VM for customer to advise there are no updates at this time.
02/25/2023	****NOTE**** Waiting on a part.
02/28/2023	Email sent to SM for vehicle update.
02/28/2023	Email received from SM stating: Still on order
02/28/2023	****OUTBOUND DEALERSHIP CONTACT**** H&H Chrysler/27321/4023393131 Agent called and spoke to Matt in parts who advised that the Bodyshop may have ordered the part for the bedlinner from an aftermarket as nothing is ordered from the Dealership,.
03/08/2023	****NOTE**** Waiting on a part
03/13/2023	****NOTE**** Waiting on parts
03/14/2023	Email sent to SM for vehicle update.
03/16/2023	Email sent to SM for vehicle update.
03/17/2023	****NOTE**** Waiting on part.
03/22/2023	Email received from SM stating: This is an upfitted truck, an outside body shop has ordered the parts. No eta at this time.
03/30/2023	****NOTE**** Vehicle was brought in as the engine crank time is longer after replacing the fuel injection pump and PCM flash for recall Y78 Star case has been opened. Vehicle is now repaired for this issue. Waiting on parts from Knapheide, as Dealership damaged the ram box service body.
04/04/2023	Email sent to SM in regards to customers concerns.
04/06/2023	Email received from SM stating: We are scheduling it back in
04/18/2023	Email sent to SM to verify if vehicle has been brought back in for repairs.
04/19/2023	Email received from SM stating: Ordered new fuel pump
04/20/2023	****OUTBOUND DEALERSHIP CONTACT**** H&H Chrysler/27321/4023393131 Agent called and spoke to Pete in parts who advised fuel pump(Part#68579319) has not been ordered as Star needs to be contacted to release the part.
04/20/2023	Email sent to SM to advise of what part department advised.
04/24/2023	Email received from SM stating: Tech is working with Star to resolve vehicle issue.
04/24/2023	****NOTE**** Star Case opened Waiting on a fuel pump
04/26/2023	****NOTE**** Star Case opened Waiting on a fuel pump
05/01/2023	Email sent to SM for vehicle update
05/03/2023	****NOTE**** Reached out to Dealership to verify if Star Case is open and to gather part information.
05/04/2023	Part Description- fuel injection Part# 68579319AA Order# Is order on Special-yes Is customer in a rental vehicle-no Dealer Code- 27321
05/05/2023	SM has been advised to look into this part issue further as it is showing that part has not been ordered through Star.
05/08/2023	Email received from SM stating: Sounds like Star has to order the part. The tech I had working on this truck no longer works here. Unfortunately it sounds like I will need to get the customer back in the shop in order to get the part ordered.
05/08/2023	****NOTE**** Vehicle was brought in as the engine crank time is longer after replacing the fuel injection pump and PCM flash for recall Y78 Star case has been opened. Vehicle is now repaired for this issue. Waiting on parts from Knapheide, as Dealership damaged the ram box service body. Ram box was repaired Vehicle now needs to have fuel pump replaced which needs to be ordered from Star. Technician no longer works at Dealership so now customer will have to bring vehicle in so part information can be gathered.
05/10/2023	****OUTBOUND DEALERSHIP CONTACT**** H&H Chrysler/27321/4023393131 Agent called and left a VM for SM Travis to call back.
05/10/2023	****NOTE**** If SM Travis calls back please gather the following information: Dates and what repairs were completed on the vehicle since Dec. A summary of what parts were replaced and the dates completed. An update on what part we are waiting on now. If the fuel pump issue has anything to do with the repairs that vehicle was brought in with.
05/10/2023	Email received from the SM stating: I tried calling the customer, voicemail full, we need to get him back in for diag. we wanted to replace the fuel pump again, but star will not release it currently. Ro [redacted] 9/9/2022 performed the Y78 recall, no repairs have been made other than that for his hard start issue.
05/10/2023	****NOTE**** Vehicle was brought in as the engine crank time is longer after replacing the fuel injection pump and PCM flash for recall Y78 Star case was opened. Vehicle is now repaired for this issue. Waiting on parts from Knapheide, as Dealership damaged the ram box service body. Ram box was repaired Ro [redacted] 9/9/2022 performed the Y78 recall, no repairs have been made other than that for his hard start issue. Vehicle now needs to have fuel pump replaced which needs to be ordered from Star. Technician no longer works at Dealership so now customer will have to bring vehicle in so part information can be gathered. Customer has been left a message to bring vehicle back in as vehicle needs to be further diagnosed and a new fuel pump needs to be ordered.
05/10/2023	****OUTBOUND CUSTOMER CONTACT**** BRIAN-402) 228-6132 Agent called and spoke to customer in regards to vehicle. Customer stated vehicle was brought in to have the recall completed. While vehicle was at the Dealership tech turned to corner to short and dented the ram box. Customer stated that the part for Ram box was on back order but is now repaired. Customer stated that the vehicle is drivable but sometimes it will jerk and if he is at a stop light and he pushes on gas the vehicle sputters and sounds like it is going to stall out. Customer advised he is just waiting on the part, but will reach out to the Dealership and see if they need anything from him.

Date	Comment
05/12/2023	Email sent to SM to see if vehicle has an appt.
05/17/2023	Vehicle has arrived at dealership H&H Chrysler Dodge Jeep RAM Fiat and attended by dealer employee
05/18/2023	Email sent to SM for vehicle update.
05/18/2023	****OUTBOUND CUSTOMER CONTACT**** BRIAN-402) 228-6132 Agent called and spoke to customer in regards to vehicle issue. Customer stated that there are no issues with the fuel filters as they are clean but feel it may be an issue with the transmission. Customer stated that Dealership is working with Ram to see if a new transmission can be put in instead of replacing the valve body first. Agent advised a follow up will take place the first of week.
05/19/2023	Email received from SA Paul stating: Working on submitting to PTSC for transmission replacement.
05/22/2023	****NOTE**** Vehicle was brought in as the engine crank time is longer after replacing the fuel injection pump and PCM flash for recall Y78 Star case was opened. Vehicle is now repaired for this issue. Waiting on parts from Knapheide, as Dealership damaged the ram box service body. Ram box was repaired Ro 591714, 9/9/2022 performed the Y78 recall, no repairs have been made other than that for his hard start issue. Vehicle now needs to have fuel pump replaced which needs to be ordered from Star. Technician no longer works at Dealership so now customer will have to bring vehicle in so part information can be gathered. Customer brought vehicle in and vehicle diagnosed as needing a transmission SA working on submitting to PTSC for transmission replacement.
05/24/2023	Email sent to SM for vehicle update
05/26/2023	****NOTE**** Vehicle was brought in as the engine crank time is longer after replacing the fuel injection pump and PCM flash for recall Y78 Star case was opened. Vehicle is now repaired for this issue. Waiting on parts from Knapheide, as Dealership damaged the ram box service body. Ram box was repaired Ro 591714, 9/9/2022 performed the Y78 recall, no repairs have been made other than that for his hard start issue. Vehicle now needs to have fuel pump replaced which needs to be ordered from Star. Technician no longer works at Dealership so now customer will have to bring vehicle in so part information can be gathered. Customer brought vehicle in and vehicle diagnosed as needing a transmission SA working on submitting to PTSC for transmission replacement.
06/02/2023	****OUTBOUND CUSTOMER CONTACT**** BRIAN-402) 228-6132 Agent called and spoke to customer who advised agent that he has not heard any updates from the Dealership. Customer is stating the vehicle is getting worse but he continues to watch the gages to make sure the vehicle is not overheating.
06/06/2023	Email sent to SM for vehicle update.
06/07/2023	Email received from SM stating: Need to get the customer back to get more photos for powertrain service center. Advisor is reaching out to get these handled.
06/13/2023	Email sent to SM for vehicle update.
06/14/2023	Email received from SM stating: We are still trying to get the vehicle back to continue getting pictures for powertrain service center. The customer never wants to come up here and when he does, he will only wait. Will continue to try to get this worked out with him
06/14/2023	****OUTBOUND CUSTOMER CONTACT**** BRIAN-402) 228-6132 Agent called and spoke to customer in regards to vehicle concern. Customer stated that he has been sending emails to SM but has not received any updates. Agent advised customer of new SM and customer stated he will reach out to him.
06/14/2023	****NOTE****(SM Cole-cwalbridge@hh.group Vehicle was brought in as the engine crank time is longer after replacing the fuel injection pump and PCM flash for recall Y78 Star case was opened. Vehicle is now repaired for this issue. Waiting on parts from Knapheide, as Dealership damaged the ram box service body. Ram box was repaired Ro [redacted]/9/2022 performed the Y78 recall, no repairs have been made other than that for his hard start issue. Vehicle now needs to have fuel pump replaced which needs to be ordered from Star. Technician no longer works at Dealership so now customer will have to bring vehicle in so part information can be gathered. Customer brought vehicle in and vehicle diagnosed as needing a transmission SA working on submitting to PTSC for transmission replacement vehicle needs to go back to Dealership Contact SM Cole for update.
06/21/2023	***outbound email to dlr*** Email to SM Cole for repair updates.
06/21/2023	*** inbound dlr email** Email from SM Cole> Vehicle to be at dlr for appointment on Saturday June 24
06/26/2023	Email sent to SM for vehicle update.
06/26/2023	Email received from SM stating: Vehicle was here on Saturday to get pictures taken to get approval. The customer did take his vehicle as it is a work vehicle that he needs for his business.
06/27/2023	****OUTBOUND CUSTOMER CONTACT**** BRIAN-402) 228-6132 Agent called and spoke to customer and advised him that at this time we are waiting to verify authorization for the transmission. Agent advised a follow up will take place as soon as there are any updates.
06/28/2023	Email sent to SM for vehicle updates.
06/28/2023	Email received from SM stating: PTSC is making us meet with the customer again to get more information. We are trying have someone go to Lincoln get these and help our customer out.
06/28/2023	****NOTE****(SM Cole-cwalbridge@hh.group Vehicle was brought in as the engine crank time is longer after replacing the fuel injection pump and PCM flash for recall Y78 Star case was opened. Vehicle is now repaired for this issue. Waiting on parts from Knapheide, as Dealership damaged the ram box service body. Ram box was repaired Ro 591714, 9/9/2022 performed the Y78 recall, no repairs have been made other than that for his hard start issue. Vehicle now needs to have fuel pump replaced which needs to be ordered from Star. Technician no longer works at Dealership so now customer will have to bring vehicle in so part information can be gathered. Customer brought vehicle in and vehicle diagnosed as needing a transmission PTSC is making us meet with the customer again to get more information. We are trying have someone go to Lincoln get these and help our
07/05/2023	***outbound email to dlr*** Email to SM Cole for repair updates
07/05/2023	***inbound email from dlr*** email from SM Cole stating they are getting information over to PSC July 6th
07/12/2023	***OUTBOUND TO DLR*** no answer 1st attempt
07/17/2023	**outbound to dlr** transmission order and approved and repairs can be completed sometime next week.
07/24/2023	*outbound call to dlr* tried to reach out to SA , Cole was not available left a VM for the call back.
07/24/2023	***outbound call to cx*** cx didn't picked the call, left VM.
07/24/2023	received a VM from Cole SA , said that the transmission part will be at the dealership by tomorrow and repair can be done in following week.
07/27/2023	**outbound call dlr** could not get SA on the phone , left a detailed VM for SA.
08/02/2023	Vehicle has arrived at dealership H&H Chrysler Dodge Jeep RAM Fiat and attended by dealer employee
08/03/2023	**OB call to dlr** Drew from service dept said they have not started the repair work on the vehicle. Either tomorrow or by Monday they are going to start the work.
08/03/2023	provided information to the cx by email.
08/07/2023	**OB call to dlr** SA was not available at the moment , repair work has been done , could not confirm it yet for the pickup.
08/07/2023	**OB call to cx** cx said they got the vehicle , no problem after the repair. just waiting for shocks, dlr told cx that won't be able to get it for another couple of weeks.

Email(s)

Date	12/07/2022	***Subject***	Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	12/07/2022 21:49 PM

Good Afternoon:

My name is Lori from the RAM Case Management Division, I have been assigned to your Case.
Here is some information that will be helpful for you to have:
Your case number is: [redacted]

The RAM Case Management telephone number is:1-844-827-1926
My direct extension is: 3020180

I look forward to working with you and if you have any questions or concerns regarding your vehicle that I can assist with, please feel free to contact me

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your vehicle concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.

Lori
RAM Case Manager
1-844-827-1926/ext 3020180
[redacted]

Date	12/09/2022	***Subject***	RE: Case # [redacted]		
From	ramcustomercare@fcagroup.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	12/09/2022 16:12 PM

Good morning:

I have been trying to reach you in regards to your case but have not had a response.

If you would like to speak with us feel free to contact us.

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your vehicle concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	12/12/2022	***Subject***	RE: Case # [redacted]		
From	ramcustomercare@fcagroup.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	12/12/2022 19:02 PM

Good Afternoon:

I have been trying to reach you in regards to your case but have not had a response.

If I have not heard from you in the next couple of days I will be closing the case but feel free to contact us anytime and a new case can be opened.

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your vehicl concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	12/19/2022	***Subject***	RE: Case # [redacted]		
From	ramcustomercare@fcagroup.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	12/19/2022 17:45 PM

Good Morning:

I am just touching base with you in regards to your vehicle. I have been in touch with the Dealership and they advised that they have parts on order.

I will be in touch as soon as I have an update for you, but in the meantime if you have any concerns feel free to contact me anytime.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	12/22/2022	***Subject***	RE: Case # [redacted]		
From	ramcustomercare@fcagroup.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	12/22/2022 14:44 PM

Good Morning:

I am just touching base with you in regards to your vehicle to verify if the Dealership has reached out to you.

If you could let me know that would be great.

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your vehicle concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	12/28/2022	***Subject***	RE: Case # [redacted]		
From	ramcustomercare@fcagroup.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	12/28/2022 16:09 PM

Sorry Dec.29th

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	12/28/2022	***Subject***	RE: Case # [redacted]		
From	ramcustomercare@fcagroup.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	12/28/2022 22:37 PM

Good Afternoon:

I am just touching base in regards to your backordered part. At this time the Part Team has provided the following information:

Tentative ETA to DEALER Early to Mid January - Subject to change

The next follow up date is scheduled for Jan.10th

I will keep you updated with any new updates

Please feel free to contact us if you have any questions

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	01/09/2023	***Subject***	RE: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	01/09/2023 23:07 PM

Good Afternoon:

I am just touching base in regards to your backordered part. At this time the Part Team has provided the following information:

Tentative ETA to DEALER Early to Mid January - Subject to change

The next follow up date is scheduled for Jan.17th

I will keep you updated with any new updates

Please feel free to contact us if you have any questions

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	01/10/2023	***Subject***	RE: Case # [redacted]		
From	ramcustomercare@fcagroup.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	01/10/2023 13:42 PM

Good Morning:

I am just touching base in regards to your backordered part. At this time the Part Team has provided the following information:

In transit to DEALER - ETA is approximately 5-8 business days

I will keep you updated with any new updates

Please feel free to contact us if you have any questions

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	01/18/2023	***Subject***	RE: Case # [redacted]		
From	uscustomercare@fcagroup.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	01/18/2023 00:19 AM

Good Afternoon:

I am just touching base in regards to your vehicle to see how things are going.

If you could let me know that would be great.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	01/19/2023	***Subject***	RE: Case # [redacted]		
From	uscustomercare@fcagroup.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	01/19/2023 16:09 PM

Good Morning:

I am just touching base to see how things are going with your vehicle. If you could let me know that would be great.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	01/23/2023	***Subject***	RE: Case # [redacted]		
From	uscustomercare@fcagroup.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	01/23/2023 21:54 PM

Good Afternoon:

I just wanted to let you know I reached out to the Dealership, but have not heard back.

I will follow up with them again tomorrow, and let you know what I am advised.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	01/24/2023	***Subject***	RE: Case # [redacted]		
From	uscustomercare@fcagroup.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	01/24/2023 23:53 PM

Good Afternoon:

I am just touching base with you as I have reached out to the Dealership but at this time there are no updates. I will follow up as soon as I here anything.

Just to advise it may be a few days as we are to get a major snow storm so I may not be in the office, but if you have any questions you can always call us for updates.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	01/31/2023	***Subject***	RE: Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	01/31/2023 21:42 PM

Good Afternoon:

I am just touching base with you in regards to your vehicle. I have reached out to the Dealership and waiting for an update.

I will be in contact as soon as I hear back from them.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	02/01/2023	***Subject***	RE: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	02/01/2023 21:42 PM

Good Afternoon:

I am just touching base with you in regards to your vehicle. I have been in touch with the Dealership and they advised they are still waiting on a part. I will follow up with you as soon as I have an udate

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	02/06/2023	***Subject***	RE: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	02/06/2023 20:51 PM

Good Afternoon:

I am just touching base with you in regards to your vehicle. I have been in touch with the Dealership and they advised they are still waiting on a part. I will follow up with you as soon as I have an udate

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	02/13/2023	***Subject***	RE: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	02/13/2023 18:02 PM

Good Afternoon:

I am just touching base with you in regards to your vehicle. I have been in touch with the Dealership and they advised they are still waiting on a part. I will follow up with you as soon as I have an udate

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	02/16/2023	***Subject***	RE: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	02/16/2023 14:44 PM

Good Afternoon:

I am just touching base with you in regards to your vehicle. I have been in touch with the Dealership and they advised they are still waiting on a part. I will follow up with you as soon as I have an udate

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	02/20/2023	***Subject***	RE: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	02/20/2023 20:08 PM

Good Afternoon:

I am just touching base with you in regards to your vehicle. I have been in touch with the Dealership and they advised they are still waiting on a part. I will follow up with you as soon as I have an udate

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	02/28/2023	***Subject***	RE: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	02/28/2023 16:04 PM

Good Morning:

I am just touching base with you in regards to your vehicle. I have been in touch with the Dealership and they advised they are still waiting on a part. I will follow up with you as soon as I have an udate

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	03/03/2023	***Subject***	RE: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	03/03/2023 14:02 PM

Good Morning:

I am just touching base with you in regards to your vehicle. I have been in touch with the Dealership and they advised they are still waiting on a part. I will follow up with you as soon as I have an udate

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	03/09/2023	***Subject***	RE: Case # [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	03/09/2023 19:17 PM

Good Morning:

I am just touching base with you in regards to your vehicle. I have been in touch with the Dealership and they advised they are still waiting on a part. I will follow up with you as soon as I have an udate

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	03/09/2023	***Subject***	Re: Case # [redacted]		
From	brian@calibermidwest.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	03/09/2023 19:20 PM

Thank you. I look forward to hearing from you.

Brian Jung
MASTER ELECTRICIAN

CALIBER □□ ELECTRIC
P.O. Box 82467 □ Lincoln, NE 68501
Office: (402) 416-3449 □ Cell: (402) 228-6132
Brian@CaliberMidwest.com
Sent from Mobile Device

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Sent: Thursday, March 9, 2023 1:17:49 PM
To: Brian Jung <brian@calibermidwest.com>
Subject: RE: Case # [redacted]

Good Morning:

I am just touching base with you in regards to your vehicle. I have been in touch with the Dealership and they advised they are still waiting on a part. I will follow up with you as soon as I have an udate

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180 [redacted]

Date	03/21/2023	***Subject***	Re: Case # [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	03/21/2023 22:29 PM

Good Afternoon:

I am just touching base with you in regards to your vehicle. I have been in touch with the Dealership and they advised they are still waiting on a part. I will follow up with you as soon as I have an udate

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	03/23/2023	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	03/23/2023 22:28 PM

Good Afternoon:

I am just touching base with you in regards to your vehicle. Could you please provide the name of the body shop and where they ordered the parts from.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	03/27/2023	***Subject***	Re: Case # [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	03/27/2023 22:29 PM

Good Afternoon:

I am just touching base with you in regards to your vehicle. Could you please provide the name of the body shop and where they ordered the parts from.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	03/29/2023	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	03/29/2023 13:30 PM

Good Afternoon:

I am just touching base with you in regards to your vehicle. Could you please provide the name of the body shop and where they ordered the parts from.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	03/29/2023	***Subject***	Re: Case # [redacted]		
From	brian@calibermidwest.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	03/29/2023 14:24 PM

Lori,

Pro tech
712-328-1310
They ordered the parts from knapheide. The ram dealership damaged the knapheide service body.

Brian,

Brian Jung
MASTER ELECTRICIAN

CALIBER □□ ELECTRIC
P.O. Box 82467 □ Lincoln, NE 68501
Office: (402) 416-3449 □ Cell: (402) 228-6132
Brian@CaliberMidwest.com
Sent from Mobile Device

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Sent: Wednesday, March 29, 2023 8:30:41 AM
To: Brian Jung <brian@calibermidwest.com>
Subject: Re: Case [redacted]

Good Afternoon:

I am just touching base with you in regards to your vehicle. Could you please provide the name of the body shop and where they ordered the parts from.

Lori
Stellantis Case Manager
[redacted]

Date	03/29/2023	***Subject***	Re: Case # [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	03/29/2023 14:27 PM

Thanks for the information.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	04/03/2023	***Subject***	Re: Case # [redacted]		
From	brian@calibermidwest.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	04/03/2023 20:24 PM

Hi Lori,

I wanted to provide you with an update. There are 2 separate issues going on with the dealership, so I will try to clarify for you. I thought more was being communicated with you from the dealership. I am an electrical contractor and this RAM truck is a business service vehicle. When it is at the dealership or repair shop, I am unable to continue my normal work schedule. I am a small business owner and do not have other trucks out on the road. When the truck is out of commission, so is my business.

The original issue is what the RAM case number is about. I have been having an ongoing issue with the fuel system since the fuel booster recall was performed in August 2022. I have had the truck at H&H (formerly Baxter) CDJR in Papillion, NE numerous times to try to rectify this issue.

Second issue: In December 2022 while my truck was at the dealership for diagnostic testing, the dealership damaged the truck. I was told they side-swiped a concrete pole while driving it into the bay. Those repairs have been completed as of last Friday. It was in the shop for 2 weeks at an off-site repair shop not associated with the dealership.

During those 2 weeks, I was told the dealership would go perform another diagnostic test on the truck. The dealership knows I am unable to work when the truck is out of commission, so we had worked out a plan that they could perform -- what I was told -- a quick 10 minute test to check for an air leak while the truck was getting repairs. I was hoping the dealership would follow through, knowing their damage is why my truck was out of commission. Unfortunately, that quick diagnostic test was not performed as promised.

After multiple phone calls and a headache today, they have performed this air leak test with no findings of an issue. Due to their diesel tech being gone today, this test was performed by the non-diesel tech. Travis, the service manager at H&H, acted like they wanted to close this case and I would have to open a new one to continue trying to rectify the fuel system issue with this truck. The issue is not fixed and I don□t understand why they would close this case number. This issue arose when the truck was well within the standard warranty. It is now past 36,000 miles and they are pushing to close the case.

H&H has been extremely frustrating to work with. I don□t feel like I□m getting anywhere to fix a problem that was non-existent before RAM□s recall was performed. I would like to get this issue fixed and put in the rearview mirror, but would like it fixed properly before prematurely closing the case.

Please let me know if you have any questions. Thanks!

[Logo Description automatically generated]<https://calibermidwest.com/?utm_source=email&utm_medium=signature&utm_campaign=brian>
Brian Jung
MASTER ELECTRICIAN

CALIBER ELECTRIC
P.O. Box 82467 □ Lincoln, NE 68501
Cell: [redacted] Office: (402) 416-3449 □ brian@calibermidwest.com<mailto:brian@calibermidwest.com>
[redacted]

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Wednesday, March 29, 2023 at 9:27 AM
To: Brian Jung <brian@calibermidwest.com>
Subject: Re: Case #[redacted]

Thanks for the information.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	04/04/2023	***Subject***	Re: Case #[redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	04/04/2023 19:19 PM

Good Afternoon:

I apologize I was out of the office yesterday, so I just seen your email.

I have reached out to the Dealership and just waiting to hear back. I will follow up as soon as I have an update for you.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	04/06/2023	***Subject***	Re: Case #[redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	04/06/2023 17:23 PM

Good Morning:

I have been in touch with the Dealership and they advised they would be reaching out to you to bring the vehicle back in.

Have they been in touch with you?

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	04/07/2023	***Subject***	Re: Case #[redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	04/07/2023 21:10 PM

Good Afternoon:

I am just touching base with you to see if the Dealership has reached out to you. If you could let me know that would be great.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	04/07/2023	***Subject***	Re: Case [redacted]		
From	brian@calibermidwest.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	04/07/2023 21:33 PM

Lori,

They did reach out today. The day they wanted to work on it next week doesn□t work. They will reach out in the next day or two to set up a day the week of April 17th.

Thanks,

Brian Jung
MASTER ELECTRICIAN

CALIBER □□ ELECTRIC
P.O. Box 82467 □ Lincoln, NE 68501
Office: (402) 416-3449 □ Cell: [redacted]
Brian@CaliberMidwest.com
Sent from Mobile Device

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Sent: Friday, April 7, 2023 4:10:31 PM
To: Brian Jung <brian@calibermidwest.com>
Subject: Re: Case # [redacted]

Good Afternoon:

I am just touching base with you to see if the Dealership has reached out to you. If you could let me know that would be great.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	04/07/2023	***Subject***	Re: Case # [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	04/07/2023 21:35 PM

Thanks for letting me know.

If you would let me know when an appt has been booked I would appreciate it.

Thanks

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	04/17/2023	***Subject***	Re: Case # [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	04/17/2023 19:33 PM

Good Afternoon:

I was just touching base to see if an appt has been booked to bring the vehicle back in.

If you could let me know that would be great.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	04/18/2023	***Subject***	Re: Case # [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	04/18/2023 22:19 PM

Good Afternoon:

I was just touching base to see if an appt has been booked to bring the vehicle back in.

If you could let me know that would be great.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	04/20/2023	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	04/20/2023 13:02 PM

Good Morning:

I have been in touch with the Dealership and they have advised that they have ordered a fuel pump.

I apologize I do not have a date when it will arrive at the Dealership, but I will keep you updated as soon as I hear anything.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	04/24/2023	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	04/24/2023 16:07 PM

Good Morning:

I have been in touch with the Dealership and they have advised that they have ordered a fuel pump.

I apologize I do not have a date when it will arrive at the Dealership, but I will keep you updated as soon as I hear anything.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	04/24/2023	***Subject***	Re: Case # [redacted]		
From	brian@calibermidwest.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	04/24/2023 16:25 PM

Thank you for the update.

Brian Jung
MASTER ELECTRICIAN

CALIBER □□ ELECTRIC
P.O. Box 82467 □ Lincoln, NE 68501
Office: (402) 416-3449 □ Cell: [redacted]
Brian@CaliberMidwest.com
Sent from Mobile Device

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Sent: Monday, April 24, 2023 11:07:37 AM
To: Brian Jung <brian@calibermidwest.com>
Subject: Re: Case [redacted]

Good Morning:

I have been in touch with the Dealership and they have advised that they have ordered a fuel pump.

I apologize I do not have a date when it will arrive at the Dealership, but I will keep you updated as soon as I hear anything.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	05/12/2023	***Subject***	Re: Case # [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	05/12/2023 15:36 PM

Good Morning:

I was just touching base to see if you were able to speak with anyone at the Dealership in regards to your vehicle.

If you could let me know that would be great.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	05/12/2023	***Subject***	Re: Case # [redacted]		
From	brian@calibermidwest.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/12/2023 16:37 PM

Yes I did and the truck will be at the dealership Wednesday may 17th.

Brian Jung
MASTER ELECTRICIAN

CALIBER □□ ELECTRIC
P.O. Box 82467 □ Lincoln, NE 68501
Office: (402) 416-3449 □ Cell: [redacted]
Brian@CaliberMidwest.com
Sent from Mobile Device

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Sent: Friday, May 12, 2023 10:36:38 AM
To: Brian Jung <brian@calibermidwest.com>
Subject: Re: Case # [redacted]

Good Morning:

I was just touching base to see if you were able to speak with anyone at the Dealership in regards to your vehicle.

If you could let me know that would be great.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	05/12/2023	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	05/12/2023 16:50 PM

Thanks for letting me know.

I will follow up with you on May 18th but if you need to speak with me before that feel free to contact me.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	05/22/2023	Subject	Re: Case # [redacted]		
From	ramcustomercare@cac.stellantis.com	To	brian@calibermidwest.com	Sent Date/Time	05/22/2023 13:43 PM

Good Morning:

I am just touching base in regards to your vehicle. I have been in touch with the Dealership and they have advised they are in the process of submitting paperwork.

I will follow up as soon as I have an update, but feel free to contact me if you have any questions.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	05/26/2023	Subject	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	To	brian@calibermidwest.com	Sent Date/Time	05/26/2023 20:18 PM

Good Afternoon:

I have reached out to the Dealership but have not had an update. Have they reached out to you with an update.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	06/05/2023	Subject	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	To	brian@calibermidwest.com	Sent Date/Time	06/05/2023 22:38 PM

Hi:

I was just touching base to see if the Dealership has provided you with any updates.

If you could let me know that would be great.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	06/08/2023	Subject	Re: Case # [redacted]		
From	brian@calibermidwest.com	To	ramcustomercare@cac.stellantis.com	Sent Date/Time	06/08/2023 04:59 AM

Hi Lori,

No, I have had no correspondence from the dealership. I have left multiple messages asking for an update.

[Logo Description automatically generated]<https://calibermidwest.com/?utm_source=email&utm_medium=signature&utm_campaign=brian>
Brian Jung
MASTER ELECTRICIAN

CALIBER ELECTRIC
P.O. Box 82467 □ Lincoln, NE 68501
Cell: [redacted] Office: (402) 416-3449 □ brian@calibermidwest.com<mailto:brian@calibermidwest.com>

[Graphical user interface, text, website Description automatically generated]<https://calibermidwest.com/?utm_source=email&utm_medium=signature&utm_campaign=brian>

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Monday, June 5, 2023 at 5:38 PM
To: Brian Jung <brian@calibermidwest.com>
Subject: Re: Case # [redacted]

Hi:

I was just touching base to see if the Dealership has provided you with any updates.

If you could let me know that would be great.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	06/08/2023	Subject	Re: Case # [redacted]		
From	ramcustomercare@cac.stellantis.com	To	brian@calibermidwest.com	Sent Date/Time	06/08/2023 15:55 PM

Good Morning:

I have reached out to them. Please let me know if they contact you.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	07/27/2023	Subject	Re: Case # [redacted]		
From	ramcustomercare@cac.stellantis.com	To	brian@calibermidwest.com	Sent Date/Time	07/27/2023 19:01 PM

Hello Brian,

Hope you are having a great day!

My name is Rishabh and I have been assigned as your Case Manager.

Thank you for contacting us regarding your 2019 RAM 3500 CREW CAB CHASSIS. I just wanted to let you know that repair on your vehicle can be started by next week , once the repair work started , I will let you know.

In the meantime, I would like to ask that you reply to this email confirming the following information for this case.
- Best contact# to reach you
- Best email to communicate with you
- Your preferred method of contact
- Current servicing dealership.

Here is some additional information that will be helpful for you to have.

Your Case# is: [redacted]

Case Management Contact#: 844-827-1926 Extension 5140338

My work hours are: 9:00AM to 5:30 PM EST Monday to Friday

Please don□t hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,

Rishabh

RAM Case Management

1-844-827-1926 Ext # 5140338

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 6/8/2023 11:55 AM
To: brian@calibermidwest.com
Subject: Re: Case # [redacted]

Good Morning:

I have reached out to them. Please let me know if they contact you.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180

[redacted]

Date	07/27/2023	***Subject***	Re: Case # [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	07/27/2023 19:01 PM

Hello Brian,

Hope you are having a great day!

My name is Rishabh and I have been assigned as your Case Manager.

Thank you for contacting us regarding your 2019 RAM 3500 CREW CAB CHASSIS. I just wanted to let you know that repair on your vehicle can be started by next week , once the repair work started , I will let you know.

In the meantime, I would like to ask that you reply to this email confirming the following information for this case.
- Best contact# to reach you
- Best email to communicate with you
- Your preferred method of contact
- Current servicing dealership.

Here is some additional information that will be helpful for you to have.

Your Case# is: [redacted]

Case Management Contact#: 844-827-1926 Extension 5140338

My work hours are: 9:00AM to 5:30 PM EST Monday to Friday

Please don't hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,

Rishabh

RAM Case Management

1-844-827-1926 Ext # 5140338

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 6/8/2023 11:55 AM
To: brian@calibermidwest.com
Subject: Re: Case # [redacted]

Good Morning:

I have reached out to them. Please let me know if they contact you.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180

[redacted]

Date	08/03/2023	***Subject***	Re: Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	08/03/2023 16:43 PM

Hi Brian,

Hope you have a great day!

I had word with the dealership , they have not started the repair work yet. Either tomorrow they are going to start the work or by Monday.

Once I get any update from the dealership regarding your repair , I'll reach out to you for the same.

In the meantime, I would like to ask that you reply to this email confirming the following information for this case.
- Best contact# to reach you
- Best email to communicate with you
- Your preferred method of contact
- Current servicing dealership.

Here is some additional information that will be helpful for you to have.

Your Case# is: [redacted]

Case Management Contact#: 844-827-1926 Extension 5140338

My work hours are: 9:00AM to 5:30 PM EST Monday to Friday

Please don□t hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,

Rishabh

RAM Case Management

1-844-827-1926 Ext # 5140338

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 7/27/2023 3:01 PM
To: brian@calibermidwest.com
Subject: Re: Case # [redacted]

Hello Brian,

Hope you are having a great day!

My name is Rishabh and I have been assigned as your Case Manager.

Thank you for contacting us regarding your 2019 RAM 3500 CREW CAB CHASSIS. I just wanted to let you know that repair on your vehicle can be started by next week , once the repair work started , I will let you know.

In the meantime, I would like to ask that you reply to this email confirming the following information for this case.
- Best contact# to reach you
- Best email to communicate with you
- Your preferred method of contact
- Current servicing dealership.

Here is some additional information that will be helpful for you to have.

Your Case# is: [redacted]

Case Management Contact#: 844-827-1926 Extension 5140338

My work hours are: 9:00AM to 5:30 PM EST Monday to Friday

Please don□t hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,

Rishabh

RAM Case Management

1-844-827-1926 Ext # 5140338

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 6/8/2023 11:55 AM
To: brian@calibermidwest.com
Subject: Re: Case # [redacted]

Good Morning:

I have reached out to them. Please let me know if they contact you.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180

[redacted]

Date	08/03/2023	***Subject***	Re: Case # [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	08/03/2023 16:43 PM

Hi Brian,

Hope you have a great day!

I had word with the dealership , they have not started the repair work yet. Either tomorrow they are going to start the work or by Monday.

Once I get any update from the dealership regarding your repair , I'll reach out to you for the same.

In the meantime, I would like to ask that you reply to this email confirming the following information for this case.
- Best contact# to reach you
- Best email to communicate with you
- Your preferred method of contact
- Current servicing dealership.

Here is some additional information that will be helpful for you to have.

Your Case# is [redacted]

Case Management Contact#: 844-827-1926 Extension 5140338

My work hours are: 9:00AM to 5:30 PM EST Monday to Friday

Please don't hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,

Rishabh

RAM Case Management

1-844-827-1926 Ext # 5140338

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 7/27/2023 3:01 PM
To: brian@calibermidwest.com
Subject: Re: Case # [redacted]

Hello Brian,

Hope you are having a great day!

My name is Rishabh and I have been assigned as your Case Manager.

Thank you for contacting us regarding your 2019 RAM 3500 CREW CAB CHASSIS. I just wanted to let you know that repair on your vehicle can be started by next week , once the repair work started , I will let you know.

In the meantime, I would like to ask that you reply to this email confirming the following information for this case.
- Best contact# to reach you
- Best email to communicate with you
- Your preferred method of contact
- Current servicing dealership.

Here is some additional information that will be helpful for you to have.

Your Case# is: 84839002

Case Management Contact#: 844-827-1926 Extension 5140338

My work hours are: 9:00AM to 5:30 PM EST Monday to Friday

Please don't hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,

Rishabh

RAM Case Management

1-844-827-1926 Ext # 5140338

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 6/8/2023 11:55 AM
To: brian@calibermidwest.com
Subject: Re: Case # [redacted]

Good Morning:

I have reached out to them. Please let me know if they contact you.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180

[redacted]

Date	08/03/2023	***Subject***	Re: Case # [redacted]		
From	brian@calibermidwest.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	08/03/2023 16:59 PM

Good morning,

When I received your email this morning, I reached out to the dealership and they informed me that they are working on my vehicle. The service manager Cole is who I□m working with at the dealership.

Brian Jung
MASTER ELECTRICIAN

CALIBER □□ ELECTRIC
P.O. Box 82467 □ Lincoln, NE 68501
Office: (402) 416-3449 □ Cell: [redacted]
Brian@CaliberMidwest.com
Sent from Mobile Device

_____
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Thursday, August 3, 2023 11:43:10 AM
To: Brian Jung <brian@calibermidwest.com>
Subject: Re: Case #[redacted]

Hi Brian,

Hope you have a great day!

I had word with the dealership , they have not started the repair work yet. Either tomorrow they are going to start the work or by Monday.

Once I get any update from the dealership regarding your repair , I'll reach out to you for the same.

In the meantime, I would like to ask that you reply to this email confirming the following information for this case.
- Best contact# to reach you
- Best email to communicate with you
- Your preferred method of contact
- Current servicing dealership.

Here is some additional information that will be helpful for you to have.

Your Case#[redacted]

Case Management Contact#: 844-827-1926 Extension 5140338

My work hours are: 9:00AM to 5:30 PM EST Monday to Friday

Please don□t hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,

Rishabh

RAM Case Management

1-844-827-1926 Ext # 5140338

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 7/27/2023 3:01 PM
To: brian@calibermidwest.com
Subject: Re: Case #[redacted]

Hello Brian,

Hope you are having a great day!

My name is Rishabh and I have been assigned as your Case Manager.

Thank you for contacting us regarding your 2019 RAM 3500 CREW CAB CHASSIS. I just wanted to let you know that repair on your vehicle can be started by next week , once the repair work started , I will let you know.

In the meantime, I would like to ask that you reply to this email confirming the following information for this case.
- Best contact# to reach you
- Best email to communicate with you
- Your preferred method of contact
- Current servicing dealership.

Here is some additional information that will be helpful for you to have.

Your Case# is:[redacted]

Case Management Contact#: 844-827-1926 Extension 5140338

My work hours are: 9:00AM to 5:30 PM EST Monday to Friday

Please don□t hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,

Rishabh

RAM Case Management

1-844-827-1926 Ext # 5140338

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 6/8/2023 11:55 AM
To: brian@calibermidwest.com
Subject: Re: Case [redacted]

Good Morning:

I have reached out to them. Please let me know if they contact you.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	08/16/2023	***Subject***	Re: Case # [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	08/16/2023 19:46 PM

Hello Brian,

Good Afternoon , Hope you have a great day!

I am sending you this email regarding the closure of your Case with Stellantis Case Management. I tried to contact you on phone multiple times , could not get through.

If you face any issues after the repair , you can contact us we can certainly reopen the case.

I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The Case Management Telephone Number is: 1-844-827-1926

My Direct Extension is: 5140338.

Thank you for allowing Customer Care the opportunity to address your concern and as stated in our telephone conversation, Please don't hesitate to contact me if you have any questions or concerns. Thank you for your patience and cooperation!

Thank you for giving us the opportunity to work with you. You may have the potential to receive an email survey regarding my performance. Please feel free to fill out the survey, we□d appreciate hearing your feed-back..

Regards,
Rishabh
Stellantis Case Management
ref:_00Dj01qsDF._5003Z1VwJgm:ref

Date	08/16/2023	***Subject***	Re: Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	brian@calibermidwest.com	***Sent Date/Time***	08/16/2023 19:46 PM

Hello Brian,

Good Afternoon , Hope you have a great day!

I am sending you this email regarding the closure of your Case with Stellantis Case Management. I tried to contact you on phone multiple times , could not get through.

If you face any issues after the repair , you can contact us we can certainly reopen the case.

I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is:84839002

The Case Management Telephone Number is: 1-844-827-1926

My Direct Extension is: 5140338.

Thank you for allowing Customer Care the opportunity to address your concern and as stated in our telephone conversation, Please don't hesitate to contact me if you have any questions or concerns. Thank you for your patience and cooperation!

Thank you for giving us the opportunity to work with you. You may have the potential to receive an email survey regarding my performance. Please feel free to fill out the survey, we'd appreciate hearing your feed-back..

Regards,
Rishabh
Stellantis Case Management
[redacted]

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

VIN	3C63R3ML7MG[redacted]	Model Year	2021	Brand	RAM
Body	D28P81	Vehicle	RAM 3500 LARAMIE MEGA CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Cu tomer A i tance Center	
Batch Case Information					
Open Date	12/09/2022	CAIR Type	Regular	Status	Clo ed
Close Date	05/02/2023	Origin	Telephone	Reason	
Mileage	21,000 Mile	Market	U	Language	Engli h
Contact Email	bennerlogging@gmail com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Cu tomer
City/State/Country/Zip					
Customer	BENNER LOGGING INC				
Customer Address	5801 E M 79 HWY				
City/State/Country/Zip	NA HVILLE	MI	490738723016	U A	
Dealer	68942	COLE CHRY JEEP DODGE LLC		Dealer Phone	2697819191
Dealer Address	15514 W MICHIGAN AVE				
	MAR HALL	MI	49068 9503	U A	
Dealer Zone	Great Lake	Sales District		Service District	P
Subject	VEHICLE CONCERN> TRAN MI ION				
Synopsis	check i ued				
Customer Anomaly					
Contact Reason	C75	Part Not Available/Backordered	Customer Anomaly		
Reason Code	After ale Complaint Part Part Part in backorder/not available				

Case Status History

Create Date	Status
12/09/2022 06 48 PM	Open
12/21/2022 08 21 PM	u pended
12/28/2022 05 03 AM	Open
12/28/2022 03 33 PM	u pended
01/05/2023 05 02 AM	Open
01/05/2023 03 43 PM	u pended
01/12/2023 05 02 AM	Open
05/02/2023 06 31 PM	Clo ed

Initial Description

tran mi ion

Case Comments

Date	Comment
12/09/2022	cx tated he been waiting almo t two week for a tran mi ion cx i reque ting a i tance with part expedited
12/09/2022	Hello, thi VIN and concern ha ta ked the incorrect dealer/dealer code Plea e correct Thank you,
12/20/2022	Thi ca e came to Great Lake with no ta k
12/20/2022	Outbound Cu tomer Contact Benner Logging // 5178529072 CM attempted to reach the cu tomer but the telephone number on file wa not in ervice
12/20/2022	Outbound Dealer Contact (BENNER LOGGING INC) COLE CHRY JEEP DODGE LLC // 68942 // 2697819191 // MG514977 2021 RAM 3500 CM contacted the DLR and poke to A Drake He advi ed that the cu tomer came to the hop from November 25 30 They diagno ed the tran mi ion He tated that a new tran i on order He tran ferred CM to PA Chri He provided the part and order number He upgraded to pecial He al o provided a current telephone number for the cu tomer 269 838 6623 He tated that the cu tomer' name i hawn Brenner, not Benner
12/20/2022	********** Part Expedite Part Number 68498560AB De cription Tran mi ion Order Number 1130A ETA N/A Rental No DLR Code 68942 Order Type pecial Handling **********
12/20/2022	Outbound Cu tomer Contact (hawn Brenner) Benner Logging // 5178529072 CM LVM at 269 838 6623 reque ting a call back to di cu the B/O tran mi ion CM provided her contact detail and the ca e number
12/20/2022	The DLR reported that the cu tomer' la t name i Brenner It i po ible that the e mail addre on file i incorrect CM will not end the intro e mail until he verifie the correct e mail addre bennerlogging@gmail com
12/21/2022	********** PART POD UPDATE ********** DEALER [redacted] ORDER NUMBER [redacted] PART NUMBER 68498560AB TRAN MI Tentative ETA to DEALER Early to Mid January ubject to change B[redacted] **********END OF UPDAT **********
12/21/2022	y tem Update [Order ha been Upgraded to VOR for priority Plea e refer to the part detail creen for mo t up to date ETA (CHK)]
12/21/2022	Outbound Cu tomer Contact (hawn Benner) Benner Logging // 269 838 6623 CM called the cu tomer at 269 838 6623 He tated that hi name i Benner The la t name, company name, and e mail addre are correct He no longer ha hi land line o hi only telephone number i 269 838 6623 CM advi ed him of the part update for the B/O tran mi ion that wa po ted on the ca e today The cu tomer al o reported that he ha had an i ue with the air ride y tem in the pa t He' not ure if it i a concern now ince they cannot u e the vehicle due to the tran mi ion i ue CM advi ed him of the open recall B8 2019 2022 D Truck Tailgate Latch Align
12/28/2022	CM u pended the ca e today to January 5, 2023
01/04/2023	********** PART POD UPDATE ********** DEALER [redacted] RDER NUMBER $[redacted] PART NUMBER 68498560AB TRAN MI UP Tracking#[redacted] Delivered On Friday, December 30 at 13 44 B/O Part Ta k Completed Plea e follow up with the Dealer to confirm part ha been delivered If further a i tance i needed, complete a part order detail and a ign a new ta k to Part Pod **********END OF UPDATE**********
01/05/2023	Outbound Cu tomer Contact (hawn Benner) Benner Logging // 269 838 6623 CM called the cu tomer at 269 838 6623 CM advi ed that we received an update on the tran mi ion The tran mi ion ha been relea ed from the upplier to the PDC on December 22 The ETA to the DLR i early to mid January, ubject to change CM advi ed that we are expecting their next update on January 11 o we will contact him on January 12 with the update The cu tomer tated that he wa having an i ue with the air ride y tem before the tran mi ion failed He had a warning light aying, " ervice air ride u pen ion " He ha low or no air pre ure for the air ride The cu tomer tated that he hope to have that addre ed after the tran mi ion i repaired He tated that it wa erviced at K&M in Wayland, Michigan Thi i hi elling DLR CM advi ed that we can look into that after the tran mi ion i repaired
01/12/2023	****OUTBOUND DLR CONTACT**** Writer attempted to call dlr to confirm part arrival and repair tatu due to timing dlr wa clo ed Outbound Cu tomer Contact (hawn Benner) Benner Logging // 269 838 6623 Writer LVM for Cx tating that part hould have arrived at dealer hip and due to timing of call to dlr they were clo ed and l wa unable to get any information Writer advi ed that CM will reach out to dlr to confirm repair are completed or in progre and will then reach out to him
01/16/2023	****OUTBOUND DLR CONTACT**** Cole Chry ler| 2697819191 CM called dlr and poke with A drake who informed CM that the part wa in and that the vehicle would be in for ervice 01 18 2023
01/19/2023	****OUTBOUND DLR CONTACT**** Cole Chry ler| 2697819191 Call wa di connected twice ent email reque t for update ddopp@coleautomotive com A Drake rdeloof@coleautomotive com D Rick Good morning Drake, RE hawn Benner VIN[redacted]2021 RAM 3500 LARAMIE CA[redacted]My name i Pamela, I'm covering for Tara while he' out of the office today I tried calling the dealer with no ucce I wa hoping to get a repair tatu for the above named cu tomer plea e Be t Wi he , Pam | tellanti peciali t
01/19/2023	*****OUTBOUND CU TOMER CONTACT***** Called cu tomer, no an wer Left VM
01/23/2023	*****OUTBOUND CU TOMER CONTACT***** CM attempted to call dlr left vm

Date	Comment
01/24/2023	Inbound Customer Contact (Shawn Benner) Benner Logging // 269-838-6623 Customer LVM requesting stating that he has not received any updates from the DLR regarding the repair status of his vehicle.
01/25/2023	****OUTBOUND DLR CONTACT**** Cole Chrysler| 2697819191 CM called dlr for update on vehicle. Left VM.
01/27/2023	****OUTBOUND DLR CONTACT**** Cole Chrysler| 2697819191 CM called for repair update SA Jaden says the vehicle is completed. SA Drake says the vehicle has been picked up.
01/27/2023	**Outbound Customer Contact** (Shawn Benner)Benner Logging | 269-838-6623 Cm called CX to confirm satisfaction of repairs. Requesting reimbursement for rental. Cm requested rental documents and informed CX she would review for possible reimbursement.
02/03/2023	Emailed customer a reminder for the documents for reimbursement review
02/07/2023	**Outbound Customer Contact** (Shawn Benner)Benner Logging | 269-838-6623 CM called CX who said he is out of town but will send in docs in a couple of days.
02/13/2023	****INBOUND CALL FROM CX*** Cx wanted to confirm that docs have been received - agent advised they have not and questioned if he sent by replying to email or if he copy and pasted - cx informed he copied and pasted address. Agent walked through process of sending in docs
02/16/2023	**Outbound Customer Contact** (Shawn Benner)Benner Logging | 269-838-6623 Cx said they have been trying to send the documents. Cm mentioned that the documents could be faxed. Cx is going to try screenshotting and sending documents separately. Cm will check back and look into other options.
02/20/2023	**Outbound Customer Contact** (Shawn Benner)Benner Logging | 269-838-6623 CM called to cx to inform them that the documents have been received and that they will review and get back to CX in two days.
02/20/2023	CM reviewed Docs and sent email to AM requesting GW assistance.
02/23/2023	**Outbound Customer Contact** (Shawn Benner)Benner Logging | 269-838-6623 CM called cx to let him know she is reaching out to other resources. Used the vehicle for work and needed to use rental to transport. Needed a 1 ton vehicle with tow capacity. Had a very hard time finding a vehicle for rent that he could use for work. Cx said she would contact him again on Monday.
02/23/2023	Reached out to AM for rental assistance via Clarice.
03/29/2023	*****OUTBOUND CUSTOMER CONTACT***** Spoke with customer and explained that we would like to submit for reimbursement consideration however are not able to submit without the proper RO. Sent customer external email requesting proper documents.
03/29/2023	AM responded to email advising that CM would need to review for reimbursement.
03/30/2023	***** INBOUND CUSTOMER EXTERNAL EMAIL CONTACT***** Attached Repair order submitted *** This RO does not show the amount of time down. RO open date 1/18/23 RO close date 1/24/23 CM will need to confirm with dealer that vehicle was VOR for the amount of time that customer had rental
03/30/2023	CM will respond to customer for assigned CM
04/03/2023	CM is submitting reimbursement request for the cost of repairs paid out of pocket by the customer as a goodwill gesture; CM is seeking $ co-pay from customer. Y Repairing Dealer/IRF: 68942 Date of Rental/Repairs: RO/Invoice Number: DOC numbers: Customer□s Proof of Payment: Receipt/ RO In-Service Date: Original Owner: Yes Loyalty: Mileage: Multiple Repairs: Dealer Opinion: Service Contract/Warranty: Total Out-of-Pocket: $ Customer co-pay: $ Total covered by Stellantis: $
04/03/2023	***Outbound Dlr Contact*** Cole Chry-Jeep | 2697819191 CM called dlr to confirm the amount of time down. LVM for SM.
04/06/2023	***Outbound Dlr Contact*** Cole Chry-Jeep | 2697819191 CM called to confirm the amount of time this vehicle was down 11/30/2022 5 days down 1/18/124 sat for over a month. 1-18 - 1/24. So vehicle down 11/30/2022 - 1/24/2023
04/12/2023	***OUTBOUND CUSTOMER CONTACT*** BENNER LOGGING INC | 5178529072 | bennerlogging@gmail.com Attempted to contact CX at 5178529072, received a message stating this number has been disconnected or is no longer in service.
04/14/2023	****OUTBOUND CALL ***** Matt Spencer Automotive & Towing || 1 269-945-7777 WAS ADVISED THAT THE OFFICE IS CLOSED ON FRIDAYS AND OPEN OPEN FOR DISPATCHING. CALL BACK MONDAY TO CONFIRM PAYMENT
04/17/2023	****OUTBOUND CALL ***** Matt Spencer Automotive & Towing || 1 269-945-7777 Spoke with the owner Matt who confirmed that customer paid cash in full.
04/17/2023	Submitting for review Case was opened 12/09/23 Customer□s proof of payment is: CM called rental company and spoke with owner who confirmed cash payment RO[redacted]Date: 11/30/2022 - 1/24/2023 Amount per day $125.00 Number of days - 76 days Tax $570.00 Total $10,070.00 Submitting check for approval in the amount of $ In-Service Date: 1/14/2021 Original Owner: Yes Mileage: 21,000 Loyalty: 4 New, 3 Used Multiple Repairs: 1st repair on this concern Dealer RENTAL option: DLR 60779 does not have loaners or rental option. Customer accepts and verifies the check should be mailed to the following name and address: Shawn Benner 5801 E M 79 HWY NASHVILLE, MI 49073
04/18/2023	Submitting for review Case was opened 12/09/23 - Part was upgraded VOR 12/21/23 - Pre approval received Customer□s proof of payment is: CM called rental company and spoke with owner who confirmed cash payment RO[redacted]Date: 11/30/2022 - 1/24/2023 Amount per day $125.00 Number of days - 55 days Tax $412.50 Total $7,287.50 Submitting check for approval in the amount of $7,287.50 In-Service Date: 1/14/2021 Original Owner: Yes Mileage: 21,000 Loyalty: 4 New, 3 Used Multiple Repairs: 1st repair on this concern Dealer RENTAL option: DLR 60779 does not have loaners or rental option. Customer accepts and verifies the check should be mailed to the following name and address: Shawn Benner 5801 E M 79 HWY NASHVILLE, MI 49073
04/18/2023	**Outbound Customer Contact** (Shawn Benner)Benner Logging | 269-838-6623 Called customer to discuss reimbursement - customer was busy and advised that he would call back in an hour
04/18/2023	**Inbound Customer Contact** (Shawn Benner)Benner Logging | 269-838-6623 Spoke with customer and explained that typically we consider $40.00/day however because this was a business vehicle we would increase daily rate to $125.00/day. Explained that we can only reimburse for the time that the RO was opened, 55 days plus taxes. He advised that there were no appointments available and that's why there was 21 extra days. Advised that because we had not been contacted we can not consider those days. Customer accepted.
04/19/2023	On 12/21/23 - part order was upgraded as follows: System Update:[Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA. (CHKS).] On 4/6/23 - CM Tara called dealer and confirmed vehicle was there from 11/30/22 - 1/24/23: ***Outbound Dlr Contact*** Cole Chry-Jeep | 2697819191 CM called to confirm the amount of time this vehicle was down 11/30/2022 5 days down 1/18/124 sat for over a month. 1-18 - 1/24. So vehicle down 11/30/2022 - 1/24/2023 On 4/17/23 - CM Pamela called the Automotive Company and spoke with the owner who confirmed that the customer had rented the truck from them and paid in cash.

Email(s)

Date	12/21/2022	*Subject*	Back Ordered Parts > Transmission		
From	uscustomercare@fcagroup.com	*To*	bennerlogging@gmail.com	*Sent Date/Time*	12/21/2022 20:18 PM

Hello Shawn:

Thank you for contacting the Case Management Team for Stellantis. I have been assigned as your case manager. Here is some important information that may be helpful:

Case Number: [redacted]
Telephone Number: 844-827-2003, ext. 3020402
Work Hours: 9:00am - 5:30pm EST

As per our discussion, you have open recall ZB8-2019 - 2022 D Truck Tailgate Latch Align on your vehicle. You can have this recall done free of charge at the dealership when the transmission arrives. We will reach out to you with regular part updates. We are expecting our next update from the supplier on January 4 so we will contact you on January 5. Please feel free to contact me via e-mail or telephone. Thank you.

Maryann, Case Manager
[redacted]

Date	01/24/2023	*Subject*	RE: Back Ordered Parts > Transmission		
From	uscustomercare@fcagroup.com	*To*	bennerlogging@gmail.com	*Sent Date/Time*	01/24/2023 20:18 PM

Hello Shawn:
Thank you for your message. We understand that the dealer has not provided any update on the status of your repairs. Our team has reached out to the dealer for an update as well. We have requested a call back with an update. Our next contact to the dealer and yourself is scheduled for tomorrow. We hope to have some news for you tomorrow. Thank you for your patience.

Maryann, Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/21/2022 3:18 PM
To: bennerlogging@gmail.com
Subject: Back Ordered Parts > Transmission

Hello Shawn:

Thank you for contacting the Case Management Team for Stellantis. I have been assigned as your case manager. Here is some important information that may be helpful:

Case Number: [redacted]
Telephone Number: 844-827-2003, ext. 3020402
Work Hours: 9:00am - 5:30pm EST

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Maryann, Case Manager

[redacted]

Date	01/25/2023	***Subject***	RE: Back Ordered Parts > Transmission		
From	uscustomercare@fcagroup.com	***To***	bennerlogging@gmail.com	***Sent Date/Time***	01/25/2023 22:55 PM

Hello Shawn,

I wanted to let you know we are still working on getting an update on your vehicle. I will give you a call tomorrow and I will also let you know as soon as I have an update.

Your case number is : [redacted]
The Chrysler Case Management telephone number is: 1-844-827-1999
My work hours are: Eastern Standard Time Monday-Friday 10:00-6:30

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes
Tara
Stellantis Case Management

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/24/2023 8:18 PM
To: bennerlogging@gmail.com
Subject: RE: Back Ordered Parts > Transmission

Hello Shawn:
Thank you for your message. We understand that the dealer has not provided any update on the status of your repairs. Our team has reached out to the dealer for an update as well. We have requested a call back with an update. Our next contact to the dealer and yourself is scheduled for tomorrow. We hope to have some news for you tomorrow. Thank you for your patience.

Maryann, Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/21/2022 3:18 PM
To: bennerlogging@gmail.com
Subject: Back Ordered Parts > Transmission

Hello Shawn:

Thank you for contacting the Case Management Team for Stellantis. I have been assigned as your case manager. Here is some important information that may be helpful:

Case Number: [redacted]
Telephone Number: 844-827-2003, ext. 3020402
Work Hours: 9:00am - 5:30pm EST

As per our discussion, you have open recall ZB8-2019 - 2022 D Truck Tailgate Latch Align on your vehicle. You can have this recall done free of charge at the dealership when the transmission arrives. We will reach out to you with regular part updates. We are expecting our next update from the supplier on January 4 so we will contact you on January 5. Please feel free to contact me via e-mail or telephone. Thank you.

Maryann, Case Manager

ref:_00Dj01qsDF._5003Z1VwjmV:ref

Date	01/25/2023	***Subject***	RE: Back Ordered Parts > Transmission		
From	uscustomercare@fcagroup.com	***To***	bennerlogging@gmail.com	***Sent Date/Time***	01/25/2023 22:55 PM

Hello Shawn,

I wanted to let you know we are still working on getting an update on your vehicle. I will give you a call tomorrow and I will also let you know as soon as I have an update.

Your case number is : [redacted]
The Chrysler Case Management telephone number is: 1-844-827-1999
My work hours are: Eastern Standard Time Monday-Friday 10:00-6:30

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes
Tara
Stellantis Case Management

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/24/2023 8:18 PM
To: bennerlogging@gmail.com
Subject: RE: Back Ordered Parts > Transmission

Hello Shawn:
Thank you for your message. We understand that the dealer has not provided any update on the status of your repairs. Our team has reached out to the dealer for an update as well. We have requested a call back with an update. Our next contact to the dealer and yourself is scheduled for tomorrow. We hope to have some news for you tomorrow. Thank you for your patience.

Maryann, Case Manager

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/21/2022 3:18 PM
To: bennerlogging@gmail.com
Subject: Back Ordered Parts > Transmission

Hello Shawn:

Thank you for contacting the Case Management Team for Stellantis. I have been assigned as your case manager. Here is some important information that may be helpful:

Case Number: [redacted]
Telephone Number: 844-827-2003, ext. 3020402
Work Hours: 9:00am - 5:30pm EST

As per our discussion, you have open recall ZB8-2019 - 2022 D Truck Tailgate Latch Align on your vehicle. You can have this recall done free of charge at the dealership when the transmission arrives. We will reach out to you with regular part updates. We are expecting our next update from the supplier on January 4 so we will contact you on January 5. Please feel free to contact me via e-mail or telephone. Thank you.

Maryann, Case Manager

[redacted]

Date	01/27/2023	***Subject***	RE: Back Ordered Parts > Transmission		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/27/2023 21:56 PM

Hello Shawn,

In order to process reimbursement or compensation regards to your recent repair, simply click reply (do not copy and paste to a new email) to this email and attach (paperclip icon) the following information:

1. Current mailing address
2. Repair invoice stamped PAID

You do also have the option to submit the information via fax as well. Include your case number on the cover sheet and fax to 877-768-5076.

I will review and contact you next week!
Call me if you have any questions.

Best Wishes
Tara
Stellantis Case Management

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/25/2023 10:55 PM
To: bennerlogging@gmail.com
Subject: RE: Back Ordered Parts > Transmission

Hello Shawn,

I wanted to let you know we are still working on getting an update on your vehicle. I will give you a call tomorrow and I will also let you know as soon as I have an update.

Your case number is : [redacted]
The Chrysler Case Management telephone number is: 1-844-827-1999
My work hours are: Eastern Standard Time Monday-Friday 10:00-6:30

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes
Tara
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From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/21/2022 3:18 PM
To: bennerlogging@gmail.com
Subject: Back Ordered Parts > Transmission

Hello Shawn:

Thank you for contacting the Case Management Team for Stellantis. I have been assigned as your case manager. Here is some important information that may be helpful:

Case Number: 84861940
Telephone Number: 844-827-2003, ext. 3020402
Work Hours: 9:00am - 5:30pm EST

As per our discussion, you have open recall ZB8-2019 - 2022 D Truck Tailgate Latch Align on your vehicle. You can have this recall done free of charge at the dealership when the transmission arrives. We will reach out to you with regular part updates. We are expecting our next update from the supplier on January 4 so we will contact you on January 5. Please feel free to contact me via e-mail or telephone. Thank you.

Maryann, Case Manager

[redacted]

Date	01/27/2023	***Subject***	RE: Back Ordered Parts > Transmission		
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Maryann, Case Manager

ref:_00Dj01qsDF._5003Z1VwjmV:ref

Date	01/31/2023	***Subject***	RE: Back Ordered Parts > Transmission		
From	uscustomercare@fcagroup.com	***To***		***Sent Date/Time***	01/31/2023 17:33 PM

Good Afternoon

My name is Brianne and I am following up with you on behalf of your Case Manager. Tara will follow up with you with a further update on Thursday February 2

Thank you

Brianne |
[redacted]

Date	02/03/2023	***Subject***	RE: Back Ordered Parts > Transmission		
From	uscustomercare@fcagroup.com	***To***	bennerlogging@gmail.com	***Sent Date/Time***	02/03/2023 18:01 PM

Hi Shawn,

My name is Pamela, I'm covering for Tara while she's out of the office today.

Our notes indicate that you were requesting reimbursement review for a rental vehicle.

Please reply to this email with an attachment of the following supporting documentation:

Repair order from dealer
Rental agreement
Proof of payment (screen shot or statement)

Best Wishes,
Pam | Stellantis Specialist

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/31/2023 12:33 PM
To:
Cc: bennerlogging@gmail.com
Subject: RE: Back Ordered Parts > Transmission

Good Afternoon

My name is Brianne and I am following up with you on behalf of your Case Manager. Tara will follow up with you with a further update on Thursday February 2

Thank you

Brianne |

[redacted]

Date	02/03/2023	***Subject***	RE: Back Ordered Parts > Transmission		
From	uscustomercare@fcagroup.com	***To***	bennerlogging@gmail.com	***Sent Date/Time***	02/03/2023 18:01 PM

Hi Shawn,

My name is Pamela, I'm covering for Tara while she's out of the office today.

Our notes indicate that you were requesting reimbursement review for a rental vehicle.

Please reply to this email with an attachment of the following supporting documentation:

Repair order from dealer
Rental agreement
Proof of payment (screen shot or statement)

Best Wishes,
Pam | Stellantis Specialist

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/31/2023 12:33 PM
To:
Cc: bennerlogging@gmail.com
Subject: RE: Back Ordered Parts > Transmission

Good Afternoon

My name is Brianne and I am following up with you on behalf of your Case Manager. Tara will follow up with you with a further update on Thursday February 2

Thank you

Brianne |

[redacted]

Date	02/10/2023	***Subject***	RE: Back Ordered Parts > Transmission		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/10/2023 15:51 PM

Hello Shawn,

Hope you had a wonderful week ! I noticed I still haven't received the documents from you. I know you were out of town so I just wanted to send you a reminder. I will check back in a couple of business days however if I don't receive the documents by then I will have to close this case and a new one will be opened once the documents are submitted. Please let me know if you need any help !

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Have a great weekend!

Best wishes,
Tara
Stellantis Case Manager | Great Lakes
1-844-827-1999

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/3/2023 6:01 PM
To: bennerlogging@gmail.com
Cc: bennerlogging@gmail.com
Subject: RE: Back Ordered Parts > Transmission

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[redacted]

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Thank you

Brianne |

[redacted]

Date	02/12/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	bennerlogging@gmail.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/12/2023 03:09 AM

I sent documents over 2-10-23 please let me know if you receive them in email ?

Thank you,

Shawn Benner

Sent from my iPhone

> On Feb 10, 2023, at 10:51 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> □ Hello Shawn,
>
> Hope you had a wonderful week ! I noticed I still haven't received the documents from you. I know you were out of town so I just wanted to send you a reminder. I will check back in a couple of business days however if I don't receive the documents by then I will have to close this case and a new one will be opened once the documents are submitted. Please let me know if you need any help !
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>
> Thank you
>
> Brianne |
>
> [redacted]
>
>

Date	02/13/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	uscustomercare@fcagroup.com	***To***	bennerlogging@gmail.com	***Sent Date/Time***	02/13/2023 18:48 PM

Good Afternoon Shawn,

Here are some steps for attaching the files via email.

1. Open the email from uscustomercare@fcagroup.com-{ please remember this is a one way email only, and if not submitted properly, the documents will not attach to the case correctly.}

2. Press the reply button.

3. Attach the files to the reply by hitting the (Paper clip) button.

4. Title the subject of the email, with the case number : [redacted]

5. Write in the body of the email, "Documents for reimbursement: case number 84861940

6. Press send, and verify with me that they have been received.

Instructions for fax:

Fax number is 877-768-5076

1.The customer must have a cover page with the case number and what it is for i.e. reimbursement.

2.Please make sure the case number is clearly written in the corner on all pages as well.

3.Fax takes about two business days to process.

If you have any questions please let me know,

Jody
|Stellantis Case Management

1-844-827-1999

---------- Original Message ----------
From: Shawn Benner [bennerlogging@gmail.com]
Sent: 2/11/2023 10:09 PM
To: uscustomercare@fcagroup.com
Subject: Re: Back Ordered Parts > Transmission

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Thank you,
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Brianne |

[redacted]

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Sent from my iPhone

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> 3. Attach the files to the reply by hitting the (Paper clip) button.
>
> 4. Title the subject of the email, with the case number : [redacted]
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> 5. Write in the body of the email, "Documents for reimbursement: case number 84861940
>
> 6. Press send, and verify with me that they have been received.
>
> Instructions for fax:
>
> Fax number is 877-768-5076
>
> 1.The customer must have a cover page with the case number and what it is for i.e. reimbursement.
>
> 2.Please make sure the case number is clearly written in the corner on all pages as well.
>
> 3.Fax takes about two business days to process.
>
>
> If you have any questions please let me know,
>
>
> Jody
> |Stellantis Case Management
>
> 1-844-827-1999
>
>
>
>
> ---------- Original Message ----------
> From: Shawn Benner [bennerlogging@gmail.com]
> Sent: 2/11/2023 10:09 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Back Ordered Parts > Transmission
>
> I sent documents over 2-10-23 please let me know if you receive them in email ?
>
> Thank you,
>
> Shawn Benner
>
> Sent from my iPhone
>
> On Feb 10, 2023, at 10:51 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> ?
> Hello Shawn,
>
> Hope you had a wonderful week ! I noticed I still haven't received the documents from you. I know you were out of town so I just wanted to send you a reminder. I will check back in a couple of business days however if I don't receive the documents by then I will have to close this case and a new one will be opened once the documents are submitted. Please let me know if you need any help !
>
> Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!
>
> Have a great weekend!
>
> Best wishes,
> Tara
> Stellantis Case Manager | Great Lakes
> 1-844-827-1999
>
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 2/3/2023 6:01 PM
> To: bennerlogging@gmail.com
> Cc: bennerlogging@gmail.com
> Subject: RE: Back Ordered Parts > Transmission
>
> Hi Shawn,
>
> My name is Pamela, I'm covering for Tara while she's out of the office today.
>
> Our notes indicate that you were requesting reimbursement review for a rental vehicle.
>
> Please reply to this email with an attachment of the following supporting documentation:
>
> Repair order from dealer
> Rental agreement
> Proof of payment (screen shot or statement)
>
> Best Wishes,
> Pam | Stellantis Specialist
>
>
>
>
> ---------- Original Message ----------

> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 1/31/2023 12:33 PM
> To:
> Cc: bennerlogging@gmail.com
> Subject: RE: Back Ordered Parts > Transmission
>
>
> Good Afternoon
>
> My name is Brianne and I am following up with you on behalf of your Case Manager. Tara will follow up with you with a further update on Thursday February 2
>
> Thank you
>
> Brianne |
>
>
> ref:_00Dj01qsDF._5003Z1VwjmV:ref
>
>
>

Date	02/14/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	uscustomercare@fcagroup.com	***To***	bennerlogging@gmail.com	***Sent Date/Time***	02/14/2023 18:44 PM

Hello Shawn

We received your reply email however the documents were not attached. If you are sending more then one attachment at a time could you try pressing reply and only attaching one document per reply - Occasionally if the files are too big they will not attach to your file

Thank You

Brianne |
[redacted]

Date	02/16/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	uscustomercare@fcagroup.com	***To***	bennerlogging@gmail.com	***Sent Date/Time***	02/16/2023 22:09 PM

Hello Shawn,

So like we talked about if you can try screenshotting the documents on your phone and responding to this email sending all three separately. I am looking into other options as well!

My work hours are: Eastern Standard Time Monday-Friday 10:00-6:30

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best wishes,
Tara
Stellantis Case Manager | Great Lakes
1-844-827-1999

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/14/2023 6:44 PM
To: bennerlogging@gmail.com
Subject: Re: Back Ordered Parts > Transmission

Hello Shawn

We received your reply email however the documents were not attached. If you are sending more then one attachment at a time could you try pressing reply and only attaching one document per reply - Occasionally if the files are too big they will not attach to your file

Thank You

Brianne |
[redacted]

Date	02/16/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	uscustomercare@fcagroup.com	***To***	bennerlogging@gmail.com	***Sent Date/Time***	02/16/2023 22:09 PM

Hello Shawn,

So like we talked about if you can try screenshotting the documents on your phone and responding to this email sending all three separately. I am looking into other options as well!

My work hours are: Eastern Standard Time Monday-Friday 10:00-6:30

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best wishes,
Tara
Stellantis Case Manager | Great Lakes
1-844-827-1999

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/14/2023 6:44 PM
To: bennerlogging@gmail.com
Subject: Re: Back Ordered Parts > Transmission

Hello Shawn

We received your reply email however the documents were not attached. If you are sending more then one attachment at a time could you try pressing reply and only attaching one document per reply - Occasionally if the files are too big they will not attach to your file

Thank You

Brianne |

[redacted]

Date	02/16/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	bennerlogging@gmail.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/16/2023 23:42 PM

I□m so

Sent from my iPhone

> On Feb 16, 2023, at 5:09 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> □ Hello Shawn,
>
> So like we talked about if you can try screenshotting the documents on your phone and responding to this email sending all three separately. I am looking into other options as well!
>
> My work hours are: Eastern Standard Time Monday-Friday 10:00-6:30
>
> Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!
>
>
> Best wishes,
> Tara
> Stellantis Case Manager | Great Lakes
> 1-844-827-1999
>
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 2/14/2023 6:44 PM
> To: bennerlogging@gmail.com
> Subject: Re: Back Ordered Parts > Transmission
>
> Hello Shawn
>
> We received your reply email however the documents were not attached. If you are sending more then one attachment at a time could you try pressing reply and only attaching one document per reply - Occasionally if the files are too big they will not attach to your file
>
> Thank You
>
> Brianne |
>
[redacted]

Date	03/30/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	uscustomercare@cac.stellantis.com	***To***	bennerlogging@gmail.com	***Sent Date/Time***	03/30/2023 15:49 PM

Hi Shawn,

I got the invoice that you sent to my personal email email, thank you.

Tara will follow up with you once she reviews your supporting documentation.

Best Wishes,
Pam

---------- Original Message ----------
From: Shawn Benner [bennerlogging@gmail.com]
Sent: 2/16/2023 6:42 PM
To: uscustomercare@fcagroup.com
Subject: Re: Back Ordered Parts > Transmission

I□m so
Sent from my iPhone
On Feb 16, 2023, at 5:09 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
□
Hello Shawn,

So like we talked about if you can try screenshotting the documents on your phone and responding to this email sending all three separately. I am looking into other options as well!

My work hours are: Eastern Standard Time Monday-Friday 10:00-6:30

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best wishes,
Tara
Stellantis Case Manager | Great Lakes
1-844-827-1999

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/14/2023 6:44 PM
To: bennerlogging@gmail.com
Subject: Re: Back Ordered Parts > Transmission

Hello Shawn

We received your reply email however the documents were not attached. If you are sending more then one attachment at a time could you try pressing reply and only attaching one document per reply - Occasionally if the files are too big they will not attach to your file

Thank You

Brianne |

[redacted]

Date	03/30/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	uscustomercare@cac.stellantis.com	***To***	bennerlogging@gmail.com	***Sent Date/Time***	03/30/2023 15:49 PM

Hi Shawn,

I got the invoice that you sent to my personal email email, thank you.

Tara will follow up with you once she reviews your supporting documentation.

Best Wishes,
Pam

---------- Original Message ----------
From: Shawn Benner [bennerlogging@gmail.com]
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Subject: Re: Back Ordered Parts > Transmission

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Sent from my iPhone
On Feb 16, 2023, at 5:09 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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Hello Shawn,

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My work hours are: Eastern Standard Time Monday-Friday 10:00-6:30

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best wishes,
Tara
Stellantis Case Manager | Great Lakes
1-844-827-1999

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/14/2023 6:44 PM
To: bennerlogging@gmail.com
Subject: Re: Back Ordered Parts > Transmission

Hello Shawn

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Thank You

Brianne |

[redacted]

Date	03/30/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	uscustomercare@cac.stellantis.com	***To***	bennerlogging@gmail.com	***Sent Date/Time***	03/30/2023 15:49 PM

Hi Shawn,

I got the invoice that you sent to my personal email email, thank you.

Tara will follow up with you once she reviews your supporting documentation.

Best Wishes,
Pam

---------- Original Message ----------
From: Shawn Benner [bennerlogging@gmail.com]
Sent: 2/16/2023 6:42 PM
To: uscustomercare@fcagroup.com
Subject: Re: Back Ordered Parts > Transmission

I□m so
Sent from my iPhone
On Feb 16, 2023, at 5:09 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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Hello Shawn,

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Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best wishes,
Tara
Stellantis Case Manager | Great Lakes
1-844-827-1999

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/14/2023 6:44 PM
To: bennerlogging@gmail.com
Subject: Re: Back Ordered Parts > Transmission

Hello Shawn

We received your reply email however the documents were not attached. If you are sending more then one attachment at a time could you try pressing reply and only attaching one document per reply - Occasionally if the files are too big they will not attach to your file

Thank You

Brianne |

[redacted]

Date	04/03/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/03/2023 22:36 PM

Hello Shawn,

I hope you are doing well. I have reached out to the service manager at the dealership to confirm the amount of time your vehicle was down for repairs. I will let you know as soon as I hear from them. Due to the high cost of the rental there will be an approval process that takes place that we have already begun. I appreciate your patience through this process. I will contact you tomorrow or the next day depending on how quickly the service manager gets back to me.

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best wishes,
Tara
Stellantis Case Manager | Great Lakes
1-844-827-1999

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/30/2023 3:49 PM
To: bennerlogging@gmail.com
Cc: uscustomercare@fcagroup.com
Subject: Re: Back Ordered Parts > Transmission

Hi Shawn,

I got the invoice that you sent to my personal email email, thank you.

Tara will follow up with you once she reviews your supporting documentation.

Best Wishes,
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---------- Original Message ----------
From: Shawn Benner [bennerlogging@gmail.com]
Sent: 2/16/2023 6:42 PM
To: uscustomercare@fcagroup.com
Subject: Re: Back Ordered Parts > Transmission

I□m so
Sent from my iPhone
On Feb 16, 2023, at 5:09 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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To: bennerlogging@gmail.com
Subject: Re: Back Ordered Parts > Transmission

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Thank You

Brianne |

[redacted]

Date	04/03/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/03/2023 22:36 PM

Hello Shawn,

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Thank You

Brianne |

[redacted]

Date	04/03/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/03/2023 22:36 PM

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Sent: 3/30/2023 3:49 PM
To: bennerlogging@gmail.com
Cc: uscustomercare@fcagroup.com
Subject: Re: Back Ordered Parts > Transmission

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From: Shawn Benner [bennerlogging@gmail.com]
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To: uscustomercare@fcagroup.com
Subject: Re: Back Ordered Parts > Transmission

I□m so
Sent from my iPhone
On Feb 16, 2023, at 5:09 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
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---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/14/2023 6:44 PM
To: bennerlogging@gmail.com
Subject: Re: Back Ordered Parts > Transmission

Hello Shawn

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Thank You

Brianne |

[redacted]

Date	04/03/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/03/2023 22:36 PM

Hello Shawn,

I hope you are doing well. I have reached out to the service manager at the dealership to confirm the amount of time your vehicle was down for repairs. I will let you know as soon as I hear from them. Due to the high cost of the rental there will be an approval process that takes place that we have already begun. I appreciate your patience through this process. I will contact you tomorrow or the next day depending on how quickly the service manager gets back to me.

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Best wishes,
Tara
Stellantis Case Manager | Great Lakes
1-844-827-1999

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Sent: 3/30/2023 3:49 PM
To: bennerlogging@gmail.com
Cc: uscustomercare@fcagroup.com
Subject: Re: Back Ordered Parts > Transmission

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I□m so
Sent from my iPhone
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Best wishes,
Tara
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1-844-827-1999

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/14/2023 6:44 PM
To: bennerlogging@gmail.com
Subject: Re: Back Ordered Parts > Transmission

Hello Shawn

We received your reply email however the documents were not attached. If you are sending more then one attachment at a time could you try pressing reply and only attaching one document per reply - Occasionally if the files are too big they will not attach to your file

Thank You

Brianne |

[redacted]

Date	04/07/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	uscustomercare@cac.stellantis.com	***To***		***Sent Date/Time***	04/07/2023 16:30 PM

Good Afternoon

I am reaching out to you on behalf your Case Manager Tara who is out of the office today. Clarice will follow up with you with a further update on Tuesday April 11.

Thank you,
Brianne
[redacted]

Date	04/12/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	uscustomercare@cac.stellantis.com	***To***	bennerlogging@gmail.com	***Sent Date/Time***	04/12/2023 16:25 PM

Hello, I am contacting on behalf of your Case Manager Tara;

I just wanted to advised that at this time we are still reviewing the documentation received regarding your request for rental reimbursement, once a decision has been made you will be contacted via Phone or Email.

If you have any questions or concerns, feel free to reach out to us at 844 827 1999

Best wishes,
Michael | Stellantis Case Management
[redacted]

Date	05/02/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	uscustomercare@cac.stellantis.com	***To***	bennerlogging@gmail.com	***Sent Date/Time***	05/02/2023 18:28 PM

Good Afternoon

I am sending you this email regarding the closure of your Case with Stellantis Case management. Your check has been issued please allow 7-10 business days for arrival up to 30 days. If after 30 days the check has not arrived, please feel free to give us a call back so we can review.

Thank you for allowing Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case.

Once your case is officially closed you will receive an email survey in regards to your satisfaction with how Ram and myself handled your case. I look forward to your feedback.

Best Wishes

Jena

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/12/2023 4:25 PM
To: bennerlogging@gmail.com
Subject: Re: Back Ordered Parts > Transmission

Hello, I am contacting on behalf of your Case Manager Tara;

I just wanted to advised that at this time we are still reviewing the documentation received regarding your request for rental reimbursement, once a decision has been made you will be contacted via Phone or Email.

If you have any questions or concerns, feel free to reach out to us at 844 827 1999

Best wishes,
Michael | Stellantis Case Management
[redacted]

Date	05/02/2023	***Subject***	Re: Back Ordered Parts > Transmission		
From	uscustomercare@cac.stellantis.com	***To***	bennerlogging@gmail.com	***Sent Date/Time***	05/02/2023 18:28 PM

Good Afternoon

I am sending you this email regarding the closure of your Case with Stellantis Case management. Your check has been issued please allow 7-10 business days for arrival up to 30 days. If after 30 days the check has not arrived, please feel free to give us a call back so we can review.

Thank you for allowing Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case.

Once your case is officially closed you will receive an email survey in regards to your satisfaction with how Ram and myself handled your case. I look forward to your feedback.

Best Wishes

Jena

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/12/2023 4:25 PM
To: bennerlogging@gmail.com
Subject: Re: Back Ordered Parts > Transmission

Hello, I am contacting on behalf of your Case Manager Tara;

I just wanted to advised that at this time we are still reviewing the documentation received regarding your request for rental reimbursement, once a decision has been made you will be contacted via Phone or Email.

If you have any questions or concerns, feel free to reach out to us at 844 827 1999

Best wishes,
Michael | Stellantis Case Management

[redacted]

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

VIN	3C7WRLFL9LG[redacted]	Model Year	2020	Brand	DODGE
Body	DP9L94	Vehicle	RAM 4500 CREW CAB CHASSIS		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	12/12/2022	CAIR Type	Regular	Status	Closed
Close Date	01/10/2023	Origin	Telephone	Reason	
Mileage	36,716 Miles	Market	U	Language	English
Contact Email	krloggin@hotmail com	Contact Phone		Contact Mobile	
Caller Address				Source	FCA
City/State/Country/Zip					
Customer	SMITH TIMBER COMPANY TREE REMOVAL LLC				
Customer Address	1765 FOUCHE GAP RD NW				
City/State/Country/Zip	ROME		GA	301659739656	USA
Dealer	45315	ROBERT LOEHR CHRYSLER DODGE JEEP R		Dealer Phone	7703821018
Dealer Address	567 E MAIN ST				
	CARTERSVILLE		GA	30121 3355	USA
Dealer Zone	Southeast	Sales District		Service District	J
Subject	Transmission Concern				
Synopsis	REPAIRED/RETURNED/NO CONTACT FROM CUSTOMER				
Customer Anomaly	Gears & Transmission				
	Automatic Gearbox				
Contact Reason	C221	Dispute Resolution Buyback/Lemon Law	Customer Anomaly	45	Automatic Gearbox issue
Reason Code	After Sales Complaint Product Dispute Resolution Buyback/Lemon Law Request				

Case Status History

Create Date	Status
12/12/2022 12 36 PM	Open
12/16/2022 10 52 PM	Suspended
12/22/2022 05 02 AM	Open
12/23/2022 04 07 PM	Suspended
12/29/2022 05 02 AM	Open
01/10/2023 07 26 PM	Closed

Initial Description

Failed Transmission replacement ordered but VEH at DLR since 11/17/2022

Case Comments

Date	Comment
12/12/2022	CRT BA assigning to Specialist for handling Part # 68498557AB Order #[redacted]
12/13/2022	OUTBOUND DEALER CONTACT ROBERT LOEHR 7703825885 CM REACHED OUT TO SERVICE THIS DATE CONFIRMED VEHICLE ON SITE RO[redacted] OPENED NOVEMBER 17 2022 TRANS CONCERN WHEN PULLING, SLAMS INTO GEAR, AND WHEN CHANGING GEARS NO TOW NO RENTAL SA TODD Part # 68498557AB Order # [redacted]
12/13/2022	System Update [?Order has been Upgraded to CCV for priority Please refer to the parts detail screen for most up to date ETA]
12/13/2022	OUTBOUND CUSTOMER CONTACT SMITH TREE REMOVAL 706) 506 9085 3C7WRLFL9LG[redacted] 2020 RAM 4500 CREW CAB CHASSIS LEVI SMITH OWNER? CM REACHED OUT TO CUSTOMER THIS DATE WITH NO SUCESS DETAILED MESSAGE LEFT INTRODUCTION
12/21/2022	System Update [OMC#[redacted] Order[redacted] FOR PN 68498557AB IS RESOLVED]
12/23/2022	DECEMBER 20 ARRIVED? CONFIRM
12/23/2022	OUTBOUND DEALER CONTACT ROBERT LOEHR 7703821018 SMITH TREE VEHICLE CRT REACHED OUT TO PARTS THIS DATE SPOKE TO PA JACK PART DID NOT ARRIVE NO TRACKING NO NEW UPDATES
12/23/2022	System Update [?Order has been filled]
12/23/2022	email to customer
12/23/2022	System Update [?Order has been Upgraded to CCV for priority Please refer to the parts detail screen for most up to date ETA]
12/23/2022	ORDER NUMBER [redacted] ART NUMBER 68498557AB Shipped pdc 12/19 ETA to dealer 7 10 Business Days
12/29/2022	OUTBOUND DEALER CONTACT ROBERT LOEHR 7703825885 CRT REACHED OUT TO PARTS THIS DATE CONFIRMED NOT ARRIVED YET
12/29/2022	OUTBOUND CUSTOMER CONTACT SMITH TREE REMOVAL 706) 506 9085 3C7WRLFL9LG[redacted] 2020 RAM 4500 CREW CAB CHASSIS LEVI SMITH OWNER? CM REACHED OUT TO CUSTOMER THIS DATE ADVISED OF PART STATUS TRANS DUE FRIDAY MONDAY REPAIRS START NEXT WEEK
01/03/2023	OUTBOUND DEALER CONTACT ROBERT LOEHR 7703825885 CRT REACHED OUT TO PARTS THIS DATE CONFIRMED NOT ARRIVED YET STATES CUSTOMER CALLS THEM DAILY ADVISED RIGHTFULLY SO THIS IS HIS WORK VEHICLE WAS ADVISED BY US THIS HAS SHPPED AND DUE TO DLR HE HAS BEEN PROVIDED WITH UPDATES HIGH PROFILE VEHICLE
01/03/2023	System Update [?Order has been filled]
01/05/2023	OUTBOUND DEALER CONTACT ROBERT LOEHR 7703825885 CRT REACHED OUT TO PARTS THIS DATE CONFIRMED RECEIVED CONFIRMED WITH SERVICE REPAIRS COMPLETED CUSTOMER ADVISED THAT THE VEHICLE IS READY FOR PICK UP WILL HOPEFULLY PICK UP TODAY 68498557AB
01/09/2023	OUTBOUND CUSTOMER CONTACT SMITH TREE REMOVAL 706) 506 9085 3C7WRLFL9LG[redacted] 2020 RAM 4500 CREW CAB CHASSIS LEVI SMITH OWNER? CM REACHED OUT TO CUSTOMER THIS DATE WITH NO SUCCESS DETAILED MESSAGE LEFT HOW IS VEHICLE? RENTAL? DISCUSS CK
01/10/2023	CLOSED CASE NOTES REASON FOR CUSTOMER CONTACT BACKORDER PARTS DAYS DOWN 49 VEHICLE REPAIRED YES REPAIRS PERFORMED TRANS REPLACEMENT CASE MANAGER ASSISTED WITH BACKORDER PARTS NO CONTACT WITH CUSTOMER

Email(s)

Date	12/13/2022	Subject	[Action Required!] Parts Expedite Request		
From	uscustomercare@fcagroup com	To	t6885a0@external fcagroup com	Sent Date/Time	12/13/2022 22 10 PM

CRT case 84870172 has been escalated to Parts Expediting Please review and assist
Customer Name SMITH TIMBER COMPANY TREE REMOVAL LLC
VIN 3C7WRLFL9LG[redacted]
Vehicle Description 2020 | RAM 4500 CREW CAB CHASSIS | DP9L94
Dealer 45315 | Robert Loehr Chrysler Dodge Jeep Ram FIAT
Part Number 68498557AB
Order Number [redacted]

Date	12/16/2022	Subject	CASE[redacted]

From	uscustomercare@fcagroup.com	*To*	levismith240@gmail.com	*Sent Date/Time*	12/16/2022 22:47 PM

Good afternoon Levi

I am just reaching out to advise that I have escalated your case to obtain some assistance on your backorder part concern.

As soon as they provide me with an update, I will reach out to advise.

Thank you

Melanie
CRT Team
Phone: 1-800-654-2486 ext.4257
[redacted]

Date	12/23/2022	*Subject*	[Action Required!] Parts Expedite Request		
From	uscustomercare@fcagroup.com	*To*	t6885a0@external.fcagroup.com	*Sent Date/Time*	12/23/2022 15:53 PM

CRT case 84870172 has been escalated to Parts Expediting. Please review and assist:
Customer Name : SMITH TIMBER COMPANY TREE REMOVAL LLC
VIN : 3C7WRLFL9LG219075
Vehicle Description: 2020 | RAM 4500 CREW CAB CHASSIS | DP9L94
Dealer : 45315 | ROBERT LOEHR CHRYSLER DODGE JEEP R
Part Number : 68498557AB
Order Number : $$3204

Date	12/23/2022	*Subject*	CASE[redacted]		
From	uscustomercare@fcagroup.com	*To*	[redacted]	*Sent Date/Time*	12/23/2022 16:03 PM

Good morning Levi,

I am reaching out to advise, that the part does show as shipped, however, has not arrived at the dealership yet.
I have asked for an update on ETA, and just waiting to hear back.

I will keep you updated.

Thank you and Merry Christmas

Melanie
CRT Team
Phone: 1-800-654-2486 ext.4257
[redacted]

Date	01/05/2023	*Subject*	RE: CASE[redacted]		
From	uscustomercare@fcagroup.com	*To*	[redacted]	*Sent Date/Time*	01/05/2023 17:12 PM

Good day Levi,

I will follow up with you on Monday, January 9th, to give you time to pick up the vehicle and test it out.

I will check in with you at that time to see how it is, and finalize the case. Please have the amounts of your rentals available if applicable.

Thank you

Melanie
CRT Team
Phone: 1-800-654-2486 ext.4257

———— Original Message ————
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 12/23/2022 11:03 AM
To[redacted]
Subject: CASE 84870172

Good morning Levi,

I am reaching out to advise, that the part does show as shipped, however, has not arrived at the dealership yet.
I have asked for an update on ETA, and just waiting to hear back.

I will keep you updated.

Thank you and Merry Christmas

Melanie
CRT Team
Phone: 1-800-654-2486 ext.4257

[redacted]

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

VIN	3C7WR CL1L[redacted]	Model Year	2020	Brand	DODGE
Body	DD3L93	Vehicle	RAM 3500 CREW CAB CHA I		
Customer Provided VIN		Line of Business	CAC	Cu tomer A i tance Center	
Batch Case Information					
Open Date	12/22/2022	CAIR Type	Regular	Status	Clo ed
Close Date	04/24/2023	Origin	Telephone	Reason	
Mileage	45,000 Mile	Market	U	Language	Engli h
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Cu tomer
City/State/Country/Zip					
Customer	NIKA QORELI				
Customer Address	[redacted]				
City/State/Country/Zip	LAKE ARIEL		PA [redacted]		U A
Dealer	59572	B & B CHRY LER DODGE JEEP RAM		Dealer Phone	5702531290
Dealer Address	125 GRANDVIEW AVE				
	HONE DALE		PA	18431 1119	U A
Dealer Zone	Mid Atlantic	Sales District		Service District	G
Subject	VEHICLE CONCERN>TRAN MI ION				
Synopsis	Compen ated				
Customer Anomaly	Gear & Tran mi ion				
	Automatic Gearbox				
Contact Reason	C105	Technical I ue With Vehicle	Customer Anomaly	45	Automatic Gearbox i ue
Reason Code	After ale Complaint Product Vehicle concern Additional detail				

Case Status History

Create Date	Status
12/22/2022 08 48 PM	Open
03/13/2023 07 33 PM	Clo ed
03/13/2023 11 11 PM	Open
04/14/2023 04 55 PM	Clo ed
04/14/2023 05 11 PM	Open
04/24/2023 05 38 PM	Clo ed

Initial Description

cu tomer called in regarding

Case Comments

Date	Comment
12/22/2022	cu tomer called in regarding vehicle concern c vehicle ha been in the hop for 6 month for a tran mi ion i ue Dealer i unable to diagno e or fix the problem c i reque ting technical a i tance vehicle i currently at B & B Chry ler Dodge Jeep Ram advi or al o informed c to get part number from dealer to ee if we could po ibly have it expedited C in[redacted]
12/26/2022	***OUTBOUND TO CU TOMER*** No an wer o follow up will be made
12/27/2022	***OUTBOUND TO DEALER*** Frank aid that tran mi ion i in and it had been replaced They put in a new one a while ago and it failed Frank aid there i a truck on the lift right now that need to be repaired before they can do hi Cm wa advi ed he wa told all thi
12/30/2022	Gina aid that part look like it arrived he aid ervice i waiting for a lift and then repair will tart
01/04/2023	***OUTBOUND TO DEALER*** Frank not in o me age wa left with Meli a
01/10/2023	***OUTBOUND TO DEALER*** Writer left me age for A with CM' direct line
01/10/2023	***OUTBOUND TO CU TOMER*** Writer left VM for cu tomer reque ting call back
01/13/2023	Email ha been ent to Gina
01/16/2023	Gina advi ed that vehicle i repaired and gone
01/17/2023	Agent took call from Cx would like a call back a[redacted]
01/17/2023	Cx called tated that after four day of getting fix the tran mi ion went out again the vehicle got repaired then Cx tated that ye terday the tran mi ion went out again Cx eeking compen ation for the car payment and what cm to work with the dealer to get the vehicle up and running Cx tated that the vehicle i dangerou and he i cared to drive the vehicle
01/17/2023	***** INBOUND CU TOMER CONTACT***** Cu tomer calling to peak with CM a the vehicle tran mi ion ha failed again Cu tomer tate that he i bringing the vehicle back to the dealer tonight Cu tomer want to know what her option are regarding repair /buyback Explained that ba ed on tate guideline we would not be able to end for review, advi ed cu tomer would need to pur ue on her own Explained that the CM will call the dealer tomorrow to ee if there are any diagno tic update Advi ed that the dealer and CM have re ource they can utilize if required The dealer will ubmit the report for approval
01/18/2023	Advi ed CM i not in at the moment
01/18/2023	***INBOUND CU TOMER CONTACT*** NIKA QORELI [redacted]ehicle at dlr now cx ay 3rd vi it for thi concern vehicle wa down for extended period each of the fir t two vi it cx working with A John cx want update/repair timeline agent advi ed on TAR ca e agent advi ed he would call dlr, get more info and call back cx thanked ***OUTBOUND DEALER CONTACT*** dlr 59572, 5702531290 poke with A cx' A John not available agent left CM contact info ***OUTBOUND CU TOMER CONTACT*** advi ed unable to reach A agent advi ed TAR ca e ha been opened cx want vehicle payment GW cx want in urance payment GW agent advi ed cx mu t con ult CM regarding all GW advi ed in urance payment GW not available per protocol advi ed cx may end doc in for review of vehicle payment reimbur ement ent email cx under tand , will do o agent advi ed he would reque t CM follow up regarding GW reque t and with repair update cx thanked
01/19/2023	OUTBOUND DEALER CONTACT Writer contacted the dealer to gather update on repair tatu Writer a ked to peak with A Frank, Vehicle ha towed to the dealer hip on 1/18 and they are having i ue with the tran mi ion they ju t put into the vehicle , Dealer ha a tar ca e open and are diagno ing the vehicle Frank tated that they will contact the CM when they have update
01/23/2023	Cu tomer tated her vehicle ha been having the ame i ue for the third time the vehicle ha broken down and i currently at the DLR and want to know if there her vehicle can be fix ooner given thi i the third time it' happening Cu tomer contacted tating he not been peaking with her CM and would ju t like for the CM to reach out to her by email or phone call Email [redacted] Phone number [redacted]u tomer i not up et Advi or informed the cu tomer that her CM will be reaching back out to her and hould expect follow up Cu tomer mu t wait for follow up
01/24/2023	GOODWILL QUALIFIER **********BC 35 REVIEW********** In ervice Date October 22, 2020 Original Owner ye Mileage 45,213 Vehicle purcha e Loyalty 3 new Multiple Repair / Previou related repair REPORT RO [redacted] DATE 01/18/2023 MVP plan No Ba ic expire October 21, 2023 Expired (Odometer) Powertrain expire October 21, 2025 33 Month or 55,000 Mile L 0899 CC 0 Open Recall 2 **********
01/24/2023	***OUTBOUND TO DLR*** No A currently available Next agent if A call back, tatu on vehicle repair needed, what are the next tep ? any other part ordered?
02/01/2023	****OUTBOUND TO DLR*** waiting to remove 2nd tran mi ion RAM and di a emble to find the ame i ue find with 1 t i ue(nap ring) ***OUTBOUND TO C T*** Left VM
02/08/2023	***OUTBOUND TO DLR*** A not available will be calling back to give tatu on repair

Date	Comment
02/15/2023	***OUTBOUND TO DEALER*** Frank said it is in the shop. Transmission was removed. Frank said it is on the floor and pulled a part. Customer is updated on what is happening because he was there yesterday. Part arrived yesterday and should be repaired by next week or earlier
02/22/2023	□ IB FROM CST: cx is calling to speak to CM agent advised cx CM is not available cx is wanting some kind of reimbursement cx states CM is never available can CM give cx a call as soon as ;possible
02/22/2023	Customer is asking for call advised CM one business day should get call before end of day tomorrow. Customer asked to please be contacted after 11am Best contact: [redacted]
02/24/2023	***OUTBPUND TO CUSTOMER*** Writer reached out to customer and went straight to voicemail. Message was left
02/24/2023	Customer is seeking to speak with CM, however was not available. Customer seeking a call back, as she missed call with CM. Customer's Contact: Nika - [redacted] - EST Agent branded call - Stellantis
02/24/2023	***INBOUND FROM CUSTOMER*** She said that her truck has been in and out of the shop. She said that truck just got fixed but hasn't tested it out fully yet. She wants reimbursement for repairs
03/21/2023	***OUT BOUND CALL TO CUSTOMER**** NIKA NIKA QORELI [redacted] | RAM phone rang once then went silent, send email to CX
03/24/2023	***OUT BOUND CALL TO CUSTOMER**** NIKA NIKA QORELI [redacted] RAM Left VM advising that we need vehicle payment documents sent VIA email
03/28/2023	***EMAIL TO CUSTOMER*** Hello Nika In order to lookin in to reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down. Sincerely, Elizabeth | Mid-Atlantic Phone:1-866-932-3873 | Ext: 3026341
03/30/2023	Emailed Cust,
03/31/2023	Emailed cust
04/03/2023	[redacted] (Monthly Payment AUG 9TH) [redacted] Monthly Payment Sept 13th) [redacted] Monthly Payment Oct 12th) [redacted] (Monthly Payment AUG 9TH [redacted] Monthly Payment Sept 13th) [redacted] (Monthly Payment Oct 12th) [redacted] Monthly Payment NOV 10th) [redacted] (Monthly Payment DEC 10th) [redacted] Monthly Payment JAN 10th) [redacted] 1/17/23
04/05/2023	[redacted] Monthly Payment AUG 9TH [redacted] Monthly Payment Sept 13th [redacted] (Monthly Payment Oct 12th) [redacted] (Monthly Payment AUG 9TH [redacted] (Monthly Payment Sept 13th [redacted] (Monthly Payment Oct 12th) [redacted] Monthly Payment NOV 10th) [redacted] Monthly Payment DEC 10th) [redacted] Monthly Payment JAN 10th) [redacted] 1/17/23 [redacted] Ro date 1/18/23 [redacted] Monthly Payment Nov 1[redacted] Monthly Payment DEC 10th) DOC-7825072 - 879 (Monthly Payment JAN 10th) [redacted] Ro date 9/01/22[redacted] RO date 11/4/22[redacted] RO date 1/18/2023 [redacted] 09/01/2022□11/10/2022 - 71 days, 11/04/2022□01/17/2023 - 75 days 01/18/2023□03/01/2023 42 days
04/05/2023	***OB CUST CALL*** NIKA QOREL[redacted] CM got vm cm lvm requesting cb CM advised of 2 Months and that we can put a request though but its not gameted but we can try. CM advised cust will need to reply by phone email confirming the address.
04/06/2023	Emailed cust
04/10/2023	GWA down CM emailed cust asking who csut wants check issued to.
04/12/2023	Specialist is requesting- $1758 (2 Vehicle Payments) due to vehicle being down at the dealer for 188 days for Transmission related issues and back ordered parts. Docs showing monthly payments [redacted] (Dec - Payment [redacted] Jan - Payment - 879) RO# [redacted] RO), [redacted] RO), and [redacted] RO) Date of Repair: 09/01/2022□11/10/2022, 11/04/2022□01/17/2023 , 01/18/2023□03/01/2023 In-Service Date: 10/22/2020 Original Owner: Yes Mileage: 45,000 Loyalty: 3 Ori 2 Used in name Multiple Repairs: Days down at Dealer- 188 From RO open- [redacted] and [redacted] (RO) Confirmed repaired on- Vehicle repaired Cust Seeking compensation for time down. Advised customer request is under review. CM will follow up when completed or within 2 business days. **********. Customer accepts and verifies the check should be mailed to the following name and address: NIKA QORELI 1340 E 9th St, Brooklyn, NY 11230 Aprt B6
04/14/2023	***OB DLR CALL*** B & B Chrysler Dodge Jeep Ram 5702531290 Talked to service Done and gone
04/14/2023	mailed Cust
04/17/2023	Writer reviewing to see if any further asstiaince would make sense
04/18/2023	Emailed again
04/24/2023	Writer got confirmation 2 months is the max we can provide. CM close looped

Email(s)

Date	01/18/2023	***Subject***	Cas[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/18/2023 21:05 PM

Hello Nika,

Please reply to this email with a copy of the following documents.

1. Repair order

2. Vehicle loan documentation detailing your name and VIN

3. Proof of payment

The proof of payment is only needed if your invoice is not marked 'paid.'

The proof of payment can be a receipt or a screenshot of your online banking that shows the transaction occurring.

Please reply to this email with said documents as attachments on seperate replies. Please do not attach multiple files to one email; Please reply to this email multiple times.

Alternatively, you can fax the documents to 877-768-5076. Ensure to include your case number (84961075) on each page of the fax.

□□□□□□□Sincerely,
Nate | Stellantis Case Management
□□□844-827-2006
[redacted]

Date	01/18/2023	***Subject***	[redacted]		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	01/18/2023 21:05 PM

Hello Nika,

Please reply to this email with a copy of the following documents.

1. Repair order

2. Vehicle loan documentation detailing your name and VIN

3. Proof of payment

The proof of payment is only needed if your invoice is not marked 'paid.'

The proof of payment can be a receipt or a screenshot of your online banking that shows the transaction occurring.

Please reply to this email with said documents as attachments on seperate replies. Please do not attach multiple files to one email; Please reply to this email multiple times.

Alternatively, you can fax the documents to 877-768-5076. Ensure to include your case number (84961075) on each page of the fax.

□□□□□□□Sincerely,
Nate | Stellantis Case Management
□□□844-827-2006
[redacted]

Date	01/24/2023	***Subject***	Ram Customer Care		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/24/2023 19:42 PM

Hi Nika,

My name is Frances and I will be working with you as this case as been reassigned.
Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Stellantis Mid-Atlantic Management telephone number is: 1-866-932-3873
My direct extension: 6176114

We are currently working with the dealership and will give you an update as soon as I have further information.

Thank you

Regards,
Frances
Stellantis Case Management | Mid-Atlantic
[redacted]

Date	01/24/2023	***Subject***	Ram Customer Care		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/24/2023 19:43 PM

Hi Nika,

My name is Frances and I will be working with you as this case as been reassigned.
Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Stellantis Mid-Atlantic Management telephone number is: 1-866-932-3873
My direct extension: 6176114

We are currently working with the dealership and will give you an update as soon as I have further information.

Thank you

Regards,
Frances
Stellantis Case Management | Mid-Atlantic
[redacted]

Date	01/24/2023	***Subject***	Ram Customer Care		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/24/2023 19:43 PM

Hi Nika,

My name is Frances and I will be working with you as this case as been reassigned.
Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Stellantis Mid-Atlantic Management telephone number is: 1-866-932-3873
My direct extension: 6176114

We are currently working with the dealership and will give you an update as soon as I have further information.

Thank you

Regards,
Frances
Stellantis Case Management | Mid-Atlantic
[redacted]

Date	02/24/2023	***Subject***	RE: Ram Customer Care		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/24/2023 16:49 PM

Hello Nika,

If you are looking for reimbursement please attach your repair order from the dealer and any receipts you may have and we will take a look and see what can be done

Thank you,
Christina

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/24/2023 7:43 PM
To: uscustomercare@fcagroup.com
Cc: [redacted]
Subject: Ram Customer Care

Hi Nika,

My name is Frances and I will be working with you as this case as been reassigned.
Here is some information that will be helpful for you to have:
Your case number i[redacted]
The Stellantis Mid-Atlantic Management telephone number is: 1-866-932-3873
My direct extension: 6176114

We are currently working with the dealership and will give you an update as soon as I have further information.

Thank you

Regards,
Frances
Stellantis Case Management | Mid-Atlantic
[redacted]

Date	02/24/2023	***Subject***	RE: Ram Customer Care		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/24/2023 16:49 PM

Hello Nika,

If you are looking for reimbursement please attach your repair order from the dealer and any receipts you may have and we will take a look and see what can be done

Thank you,
Christina

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/24/2023 7:43 PM
To: uscustomercare@fcagroup.com
Cc: salonechal@yahoo.com; khvichac@gmail.com
Subject: Ram Customer Care

Hi Nika,

My name is Frances and I will be working with you as this case as been reassigned.
Here is some information that will be helpful for you to have:
Your case number i[redacted]
The Stellantis Mid-Atlantic Management telephone number is: 1-866-932-3873
My direct extension: 6176114

We are currently working with the dealership and will give you an update as soon as I have further information.

Thank you

Regards,
Frances
Stellantis Case Management | Mid-Atlantic
[redacted]

Date	02/24/2023	***Subject***	RE: Ram Customer Care		
From	uscustomercare@fcagroup.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/24/2023 16:49 PM

Hello Nika,

If you are looking for reimbursement please attach your repair order from the dealer and any receipts you may have and we will take a look and see what can be done

Thank you,
Christina

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/24/2023 7:43 PM
To: uscustomercare@fcagroup.com
Cc: [redacted]
Subject: Ram Customer Care

Hi Nika,

My name is Frances and I will be working with you as this case as been reassigned.
Here is some information that will be helpful for you to have:
Your case number i[redacted]
The Stellantis Mid-Atlantic Management telephone number is: 1-866-932-3873
My direct extension: 6176114

We are currently working with the dealership and will give you an update as soon as I have further information.

Thank you

Regards,
Frances
Stellantis Case Management | Mid-Atlantic
[redacted]

Date	02/24/2023	***Subject***	RE: Ram Customer Care		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/24/2023 21:16 PM

Hi Nika,

If you are looking for reimbursement please attach your repair order from the dealer and any receipts you may have and we will take a look and see what can be done

Thank you,
Christina

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/24/2023 4:49 PM
To: uscustomercare@fcagroup.com
Cc: salonechal@yahoo.com; khvichac@gmail.com
Subject: RE: Ram Customer Care

Hello Nika,

If you are looking for reimbursement please attach your repair order from the dealer and any receipts you may have and we will take a look and see what can be done

Thank you,
Christina

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/24/2023 7:43 PM
To: uscustomercare@fcagroup.com
Cc: [redacted]
Subject: Ram Customer Care

Hi Nika,

My name is Frances and I will be working with you as this case as been reassigned.
Here is some information that will be helpful for you to have:
Your case number is[redacted]
The Stellantis Mid-Atlantic Management telephone number is: 1-866-932-3873
My direct extension: 6176114

We are currently working with the dealership and will give you an update as soon as I have further information.

Thank you

Regards,
Frances
Stellantis Case Management | Mid-Atlantic
[redacted]

Date	02/24/2023	***Subject***	RE: Ram Customer Care		
From	uscustomercare@fcagroup.com	***To***	[redacted]	***Sent Date/Time***	02/24/2023 21:16 PM

Hi Nika,

If you are looking for reimbursement please attach your repair order from the dealer and any receipts you may have and we will take a look and see what can be done

Thank you,
Christina

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/24/2023 4:49 PM
To: uscustomercare@fcagroup.com
Cc [redacted]
Subject: RE: Ram Customer Care

Hello Nika,

If you are looking for reimbursement please attach your repair order from the dealer and any receipts you may have and we will take a look and see what can be done

Thank you,
Christina

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/24/2023 7:43 PM
To: uscustomercare@fcagroup.com
Cc [redacted]
Subject: Ram Customer Care

Hi Nika,

My name is Frances and I will be working with you as this case as been reassigned.
Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Stellantis Mid-Atlantic Management telephone number is: 1-866-932-3873
My direct extension: 6176114

We are currently working with the dealership and will give you an update as soon as I have further information.

Thank you

Regards,
Frances
Stellantis Case Management | Mid-Atlantic
[redacted]

Date	03/01/2023	***Subject***	Re: Ram Customer Care		
From	[redacted]	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/01/2023 22:13 PM

OPENED CASE DATES:

09/01/2022□11/10/2022

11/04/2022□01/17/2023

01/18/2023□03/01/2023

Thank you

> On Feb 24, 2023, at 4:16 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> □ Hi Nika,
>
> If you are looking for reimbursement please attach your repair order from the dealer and any receipts you may have and we will take a look and see what can be done
>
> Thank you,
> Christina
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 2/24/2023 4:49 PM
> To: uscustomercare@fcagroup.com
> Cc: [redacted]
> Subject: RE: Ram Customer Care
>
> Hello Nika,
>
> If you are looking for reimbursement please attach your repair order from the dealer and any receipts you may have and we will take a look and see what can be done
>
> Thank you,
> Christina
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 1/24/2023 7:43 PM
> To: uscustomercare@fcagroup.com
> Cc: [redacted]
> Subject: Ram Customer Care
>
> Hi Nika,
>
> My name is Frances and I will be working with you as this case as been reassigned.
> Here is some information that will be helpful for you to have:
> Your case number is [redacted]
> The Stellantis Mid-Atlantic Management telephone number is: 1-866-932-3873
> My direct extension: 6176114
>
> We are currently working with the dealership and will give you an update as soon as I have further information.
>
> Thank you
>
> Regards,
> Frances
> Stellantis Case Management | Mid-Atlantic
> [redacted]
>

Date	03/13/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/13/2023 19:30 PM

Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number i[redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023
[redacted]

Date	03/13/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/13/2023 19:30 PM

Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023
[redacted]

Date	03/13/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/13/2023 19:30 PM

Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: 84961075
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From [redacted]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023
[redacted]

Date	03/13/2023	***Subject***	Re: Ram Customer Care		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com [redacted]	***Sent Date/Time***	03/13/2023 23:11 PM

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you

> On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hi Nika,
>
> Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.
>
> At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.
>
> Your case number is [redacted]
> Our contact information for Ram Customer Care is 1-866-726-4636
>
> Best Wishes,
> Pam
>
>
> ---------- Original Message ----------
> From: salome chaladze [redacted]
> Sent: 3/1/2023 5:13 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Ram Customer Care
>
> OPENED CASE DATES:
>
> 09/01/2022□11/10/2022
>
> 11/04/2022□01/17/2023
>
> 01/18/2023□03/01/2023
>
>
>
> [redacted]

Date	03/14/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/14/2023 15:20 PM

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management

---------- Original Message ----------
From: salome chaladze [redacted]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you
On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [redacted]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	03/14/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/14/2023 15:20 PM

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management

---------- Original Me[redacted]
From: salome chaladze[redacted]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you
On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze[redacted]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	03/21/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/21/2023 14:55 PM

Good Morning,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 AM
To: [redacted]
Subject: Re: Ram Customer Care

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management

---------- Original Message ----------
From: salome chaladze[redacted]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you
On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is:[redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze[redacted]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	03/21/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/21/2023 14:55 PM

Good Morning,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 AM
To: [redacted]
Subject: Re: Ram Customer Care

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management

---------- Original Message ----------
From: salome chaladze [redacted]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you
On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [redacted]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	03/21/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/21/2023 14:55 PM

Good Morning,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 AM
To: [redacted]
Subject: Re: Ram Customer Care

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management

---------- Original Message ----------
From: salome chaladze [redacted]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you
On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [redacted]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	03/24/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/24/2023 16:37 PM

Good Afternoon,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2023 10:55 AM
To: uscustomercare@cac.stellantis.com
Cc: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 A [redacted]
Subject: Re: Ram Customer Care

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management

---------- Original Message ----------
From: salome chaladze [redacted]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you
On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [redacted]
Sent: 3/1/2023 5:13 PM

To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	03/24/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/24/2023 16:37 PM

Good Afternoon,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2023 10:55 AM
To: uscustomercare@cac.stellantis.com
[redacted]
Subject: Re: Ram Customer Care

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In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 AM
To: [redacted]
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Good Morning,

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I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

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Stellantis Case Management

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[redacted]

Date	03/27/2023	***Subject***	Re: Ram Customer Care		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/27/2023 18:02 PM

Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.

Thank you
QORELI LLC

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> To: qorelillc@yahoo.com
> Subject: Re: Ram Customer Care
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> Quintin
> Stellantis Case Management
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> From: salome chaladze [redacted]
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> Subject: Re: Ram Customer Care
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> [redacted]
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Date	03/28/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/28/2023 16:19 PM

Hello Nika

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From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/28/2023 16:19 PM

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From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/30/2023 17:25 PM

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Just am following up regarding the last email that was sent out;

In order to look into reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

We will need these documents to be sent into us by the end of the week to consider reimbursement as we have given more than 7 days we will be forced to close the case temporarily tomorrow until we received the applicable/needed documents.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

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In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 AM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had

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All the Best,

Quintin
Stellantis Case Management

———— Original Message ————
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you
On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

———— Original Message ————
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	03/30/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/30/2023 17:25 PM

Good Afternoon,

Just am following up regarding the last email that was sent out;

In order to look into reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

We will need these documents to be sent into us by the end of the week to consider reimbursement as we have given more than 7 days we will be forced to close the case temporarily tomorrow until we received the applicable/needed documents.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

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From: US Customer Care [uscustomercare@cac.stellantis.com]
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To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

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Thank you
QORELI LLC
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09/01/2022□11/10/2022
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1-800-826-6632 Option 9 EXT. 3025760
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Quintin
Stellantis Case Management

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From: salome chaladze [qorelillc@yahoo.com]
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To: uscustomercare@cac.stellantis.com
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Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

———— Original Message ————
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	03/31/2023	***Subject***	Re: Ram Customer Care		
From	qorelillc@yahoo.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/31/2023 17:44 PM

Hello,
Thank you for reaching out. Throughout these six months, the truck was in the dealership for the same reason three times, transmission issue the same issue which was the factory□s fault we had the truck on hold for long time. We have a personal loan which is paid through zelle monthly and we can provide the proof for that. It is not through bank but we can still provide proof that we have been paying this loan for the past six months and still paying.

Thank you
QORELI LLC

> On Mar 30, 2023, at 1:25 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> □ Good Afternoon,
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> Just am following up regarding the last email that was sent out;
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> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 3/28/2023 12:19 PM
> To: qorelillc@yahoo.com
> Subject: Re: Ram Customer Care
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> Hello Nika
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> Sincerely,
> Elizabeth | Mid-Atlantic
> Phone:1-866-932-3873 | Ext: 3026341
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> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/27/2023 2:02 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.
>
> Thank you
> QORELI LLC
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> On Mar 24, 2023, at 12:37 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> Good Afternoon,
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> My name is Elizabeth I am following up on behalf of your Case Manager Christina.
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> To: uscustomercare@cac.stellantis.com
> Cc: qorelillc@yahoo.com
> Subject: Re: Ram Customer Care
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> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 3/14/2023 11:20 AM
> To: qorelillc@yahoo.com
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> From: salome chaladze [qorelillc@yahoo.com]
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> Thank you
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> Your case number is: 84961075
> Our contact information for Ram Customer Care is 1-866-726-4636
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> Best Wishes,
> Pam
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> From: salome chaladze [qorelillc@yahoo.com]
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> Subject: Re: Ram Customer Care
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> 01/18/2023□03/01/2023
>
>
> [redacted]
>
>
>
>

Date	03/31/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	qorelillc@yahoo.com	***Sent Date/Time***	03/31/2023 17:59 PM

Good Afternoon,

If you could I would greatly appreciate it. do you know when you would be sable to attach the documents and send them off? I will take a quick peak likely at the end of the days to see if we received all the documentation needed.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

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Subject: Re: Ram Customer Care

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Subject: Re: Ram Customer Care

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you
On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	03/31/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	qorelillc@yahoo.com	***Sent Date/Time***	03/31/2023 17:59 PM

Good Afternoon,

If you could I would greatly appreciate it. do you know when you would be sable to attach the documents and send them off? I will take a quick peak likely at the end of the days to see if we received all the documentation needed.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/31/2023 1:44 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello,
Thank you for reaching out. Throughout these six months, the truck was in the dealership for the same reason three times, transmission issue the same issue which was the factory□s fault we had the truck on hold for long time. We have a personal loan which is paid through zelle monthly and we can provide the proof for that. It is not through bank but we can still provide proof that we have been paying this loan for the past six months and still paying.
Thank you
QORELI LLC
On Mar 30, 2023, at 1:25 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

Just am following up regarding the last email that was sent out;

In order to look into reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

We will need these documents to be sent into us by the end of the week to consider reimbursement as we have given more than 7 days we will be forced to close the case temporarily tomorrow until we received the applicable/needed documents.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/28/2023 12:19 PM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Hello Nika

In order to lookin in to reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/27/2023 2:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.
Thank you
QORELI LLC
On Mar 24, 2023, at 12:37 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2023 10:55 AM
To: uscustomercare@cac.stellantis.com
Cc: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

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Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 AM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

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All the Best,

Quintin
Stellantis Case Management

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you
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Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	03/31/2023	***Subject***	Re: Ram Customer Care		
From	qorelillc@yahoo.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/31/2023 18:11 PM

OPENED CASE DATES:

09/01/2022□11/10/2022

11/04/2022□01/17/2023

01/18/2023□03/01/2023

Thank you
QORELI LLC

> On Mar 31, 2023, at 1:59 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> □ Good Afternoon,
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> If you could I would greatly appreciate it. do you know when you would be sable to attach the documents and send them off? I will take a quick peak likely at the end of the days to see if we received all the documentation needed.
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> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
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> All the Best,
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> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/31/2023 1:44 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> Hello,
> Thank you for reaching out. Throughout these six months, the truck was in the dealership for the same reason three times, transmission issue the same issue which was the factory□s fault we had the truck on hold for long time. We have a personal loan which is paid through zelle monthly and we can provide the proof for that. It is not through bank but we can still provide proof that we have been paying this loan for the past six months and still paying.
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> Thank you
> QORELI LLC
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> Good Afternoon,
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> In order to look into reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.
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> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 3/28/2023 12:19 PM
> To: qorelillc@yahoo.com
> Subject: Re: Ram Customer Care
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> Hello Nika
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> In order to lookin in to reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.
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> Sincerely,
> Elizabeth | Mid-Atlantic
> Phone:1-866-932-3873 | Ext: 3026341
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> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/27/2023 2:02 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.
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> Good Afternoon,
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> In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler

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> Sent: 3/21/2023 10:55 AM
> To: uscustomercare@cac.stellantis.com
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> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 3/14/2023 11:20 AM
> To: qorelillc@yahoo.com
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> Stellantis Case Management
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> From: salome chaladze [qorelillc@yahoo.com]
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> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
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> We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
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> Best Wishes,
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> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/1/2023 5:13 PM
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> Subject: Re: Ram Customer Care
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> OPENED CASE DATES:
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> 09/01/2022□11/10/2022
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> 01/18/2023□03/01/2023
>
>
>
> [redacted]
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Date	03/31/2023	***Subject***	Re: Ram Customer Care		
From	qorelillc@yahoo.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/31/2023 18:16 PM

OPENED CASE DATES:

09/01/2022□11/10/2022

11/04/2022□01/17/2023

01/18/2023□03/01/2023

Thank you
QORELI LLC

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> 09/01/2022□11/10/2022
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> 11/04/2022□01/17/2023
>
> 01/18/2023□03/01/2023
>
>
>
> [redacted]
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Date	04/06/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	qorelillc@yahoo.com	***Sent Date/Time***	04/06/2023 21:15 PM

Good Evening,

Just wanted to follow up regarding the Voice mail I left on the 5th. If you could let me know if you would like me to get a check request put through as well as confirm your address (To ensure we get it sent over to the correct address) We would greatly appreciate it.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/31/2023 2:16 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

Thank you
QORELI LLC
On Mar 31, 2023, at 1:59 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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If you could I would greatly appreciate it. do you know when you would be sable to attach the documents and send them off? I will take a quick peak likely at the end of the days to see if we received all the documentation needed.

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Hello,
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Phone:1-866-932-3873 | Ext: 3026341

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Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

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To: uscustomercare@fcagroup.com
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OPENED CASE DATES:
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ref:_00Dj01qsDF._5003Z1WaSKO:ref

Date	04/06/2023	***Subject***	Re: Ram Customer Care		
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[redacted]

Date	04/06/2023	***Subject***	Re: Ram Customer Care		
From	qorelillc@yahoo.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/06/2023 21:23 PM

Please send the check at:

1340 east 9th street B6,
Brooklyn New York, 11218

Thank you
QORELI LLC

> On Apr 6, 2023, at 5:16 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Date	04/07/2023	***Subject***	Re: Ram Customer Care		
From	qorelillc@yahoo.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/07/2023 09:11 AM

please send check at:

[redacted] Brooklyn, NY[redacted]

thank you!

Sent from my iPhone

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>> Quintin
>> Stellantis Case Management
>> 1-800-826-6632 Option 9 EXT. 3025760
>> Hours: 9:00AM - 5:30PM EST
>>
>>
>> ---------- Original Message ----------
>> From: salome chaladze [qorelillc@yahoo.com]
>> Sent: 3/31/2023 2:16 PM
>> To: uscustomercare@cac.stellantis.com
>> Subject: Re: Ram Customer Care
>>
>> OPENED CASE DATES:
>>
>> 09/01/2022 11/10/2022
>>
>> 11/04/2022 01/17/2023
>>
>> 01/18/2023 03/01/2023
>>
>>
>> Thank you
>> QORELI LLC
>>
>> On Mar 31, 2023, at 1:59 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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>> Elizabeth | Mid-Atlantic
>> Phone:1-866-932-3873 | Ext: 3026341
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>> At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.
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>> Your case number is: [redacted]
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>> Best Wishes,
>> Pam
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>> From: salome chaladze [qorelillc@yahoo.com]
>> Sent: 3/1/2023 5:13 PM
>> To: uscustomercare@fcagroup.com
>> Subject: Re: Ram Customer Care
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>> OPENED CASE DATES:
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>> 09/01/2022□11/10/2022
>>
>> 11/04/2022□01/17/2023
>>
>> 01/18/2023□03/01/2023
>>
>>
>>
>> [redacted]
>>
>>
>>
>>
>>
>>
>>

Date	04/07/2023	***Subject***	Re: Ram Customer Care		
From	qorelillc@yahoo.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/07/2023 09:21 AM

please send check at:

[redacted], NY [redacted]

thank you
Sent from my iPhone

> On Apr 6, 2023, at 5:22 PM, salome chaladze <qorelillc@yahoo.com> wrote:
>
> Please send the check at:
>
> [redacted]
> Brooklyn New York, [redacted]
>
> Thank you
> QORELI LLC
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>> 1-800-826-6632 Option 9 EXT. 3025760
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>> 11/04/2022□01/17/2023
>>
>> 01/18/2023□03/01/2023
>>
>>
>>
>> [redacted]
>>
>>
>>
>>
>>
>>
>>

Date	04/10/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	qorelillc@yahoo.com	***Sent Date/Time***	04/10/2023 19:36 PM

Good Afternoon,

Just to confirm would you like the check to be issued out to
NIKA NIKA QORELI or salome chaladze

Thank you in advance

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

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From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/7/2023 5:21 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send check at:

[redacted]
thank you
Sent from my iPhone
On Apr 6, 2023, at 5:22 PM, salome chaladze <qorelillc@yahoo.com> wrote:
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Thank you
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On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

———— Original Message ————
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	04/10/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	qorelillc@yahoo.com	***Sent Date/Time***	04/10/2023 19:37 PM

Good Afternoon,

Just to confirm would you like the check to be issued out to
NIKA NIKA QORELI or salome chaladze

Thank you in advance

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/7/2023 5:21 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send check at:

[redacted] Brooklyn, NY [redacted]
thank you
Sent from my iPhone
On Apr 6, 2023, at 5:22 PM, salome chaladze <qorelillc@yahoo.com> wrote:

Please send the check at:
[redacted]
Brooklyn New York, [redacted]
Thank you
QORELI LLC
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Good Evening,

Just wanted to follow up regarding the Voice mail I left on the 5th. If you could let me know if you would like me to get a check request put through as well as confirm your address (To ensure we get it sent over to the correct address) We would greatly appreciate it.

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OPENED CASE DATES:
09/01/2022□11/10/2022
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Thank you
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Good Afternoon,

If you could I would greatly appreciate it. do you know when you would be sable to attach the documents and send them off? I will take a quick peak likely at the end of the days to see if we received all the documentation needed.

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Thank you
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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/28/2023 12:19 PM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

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Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

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From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/27/2023 2:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.
Thank you
QORELI LLC
On Mar 24, 2023, at 12:37 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Good Afternoon,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 AM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

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I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

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Stellantis Case Management

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To: uscustomercare@cac.stellantis.com
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[redacted]

Date	04/10/2023	***Subject***	Re: Ram Customer Care		
From	qorelillc@yahoo.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/10/2023 19:44 PM

please send the check to NIKA QORELI

Sent from my iPhone

> On Apr 10, 2023, at 2:36 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> Phone:1-866-932-3873 | Ext: 3026341
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> [redacted]
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Date	04/12/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	qorelillc@yahoo.com	***Sent Date/Time***	04/12/2023 20:44 PM

Good Afternoon,

Thank you for confirming. I have put the check request through for 2 vehicle payments it can take a few business days to fully process through. I plan on following up in 2 days to confirm check status and follow up with you to provide an update.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

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Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/27/2023 2:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.
Thank you
QORELI LLC
On Mar 24, 2023, at 12:37 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2023 10:55 AM
To: uscustomercare@cac.stellantis.com
Cc: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 AM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

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All the Best,

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Stellantis Case Management

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From: salome chaladze [qorelillc@yahoo.com]
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Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	04/12/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	qorelillc@yahoo.com	***Sent Date/Time***	04/12/2023 20:44 PM

Good Afternoon,

Thank you for confirming. I have put the check request through for 2 vehicle payments it can take a few business days to fully process through. I plan on following up in 2 days to confirm check status and follow up with you to provide an update.

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Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

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Sent: 4/10/2023 3:44 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send the check to NIKA QORELI
Sent from my iPhone
On Apr 10, 2023, at 2:36 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Afternoon,

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From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/7/2023 5:21 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send check at:

1340 E 9th St, Brooklyn, NY 11230
Aprt B6
thank you
Sent from my iPhone
On Apr 6, 2023, at 5:22 PM, salome chaladze <qorelillc@yahoo.com> wrote:

Please send the check at:
1340 east 9th street B6,
Brooklyn New York, 11218
Thank you
QORELI LLC
On Apr 6, 2023, at 5:16 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Evening,

Just wanted to follow up regarding the Voice mail I left on the 5th. If you could let me know if you would like me to get a check request put through as well as confirm your address (To ensure we get it sent over to the correct address) We would greatly appreciate it.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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OPENED CASE DATES:
09/01/2022 11/10/2022
11/04/2022 01/17/2023
01/18/2023 03/01/2023

Thank you
QORELI LLC
On Mar 31, 2023, at 1:59 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Afternoon,

If you could I would greatly appreciate it. do you know when you would be sable to attach the documents and send them off? I will take a quick peak likely at the end of the days to see if we received all the documentation needed.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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Thank you
QORELI LLC
On Mar 30, 2023, at 1:25 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Good Afternoon,

Just am following up regarding the last email that was sent out;

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To: qorelillc@yahoo.com
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From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

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Thank you
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Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
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From: salome chaladze [qorelillc@yahoo.com]
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To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
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[redacted]

Date	04/14/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/14/2023 16:51 PM

Good Afternoon,

Great news check has been issues for 2 vehicle payments ($1758). You should expect to receive the check in 7-10 business days. However we ask to allow up to 30 days just in case something were to happen in shipping.

Please note that even though your case is closed I am still your support personnel and you can reach out to me in regards to any vehicle concerns.
Thank you for allowing Stellantis Customer Care the opportunity to address your concerns at this time. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We 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 and participation and for being a Stellantis customer.

I will be closing your case with Stellantis Case Management at this time.

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Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/12/2023 4:44 PM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

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[redacted] Brooklyn, NY [redacted]
thank you
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[redacted]

Date	04/14/2023	***Subject***	Re: Ram Customer Care		
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All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/12/2023 4:44 PM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Afternoon,

Thank you for confirming. I have put the check request through for 2 vehicle payments it can take a few business days to fully process through. I plan on following up in 2 days to confirm check status and follow up with you to provide an update.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

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Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/10/2023 3:44 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send the check to NIKA QORELI
Sent from my iPhone
On Apr 10, 2023, at 2:36 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

Just to confirm would you like the check to be issued out to
NIKA NIKA QORELI or salome chaladze

Thank you in advance

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

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Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
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---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/7/2023 5:21 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send check at:

[redacted] Brooklyn, NY [redacted]
thank you
Sent from my iPhone
On Apr 6, 2023, at 5:22 PM, salome chaladze <qorelillc@yahoo.com> wrote:
□
Please send the check at:
[redacted]
Brooklyn New York, [redacted]
Thank you
QORELI LLC
On Apr 6, 2023, at 5:16 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□

Good Evening,

Just wanted to follow up regarding the Voice mail I left on the 5th. If you could let me know if you would like me to get a check request put through as well as confirm your address (To ensure we get it sent over to the correct address) We would greatly appreciate it.

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Sent: 3/31/2023 2:16 PM
To: uscustomercare@cac.stellantis.com
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OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

Thank you
QORELI LLC
On Mar 31, 2023, at 1:59 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

If you could I would greatly appreciate it. do you know when you would be sable to attach the documents and send them off? I will take a quick peak likely at the end of the days to see if we received all the documentation needed.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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1-800-826-6632 Option 9 EXT. 3025760
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To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello,
Thank you for reaching out. Throughout these six months, the truck was in the dealership for the same reason three times, transmission issue the same issue which was the factory□s fault we had the truck on hold for long time. We have a personal loan which is paid through zelle monthly and we can provide the proof for that. It is not through bank but we can still provide proof that we have been paying this loan for the past six months and still paying.
Thank you
QORELI LLC
On Mar 30, 2023, at 1:25 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

Just am following up regarding the last email that was sent out;

In order to look into reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

We will need these documents to be sent into us by the end of the week to consider reimbursement as we have given more than 7 days we will be forced to close the case temporarily tomorrow until we received the applicable/needed documents.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/28/2023 12:19 PM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Hello Nika

In order to lookin in to reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/27/2023 2:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.

Thank you
QORELI LLC
On Mar 24, 2023, at 12:37 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Afternoon,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2023 10:55 AM
To: uscustomercare@cac.stellantis.com
Cc: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

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Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 AM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

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All the Best,

Quintin
Stellantis Case Management

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From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you
On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	04/14/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/14/2023 16:51 PM

Good Afternoon,

Great news check has been issues for 2 vehicle payments ($1758). You should expect to receive the check in 7-10 business days. However we ask to allow up to 30 days just in case something were to happen in shipping.

Please note that even though your case is closed I am still your support personnel and you can reach out to me in regards to any vehicle concerns.
Thank you for allowing Stellantis Customer Care the opportunity to address your concerns at this time. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We 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 and participation and for being a Stellantis customer.

I will be closing your case with Stellantis Case Management at this time.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

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Aprt B6
thank you
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Thank you
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Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

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Subject: Re: Ram Customer Care

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Thank you
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Sent: 3/14/2023 11:20 AM
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Subject: Re: Ram Customer Care

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Stellantis Case Management

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Thank you
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Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: 84961075
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

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Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	04/14/2023	***Subject***	Re: Ram Customer Care		
From	qorelillc@yahoo.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/14/2023 17:11 PM

I am confused with the payments. Only one month is covered? The vehicle was at the dealership for six months. I think there has been a misunderstanding.

>
> On Apr 14, 2023, at 12:51 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Good Afternoon,
>
> Great news check has been issues for 2 vehicle payments ($1758). You should expect to receive the check in 7-10 business days. However we ask to allow up to 30 days just in case something were to happen in shipping.
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> QORELI LLC
>
> On Mar 31, 2023, at 1:59 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
>
> Good Afternoon,
>
> If you could I would greatly appreciate it. do you know when you would be sable to attach the documents and send them off? I will take a quick peak likely at the end of the days to see if we received all the documentation needed.
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/31/2023 1:44 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> Hello,
> Thank you for reaching out. Throughout these six months, the truck was in the dealership for the same reason three times, transmission issue the same issue which was the factory□s fault we had the truck on hold for long time. We have a personal loan which is paid through zelle monthly and we can provide the proof for that. It is not through bank but we can still provide proof that we have been paying this loan for the past six months and still paying.
>
> Thank you
> QORELI LLC
>
> On Mar 30, 2023, at 1:25 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
>
> Good Afternoon,
>
> Just am following up regarding the last email that was sent out;
>
> In order to look into reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.
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> We will need these documents to be sent into us by the end of the week to consider reimbursement as we have given more than 7 days we will be forced to close the case temporarily tomorrow until we received the applicable/needed documents.
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> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
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> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST
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> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 3/28/2023 12:19 PM
> To: qorelillc@yahoo.com
> Subject: Re: Ram Customer Care
>
> Hello Nika
>
> In order to lookin in to reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.
>
> Sincerely,
> Elizabeth | Mid-Atlantic
> Phone:1-866-932-3873 | Ext: 3026341
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/27/2023 2:02 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.
>
> Thank you
> QORELI LLC
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> On Mar 24, 2023, at 12:37 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □
> Good Afternoon,
>
> My name is Elizabeth I am following up on behalf of your Case Manager Christina.
>
> In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.
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> I look forward to hearing from you.
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> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
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> Sincerely,
> Elizabeth | Mid-Atlantic
> Phone:1-866-932-3873 | Ext: 3026341
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> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 3/21/2023 10:55 AM
> To: uscustomercare@cac.stellantis.com
> Cc: qorelillc@yahoo.com
> Subject: Re: Ram Customer Care
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> Good Morning,
>
> My name is Elizabeth I am following up on behalf of your Case Manager Christina.
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> In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.
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> Sincerely,
> Elizabeth | Mid-Atlantic
> Phone:1-866-932-3873 | Ext: 3026341
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> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 3/14/2023 11:20 AM
> To: qorelillc@yahoo.com
> Subject: Re: Ram Customer Care
>
> Good Morning,
>
> My name is Quintin I am following up on behalf of your Case Manager Christina.
>
> I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.
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> All the Best,
>
> Quintin
> Stellantis Case Management
>
>

>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/13/2023 7:11 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
> Thank you
>
>
> On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □
> Hi Nika,
>
> Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.
>
> At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.
>
> Your case number is: [redacted]
> Our contact information for Ram Customer Care is 1-866-726-4636
>
> Best Wishes,
> Pam
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/1/2023 5:13 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Ram Customer Care
>
> OPENED CASE DATES:
>
> 09/01/2022□11/10/2022
>
> 11/04/2022□01/17/2023
>
> 01/18/2023□03/01/2023
>
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>
> [redacted]
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Date	04/14/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	qorelillc@yahoo.com	***Sent Date/Time***	04/14/2023 20:41 PM

Good Afternoon,

I'd be happy to clarify, We were able to review the documents that have been sent in and based on those documents sent in the monthly payment looks to be $879. We were able to review the days down (The 6 months) as well as other relevant information regarding your Vehicle to determine the max amount of assistance that could be provided in your circumstance.

The warranty Manual goes over your legal rights, what's covered and not covered under the Manufacturers warranty, Reimbursement of vehicle payments being one of the things not covered under the manufacturers warranty (see warranty Manual for further details) . On a case by Case basis we do have the ability to review if providing such assistance would be appropriate and in your situation instead of my only offering 1 single vehicle payment we offered 2 vehicle payments for your vehicle being down for an extended period of time.

We offered this on March 5th we attempted to reach out got your VM then we attempted to email you asking if you would like us to have the 2 vehicle payments ($1758) issued and you advised to send it to the address you provided. So simply got a total of 2 vehicle payments ($1758) have been issued for your Ram and you should expect them in 7-10 business days.

Hopefully that clarity's that for you

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/14/2023 1:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

I am confused with the payments. Only one month is covered? The vehicle was at the dealership for six months. I think there has been a misunderstanding.

On Apr 14, 2023, at 12:51 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Afternoon,

Great news check has been issues for 2 vehicle payments ($1758). You should expect to receive the check in 7-10 business days. However we ask to allow up to 30 days just in case something were to happen in shipping.

Please note that even though your case is closed I am still your support personnel and you can reach out to me in regards to any vehicle concerns.
Thank you for allowing Stellantis Customer Care the opportunity to address your concerns at this time. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We 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 and participation and for being a Stellantis customer.

I will be closing your case with Stellantis Case Management at this time.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/12/2023 4:44 PM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Afternoon,

Thank you for confirming. I have put the check request through for 2 vehicle payments it can take a few business days to fully process through. I plan on following up in 2 days to confirm check status and follow up with you to provide an update.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/10/2023 3:44 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send the check to NIKA QORELI
Sent from my iPhone
On Apr 10, 2023, at 2:36 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Afternoon,

Just to confirm would you like the check to be issued out to
NIKA NIKA QORELI or salome chaladze

Thank you in advance

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
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---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/7/2023 5:21 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send check at:

[redacted] Brooklyn, NY [redacted]
thank you
Sent from my iPhone
On Apr 6, 2023, at 5:22 PM, salome chaladze <qorelillc@yahoo.com> wrote:

Please send the check at:
[redacted]
Brooklyn New York, [redacted]
Thank you
QORELI LLC
On Apr 6, 2023, at 5:16 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Evening,

Just wanted to follow up regarding the Voice mail I left on the 5th. If you could let me know if you would like me to get a check request put through as well as confirm your address (To ensure we get it sent over to the correct address) We would greatly appreciate it.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
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From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/31/2023 2:16 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

Thank you
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Thank you
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Just am following up regarding the last email that was sent out;

In order to look into reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

We will need these documents to be sent into us by the end of the week to consider reimbursement as we have given more than 7 days we will be forced to close the

case temporarily tomorrow until we received the applicable/needed documents.

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Sent: 3/28/2023 12:19 PM
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Subject: Re: Ram Customer Care

Hello Nika

In order to lookin in to reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

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From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/27/2023 2:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.
Thank you
QORELI LLC
On Mar 24, 2023, at 12:37 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

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Phone:1-866-932-3873 | Ext: 3026341

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Sent: 3/21/2023 10:55 AM
To: uscustomercare@cac.stellantis.com
Cc: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

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Phone:1-866-932-3873 | Ext: 3026341

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 AM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

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My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

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Stellantis Case Management

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Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

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Thank you
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Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	04/14/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	qorelillc@yahoo.com	***Sent Date/Time***	04/14/2023 20:41 PM

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Subject: Re: Ram Customer Care

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Sent: 4/10/2023 3:44 PM
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Subject: Re: Ram Customer Care

please send the check to NIKA QORELI
Sent from my iPhone
On Apr 10, 2023, at 2:36 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

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NIKA NIKA QORELI or salome chaladze

Thank you in advance

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To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send check at:

[redacted] Brooklyn, NY [redacted]
thank you
Sent from my iPhone
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Please send the check at:
[redacted],
Brooklyn New York, [redacted]
Thank you
QORELI LLC
On Apr 6, 2023, at 5:16 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

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Sent: 3/31/2023 2:16 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
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Thank you
QORELI LLC
On Mar 31, 2023, at 1:59 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Afternoon,

If you could I would greatly appreciate it. do you know when you would be sable to attach the documents and send them off? I will take a quick peak likely at the end of the days to see if we received all the documentation needed.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/31/2023 1:44 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello,
Thank you for reaching out. Throughout these six months, the truck was in the dealership for the same reason three times, transmission issue the same issue which was the factory□s fault we had the truck on hold for long time. We have a personal loan which is paid through zelle monthly and we can provide the proof for that. It is not through bank but we can still provide proof that we have been paying this loan for the past six months and still paying.
Thank you
QORELI LLC
On Mar 30, 2023, at 1:25 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Afternoon,

Just am following up regarding the last email that was sent out;

In order to look into reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

We will need these documents to be sent into us by the end of the week to consider reimbursement as we have given more than 7 days we will be forced to close the

case temporarily tomorrow until we received the applicable/needed documents.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/28/2023 12:19 PM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Hello Nika

In order to lookin in to reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/27/2023 2:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.
Thank you
QORELI LLC
On Mar 24, 2023, at 12:37 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2023 10:55 AM
To: uscustomercare@cac.stellantis.com
Cc: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 AM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you
On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	04/14/2023	***Subject***	Re: Ram Customer Care		
From	qorelillc@yahoo.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/14/2023 21:13 PM

What what is the total payment that is being reimbursed? What do you mean by two vehicles? Are you talking about two payments for one vehicle or two vehicles? I don□t exactly know what you□re trying to say regarding that and also when I multiplied 6 by $879, which was paid monthly, it comes out to be ($5274). Can you please clarify on that. Thank you. Sent from my iPhone

> On Apr 14, 2023, at 4:41 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Good Afternoon,
>
> I'd be happy to clarify, We were able to review the documents that have been sent in and based on those documents sent in the monthly payment looks to be $879. We were able to review the days down (The 6 months) as well as other relevant information regarding your Vehicle to determine the max amount of assistance that could be provided in your circumstance.
>
> The warranty Manual goes over your legal rights, what's covered and not covered under the Manufacturers warranty, Reimbursement of vehicle payments being one of the things not covered under the manufacturers warranty (see warranty Manual for further details) . On a case by Case basis we do have the ability to review if providing such assistance would be appropriate and in your situation instead of my only offering 1 single vehicle payment we offered 2 vehicle payments for your vehicle being down for an extended period of time.
>
> We offered this on March 5th we attempted to reach out got your VM then we attempted to email you asking if you would like us to have the 2 vehicle payments ($1758) issued and you advised to send it to the address you provided. So simply got a total of 2 vehicle payments ($1758) have been issued for your Ram and you should expect them in 7-10 business days.
>
> Hopefully that clarity's that for you
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 4/14/2023 1:11 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> I am confused with the payments. Only one month is covered? The vehicle was at the dealership for six months. I think there has been a misunderstanding.
>
>
> On Apr 14, 2023, at 12:51 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □
> Good Afternoon,
>
> Great news check has been issues for 2 vehicle payments ($1758). You should expect to receive the check in 7-10 business days. However we ask to allow up to 30 days just in case something were to happen in shipping.
>
>
> Please note that even though your case is closed I am still your support personnel and you can reach out to me in regards to any vehicle concerns.
> Thank you for allowing Stellantis Customer Care the opportunity to address your concerns at this time. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We 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 and participation and for being a Stellantis customer.
>
>
>
> I will be closing your case with Stellantis Case Management at this time.
>
>
>
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 4/12/2023 4:44 PM
> To: qorelillc@yahoo.com
> Subject: Re: Ram Customer Care
>
> Good Afternoon,
>
> Thank you for confirming. I have put the check request through for 2 vehicle payments it can take a few business days to fully process through. I plan on following up in 2 days to confirm check status and follow up with you to provide an update.
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 4/10/2023 3:44 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> please send the check to NIKA QORELI

>
> Sent from my iPhone
>
> On Apr 10, 2023, at 2:36 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
>
> Good Afternoon,
>
> Just to confirm would you like the check to be issued out to
> NIKA NIKA QORELI or salome chaladze
>
> Thank you in advance
>
>
>
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 4/7/2023 5:21 AM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> please send check at:
>
> [redacted] Brooklyn, NY [redacted]
> [redacted]
>
> thank you
> Sent from my iPhone
>
> On Apr 6, 2023, at 5:22 PM, salome chaladze <qorelillc@yahoo.com> wrote:
>
>
> Please send the check at:
>
> [redacted]
> Brooklyn New York, [redacted]
>
> Thank you
> QORELI LLC
>
> On Apr 6, 2023, at 5:16 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
>
> Good Evening,
>
> Just wanted to follow up regarding the Voice mail I left on the 5th. If you could let me know if you would like me to get a check request put through as well as confirm your address (To ensure we get it sent over to the correct address) We would greatly appreciate it.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/31/2023 2:16 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> OPENED CASE DATES:
>
> 09/01/2022□11/10/2022
>
> 11/04/2022□01/17/2023
>
> 01/18/2023□03/01/2023
>
>
> Thank you
> QORELI LLC
>
> On Mar 31, 2023, at 1:59 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
>
> Good Afternoon,
>
> If you could I would greatly appreciate it. do you know when you would be sable to attach the documents and send them off? I will take a quick peak likely at the end of the days to see if we received all the documentation needed.
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST

>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/31/2023 1:44 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> Hello,
> Thank you for reaching out. Throughout these six months, the truck was in the dealership for the same reason three times, transmission issue the same issue which was the factory□s fault we had the truck on hold for long time. We have a personal loan which is paid through zelle monthly and we can provide the proof for that. It is not through bank but we can still provide proof that we have been paying this loan for the past six months and still paying.
>
> Thank you
> QORELI LLC
>
> On Mar 30, 2023, at 1:25 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □
> Good Afternoon,
>
> Just am following up regarding the last email that was sent out;
>
> In order to look into reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.
>
> We will need these documents to be sent into us by the end of the week to consider reimbursement as we have given more than 7 days we will be forced to close the case temporarily tomorrow until we received the applicable/needed documents.
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 3/28/2023 12:19 PM
> To: qorelillc@yahoo.com
> Subject: Re: Ram Customer Care
>
> Hello Nika
>
> In order to lookin in to reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.
>
> Sincerely,
> Elizabeth | Mid-Atlantic
> Phone:1-866-932-3873 | Ext: 3026341
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/27/2023 2:02 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.
>
> Thank you
> QORELI LLC
>
> On Mar 24, 2023, at 12:37 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □
> Good Afternoon,
>
> My name is Elizabeth I am following up on behalf of your Case Manager Christina.
>
> In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.
>
> I look forward to hearing from you.
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
>
> Sincerely,
> Elizabeth | Mid-Atlantic
> Phone:1-866-932-3873 | Ext: 3026341
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 3/21/2023 10:55 AM
> To: uscustomercare@cac.stellantis.com
> Cc: qorelillc@yahoo.com
> Subject: Re: Ram Customer Care
>
> Good Morning,
>
> My name is Elizabeth I am following up on behalf of your Case Manager Christina.
>
> In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.
>

> I look forward to hearing from you.
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> Sincerely,
> Elizabeth | Mid-Atlantic
> Phone:1-866-932-3873 | Ext: 3026341
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 3/14/2023 11:20 AM
> To: qorelillc@yahoo.com
> Subject: Re: Ram Customer Care
>
> Good Morning,
>
> My name is Quintin I am following up on behalf of your Case Manager Christina.
>
> I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.
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> I look forward to hearing from you.
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> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
>
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/13/2023 7:11 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
> Thank you
>
>
> On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □
> Hi Nika,
>
> Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.
>
> At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.
>
> Your case number is: 84961075
> Our contact information for Ram Customer Care is 1-866-726-4636
>
> Best Wishes,
> Pam
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/1/2023 5:13 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Ram Customer Care
>
> OPENED CASE DATES:
>
> 09/01/2022□11/10/2022
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>
> 01/18/2023□03/01/2023
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Date	04/14/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	qorelillc@yahoo.com	***Sent Date/Time***	04/14/2023 21:16 PM

Good Evening,

No problem, Happy to clarify Simply put a check has been issued $1758. This $1758 is worth 2 vehicle Payments in total 879 + 879 equaling $1758

Hopefully that clarifies things.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/14/2023 5:13 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

What what is the total payment that is being reimbursed? What do you mean by two vehicles? Are you talking about two payments for one vehicle or two vehicles? I don□t exactly know what you□re trying to say regarding that and also when I multiplied 6 by $879, which was paid monthly, it comes out to be ($5274). Can you please clarify on that. Thank you. Sent from my iPhone
On Apr 14, 2023, at 4:41 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
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The warranty Manual goes over your legal rights, what's covered and not covered under the Manufacturers warranty, Reimbursement of vehicle payments being one of the things not covered under the manufacturers warranty (see warranty Manual for further details) . On a case by Case basis we do have the ability to review if providing such assistance would be appropriate and in your situation instead of my only offering 1 single vehicle payment we offered 2 vehicle payments for your vehicle being down for an extended period of time.

We offered this on March 5th we attempted to reach out got your VM then we attempted to email you asking if you would like us to have the 2 vehicle payments ($1758) issued and you advised to send it to the address you provided. So simply got a total of 2 vehicle payments ($1758) have been issued for your Ram and you should expect them in 7-10 business days.

Hopefully that clarity's that for you

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/14/2023 1:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

I am confused with the payments. Only one month is covered? The vehicle was at the dealership for six months. I think there has been a misunderstanding.

On Apr 14, 2023, at 12:51 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

Great news check has been issues for 2 vehicle payments ($1758). You should expect to receive the check in 7-10 business days. However we ask to allow up to 30 days just in case something were to happen in shipping.

Please note that even though your case is closed I am still your support personnel and you can reach out to me in regards to any vehicle concerns.
Thank you for allowing Stellantis Customer Care the opportunity to address your concerns at this time. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We 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 and participation and for being a Stellantis customer.

I will be closing your case with Stellantis Case Management at this time.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/12/2023 4:44 PM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Afternoon,

Thank you for confirming. I have put the check request through for 2 vehicle payments it can take a few business days to fully process through. I plan on following up in 2

days to confirm check status and follow up with you to provide an update.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/10/2023 3:44 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send the check to NIKA QORELI
Sent from my iPhone
On Apr 10, 2023, at 2:36 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Afternoon,

Just to confirm would you like the check to be issued out to
NIKA NIKA QORELI or salome chaladze

Thank you in advance

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/7/2023 5:21 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send check at:

1340 E 9th St, Brooklyn, NY 11230
Aprt B6
thank you
Sent from my iPhone
On Apr 6, 2023, at 5:22 PM, salome chaladze <qorelillc@yahoo.com> wrote:

Please send the check at:
1340 east 9th street B6,
Brooklyn New York, 11218
Thank you
QORELI LLC
On Apr 6, 2023, at 5:16 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Evening,

Just wanted to follow up regarding the Voice mail I left on the 5th. If you could let me know if you would like me to get a check request put through as well as confirm your address (To ensure we get it sent over to the correct address) We would greatly appreciate it.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/31/2023 2:16 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

Thank you
QORELI LLC
On Mar 31, 2023, at 1:59 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Afternoon,

If you could I would greatly appreciate it. do you know when you would be sable to attach the documents and send them off? I will take a quick peak likely at the end of the days to see if we received all the documentation needed.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/31/2023 1:44 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello,
Thank you for reaching out. Throughout these six months, the truck was in the dealership for the same reason three times, transmission issue the same issue which was the factory□s fault we had the truck on hold for long time. We have a personal loan which is paid through zelle monthly and we can provide the proof for that. It is not through bank but we can still provide proof that we have been paying this loan for the past six months and still paying.
Thank you
QORELI LLC
On Mar 30, 2023, at 1:25 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

Just am following up regarding the last email that was sent out;

In order to look into reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

We will need these documents to be sent into us by the end of the week to consider reimbursement as we have given more than 7 days we will be forced to close the case temporarily tomorrow until we received the applicable/needed documents.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/28/2023 12:19 PM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Hello Nika

In order to lookin in to reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/27/2023 2:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.
Thank you
QORELI LLC
On Mar 24, 2023, at 12:37 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2023 10:55 AM
To: uscustomercare@cac.stellantis.com
Cc: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 AM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you
On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	04/14/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	qorelillc@yahoo.com	***Sent Date/Time***	04/14/2023 21:16 PM

Good Evening,

No problem, Happy to clarify Simply put a check has been issued $1758. This $1758 is worth 2 vehicle Payments in total 879 + 879 equaling $1758

Hopefully that clarifies things.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/14/2023 5:13 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

What what is the total payment that is being reimbursed? What do you mean by two vehicles? Are you talking about two payments for one vehicle or two vehicles? I don□t exactly know what you□re trying to say regarding that and also when I multiplied 6 by $879, which was paid monthly, it comes out to be ($5274). Can you please clarify on that. Thank you. Sent from my iPhone
On Apr 14, 2023, at 4:41 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

I'd be happy to clarify, We were able to review the documents that have been sent in and based on those documents sent in the monthly payment looks to be $879. We were able to review the days down (The 6 months) as well as other relevant information regarding your Vehicle to determine the max amount of assistance that could be provided in your circumstance.

The warranty Manual goes over your legal rights, what's covered and not covered under the Manufacturers warranty, Reimbursement of vehicle payments being one of the things not covered under the manufacturers warranty (see warranty Manual for further details) . On a case by Case basis we do have the ability to review if providing such assistance would be appropriate and in your situation instead of my only offering 1 single vehicle payment we offered 2 vehicle payments for your vehicle being down for an extended period of time.

We offered this on March 5th we attempted to reach out got your VM then we attempted to email you asking if you would like us to have the 2 vehicle payments ($1758) issued and you advised to send it to the address you provided. So simply got a total of 2 vehicle payments ($1758) have been issued for your Ram and you should expect them in 7-10 business days.

Hopefully that clarity's that for you

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/14/2023 1:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

I am confused with the payments. Only one month is covered? The vehicle was at the dealership for six months. I think there has been a misunderstanding.

On Apr 14, 2023, at 12:51 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

Great news check has been issues for 2 vehicle payments ($1758). You should expect to receive the check in 7-10 business days. However we ask to allow up to 30 days just in case something were to happen in shipping.

Please note that even though your case is closed I am still your support personnel and you can reach out to me in regards to any vehicle concerns.
Thank you for allowing Stellantis Customer Care the opportunity to address your concerns at this time. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We 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 and participation and for being a Stellantis customer.

I will be closing your case with Stellantis Case Management at this time.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/12/2023 4:44 PM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Afternoon,

Thank you for confirming. I have put the check request through for 2 vehicle payments it can take a few business days to fully process through. I plan on following up in 2

days to confirm check status and follow up with you to provide an update.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

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From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/10/2023 3:44 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send the check to NIKA QORELI
Sent from my iPhone
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Just to confirm would you like the check to be issued out to
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Thank you in advance

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From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/7/2023 5:21 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send check at:

[redacted], Brooklyn, NY[redacted]
thank you
Sent from my iPhone
On Apr 6, 2023, at 5:22 PM, salome chaladze <qorelillc@yahoo.com> wrote:

Please send the check at:
[redacted]
Brooklyn New York, [redacted]
Thank you
QORELI LLC
On Apr 6, 2023, at 5:16 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Evening,

Just wanted to follow up regarding the Voice mail I left on the 5th. If you could let me know if you would like me to get a check request put through as well as confirm your address (To ensure we get it sent over to the correct address) We would greatly appreciate it.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

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From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/31/2023 2:16 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

Thank you
QORELI LLC
On Mar 31, 2023, at 1:59 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Afternoon,

If you could I would greatly appreciate it. do you know when you would be sable to attach the documents and send them off? I will take a quick peak likely at the end of the days to see if we received all the documentation needed.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

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Hello,
Thank you for reaching out. Throughout these six months, the truck was in the dealership for the same reason three times, transmission issue the same issue which was the factory□s fault we had the truck on hold for long time. We have a personal loan which is paid through zelle monthly and we can provide the proof for that. It is not through bank but we can still provide proof that we have been paying this loan for the past six months and still paying.
Thank you
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Good Afternoon,

Just am following up regarding the last email that was sent out;

In order to look into reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

We will need these documents to be sent into us by the end of the week to consider reimbursement as we have given more than 7 days we will be forced to close the case temporarily tomorrow until we received the applicable/needed documents.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

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Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/28/2023 12:19 PM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Hello Nika

In order to lookin in to reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/27/2023 2:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.
Thank you
QORELI LLC
On Mar 24, 2023, at 12:37 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2023 10:55 AM
To: uscustomercare@cac.stellantis.com
Cc: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 AM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

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All the Best,

Quintin
Stellantis Case Management

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you
On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: 84961075
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	04/14/2023	***Subject***	Re: Ram Customer Care		
From	qorelillc@yahoo.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/14/2023 21:34 PM

Out of six months that the vehicle was at the dealership because of the transmission which broke three times because of the factory□s fault we only get two months of payment? What happened to the other four months of waiting?

Sent from my iPhone

> On Apr 14, 2023, at 5:16 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Good Evening,
>
> No problem, Happy to clarify Simply put a check has been issued $1758. This $1758 is worth 2 vehicle Payments in total 879 + 879 equaling $1758
>
> Hopefully that clarifies things.
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
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> All the Best,
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> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
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> Sent: 4/14/2023 5:13 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
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> What what is the total payment that is being reimbursed? What do you mean by two vehicles? Are you talking about two payments for one vehicle or two vehicles? I don□t exactly know what you□re trying to say regarding that and also when I multiplied 6 by $879, which was paid monthly, it comes out to be ($5274). Can you please clarify on that. Thank you. Sent from my iPhone
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>
> The warranty Manual goes over your legal rights, what's covered and not covered under the Manufacturers warranty, Reimbursement of vehicle payments being one of the things not covered under the manufacturers warranty (see warranty Manual for further details) . On a case by Case basis we do have the ability to review if providing such assistance would be appropriate and in your situation instead of my only offering 1 single vehicle payment we offered 2 vehicle payments for your vehicle being down for an extended period of time.
>
> We offered this on March 5th we attempted to reach out got your VM then we attempted to email you asking if you would like us to have the 2 vehicle payments ($1758) issued and you advised to send it to the address you provided. So simply got a total of 2 vehicle payments ($1758) have been issued for your Ram and you should expect them in 7-10 business days.
>
> Hopefully that clarity's that for you
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> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
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> 1-800-826-6632 Option 9 EXT. 3025760
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> Subject: Re: Ram Customer Care
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>
>
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>
> □
> Good Afternoon,
>
> Great news check has been issues for 2 vehicle payments ($1758). You should expect to receive the check in 7-10 business days. However we ask to allow up to 30 days just in case something were to happen in shipping.
>
>
> Please note that even though your case is closed I am still your support personnel and you can reach out to me in regards to any vehicle concerns.
> Thank you for allowing Stellantis Customer Care the opportunity to address your concerns at this time. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We 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 and participation and for being a Stellantis customer.
>
>
>
> I will be closing your case with Stellantis Case Management at this time.
>
>
>
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST

>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 4/12/2023 4:44 PM
> To: qorelillc@yahoo.com
> Subject: Re: Ram Customer Care
>
> Good Afternoon,
>
> Thank you for confirming. I have put the check request through for 2 vehicle payments it can take a few business days to fully process through. I plan on following up in 2 days to confirm check status and follow up with you to provide an update.
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 4/10/2023 3:44 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> please send the check to NIKA QORELI
>
> Sent from my iPhone
>
> On Apr 10, 2023, at 2:36 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
>
> Good Afternoon,
>
> Just to confirm would you like the check to be issued out to
> NIKA NIKA QORELI or salome chaladze
>
> Thank you in advance
>
>
>
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 4/7/2023 5:21 AM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> please send check at:
>
> [redacted] Brooklyn, NY [redacted]
> [redacted]
>
> thank you
> Sent from my iPhone
>
> On Apr 6, 2023, at 5:22 PM, salome chaladze <qorelillc@yahoo.com> wrote:
>
>
> Please send the check at:
>
> [redacted]
> Brooklyn New York, [redacted]
>
> Thank you
> QORELI LLC
>
> On Apr 6, 2023, at 5:16 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
>
> Good Evening,
>
> Just wanted to follow up regarding the Voice mail I left on the 5th. If you could let me know if you would like me to get a check request put through as well as confirm your address (To ensure we get it sent over to the correct address) We would greatly appreciate it.
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/31/2023 2:16 PM
> To: uscustomercare@cac.stellantis.com

> Subject: Re: Ram Customer Care
>
> OPENED CASE DATES:
>
> 09/01/2022□11/10/2022
>
> 11/04/2022□01/17/2023
>
> 01/18/2023□03/01/2023
>
>
> Thank you
> QORELI LLC
>
> On Mar 31, 2023, at 1:59 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □
> Good Afternoon,
>
> If you could I would greatly appreciate it. do you know when you would be sable to attach the documents and send them off? I will take a quick peak likely at the end of the days to see if we received all the documentation needed.
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/31/2023 1:44 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> Hello,
> Thank you for reaching out. Throughout these six months, the truck was in the dealership for the same reason three times, transmission issue the same issue which was the factory□s fault we had the truck on hold for long time. We have a personal loan which is paid through zelle monthly and we can provide the proof for that. It is not through bank but we can still provide proof that we have been paying this loan for the past six months and still paying.
>
> Thank you
> QORELI LLC
>
> On Mar 30, 2023, at 1:25 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □
> Good Afternoon,
>
> Just am following up regarding the last email that was sent out;
>
> In order to look into reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.
>
> We will need these documents to be sent into us by the end of the week to consider reimbursement as we have given more than 7 days we will be forced to close the case temporarily tomorrow until we received the applicable/needed documents.
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
> 1-800-826-6632 Option 9 EXT. 3025760
> Hours: 9:00AM - 5:30PM EST
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 3/28/2023 12:19 PM
> To: qorelillc@yahoo.com
> Subject: Re: Ram Customer Care
>
> Hello Nika
>
> In order to lookin in to reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.
>
> Sincerely,
> Elizabeth | Mid-Atlantic
> Phone:1-866-932-3873 | Ext: 3026341
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/27/2023 2:02 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.
>
> Thank you
> QORELI LLC
>
> On Mar 24, 2023, at 12:37 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □
> Good Afternoon,
>
> My name is Elizabeth I am following up on behalf of your Case Manager Christina.

>
> In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.
>
> I look forward to hearing from you.
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
>
> Sincerely,
> Elizabeth | Mid-Atlantic
> Phone:1-866-932-3873 | Ext: 3026341
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 3/21/2023 10:55 AM
> To: uscustomercare@cac.stellantis.com
> Cc: qorelillc@yahoo.com
> Subject: Re: Ram Customer Care
>
> Good Morning,
>
> My name is Elizabeth I am following up on behalf of your Case Manager Christina.
>
> In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.
>
> I look forward to hearing from you.
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> Sincerely,
> Elizabeth | Mid-Atlantic
> Phone:1-866-932-3873 | Ext: 3026341
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 3/14/2023 11:20 AM
> To: qorelillc@yahoo.com
> Subject: Re: Ram Customer Care
>
> Good Morning,
>
> My name is Quintin I am following up on behalf of your Case Manager Christina.
>
> I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.
>
> I look forward to hearing from you.
>
>
>
>
> Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!
>
> All the Best,
>
> Quintin
> Stellantis Case Management
>
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]
> Sent: 3/13/2023 7:11 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Ram Customer Care
>
> We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
> Thank you
>
>
> On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □
> Hi Nika,
>
> Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.
>
> At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.
>
> Your case number is: [redacted]
> Our contact information for Ram Customer Care is 1-866-726-4636
>
> Best Wishes,
> Pam
>
>
> ---------- Original Message ----------
> From: salome chaladze [qorelillc@yahoo.com]

> Sent: 3/1/2023 5:13 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Ram Customer Care
>
> OPENED CASE DATES:
>
> 09/01/2022□11/10/2022
>
> 11/04/2022□01/17/2023
>
> 01/18/2023□03/01/2023
>
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> [redacted]
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Date	04/24/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	qorelillc@yahoo.com	***Sent Date/Time***	04/24/2023 17:36 PM

Good Afternoon,

I can fully understand why you would want 6 months of vehicle payment given your situation We did ensure to take into account the fact your vehicle was down for 6 months when presenting the offer. Under some of the worst situations we usually only will offer 1 payment but in your situation it fell above the worst case scenario. Such offers are something not covered in or outside of warranty as far as vehicle payments are concerned and such offered are provided on a case by case basis. We presented the offer of 2 months you accepted the offer and the offer is a firm offer as this would be the highest we could provide. Again We can fully understand why you would want more however again we would be able to offer 2 months. The check has already been issued and you should receive the check in the near future.

We will be temporarily closing your case.

Please note that even though your case is closed I am still your support personnel and you can reach out to me in regards to any vehicle concerns.
Thank you for allowing Stellantis Customer Care the opportunity to address your concerns at this time. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We 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 and participation and for being a Stellantis customer.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/14/2023 5:34 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Out of six months that the vehicle was at the dealership because of the transmission which broke three times because of the factory□s fault we only get two months of payment? What happened to the other four months of waiting?
Sent from my iPhone
On Apr 14, 2023, at 5:16 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Evening,

No problem, Happy to clarify Simply put a check has been issued $1758. This $1758 is worth 2 vehicle Payments in total 879 + 879 equaling $1758

Hopefully that clarifies things.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/14/2023 5:13 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

What what is the total payment that is being reimbursed? What do you mean by two vehicles? Are you talking about two payments for one vehicle or two vehicles? I don□t exactly know what you□re trying to say regarding that and also when I multiplied 6 by $879, which was paid monthly, it comes out to be ($5274). Can you please clarify on that. Thank you. Sent from my iPhone
On Apr 14, 2023, at 4:41 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

I'd be happy to clarify, We were able to review the documents that have been sent in and based on those documents sent in the monthly payment looks to be $879. We were able to review the days down (The 6 months) as well as other relevant information regarding your Vehicle to determine the max amount of assistance that could be provided in your circumstance.

The warranty Manual goes over your legal rights, what's covered and not covered under the Manufacturers warranty, Reimbursement of vehicle payments being one of the things not covered under the manufacturers warranty (see warranty Manual for further details) . On a case by Case basis we do have the ability to review if providing such assistance would be appropriate and in your situation instead of my only offering 1 single vehicle payment we offered 2 vehicle payments for your vehicle being down for an extended period of time.

We offered this on March 5th we attempted to reach out got your VM then we attempted to email you asking if you would like us to have the 2 vehicle payments ($1758) issued and you advised to send it to the address you provided. So simply got a total of 2 vehicle payments ($1758) have been issued for your Ram and you should expect them in 7-10 business days.

Hopefully that clarity's that for you

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/14/2023 1:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

I am confused with the payments. Only one month is covered? The vehicle was at the dealership for six months. I think there has been a misunderstanding.

On Apr 14, 2023, at 12:51 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

□
Good Afternoon,

Great news check has been issues for 2 vehicle payments ($1758). You should expect to receive the check in 7-10 business days. However we ask to allow up to 30 days just in case something were to happen in shipping.

Please note that even though your case is closed I am still your support personnel and you can reach out to me in regards to any vehicle concerns.
Thank you for allowing Stellantis Customer Care the opportunity to address your concerns at this time. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We 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 and participation and for being a Stellantis customer.

I will be closing your case with Stellantis Case Management at this time.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/12/2023 4:44 PM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Afternoon,

Thank you for confirming. I have put the check request through for 2 vehicle payments it can take a few business days to fully process through. I plan on following up in 2 days to confirm check status and follow up with you to provide an update.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/10/2023 3:44 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send the check to NIKA QORELI
Sent from my iPhone
On Apr 10, 2023, at 2:36 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

Just to confirm would you like the check to be issued out to
NIKA NIKA QORELI or salome chaladze

Thank you in advance

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/7/2023 5:21 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send check at:

[redacted]
thank you
Sent from my iPhone
On Apr 6, 2023, at 5:22 PM, salome chaladze <qorelillc@yahoo.com> wrote:
□
Please send the check at:
[redacted]
Brooklyn New York, [redacted]
Thank you
QORELI LLC
On Apr 6, 2023, at 5:16 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□

Good Evening,

Just wanted to follow up regarding the Voice mail I left on the 5th. If you could let me know if you would like me to get a check request put through as well as confirm your address (To ensure we get it sent over to the correct address) We would greatly appreciate it.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/31/2023 2:16 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

Thank you
QORELI LLC
On Mar 31, 2023, at 1:59 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

If you could I would greatly appreciate it. do you know when you would be sable to attach the documents and send them off? I will take a quick peak likely at the end of the days to see if we received all the documentation needed.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/31/2023 1:44 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello,
Thank you for reaching out. Throughout these six months, the truck was in the dealership for the same reason three times, transmission issue the same issue which was the factory□s fault we had the truck on hold for long time. We have a personal loan which is paid through zelle monthly and we can provide the proof for that. It is not through bank but we can still provide proof that we have been paying this loan for the past six months and still paying.
Thank you
QORELI LLC
On Mar 30, 2023, at 1:25 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

Just am following up regarding the last email that was sent out;

In order to look into reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

We will need these documents to be sent into us by the end of the week to consider reimbursement as we have given more than 7 days we will be forced to close the case temporarily tomorrow until we received the applicable/needed documents.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/28/2023 12:19 PM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Hello Nika

In order to lookin in to reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/27/2023 2:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.

Thank you
QORELI LLC
On Mar 24, 2023, at 12:37 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Afternoon,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2023 10:55 AM
To: uscustomercare@cac.stellantis.com
Cc: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 AM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you
On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

Date	04/24/2023	***Subject***	Re: Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	qorelillc@yahoo.com	***Sent Date/Time***	04/24/2023 17:36 PM

Good Afternoon,

I can fully understand why you would want 6 months of vehicle payment given your situation We did ensure to take into account the fact your vehicle was down for 6 months when presenting the offer. Under some of the worst situations we usually only will offer 1 payment but in your situation it fell above the worst case scenario. Such offers are something not covered in or outside of warranty as far as vehicle payments are concerned and such offered are provided on a case by case basis. We presented the offer of 2 months you accepted the offer and the offer is a firm offer as this would be the highest we could provide. Again We can fully understand why you would want more however again we would be able to offer 2 months. The check has already been issued and you should receive the check in the near future.

We will be temporarily closing your case.

Please note that even though your case is closed I am still your support personnel and you can reach out to me in regards to any vehicle concerns.
Thank you for allowing Stellantis Customer Care the opportunity to address your concerns at this time. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We 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 and participation and for being a Stellantis customer.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/14/2023 5:34 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Out of six months that the vehicle was at the dealership because of the transmission which broke three times because of the factory□s fault we only get two months of payment? What happened to the other four months of waiting?
Sent from my iPhone
On Apr 14, 2023, at 5:16 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Evening,

No problem, Happy to clarify Simply put a check has been issued $1758. This $1758 is worth 2 vehicle Payments in total 879 + 879 equaling $1758

Hopefully that clarifies things.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/14/2023 5:13 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

What what is the total payment that is being reimbursed? What do you mean by two vehicles? Are you talking about two payments for one vehicle or two vehicles? I don□t exactly know what you□re trying to say regarding that and also when I multiplied 6 by $879, which was paid monthly, it comes out to be ($5274). Can you please clarify on that. Thank you. Sent from my iPhone
On Apr 14, 2023, at 4:41 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

I'd be happy to clarify, We were able to review the documents that have been sent in and based on those documents sent in the monthly payment looks to be $879. We were able to review the days down (The 6 months) as well as other relevant information regarding your Vehicle to determine the max amount of assistance that could be provided in your circumstance.

The warranty Manual goes over your legal rights, what's covered and not covered under the Manufacturers warranty, Reimbursement of vehicle payments being one of the things not covered under the manufacturers warranty (see warranty Manual for further details) . On a case by Case basis we do have the ability to review if providing such assistance would be appropriate and in your situation instead of my only offering 1 single vehicle payment we offered 2 vehicle payments for your vehicle being down for an extended period of time.

We offered this on March 5th we attempted to reach out got your VM then we attempted to email you asking if you would like us to have the 2 vehicle payments ($1758) issued and you advised to send it to the address you provided. So simply got a total of 2 vehicle payments ($1758) have been issued for your Ram and you should expect them in 7-10 business days.

Hopefully that clarity's that for you

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/14/2023 1:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

I am confused with the payments. Only one month is covered? The vehicle was at the dealership for six months. I think there has been a misunderstanding.

On Apr 14, 2023, at 12:51 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Afternoon,

Great news check has been issues for 2 vehicle payments ($1758). You should expect to receive the check in 7-10 business days. However we ask to allow up to 30 days just in case something were to happen in shipping.

Please note that even though your case is closed I am still your support personnel and you can reach out to me in regards to any vehicle concerns.
Thank you for allowing Stellantis Customer Care the opportunity to address your concerns at this time. If your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We 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 and participation and for being a Stellantis customer.

I will be closing your case with Stellantis Case Management at this time.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/12/2023 4:44 PM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Afternoon,

Thank you for confirming. I have put the check request through for 2 vehicle payments it can take a few business days to fully process through. I plan on following up in 2 days to confirm check status and follow up with you to provide an update.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/10/2023 3:44 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send the check to NIKA QORELI
Sent from my iPhone
On Apr 10, 2023, at 2:36 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Afternoon,

Just to confirm would you like the check to be issued out to
NIKA NIKA QORELI or salome chaladze

Thank you in advance

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 4/7/2023 5:21 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

please send check at:

[redacted] Brooklyn, NY [redacted]
thank you
Sent from my iPhone
On Apr 6, 2023, at 5:22 PM, salome chaladze <qorelillc@yahoo.com> wrote:

Please send the check at:
[redacted]
Brooklyn New York, [redacted]
Thank you
QORELI LLC
On Apr 6, 2023, at 5:16 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Evening,

Just wanted to follow up regarding the Voice mail I left on the 5th. If you could let me know if you would like me to get a check request put through as well as confirm your address (To ensure we get it sent over to the correct address) We would greatly appreciate it.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/31/2023 2:16 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

Thank you
QORELI LLC
On Mar 31, 2023, at 1:59 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

If you could I would greatly appreciate it. do you know when you would be sable to attach the documents and send them off? I will take a quick peak likely at the end of the days to see if we received all the documentation needed.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/31/2023 1:44 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello,
Thank you for reaching out. Throughout these six months, the truck was in the dealership for the same reason three times, transmission issue the same issue which was the factory□s fault we had the truck on hold for long time. We have a personal loan which is paid through zelle monthly and we can provide the proof for that. It is not through bank but we can still provide proof that we have been paying this loan for the past six months and still paying.
Thank you
QORELI LLC
On Mar 30, 2023, at 1:25 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good Afternoon,

Just am following up regarding the last email that was sent out;

In order to look into reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

We will need these documents to be sent into us by the end of the week to consider reimbursement as we have given more than 7 days we will be forced to close the case temporarily tomorrow until we received the applicable/needed documents.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management
1-800-826-6632 Option 9 EXT. 3025760
Hours: 9:00AM - 5:30PM EST

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/28/2023 12:19 PM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Hello Nika

In order to lookin in to reimbursement, I still need documentation for the bank you have your loan through showing how much is paid a month for the vehicle. So we need documents from the bank and a bank statement showing the amount was paid for the months the vehicle was down.

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/27/2023 2:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

Hello Elizabeth for reaching out regarding the reimbursement. We took out a personal loan and we are paying (879$) monthly. We are currently paying this amount monthly and have been paying even when the truck was at the dealership. I would appreciate if you can help us to figure out how I can get the reimbursement.

Thank you
QORELI LLC
On Mar 24, 2023, at 12:37 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Good Afternoon,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2023 10:55 AM
To: uscustomercare@cac.stellantis.com
Cc: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Elizabeth I am following up on behalf of your Case Manager Christina.

In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). In Addition to that we will need a bank statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

Sincerely,
Elizabeth | Mid-Atlantic
Phone:1-866-932-3873 | Ext: 3026341

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/14/2023 11:20 AM
To: qorelillc@yahoo.com
Subject: Re: Ram Customer Care

Good Morning,

My name is Quintin I am following up on behalf of your Case Manager Christina.

I was able to take a look at your email that you sent off 15 hours or so ago and understand that your requesting vehicle payments to be reimbursed. I took a look at all 6 attachments that have been sent in and do not see any documents showing what the monthly payment is. While vehicle payment or reimbursement for vehicle payment are not something covered under the manufacturers warranty inside or out side of warranty I'd still be happy to review any documents sent into us as you vehicle had been down for quite some time. In order for us to review reimbursement we will need a paper showing the total monthly payment from whom ever your vehicle is financed through (ex. Chrysler Capital). in Addition to that we will need a back statement showing the monthly payment costs as well so that we can review them and further discuss what we can do further.

I look forward to hearing from you.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and cooperation!

All the Best,

Quintin
Stellantis Case Management

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/13/2023 7:11 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram Customer Care

We did not request reimbursement for repairs to the vehicle. We are aware of the warranty of these repairs because we are eligible for it. We requested the reimbursement for those months that we missed to pay for our loan of the truck which was for six months. The truck has been standing in the dealership for six months for the same issue three times that occurred and we have been waisting money on loan payments.That is the purpose of the reimbursement. The truck broke down because of the transmission three times and the paper work that was sent over was because of the proof to show you that it was in the dealership. That is the purpose of the reimbursement.
Thank you
On Mar 13, 2023, at 3:30 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Hi Nika,

Our records indicate that you have requested reimbursement for repairs to your vehicle. The documents that we have received indicate the the repairs were covered by warranty.

At this time your case will be closed. However, if you would like additional consideration or if perhaps we have missed something please feel free to contact our office.

Your case number is: [redacted]
Our contact information for Ram Customer Care is 1-866-726-4636

Best Wishes,
Pam

---------- Original Message ----------
From: salome chaladze [qorelillc@yahoo.com]
Sent: 3/1/2023 5:13 PM
To: uscustomercare@fcagroup.com
Subject: Re: Ram Customer Care

OPENED CASE DATES:
09/01/2022□11/10/2022
11/04/2022□01/17/2023
01/18/2023□03/01/2023

[redacted]

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

VIN	3C7WRKAL6MG[redacted]	Model Year	2021	Brand	RAM
Body	DP4L63	Vehicle	RAM 4500 REG CAB CHA I		
Customer Provided VIN		Line of Business	CAC	Cu tomer A i tance Center	
Batch Case Information					
Open Date	01/06/2023	CAIR Type	Regular	Status	Clo ed
Close Date	03/01/2023	Origin	Telephone	Reason	
Mileage	1,000 Mile	Market	U	Language	Engli h
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Cu tomer
City/State/Country/Zip					U A
Customer	Owner LIBERTY TOWING				
Customer Address	35246 U HIGHWAY 19 N				
City/State/Country/Zip	PALM HARBOR		FL	346841931461	U A
Dealer	45716	Jerry Ulm Chry ler Dodge Jeep Ram		Dealer Phone	8138726645
Dealer Address	2966 N DALE MABRY HWY				
	TAMPA		FL	33607 2415	U A
Dealer Zone	outhea t	Sales District		Service District	D
Subject	VOR at dealer a month Da h clu ter, GP en or replaced now Tran mi ion will be 50 day				
Synopsis	CU TOMER advi ed he will not authorize any reimbur ement no re pon e to econdary reque t and cu tomer will not accept monthly payment only no reimbur ement proce ed				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical I ue With Vehicle	Customer Anomaly	30	General engine i ue
Reason Code	After ale Complaint Product Vehicle concern Additional detail				

Case Status History

Create Date	Status
01/06/2023 07 35 PM	Open
01/09/2023 04 50 PM	u pended
01/16/2023 05 03 AM	Open
01/16/2023 05 13 PM	u pended
01/20/2023 05 01 AM	Open
01/20/2023 05 17 PM	u pended
01/24/2023 05 03 AM	Open
01/31/2023 06 31 PM	u pended
02/01/2023 06 22 PM	Open
02/01/2023 06 23 PM	u pended
02/03/2023 05 03 AM	Open
02/03/2023 05 56 PM	u pended
02/09/2023 05 02 AM	Open
02/09/2023 02 32 PM	u pended
02/14/2023 05 16 AM	Open
02/18/2023 04 03 PM	u pended
02/23/2023 05 03 AM	Open
02/23/2023 05 08 PM	u pended
02/27/2023 05 03 AM	Open
02/27/2023 05 28 PM	u pended
03/01/2023 05 03 AM	Open
03/01/2023 07 06 PM	Clo ed

Initial Description

VOR at dealer a month Da h clu ter, GP en or replaced now Tran mi ion will be 50 day

Case Comments

Date	Comment
01/06/2023	Dealer i an hour away there are no dealer to ervice a 4500 Dealer choice confirmed VOR at dealer a month Da h clu ter, GP en or replaced now Tran mi ion will be 50 day Thi i a bu ine vehicle He i loo ing $1000 00 /day eeking part expediting A AP and a rental Dealer will not rent him a truck for work Dealer ha 4 other truck itting with ame i ue
01/09/2023	******* PART ORDER INFORMATION ******* DLR 45716 PART 68498422AB ORDER [redacted] ORDER Type pecial / VOR Current ETA APRIL 2023 RENTAL NO ********** Backorder 68498422AB Quantity 1 hipper Number [redacted] urrent ETA Apr 20,2023 ervicing PDC 03111 WARREN NPDC De cription TOCK I ON ORDER TO HIP ON A FUTURE DATE FROM UPPLIER La t Updated 2023 01 06 Reque t Type VOR Ca e Number [redacted] pdated Re pon e Comment Order cannot be upgraded at thi time a there i material in tran it or in proce to our PDC
01/09/2023	□CALL TO DEALER >>> 45716 Jerry Ulm Chry ler 8137695400 A We M Brian bcumming @jerryulm com CM contacted DLR to peak with M Brian / A We M Brian advi ed Tran mi ion i being replaced under warranty and provided part number for tran mi ion and cooler MG586342 Liberty Towing Tran mi ion PART PART 68498422AB TRAN ORDER [redacted] PART 68322494AC COOLER Your hipment 1 [redacted] E timated delivery Thur day, January 12 by 9 00 P M
01/09/2023	>>> VOICEMAIL TO CU TOMER □ MICHAEL LAURIANO liberty towing2@yahoo com (908) 278 6222 CM left voicemail for cu tomer with ca e number and provided ETA on part
01/09/2023	>> MAIL TO CU TOMER My name i Brandon I am a enior peciali t with RAM | Fleet Ca e Management I am happy to a i t in the re olution of the concern on file with our cu tomer care office ? Here i the mo t recent update on the part order for your vehicle ? Current ETA April 2023?(ubject to Change) ? ** PLEA E NOTE ** ba ed on the current tatu from the upplier, I am expecting the ETA to change Our Part peciali t will be a i ting to en ure priority handling of thi order ? □□□□□□□I will keep monitoring the order and keep you updated weekly or if new information i available *** REGARDING RENTAL *** Plea e let me know if you do ecure rental I am happy to review for potential reimbur ement on rental,??$100 MAX daily/ NO Mileage, NO Fuel , NO Damage Waiver however you will need to notify me if you do get ecure a rental ? Plea e note Open / Incomplete RECALL on thi VIN NONE Thank you for your patience
01/09/2023	>>> VOICEMAIL TO CU TOMER □ MICHAEL LAURIANO liberty towing2@yahoo com (908) 278 6222 Plea e contact cu tomer back at 7328526170 regarding the email ent
01/09/2023	>>> CALL TO CU TOMER □ MICHAEL LAURIANO liberty towing2@yahoo com 7328526170 CALL doe not connect to thi number
01/09/2023	INBOUND CALL AMANTHA CALL AT 7325526670 wanting call back

Date	Comment
01/10/2023	********** PARTS POD UPDATE ********** DLR 45716, P/N 68498422AB (TRANSMISS), ORDER #[redacted] ETA to dealer will be provided when available **********END OF UPDATE**********
01/10/2023	System Update:[Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA. (CHKS).]
01/10/2023	>>> CALL TO CUSTOMER □ SAMANTHA Lauriano (732) 552-6670 preferred (cell) Wrong number on pervious call is wrong. The reason the transmission is messed is due to an electrical concern and drained batteries and that's why the transmission - Has dealer diagnosed electrical concern? DLR states not related 3rd visit for transmission concern Customer inquired about lost wages as this vehicle bring ins $40,000 monthly CM offered to review for monthly payment reimbursement if rental is not obtained. customer pays$1392 monthly
01/16/2023	********** PARTS POD UPDATE ********** DLR 45716, P/N 68498422AB (TRANSMISS), ORDER #[redacted] SHIPPED-PDC 1/16, eta 3-8 business days **********END OF UPDATE**********
01/16/2023	>>> MAIL TO CUSTOMER □ Here is the most recent update on the part order for your vehicle The PART Order has shipped with an ETA of 3 - 8 business days (subject to change) to the dealership We will keep monitoring the case closely. Please let me know if you hear from the parts or service team at the dealership.
01/18/2023	System Update:[OMC#[redacted]rder#[redacted]FOR PN: 68498422AB IS RESOLVED]
01/24/2023	□CALL TO DEALER >>> 45716 Jerry Ulm Chrysler 8137695400 CM contacted DLR to speak with SA Wes / SM Brian SM Brian - bcummings@jerryulm.com SA Jeff states that SA Wes is not available but did confirm transmission is there and ETA is for this week.
01/27/2023	>> MAL TO DEALER Good afternoon Please advise on the status / ETA for completion on this VIN 3C7WRKAL6MG[redacted] 2021 RAM 4500 Customer: LIBERTY TOWING Thank you
01/27/2023	>>> MAIL TO CUSTOMER □ A message has been sent to the Service Manager at the dealership requesting an update on the status of this vehicle. Hopefully, I receive some feedback soon. Please let me know if you hear from the service team or if this vehicle is returned to you. ========== << mail from dealer Truck is not here. Picked it up on Tuesday of this week
01/31/2023	>> MAIL TO CUSTOMER Good afternoon I'm contacting you because your Dealership has advised me your vehicle has been repaired and returned to you. To ensure that everything is resolved and completed to your satisfaction, I am happy to leave this case open for 2 additional business days if you need to contact me.
02/01/2023	>> MAIL TO CUSTOMER I have only had this case since Jan 6th, so I will not be reviewing for downtime. If this vehicle is heading back to the dealership this week, I am happy to keep the case open until February 3rd Please let me know when the vehicle is back at the dealer.
02/01/2023	VEHICLE WAS PICKED UP FROM REPAIR ON JAN 24TH
02/01/2023	>> MAIL TO DEALER Good afternoon Brian I hope you are doing well. Customer states there are still issues with the vehicle. " TPMS sensors are still going off as well as now the Key FOB does not work." Please let me know if this vehicle returns to your service department. Thank you.
02/03/2023	>> MAIL TO CUSTOMER Good afternoon □□□□□□□ I am certainly willing to review Documentation on the case for any potential reimbursement on a monthly vehicle payment or even partial if possible, and happy to make a decision based on my review of the case and dealership feedback. ? Instructions to submit Documentation for review ? **? REVIEW FOR POTENTIAL MONTHLY PAYMENT REIMBURSEMENT ** - ALL documents should be submitted within 5 business days in .PDF or .DOC (word)? format - 5 MB max per file. ? Please reply to this email with the follow copies a) REPAIR ORDER (all pages) b) Original Bill of Sale for VIN c) Up-to-Date Monthly Payment Invoice for VIN d) Banking (proof of monthly payment transaction) ? * Please include in your reply * PAYEE name: MAILING Address: ? Reviews for potential reimbursement can take between 30 - 60 days after ALL documents received
02/09/2023	**** DOCUMENTATION NEEDED *** Monthly statement from the Specialty Vehicle Funding Group does not indicate the VIN This Bill of Sale is not signed and does not have the same date as the In Service Date. CM does not have anything to can reference to the $1392.00 Banking statement reflecting the January payment would need to be submitted if the we can match the others. ========== >> MAIL TO CUSTOMER Good morning I have looked at the documents submitted for a potential monthly payment reimbursement **** PLEASE NOTE **** Your monthly statement from the Specialty Vehicle Funding Group does not indicate the VIN as the financing subject.?We will need to reference this payment and terms. I checked the?The Bill of Sale, however it does not have anything I can reference to the $1392.00 payment and the final amount does not match the principal on the monthly invoice. If possible, please submit the original financing agreement outlining the terms of the loan and we can see if this VIN is referenced or any terms / amount I can match up the invoice and Bill of Sale, and we should be good. As well...? Banking statement reflecting the January payment would need to be submitted if the we can match the others.
02/14/2023	DOCUMENTS [redacted]Dodge Payment .pdf ==========[redacted]dodge repair 1:23.pdf ==========[redacted]BLACKBURN INVOICE - 2021 Dodge 4500 Vulcan 812 red.pdf ==========[redacted]revenue loss 21 dodge .pdf ==========[redacted]Liberty January 23 Checking Statement.pdf ==========[redacted]Loan[redacted]Liberty Towing & Recovery LLC - 21 Dodge[redacted]pdf ==========
02/16/2023	********** VIN: 3C7WRKAL6MG[redacted] 2021 RAM 4500 MILEAGE: 1,016 IN-SERVICE DATE: 7/29/2021 ORIGINAL OWNER: yes LOYALTY : 2 new, 2 previous WARRANTY: FULL BASIC / POWERTRAIN MECHANICAL SC: none STELLANTIS SERVICE HISTORY: no maintenance REIMBURSEMENT TOTAL: REPAIR DESCRIPTION: Replace Transmission RATIONAL FOR GOODWILL: fleet vehicle suffered extended downtime for warranty repair. DEALER OPINION: SERVICE MANAGER advised of INTERNAL FAILURE of TRANSMISSION REPAIR IS COMPLETED: covered UNDER WARRANTY **********
02/17/2023	Vehicle has arrived at dealership Jerry Ulm Chrysler Dodge Jeep Ram and attended by dealer employee Carlos Batista
02/17/2023	Vehicle has arrived at dealership Jerry Ulm Chrysler Dodge Jeep Ram and attended by dealer employee Carlos Batista
02/17/2023	** review in progress **
02/18/2023	Vehicle has qualified for Enhanced Customer Satisfaction (ECS) program. Refer to Knowledge Article for handling procedures
02/18/2023	LIBERTY TOWING is seeking reimbursement for extended downtime for repair under warranty. ********** VIN: 3C7WRKAL6MG[redacted] 2021 RAM 4500 MILEAGE: 1,016 IN-SERVICE DATE: 7/29/2021 ORIGINAL OWNER: yes LOYALTY : 2 new, 2 previous WARRANTY: FULL BASIC / POWERTRAIN MECHANICAL SC: none STELLANTIS SERVICE HISTORY: no maintenance REIMBURSEMENT TOTAL: REPAIR DESCRIPTION: Replace Transmission RATIONAL FOR GOODWILL: fleet vehicle suffered extended downtime for warranty repair. reason for delay: Back ordered Parts DEALER OPINION: SERVICE MANAGER advised of INTERNAL FAILURE of TRANSMISSION REPAIR IS COMPLETED: covered UNDER WARRANTY **********[redacted]21 Dodge Payment .pdf MONHTLY PAYMENT INVOICE Amount $1,392 ACCOUNT IS CURRENT - NO PAST DUE ==========[redacted]1 dodge repair 1:23.pdf REPAIR ORDER ==========[redacted]BLACKBURN INVOICE - 2021 Dodge 4500 Vulcan 812 red.pdf BILL OF SALE unsigned, but VIN IS VERIFIED ==========[redacted]Liberty January 23 Checking Statement.pdf BANKING JANUARY 2023 PAYMENT $1,392.00 ========== DOC-[redacted]Loan 77612-001 - Liberty Towing & Recovery LLC - 21 Dodg[redacted]SCEFDULE WITH VIN VERIFIED AND TERMS $1,392 ********** DEALER: JERRY ULM REPAIR ORDER[redacted]MILEAGE:1016 REPAIR DATES: 12-29, 2022 THRU 01-24, 2023 ********** REIMBURSEMENT DETAILS: MONHTLY PAYMENT: 1 MONTH @ $1,392.00 TOTAL REIMBURSEMENT: $1,392.00 ********** Specialist is seeking STELLANTIS reimbursement contribution of $1,392.00 **********
02/18/2023	>> MAIL TO CUSTOMER Good morning? I have completed reviewing all relevant documentation and verified your monthly payment reimbursement total of $1,392.00 □□□□□□□ Thank you for your patience and providing the loan agreement to be able to match everything. This helps to ensure all approvals are seamless with fewer delays. Please reply with your preferred PAYEE name and MAILING address to send any potential check through US Postal Service.
02/23/2023	>>> VOICEMAIL TO CUSTOMER □ MICHAEL LAURIANO liberty.towing2@yahoo.com (908) 278-6222 CM left voicemail for customer with case number And requested call or email back
02/27/2023	>> CLOSED LOOP MAIL TO CUSTOMER Good afternoon I have not received a response on this case. The offer for 1 month reimbursement is still valid for 30 days., however I will need to close the case for no response. Case closure will be Wednesday morning, March 1st if no response is received. □□□□□□□
02/27/2023	>> MAIL TO CUSTOMER Thank you for the response We do not review for lost revenue or wages. I addressed this with you on the phone on January 10th and advised I would review for potential monthly?payment reimbursement? if rental was not feasible or able to be secured., RAM reviews for potential monthly payment reimbursement on the VIN for the time down that we were involved in the case, however I have made an exception in this case to offer 1 FULL monthly payment reimbursement of? $1,392.00? REPAIR DATES: 12-29, 2022 THRU 01-24, 2023? Case creation was Jan 6th? Please reply with your preferred PAYEE name and MAILING address to send any potential check through US Postal Service.
03/01/2023	>> MAIL TO CUSTOMER Good afternoon ? □□□□□□□I am sending you this email regarding the closure of your?case with Ram Fleet Case Management ? ** please note ** Email replies to this final email may not be received or answered. You may receive a survey based on our interaction. This survey is separate from one you may receive from the dealer on the repair itself. ? Thank you for choosing RAM
03/01/2023	********** CASE CLOSING COMMENTS Down for repairs to TRANSMISSION REIMBURSEMENT REQUEST CUSTOMER advised he will not authorize any reimbursement no response to secondary requests and customer will not accept monthly payment only. no reimbursement processed ********** February 8, 2023 at 10:45 PM Customer email: "I do not authorize any reimbursement"

Email(s)

Date	01/06/2023	*Subject*	case[redacted]		
From	uscustomercare@fcagroup.com	*To*	liberty.towing2@yahoo.com	*Sent Date/Time*	01/06/2023 19:43 PM

Hello Mr. LAURIANO,

Your case number is 85090882 Thank you for being a Ram customer.

Stephanie FCA Advisor
[redacted]

Date	01/09/2023	*Subject*	Cas[redacted]

From	uscustomercare@fcagroup.com	To	liberty.towing2@yahoo.com	Sent Date/Time	01/09/2023 16:48 PM

Good morning

My name is Brandon. I am a Senior Specialist with RAM | Fleet Case Management
I am happy to assist in the resolution of the concern on file with our customer care office.

Here is the most recent update on the part order for your vehicle

Current ETA: April 2023 (Subject to Change)

** PLEASE NOTE ** based on the current status from the supplier, I am expecting the ETA to change.

Our Parts Specialist will be assisting to ensure priority handling of this order.
I will keep monitoring the order and keep you updated weekly or if new information is available.

*** REGARDING RENTAL ***
Please let me know if you do secure rental - I am happy to review for potential reimbursement on rental, $100 MAX daily/ NO Mileage, NO Fuel , NO Damage Waivers however you will need to notify me if you do get secure a rental.

Please note: Open / Incomplete RECALLS on this VIN:
NONE

Thank you for your patience

Regards,
Brandon
Senior Specialist USA
RAM | STELLANTIS
FLEET Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line: 1-800-992-1997
[redacted]

Date	01/16/2023	Subject	RE: Cas[redacted]		
From	uscustomercare@fcagroup.com	To	liberty.towing2@yahoo.com	Sent Date/Time	01/16/2023 17:11 PM

Here is the most recent update on the part order for your vehicle

The PART Order has shipped with an ETA of 3 - 8 business days (subject to change) to the dealership
We will keep monitoring the case closely.

Please let me know if you hear from the parts or service team at the dealership.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	01/24/2023	Subject	RE: Case[redacted]		
From	ramcustomercare@fcagroup.com	To	liberty.towing2@yahoo.com	Sent Date/Time	01/24/2023 15:06 PM

Good morning

The service team advised Parts have arrived ETA for repair is tentative for this week.

Please let me know if you hear from the service team or if this vehicle is returned to you.
If you have any additional concerns that need to be addressed, please do not hesitate to reply.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	01/27/2023	Subject	RE: Case[redacted]		
From	ramcustomercare@fcagroup.com	To	liberty.towing2@yahoo.com	Sent Date/Time	01/27/2023 18:38 PM

A message has been sent to the Service Manager at the dealership requesting an update on the status of this vehicle.
Hopefully, I receive some feedback soon.

Please let me know if you hear from the service team or if this vehicle is returned to you.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	01/31/2023	Subject	RE: Case[redacted]		
From	ramcustomercare@fcagroup.com	To	liberty.towing2@yahoo.com	Sent Date/Time	01/31/2023 18:26 PM

Good afternoon

I'm contacting you because your Dealership has advised me your vehicle has been repaired and returned to you.

To ensure that everything is resolved and completed to your satisfaction, I am happy to leave this case open for 2 additional business days if you need to contact me.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	02/01/2023	***Subject***	Re: Case [redacted]		
From	liberty.towing2@yahoo.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	02/01/2023 18:04 PM

Yes the vehicle is back in our possession however the TPMS sensors are still going off as well as now the Key FOB does not work. So we will have to be bringing it back. How do we go about compensation for down time what is the procedure ??

Thank you,
Samantha Lauriano
Liberty Towing & Recovery LLC
727-366-9927
liberty.towing2@yahoo.com

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> On Jan 31, 2023, at 1:26 PM, Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> Good afternoon
>
> I'm contacting you because your Dealership has advised me your vehicle has been repaired and returned to you.
>
> To ensure that everything is resolved and completed to your satisfaction, I am happy to leave this case open for 2 additional business days if you need to contact me.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
> [redacted]

Date	02/01/2023	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	liberty.towing2@yahoo.com	***Sent Date/Time***	02/01/2023 18:17 PM

I have only had this case since Jan 6th, so I will not be reviewing for downtime.
If this vehicle is heading back to the dealership this week, I am happy to keep the case open until February 3rd

Please let me know when the vehicle is back at the dealer.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	02/01/2023	***Subject***	Re: Case [redacted]		
From	liberty.towing2@yahoo.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	02/01/2023 18:26 PM

The truck was there since Dec 22nd. That is not my problem that they took till Jan 6th to let you know. So what do we do about the fact that we were without a truck for 35 days that truck makes over $2,000 per day. Plus we made a truck payment for a month as well as insurance payment for a month while it sat at a dealership. This is a 21 truck it shouldn□t need a new transmission that□s a Dodge problem not a me problem. So before I have to contact my lawyer and take this to another level. I would inform your supervisor that there will be some sort of compensation. I have already spoken to my lawyer and he is ready. However, I am sure we would all like this to go easier than that. So please let me know where the bills should be sent.

Thank you,
Samantha Lauriano
Liberty Towing & Recovery LLC
727-366-9927
liberty.towing2@yahoo.com

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> On Feb 1, 2023, at 1:17 PM, Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
>
> I have only had this case since Jan 6th, so I will not be reviewing for downtime.
> If this vehicle is heading back to the dealership this week, I am happy to keep the case open until February 3rd
>
> Please let me know when the vehicle is back at the dealer.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
[redacted]

Date	02/03/2023	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	liberty.towing2@yahoo.com	***Sent Date/Time***	02/03/2023 17:55 PM

Good afternoon

I am certainly willing to review Documentation on the case for any potential reimbursement on a monthly vehicle payment or even partial if possible, and happy to make a decision based on my review of the case and dealership feedback.

Instructions to submit Documentation for review

** REVIEW FOR POTENTIAL MONTHLY PAYMENT REIMBURSEMENT **
- ALL documents should be submitted within 5 business days in .PDF or .DOC (word) format - 5 MB max per file.

Please reply to this email with the follow copies
a) REPAIR ORDER (all pages)
b) Original Bill of Sale for VIN
c) Up-to-Date Monthly Payment Invoice for VIN
d) Banking (proof of monthly payment transaction)

* Please include in your reply *
PAYEE name:
MAILING Address:

Reviews for potential reimbursement can take between 30 - 60 days after ALL documents received

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	02/09/2023	***Subject***	Re: Case [redacted]		
From	liberty.towing2@yahoo.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/09/2023 03:45 AM

I do not authorize any reimbursement be made until approved by me, please review all documents and let me know of your findings. Dodge had possession of the truck from December 22, 2022 - January 25, 2023.
□□□□
Thank you,
Samantha Lauriano
Liberty Towing & Recovery LLC
727-366-9927
liberty.towing2@yahoo.com

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> On Jan 16, 2023, at 12:11 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Here is the most recent update on the part order for your vehicle
>
> The PART Order has shipped with an ETA of 3 - 8 business days (subject to change) to the dealership
> We will keep monitoring the case closely.
>
> Please let me know if you hear from the parts or service team at the dealership.
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
> [redacted]

Date	02/09/2023	***Subject***	Docs needed. Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	liberty.towing2@yahoo.com	***Sent Date/Time***	02/09/2023 14:29 PM

Good morning

I have looked at the documents submitted for a potential monthly payment reimbursement

**** PLEASE NOTE ****
Your monthly statement from the Specialty Vehicle Funding Group does not indicate the VIN as the financing subject. We will need to reference this payment and terms.

I checked the The Bill of Sale, however it does not have anything I can reference to the $1392.00 payment and the final amount does not match the principal on the monthly invoice.

If possible, please submit the original financing agreement outlining the terms of the loan and we can see if this VIN is referenced or any terms / amount I can match up the invoice and Bill of Sale, and we should be good.

As well... Banking statement reflecting the January payment would need to be submitted if the we can match the others.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Liberty Towing [liberty.towing2@yahoo.com]
Sent: 2/8/2023 10:45 PM
To: uscustomercare@fcagroup.com
Subject: Re: Case [redacted]

I do not authorize any reimbursement be made until approved by me, please review all documents and let me know of your findings. Dodge had possession of the truck from December 22, 2022 - January 25, 2023.
[redacted]

Date	02/09/2023	***Subject***	Re: Docs needed. Case [redacted]		
From	liberty.towing2@yahoo.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/09/2023 15:08 PM

□□

Here is the original finance agreement as well as bank statement with the payment highlighted.

Thank you,
Samantha Lauriano
Liberty Towing & Recovery LLC
727-366-9927
liberty.towing2@yahoo.com

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> On Feb 9, 2023, at 9:29 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good morning
>
> I have looked at the documents submitted for a potential monthly payment reimbursement
>
> **** PLEASE NOTE ****
> Your monthly statement from the Specialty Vehicle Funding Group does not indicate the VIN as the financing subject. We will need to reference this payment and terms.
>
> I checked the The Bill of Sale, however it does not have anything I can reference to the $1392.00 payment and the final amount does not match the principal on the monthly invoice.
>
> If possible, please submit the original financing agreement outlining the terms of the loan and we can see if this VIN is referenced or any terms / amount I can match up the invoice and Bill of Sale, and we should be good.
>
> As well... Banking statement reflecting the January payment would need to be submitted if the we can match the others.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | RAM
> FLEET Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> From: Liberty Towing [liberty.towing2@yahoo.com]
> Sent: 2/8/2023 10:45 PM
> To: uscustomercare@fcagroup.com
> Subject: Re: Case 85090882
>
> I do not authorize any reimbursement be made until approved by me, please review all documents and let me know of your findings. Dodge had possession of the truck from December 22, 2022 - January 25, 2023.
>
>
>
> [redacted]

Date	02/09/2023	***Subject***	Re: Docs needed. Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	liberty.towing2@yahoo.com	***Sent Date/Time***	02/09/2023 15:13 PM

Attachments received

Thank you.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	02/18/2023	***Subject***	Re: Docs needed. Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	liberty.towing2@yahoo.com	***Sent Date/Time***	02/18/2023 15:56 PM

Good morning

I have completed reviewing all relevant documentation and verified your monthly payment reimbursement total of $1,392.00

Thank you for your patience and providing the loan agreement to be able to match everything.
This helps to ensure all approvals are seamless with fewer delays.

Please reply with your preferred PAYEE name and MAILING address to send any potential check through US Postal Service.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	02/27/2023	***Subject***	Re: Docs needed. Case [redacted]		
From	uscustomercare@fcagroup.com	***To***	liberty.towing2@yahoo.com	***Sent Date/Time***	02/27/2023 17:26 PM

Good afternoon

I have not received a response on this case.
The offer for 1 month reimbursement is still valid for 30 days., however I will need to close the case for no response.

Case closure will be Wednesday morning, March 1st if no response is received.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/18/2023 10:56 AM
To: liberty.towing2@yahoo.com
Subject: Re: Docs needed. Case [redacted]

Good morning

I have completed reviewing all relevant documentation and verified your monthly payment reimbursement total of $1,392.00

Thank you for your patience and providing the loan agreement to be able to match everything.
This helps to ensure all approvals are seamless with fewer delays.

Please reply with your preferred PAYEE name and MAILING address to send any potential check through US Postal Service.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	02/27/2023	***Subject***	Re: Docs needed. Case [redacted]		
From	liberty.towing2@yahoo.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/27/2023 17:57 PM

Unfortunately, you did not address all bills given. Where do we find out about the loss revenue of having the truck down with no rental?

Thank you,
Samantha Lauriano
Liberty Towing
liberty.towing2@yahoo.com

> On Feb 27, 2023, at 12:26 PM, US Customer Care <uscustomercare@fcagroup.com> wrote:
>
> Good afternoon
>
> I have not received a response on this case.
> The offer for 1 month reimbursement is still valid for 30 days., however I will need to close the case for no response.
>
> Case closure will be Wednesday morning, March 1st if no response is received.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | RAM
> FLEET Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@fcagroup.com]
> Sent: 2/18/2023 10:56 AM
> To: liberty.towing2@yahoo.com
> Subject: Re: Docs needed. Case [redacted]
>
> Good morning
>
> I have completed reviewing all relevant documentation and verified your monthly payment reimbursement total of $1,392.00
>
> Thank you for your patience and providing the loan agreement to be able to match everything.
> This helps to ensure all approvals are seamless with fewer delays.
>
> Please reply with your preferred PAYEE name and MAILING address to send any potential check through US Postal Service.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | RAM
> FLEET Case Management
> Customer Care Line 1-800-992-1997
>
> [redacted]
>

Date	02/27/2023	***Subject***	Re: Docs needed. Cas [redacted]		
From	uscustomercare@fcagroup.com	***To***	liberty.towing2@yahoo.com	***Sent Date/Time***	02/27/2023 18:07 PM

Thank you for the response

We do not review for lost revenue or wages.

I addressed this with you on the phone on January 10th and advised I would review for potential monthly payment reimbursement
if rental was not feasible or able to be secured.,

RAM reviews for potential monthly payment reimbursement on the VIN for the time down that we were involved in the case, however I have made an exception in this case to offer 1 FULL monthly payment reimbursement of $1,392.00

REPAIR DATES: 12-29, 2022 THRU 01-24, 2023
Case creation was Jan 6th

Please reply with your preferred PAYEE name and MAILING address to send any potential check through US Postal Service.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	03/01/2023	***Subject***	Case[redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	liberty.towing2@yahoo.com	***Sent Date/Time***	03/01/2023 18:59 PM

Good afternoon

I am sending you this email regarding the closure of your case with Ram Fleet Case Management

** please note **
Email replies to this final email may not be received or answered.
You may receive a survey based on our interaction.
This survey is separate from one you may receive from the dealer on the repair itself.

Thank you for choosing RAM

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line: 1-800-992-1997
[redacted]

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

VIN	3C7WRMAL7LG[redacted]	Model Year	2020	Brand	RAM
Body	DP5L63	Vehicle	RAM 5500 REG CAB CHASSIS		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	01/09/2023	CAIR Type	Regular	Status	Closed
Close Date	02/07/2023	Origin	Telephone	Reason	
Mileage	24,946 Miles	Market	U	Language	English
Contact Email		Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	10616 148th STREET			Source	Customer
City/State/Country/Zip	JAMAICA		NY	11435	USA
Customer	RICHMOND TOWING				
Customer Address	10616 148TH ST				
City/State/Country/Zip	JAMAICA		NY	114355102161	USA
Dealer	23153	WESTBURY JEEP CHRYSLER DODGE, INC		Dealer Phone	5169973900
Dealer Address	100 JERICHO TPKE				
	JERICHO		NY	11753 1004	USA
Dealer Zone	Northeast	Sales District		Service District	D
Subject	vehicle concern				
Synopsis	Down for repairs to Engine Vehicle was repaired UNDER WARRANTY DLR and Customer confirmed vehicle is Repaired and picked up				
Customer Anomaly	Engine				
	Warning Light MIL				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	27	Check engine light is on
Reason Code	After Sales Complaint Product Vehicle concern Additional details				

Case Status History

Create Date	Status
01/09/2023 02 43 PM	Open
01/09/2023 03 07 PM	Closed
01/10/2023 03 15 PM	Open
01/10/2023 04 53 PM	Suspended
01/11/2023 05 02 AM	Open
01/11/2023 03 50 PM	Suspended
01/13/2023 05 01 AM	Open
01/13/2023 04 39 PM	Suspended
01/17/2023 05 01 AM	Open
01/17/2023 04 55 PM	Suspended
01/19/2023 05 02 AM	Open
01/30/2023 07 10 PM	Suspended
02/01/2023 05 02 AM	Open
02/01/2023 05 22 PM	Suspended
02/01/2023 09 35 PM	Open
02/03/2023 05 15 PM	Suspended
02/07/2023 05 03 AM	Open
02/07/2023 03 47 PM	Closed

Initial Description

Cs' vehicle is stuck in limp mode RSA will not pick it up to take to the DLR and the cs called several dlrs and no one wants to accept the vehicle because "cs didn't buy from them and have never been there before" This is a Tow Truck and the cs needs to get the vehicle repaired

checking engine light is on the truck isnt moving

Case Comments

Date	Comment
01/09/2023	voice of customer customer called in stating that his checking engine light stays on the truck , and the truck is not isnt moving states he wants us to get an towing truck to get his vehicle ask to book an appointment at a dealership to do his repair on his truck Advisor advice customer that the dealership doesnt want to take an appointment for him advisor advice he filed for an reimbursement after completing repair Next step no further issue
01/10/2023	Cs' vehicle is stuck in limp mode RSA will not pick it up to take to the DLR and the cs called several dlrs and no one wants to accept the vehicle because "cs didn't buy from them and have never been there before" This is a Tow Truck and the cs needs to get the vehicle repaired Agent is escalating to Fleet Specialist Original owner Within time and miles of GW parameters CCS 0 LS 930 Brand RAM Agent also advised on open recalls
01/11/2023	CALL TO CUSTOMER DAVE TIMAL richmondtowingny@gmail com (646) 302 7467 Broke down two days ago Vehicle is at customer's towing yard Vehicle is in LIMP Mode tried to contact Dealers Security Dodge Westbury Bayside My name is Brandon I am a Senior Specialist with RAM | Fleet Case Management I am happy to assist in the resolution of the concern on file with our customer care office Please note Open / Incomplete RECALLS on this VIN Y78 Safety Campaign 2019 2020 Ram HD High Pressure Fuel Pump Y26 TRUCK M14 WHEEL STUDS ZA5 Safety Campaign 2019 2020 REAR BRAKE HOSE
01/11/2023	MAIL TO WESTBURY DEALER Good morning, Linda I hope you are doing well I have a new case on MILLER industries FLEET vehicle under less than 2 yrs old and und only 26,000 Vehicle has gone into LIMP mode and customer states he was told by your service team that you are only accepting vehicles that are purchased from your dealership or repeat customers I would like to confirm dealership point of view to document on the case VIN 3C7WRMAL7LG[redacted] 2020 RAM 5500 26,000 miles ISD 1/20/2021 Please advise Thank you
01/11/2023	MAIL TO SECURITY DODGE Good morning, Robert I hope you are doing well I have a new case on MILLER industries FLEET vehicle under less than 2 yrs old and und only 26,000 Vehicle has gone into LIMP mode and customer states he was told by your service team that you are only accepting vehicles that are purchased from your dealership or repeat customers I would like to confirm dealership point of view to document on the case VIN 3C7WRMAL7LG[redacted] 2020 RAM 5500 26,000 miles ISD 1/20/2021 Please advise Thank you MAIL FROM DEALER YES UNFORTUNATLY AT THIS TIME WE CAN NOT SCHEDULE ANY CARS NOT PURCHASED FROM US THIS MAY CHANGE SOON HOWEVER AT THIS TIME WE ARE TOO BACKED UP Thank you in advance, Robert Domino Service Director Security Chrysler Jeep Dodge
01/13/2023	MAIL TO DEALER / AM ** Please respond ** Good morning, Linda I have a new case on MILLER industries FLEET vehicle under less than 2 yrs old and und only 26,000 Vehicle has gone into LIMP mode and customer states he was told by your service team that you are only accepting vehicles that are purchased from your dealership or repeat customers I would like to confirm dealership point of view to document on the case VIN 3C7WRMAL7LG[redacted] 2020 RAM 5500 26,000 miles ISD 1/20/2021 Please advise Thank you
01/13/2023	MAIL FROM DEALER Hi Mike, Yes we can inspect it to determine if we are able to repair Our truck shop is not equipped to handle large tow trucks or modified units depending on weight class If the repair is accessible without a lift, we will repair Have them call and speak with Derric Nettles from my truck shop or they can drop off at 299 Duffy Ave Hicksville NY

Date	Comment
01/13/2023	>> MAIL TO CUSTOMER Hello Dave □□□□□□□Westbury dealership Service Manger Steve advised to?call and speak with Derrick Nettles at the truck shop or can drop it off at 299 Duffy Ave Hicksville NY. so they can take a look at it to see if they can service it. Please let me know when you have made contact with the dealership.
01/13/2023	*****INBOUND CUSTOMER CONTACT***** Dave Customer called to speak with the CM - Call transferred
01/13/2023	<<< CALL FROM CUSTOMER □ DAVE TIMAL richmondtowingny@gmail.com (646) 302-7467 Customer states vehicle is in his yard and needs for it to be towed CM offered RSA number and transferred call.
01/17/2023	>> MAIL TO CUSTOMER Good morning Dave Please advise if you were able to set an appointment or take this vehicle to Westbury dealership.
01/19/2023	>> MAIL TO DEALER Good afternoon Steve I hope you are well. The customer advised that this vehicle was dropped off on Monday, Jan 16th Just seeing if there is an update at this time or ETA for diagnosis 3C7WRMAL7LG[redacted] 2020 RAM 5500 Customer: RICHMOND TOWING Please advise Thank you
01/19/2023	>>> MAIL TO CUSTOMER □ A message has been sent to the Service Manager at the dealership requesting an update on the status of this vehicle. Hopefully, I receive some feedback soon. Please let me know if you hear from the service team
01/19/2023	<< MAIL FROM DEALER Customer dropped off vehicle with out giving us a call to make an appointment i advised customer 3 to 5 days before being looked at should have vehicle inside shop later on today or first thing tomorrow ========== >> MAIL TO CUSTOMER The service team advised ETA for diagnosis is possible for tomorrow, or early next week. Please let me know if you hear from the service team.
01/23/2023	>> MAIL TO DEALER Good afternoon, Derek I hope you had a great weekend. Please advise on the status / Diagnosis of this VIN. 3C7WRMAL7LG[redacted] 2020 RAM 5500 Customer: RICHMOND TOWING Thank you
01/25/2023	>> MAIL TO DEALER Good morning, Derek Please advise on the status / ETA for Diagnosis of this VIN. 3C7WRMAL7LG[redacted] 2020 RAM 5500 Customer: RICHMOND TOWING Thank you
01/26/2023	>> MAIL TO DEALER >>> □** response needed □ Good morning, Derek Please advise on the status / ETA for Diagnosis of this VIN. 3C7WRMAL7LG[redacted] 2020 RAM 5500 Customer: RICHMOND TOWING Thank you
01/30/2023	>> MAIL TO DEALER Good afternoon, Steve I have been seeking an update on this VIN, and have not received a response.. Please advise on the status / ETA for Diagnosis of this VIN. 3C7WRMAL7LG[redacted] 2020 RAM 5500 Customer: RICHMOND TOWING Thank you
01/30/2023	<< MAIL FROM DEALER I apologize, This is Benny Mak. Derric is no longer with the company, I was able to check the Repair order for the customer. Found that we are waiting for parts still. Current ETA shows 2/3/23 Service Advisor at Westbury Jeep Truck Shop, Benny Mak
01/30/2023	>> MAIL TO DEALER Thank you, Benny I appreciate the update. □* Please provide Part and order number(s) for anything you are waiting on for this VIN * 3C7WRMAL7LG[redacted] 2020 RAM 5500 Customer: RICHMOND TOWING Thanks again.
01/30/2023	>> MAIL TO CUSTOMER Good afternoon Dealer state service advisor is no longer working there, but advised there is a part order. I have requested more information including part and order numbers to assist with priority handling.
02/01/2023	>> MAIL TO DEALER benny □* Please provide Part and order number(s) for anything you are waiting on for this VIN * 3C7WRMAL7LG[redacted] 2020 RAM 5500 Customer: RICHMOND TOWING Thanks again
02/01/2023	>> MAIL FROM DEALER Good afternoon Brandon, Sorry for the delay. I checked with Parts dept yesterday. They informed Part came in earlier (expected ETA was Feb3rd) Tech that was assigned to the repair order is finishing a engine repair and customer Richmond Towing will be going in the shop next. Best, Benny Mak Service Advisor Westbury Jeep
02/01/2023	>> MAIL TO CUSTOMER ?Good afternoon, Dave The service team advised Parts have arrived ETA and repair will start when tech has freed up the repair he is working on currently. ? Please let me know if you hear from the service team. If you have any additional concerns that need to be addressed, please do not hesitate to reply.
02/03/2023	<< MAIL FROM DEALER Good Morning Brandon, I wanted to let you know Richmond towing repair is completed. I just spoke to customer. They will be sending a driving to pick up later today. Benny Mak Service Advisor Westbury Jeep truck shop. ==========
02/03/2023	>> MAIL TO DEALER That's awesome, Benny I really appreciate the updates without having to send a hundred emails. I can't express in words to you how rare that is. lol Hope you have a great weekend.
02/03/2023	?□ MAIL TO CUSTOMER >>> ? I'm contacting you because your Dealership has advised me your vehicle has been repaired and pick up has been arranged. ? To ensure that everything is resolved and completed to your satisfaction, I am happy to leave this case open for 2 additional business days if you need to contact me.
02/07/2023	>>> MAIL TO CUSTOMER □ Good morning Dave Thank you for the reply. I appreciate the opportunity to assist. Please hold on to this case information and Customer Care number for future reference. □□□□□□□I am sending you this email regarding the closure of your case with Ram Fleet Case Management ** please note ** Email replies to this final email may not be received or answered. Please note that you may receive a survey based on our interaction. This survey is separate from one you may receive from the dealer on the repair itself. Thank you for choosing RAM
02/07/2023	********** CASE CLOSING COMMENTS Down for repairs to Engine Vehicle was repaired UNDER WARRANTY DLR and Customer confirmed vehicle is Repaired and picked up. **********

Email(s)

Date	01/11/2023	*Subject*	Case[redacted]		
From	ramcustomercare@fcagroup.com	*To*	richmondtowingny@gmail.com	*Sent Date/Time*	01/11/2023 15:36 PM

Good morning

My name is Brandon. I am a Senior Specialist with RAM | Fleet Case Management
I am happy to assist in the resolution of the concern on file with our customer care office.

Please note: Open / Incomplete RECALLS on this VIN:
Y78 Safety Campaign 2019-2020 Ram HD High Pressure Fuel Pump
Y26 TRUCK M14 WHEEL STUDS
ZA5 Safety Campaign 2019 - 2020 REAR BRAKE HOSE

Regards,
Brandon
Senior Specialist USA
RAM | STELLANTIS
FLEET Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line: 1-800-992-1997
[redacted]

Date	01/13/2023	*Subject*	RE: Case[redacted]		
From	ramcustomercare@fcagroup.com	*To*	richmondtowingny@gmail.com	*Sent Date/Time*	01/13/2023 17:42 PM

Hello Dave

Westbury dealership Service Manger Steve advised to call and speak with Derrick Nettles at the truck shop or can drop it off at 299 Duffy Ave Hicksville NY. so they can take a look at it to see if they can service it.

Please let me know when you have made contact with the dealership.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	01/13/2023	*Subject*	Re: Case[redacted]		
From	richmondtowingny@gmail.com	*To*	ramcustomercare@fcagroup.com	*Sent Date/Time*	01/13/2023 19:51 PM

Truck has to get tow to dealershiper

On Fri, Jan 13, 2023 at 12:42 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Hello Dave
>
> Westbury dealership Service Manger Steve advised to call and speak with
> Derrick Nettles at the truck shop or can drop it off at 299 Duffy Ave
> Hicksville NY. so they can take a look at it to see if they can service it.
>
> Please let me know when you have made contact with the dealership.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
> [redacted]
>

Date	01/17/2023	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	richmondtowingny@gmail.com	***Sent Date/Time***	01/17/2023 16:54 PM

Good morning Dave

Please advise if you were able to set an appointment or take this vehicle to Westbury dealership.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	01/17/2023	***Subject***	Re: Case [redacted]		
From	richmondtowingny@gmail.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	01/17/2023 17:18 PM

Yea it was drop at westbury dealership on monday

On Tue, Jan 17, 2023 at 11:54 AM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good morning Dave
>
> Please advise if you were able to set an appointment or take this vehicle
> to Westbury dealership.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
[redacted]

Date	01/19/2023	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	richmondtowingny@gmail.com	***Sent Date/Time***	01/19/2023 17:37 PM

A message has been sent to the Service Manager at the dealership requesting an update on the status of this vehicle.
Hopefully, I receive some feedback soon.

Please let me know if you hear from the service team

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	01/19/2023	***Subject***	Re: Case [redacted]		
From	richmondtowingny@gmail.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	01/19/2023 18:37 PM

I will Thanks

On Thu, Jan 19, 2023 at 12:37 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> A message has been sent to the Service Manager at the dealership
> requesting an update on the status of this vehicle.
> Hopefully, I receive some feedback soon.
>
> Please let me know if you hear from the service team
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
> [redacted]
>

Date	01/19/2023	Subject	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	To	richmondtowingny@gmail.com	Sent Date/Time	01/19/2023 18:39 PM

The service team advised ETA for diagnosis is possible for tomorrow, or early next week.
Please let me know if you hear from the service team.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	01/19/2023	Subject	Re: Case [redacted]		
From	richmondtowingny@gmail.com	To	ramcustomercare@fcagroup.com	Sent Date/Time	01/19/2023 19:17 PM

i will

On Thu, Jan 19, 2023 at 1:39 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

>
> The service team advised ETA for diagnosis is possible for tomorrow, or
> early next week.
> Please let me know if you hear from the service team.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
>
> [redacted]

Date	01/30/2023	Subject	Re: Cas [redacted]		
From	ramcustomercare@fcagroup.com	To	richmondtowingny@gmail.com	Sent Date/Time	01/30/2023 19:08 PM

Good afternoon

Dealer state service advisor is no longer working there, but advised there is a part order.
I have requested more information including part and order numbers to assist with priority handling.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Richmond Towing [richmondtowingny@gmail.com]
Sent: 1/19/2023 2:17 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
i will
On Thu, Jan 19, 2023 at 1:39 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:

The service team advised ETA for diagnosis is possible for tomorrow, or early next week.
Please let me know if you hear from the service team.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

Date	02/01/2023	Subject	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	To	richmondtowingny@gmail.com	Sent Date/Time	02/01/2023 21:32 PM

Good afternoon, Dave

The service team advised Parts have arrived ETA and repair will start when tech has freed up the repair he is working on currently.

Please let me know if you hear from the service team.
If you have any additional concerns that need to be addressed, please do not hesitate to reply.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	02/01/2023	Subject	Re: Case [redacted]		
From	richmondtowingny@gmail.com	To	ramcustomercare@fcagroup.com	Sent Date/Time	02/01/2023 22:33 PM

thank

On Wed, Feb 1, 2023 at 4:32 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good afternoon, Dave
>
> The service team advised Parts have arrived ETA and repair will start when
> tech has freed up the repair he is working on currently.
>
> Please let me know if you hear from the service team.
> If you have any additional concerns that need to be addressed, please do
> not hesitate to reply.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
>

Date	02/03/2023	***Subject***	Re: Case		
From	ramcustomercare@fcagroup.com	***To***	richmondtowingny@gmail.com	***Sent Date/Time***	02/03/2023 17:11 PM

Good afternoon

I'm contacting you because your Dealership has advised me your vehicle has been repaired and pick up has been arranged.

To ensure that everything is resolved and completed to your satisfaction, I am happy to leave this case open for 2 additional business days if you need to contact me.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

Date	02/03/2023	***Subject***	Re: Case		
From	richmondtowingny@gmail.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	02/03/2023 17:24 PM

Thank you for eve

On Fri, Feb 3, 2023 at 12:11 PM Ram Customer Care <
ramcustomercare@fcagroup.com> wrote:

> Good afternoon
>
> I'm contacting you because your Dealership has advised me your vehicle has
> been repaired and pick up has been arranged.
>
> To ensure that everything is resolved and completed to your satisfaction,
> I am happy to leave this case open for 2 additional business days if you
> need to contact me.
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | FLEET
> Case Management
> Customer Care Line 1-800-992-1997
>
>
>

Date	02/03/2023	***Subject***	Re: Case		
From	richmondtowingny@gmail.com	***To***	ramcustomercare@fcagroup.com	***Sent Date/Time***	02/03/2023 17:25 PM

thank you for everthing

On Fri, Feb 3, 2023 at 12:24 PM Richmond Towing <richmondtowingny@gmail.com>
wrote:

> Thank you for eve
>
> On Fri, Feb 3, 2023 at 12:11 PM Ram Customer Care <
> ramcustomercare@fcagroup.com> wrote:
>
>> Good afternoon
>>
>> I'm contacting you because your Dealership has advised me your vehicle
>> has been repaired and pick up has been arranged.
>>
>> To ensure that everything is resolved and completed to your satisfaction,
>> I am happy to leave this case open for 2 additional business days if you
>> need to contact me.
>>
>> Regards,
>> Brandon
>> Senior Specialist USA
>> STELLANTIS | FLEET
>> Case Management
>> Customer Care Line 1-800-992-1997
>>
>>
>

Date	02/07/2023	***Subject***	Re: Case [redacted]		
From	ramcustomercare@fcagroup.com	***To***	richmondtowingny@gmail.com	***Sent Date/Time***	02/07/2023 15:41 PM

Good morning Dave

Thank you for the reply. I appreciate the opportunity to assist.
Please hold on to this case information and Customer Care number for future reference.

I am sending you this email regarding the closure of your case with Ram Fleet Case Management

** please note **
Email replies to this final email may not be received or answered.

Please note that you may receive a survey based on our interaction.
This survey is separate from one you may receive from the dealer on the repair itself.

Thank you for choosing RAM

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Richmond Towing [richmondtowingny@gmail.com]
Sent: 2/3/2023 12:25 PM
To: ramcustomercare@fcagroup.com
Subject: Re: Case [redacted]
thank you for everthing
On Fri, Feb 3, 2023 at 12:24 PM Richmond Towing <richmondtowingny@gmail.com> wrote:
Thank you for eve
On Fri, Feb 3, 2023 at 12:11 PM Ram Customer Care <ramcustomercare@fcagroup.com> wrote:
Good afternoon

I'm contacting you because your Dealership has advised me your vehicle has been repaired and pick up has been arranged.

To ensure that everything is resolved and completed to your satisfaction, I am happy to leave this case open for 2 additional business days if you need to contact me.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line 1-800-992-1997

[redacted]

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

VIN	3C7WR CL2LG[redacted]	Model Year	2020	Brand	RAM
Body	DD3L93	Vehicle	RAM 3500 CREW CAB CHA I		
Customer Provided VIN	3C7WR CL2LG[redacted]	Line of Business	CAC	Cu tomer A i tance Center	
Batch Case Information					
Open Date	01/12/2023	CAIR Type	Regular	Status	Clo ed
Close Date	01/12/2023	Origin	Chat	Reason	
Mileage	97,735 Mile	Market	U	Language	Engli h
Contact Email	blue citytran portation@gmail com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Cu tomer
City/State/Country/Zip					U A
Customer					
Customer Address					
City/State/Country/Zip					
Dealer	26349	GO ETT MOTOR CAR INC		Dealer Phone	9013888989
Dealer Address	1901 COVINGTON PIKE				
	MEMPHI		TN	38128 6980	U A
Dealer Zone	outhwe t	Sales District		Service District	Q
Subject	Vehicle concern Diagno i Needed				
Synopsis	for diagno i				
Customer Anomaly	Gear & Tran mi ion				
	Differential				
Contact Reason	C105	Technical I ue With Vehicle	Customer Anomaly	50	Differential gear i ue
Reason Code	After ale Complaint Product Vehicle concern Additional detail				

Case Status History

Create Date	Status
01/12/2023 01 33 PM	New
01/12/2023 01 49 PM	Open
01/12/2023 01 49 PM	Clo ed

Initial Description

Chat tarted Thur day, January 12, 2023, 08 33 55 (0500) (10) tella Hi, I am tella! Thank for contacting tellanti Cu tomer Care I□d be happy to a i t you today (If you want to ave thi tran cript, elect the three bar next to the me age box) (13) tella By the way, ye ,I'm a robot I want to help you find your an wer quickly and ea ily! If you ever need a human touch, a k for a Cu tomer Care Advocate and I'll get one for you (16) tella I ee that you have que tion about Warranty and Maintenance Information Here are an wer to frequently a ked que tion If you need omething el e, you mu t elect Other before typing your que tion (19) tella {ChatWindowButton I my part covered?,Maintenance chedule,Other} (36) Vi itor Other (40) tella Plea e type your que tion in the Me age box below If you prefer to chat with a Cu tomer Advocate, type "Advocate" (48) Vi itor Advocate (53) tella Got it, let me get an advocate to join thi conver ation to better an wer your que tion (57) tella We have advi or available on Monday Friday, 7 a m 11 p m , and aturday, 9 a m 5 p m Agent Chatbot ucce fully tran ferred the chat to button NAFTA Jeep Brand Chat Chat tarted Thur day, January 12, 2023, 08 34 56 (0500) Chat Origin NAFTA Jeep Brand Chat Chat Tran ferred From tella To Kenneth Ryan Ca tro (1m 8) Kenneth Ryan Ca tro Thank you for chatting with u , my name i Kenneth Ryan Ca tro with Jeep Cu tomer Care Plea e keep the chat window open to participate in a brief urvey at the completion of our conver ation (1m 18) Vi itor Hello (1m 21) Kenneth Ryan Ca tro Hello, Claude! Let' tart the day with your wonderful mile How may I help you today? (3m 45) Vi itor o i went to tart my day thi morning and when i tarted my truck, it eem omething i wrong with the tran mi ion and i not working properly I didn't want to make anything wor t o i cut the engine off immediately (4m 0) Kenneth Ryan Ca tro Thank you for bringing thi to our attention I am orry to hear that you are having i ue with your vehicle I know how important it i to keep your vehicle in good working condition I would be more than glad to look into thi for you Before we proceed, I ju t quickly need to verify ome information Kindly provide your phone number, email addre , mailing addre , VIN, and the approximate mileage of the vehicle (4m 18) Vi itor 3C7WR CL2LG[redacted] (4m 26) Vi itor VIN (4m 36) Vi itor 97735 mile (4m 52) Vi itor 504 892 0400 (5m 6) Vi itor Claude brame@lakejayy com (5m 35) Vi itor 2818 Jo ephine t#B New Orlean , LA 70113 (6m 15) Kenneth Ryan Ca tro Thank you for tho e information (6m 57) Kenneth Ryan Ca tro Let me check thi real quick, i the vehicle able to tart? (7m 52) Kenneth Ryan Ca tro I al o noticed an open recall under your VIN, the e are the Y26 2012 21 D TRUCK M14 WHEEL TUD and Y78 2019 2020 Ram HD High Pre ure Fuel Pump, the part are available, you can vi it a Ram dealer hip to complete the e recall and Ram will cover the repair and labor for free of charge (8m 59) Vi itor Ye the vehicle tart , and engine i running fine The i ue i with the tran mi ion or powertrain etc (9m 11) Kenneth Ryan Ca tro Got it! Thank for confirming (9m 50) Vi itor Ye i will definitely get the recall taken care of while i handle thi matter (10m 10) Vi itor But i cant drive the truck (10m 23) Kenneth Ryan Ca tro Ye ! I ju t want to informed you about that for your reference (10m 32) Vi itor Thank (11m 13) Vi itor o i need to know the tep i neeed to take to get thi i ue taken care of (11m 18) Kenneth Ryan Ca tro In order for u to better under tand that current condition of your vehicle, we do need an official dealer diagno i performed in the la t 14 day Plea e know we mu t rely on the proper diagno i our dealer hip make a they are our eye and ear in the field A diagno i i an important part in determining the cau e of the failure, complete nature of the concern, and e timated co t of repair The role of the dealer hip i to determine what warranty will be covering a aid concern, (11m 29) Kenneth Ryan Ca tro The deci ion will be ba e on what the outcome of the diagno i If you can't drive the truck, we have road ide a i tance, they can help, you can reach them at 800 521 2779 (12m 17) Kenneth Ryan Ca tro Let me know if you have any que tion or clarification? (12m 18) Vi itor Ok o ju t give them a call (12m 38) Vi itor That hould be it thank you (12m 41) Kenneth Ryan Ca tro Perfect! I really hope I wa able to provide you an excellent ervice today! And if I did, Kindly take a minute to an wer a quick three que tion urvey It would mean a lot to me Thank you o much! (12m 49) Kenneth Ryan Ca tro Thank you for contacting Ram Cu tomer Care We highly appreciate your bu ine with u Plea e chat with u again if you need further a i tance or call Ram Cu tomer Care at 866 726 4636 Have a great day and plea e know that you are one valued cu tomer! Don't forget to mile

Live Chats

Date	
01/12/2023	Chat Started: Thursday, January 12, 2023, 08:33:55 (-0500) (10s) Stella: Hi, I am Stella! Thanks for contacting Stellantis Customer Care. I□d be happy to assist you today. (If you want to save this transcript, select the three bars next to the message box.) (13s) Stella: By the way, yes,I'm a robot. I want to help you find your answers quickly and easily! If you ever need a human touch, ask for a Customer Care Advocate and I'll get one for you. (16s) Stella: I see that you have questions about Warranty and Maintenance Information. Here are answers to frequently asked questions. If you need something else, you must select Other before typing your question. (19s) Stella: {ChatWindowButton:Is my part covered?,Maintenance Schedule,Other} (36s) Visitor: Other (40s) Stella: Please type your question in the Message box below. If you prefer to chat with a Customer Advocate, type "Advocate". (48s) Visitor: Advocate (53s) Stella: Got it, let me get an advocate to join this conversation to better answer your questions. (57s) Stella: We have advisors available on Monday-Friday, 7 a.m. - 11 p.m., and Saturday, 9 a.m. - 5 p.m. Agent Chatbot successfully transferred the chat to button NAFTA Jeep Brand Chat Chat Started: Thursday, January 12, 2023, 08:34:56 (-0500) Chat Origin: NAFTA Jeep Brand Chat Chat Transferred From Stella To Kenneth Ryan Castro (1m 8s) Kenneth Ryan Castro: Thank you for chatting with us, my name is Kenneth Ryan Castro with Jeep Customer Care. Please keep the chat window open to participate in a brief survey at the completion of our conversation. (1m 18s) Visitor: Hello (1m 21s) Kenneth Ryan Castro: Hello, Claude! Let's start the day with your wonderful smile. How may I help you today? (3m 45s) Visitor: So i went to start my day this morning and when i started my truck, it seems something is wrong with the transmission and is not working properly. I didn't want to make anything worst so i cut the engine off immediately (4m 0s) Kenneth Ryan Castro: Thank you for bringing this to our attention. I am sorry to hear that you are having issues with your vehicle. I know how important it is to keep your vehicle in good-working condition. I would be more than glad to look into this for you. Before we proceed, I just quickly need to verify some information. Kindly provide your phone number, email address, mailing address, VIN, and the approximate mileage of the vehicle. (4m 18s) Visitor: 3C7WRSCL2LG[redacted] (4m 26s) Visitor: VIN (4m 36s) Visitor: 97735 miles (4m 52s) Visitor: 504-892-0400 (5m 6s) Visitor: Claude.brame@lakejayy.com (5m 35s) Visitor: 2818 Josephine st#B New Orleans , LA 70113 (6m 15s) Kenneth Ryan Castro: Thank you for those information. (6m 57s) Kenneth Ryan Castro: Let me check this real quick, is the vehicle able to start? (7m 52s) Kenneth Ryan Castro: I also noticed an open recalls under your VIN, these are the Y26: 2012-21 D TRUCK M14 WHEEL STUDS and Y78: 2019-2020 Ram HD High Pressure Fuel Pump, the parts are available, you can visit a Ram dealership to complete these recalls and Ram will cover the repair and labor for free of charge. (8m 59s) Visitor: Yes the vehicle starts, and engine is running fine. The issue is with the transmission or powertrain etc (9m 11s) Kenneth Ryan Castro: Got it! Thanks for confirming. (9m 50s) Visitor: Yes i will definitely get the recalls taken care of while i handle this matter (10m 10s) Visitor: But i cant drive the truck (10m 23s) Kenneth Ryan Castro: Yes! I just want to informed you about that for your reference. (10m 32s) Visitor: Thanks (11m 13s) Visitor: So i need to know the steps i neeed to take to get this issue taken care of (11m 18s) Kenneth Ryan Castro: In order for us to better understand that current condition of your vehicle, we do need an official dealer diagnosis performed in the last 14 days. Please know we must rely on the proper diagnosis our dealerships make as they are our eyes and ears in the field. A diagnosis is an important part in determining the cause of the failure, complete nature of the concern, and estimated cost of repairs. The role of the dealership is to determine what warranty will be covering a said concern, (11m 29s) Kenneth Ryan Castro: The decision will be base on what the outcome of the diagnosis. If you can't drive the truck, we have roadside assistance, they can help, you can reach them at 800-521-2779. (12m 17s) Kenneth Ryan Castro: Let me know if you have any question or clarification? (12m 18s) Visitor: Ok so just give them a call (12m 38s) Visitor: That should be it thank you (12m 41s) Kenneth Ryan Castro: Perfect! I really hope I was able to provide you an excellent service today! And if I did, Kindly take a minute to answer a quick three question survey. It would mean a lot to me. Thank you so much! (12m 49s) Kenneth Ryan Castro: Thank you for contacting Ram Customer Care. We highly appreciate your business with us. Please chat with us again if you need further assistance or call Ram Customer Care at 866-726-4636. Have a great day and please know that you are one valued customer! Don't forget to smile.

Date	
01/12/2023	

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

VIN	3C7WRNFL7KG[redacted]	Model Year	2019	Brand	DODGE
Body	DP0L94	Vehicle	RAM 5500 CREW CAB CHA I		
Customer Provided VIN		Line of Business	CAC	Cu tomer A i tance Center	
Batch Case Information					
Open Date	01/23/2023	CAIR Type	Regular	Status	Clo ed
Close Date	01/31/2023	Origin	Telephone	Reason	
Mileage	170,000 Mile	Market	U	Language	Engli h
Contact Email	di patch@tac logi tic com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Cu tomer
City/State/Country/Zip					
Customer	TAC LOGI TIC ERVICE LLC				
Customer Address	9100 OUTHWE T FWY				
City/State/Country/Zip	HOU TON		TX	770741519991	U A
Dealer	45056	HELFMAN DODGE CHRY LER JEEP RAM FI		Dealer Phone	7135336100
Dealer Address	7720 KATY FWY				
	HOU TON		TX	77024 2004	U A
Dealer Zone	outhwe t	Sales District		Service District	G
Subject	vehicle concern				
Synopsis	provided decline, clo ing ca e, cu tomer ha contact information				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical I ue With Vehicle	Customer Anomaly	120	Poor Handling or Rough Ride
Reason Code	After ale Complaint Product Vehicle concern Additional detail				

Case Status History

Create Date	Status
01/23/2023 08 59 PM	Open
01/31/2023 10 53 PM	Clo ed

Initial Description

vehicle concern

Case Comments

Date	Comment
01/23/2023	late la t year the engine wa changed and ome part with the exhau t y tem cu tomer then tate that two week after that he had an i ue with the tran mi ion and the tran fer ca e the vehicle i currently at the dealer hip and the cu tomer doe nt know if the part that they changed are the cau e of the tran mi ion going cu tomer tate that the vehicle i at Helfman River Oak Chry ler Jeep Dodge, 65233 the dealer hip doe n't know what tep to take moving forward
01/24/2023	***OUTBOUND CU TOMER EMAIL*** TAC LOGI TIC ERVICE LLC (di patch@tac logi tic com) Good afternoon, I have received your ca e that wa e calated I will reach out to the dealer hip, gather ome information and get back to you a oon a I can Be t wi he Don tellanti Fleet Ca e Management Phone # 800 999 3533 Prompt # 3 | Exten ion # 3025053
01/25/2023	***OUTBOUND DEALER CONTACT*** 7138312802 Joey Joey advi ed he couldn't find anything in the y tem and no open RO' for the vehicle
01/25/2023	***OUTBOUND CU TOMER EMAIL*** TAC LOGI TIC ERVICE LLC (di patch@tac logi tic com) Good afternoon, I reached out to the dealer hip and they tated they do not have an open work order for the vehicle If you could plea e confirm the dealer hip below i the correct dealer hip We are howing below on file for the dealer hip Helfman River Oak Chry ler Jeep Dodge 4807 Kirby Dr Hou ton, TX 770985005 U A 7138312802 Be t wi he Don tellanti Fleet Ca e Management Phone # 800 999 3533 Prompt # 3 | Exten ion # 3025053
01/25/2023	***INBOUND CU TOMER EMAIL*** TAC LOGI TIC ERVICE LLC (di patch@tac logi tic com) Original Me age From Tac Logi tic ervice LLC [di patch@tac logi tic com] ent 1/25/2023 10 40 PM To u cu tomercare@fcagroup com ubject Re VIN KG[redacted] Ca e ID[redacted]Hi The location i Helfman Dodge Chry ler Jeep RAM Fiat 7720 Katy Fwy A, Hou ton, TX 77024 Plea e thi i urgent a my truck ha been there for more than 2 week and my company i incuring o much debt that could bankrupt my bu ine Thank Tac Logi tic
01/25/2023	***OUTBOUND DEALER EMAIL*** adam haner@helfman ervice com Hi Adam, I'm reaching out in regard to the vehicle above, the cu tomer ha e calated looking for a i tance Would you be able to advi e the i ue the vehicle i having, if there are any backordered part I can e calate them; I have added a template below Dealer Code Part # Part De cription Order # Order tatu VOR or pecial Handling ONLY in order to e calate Rental No Your a i tance i greatly appreciated Be t wi he
01/25/2023	***INBOUND CU TOMER CALL*** TAC LOGI TIC ERVICE LLC (di patch@tac logi tic com) 404 820 5838 Cu tomer called to verify if the CM received the email with the correct dealer hip peciali t review ca e note and cu tomer wa informed that the CM had reached out to the dealer and waiting on a re pon e
01/26/2023	***INBOUND CX CALL*** Cu tomer contacted eeking update Agent advi ed that CM reached out to DLR ye terday, however it doe not appear that CM ha received a re pon e Agent advi ed that CM ha a ta k to follow up with the DLR again today, and once the information i obtained, CM will reach out to cu tomer to provide an update Cx thanked agent, and di connected
01/27/2023	***OUTBOUND DEALER EMAIL*** adam haner@helfman ervice com Hi Adam, I am following up in regard , plea e advi e Be t wi he
01/28/2023	***INBOUND DEALER EMAIL*** adam haner@helfman ervice com Don, I apologize for the delay Thi i a very odd ca e and I believe it i be t di cu ed over the phone But I will attempt to explain the be t I can I have al o copied my ervice manager and the ervice writer on thi email The vehicle arrived with the complaint of □Cu tomer tate vehicle will not move in gear □ Cu tomer i in i tent that the vehicle ha a tran mi ion i ue Upon in pection and diagno i of the vehicle, we found that the tran fer ca e drain plug wa mi ing from the tran fer ca e cau ing lo of all fluid and tran fer ca e failure We are unable to te t or diagno i the tran mi ion due to the condition and failure of the tran fer ca e We have relayed thi information to the cu tomer multiple time The cu tomer i not accepting thi diagno i and repeatedly reque t diagno i of the tran mi ion i ue, whi we can not perform in the vehicle current condition Ba ed on the email from the cu tomer, I do not believe he properly under tand the operation of the tra mi ion and tran fer ca e or the relation hip We need to tart with tran fer ca e replacement and evaluate tran mi ion operation after The cu tomer doe refer to the previou work that we performed on the vehicle, which wa a complete engine and aftertreatment y tem replacement Thi repair wa part of a re earch program in cooperation with Cummin , who paid for the complete repair That repair wa performed at the beginning of December 2022 After that repair, we dove the vehicle 77 mile , and the cu tomer ha put on an additional 4,520 mile I have attached a copy of the email communication between the cu tomer and my ervice advi or for clarity We do not have any part on order becau e the cu tomer ha not approved any repair The cu tomer i not in a rental Our dealer code i 45056 Plea e feel free to reach out to me for any further information Adam Haner ervice Director Helfman Dodge Chry ler Jeep Ram Fiat Helfman Alfa Romeo Ma erati
01/30/2023	***INBOUND CX CALL**** Cu tomer contacted reque ting to peak with CM Agent tran ferred to CM
01/30/2023	***OUTBOUND DEALER EMAIL*** adam haner@helfman ervice com Hi Adam, Do we know what would have cau ed the plug to come out? Be t wi he
01/30/2023	***INBOUND CU TOMER CONTACT*** 404) 820 5838 Tochiku Explained that the tran mi ion can't be diagno ed until the repair of the tran fer ca e are fixed, the cu tomer doe n't believe it and ay omething happened when they fixed the vehicle, I advi ed that they put 4,520 mile on the vehicle after the repair were completed, any i ue would have happened long before that I advi ed that we can't authorize the repair for the tran fer ca e and the cu tomer want the tran mi ion looked at, I reiterated once again that we can't authorize the repair , cu tomer i n't happy and tated that omeone ha to pay but it won't be him I once again reiterated we can't authorize the repair Cu tomer aid thank you and the all ended

Date	Comment
01/31/2023	***INBOUND/OUTBOUND DEALER EMAIL CHAIN***Hi Adam, adam.haner@helfmanservice.com I did call the customer and I did explain everything to him, he still doesn't believe it and that is his choice. I advised that we will not authorize any of the repairs and the only way to find out if there is anything wrong with the transmission is to first do the transfer case repairs. He really didn't have anything to say after that except going on that he isn't paying and someone is. That is how it was left as I reiterated a few times and went over the information with him that you had sent. I also advised that if any issues from the repairs that were completed came up, they would have presented themself long before 4500 miles were driven. Best wishes Hi Adam, I did call the customer and I did explain everything to him, he still doesn't believe it and that is his choice. I advised that we will not authorize any of the repairs and the only way to find out if there is anything wrong with the transmission is to first do the transfer case repairs. He really didn't have anything to say after that except going on that he isn't paying and someone is. That is how it was left as I reiterated a few times and went over the information with him that you had sent. I also advised that if any issues from the repairs that were completed came up, they would have presented themself long before 4500 miles were driven. Best wishes Don, Usually, the only way it comes out is if it is taken out or left loose and it backed out. The vehicle has been driven 4,597 miles since the work we performed. Adam Haner Service Director Hi Adam, Was there any work performed at all on the transfer case during the repairs? Best wishes Don, No sir. The cab of the truck was removed, and the engine only was replaced. We did not touch the transfer case. Adam Haner Hi Adam, I did call the customer and I did explain everything to him, he still doesn't believe it and that is his choice. I advised that we will not authorize any of the repairs and the only way to find out if there is anything wrong with the transmission is to first do the transfer case repairs. He really didn't have anything to say after that except going on that he isn't paying and someone is. That is how it was left as I reiterated a few times and went over the information with him that you had sent. I also advised that if any issues from the repairs that were completed came up, they would have presented themself long before 4500 miles were driven. Best wishes
01/31/2023	***INBOUND CUSTOMER EMAIL*** ---------- Original Message ---------- From: Tac Logistics Services LLC [dispatch@tac-logistics.com] Sent: 1/30/2023 10:14 PM To: uscustomercare@fcagroup.com Subject: Re: VIN: KG[redacted]	Case ID: 85249165 Hi, Based on our just concluded conversation. You made it clear to me that chrysler or whoever will not authorise the repairs on my vehicle that has been at the dealership for over a month. My truck was in good working conditions with no issues before chrysler or cummins decided to change the engine and the exhaust system. I have experienced financial difficulties with my business and have been late on most of my business debts due to this issue. Just to inform you that i will be filing a legal suit to find legal remedy towards this matter. I am in so much debt due to this issue as this is the second time the engine of that truck is been changed. Thank you. Tac Logistics Services LLC
01/31/2023	***OUTBOUND CUSTOMER EMAIL*** TAC LOGISTICS SERVICES LLC (dispatch@tac-logistics.com) Good afternoon, I understand your position and the action you will be taking. As we are unable to assist, we will close the case at this time. Best wishes Don Stellantis Fleet Case Management Phone:# 800-999-3533 Prompt # 3 | Extension :# 3025053

Email(s)

Date	01/24/2023	Subject	VIN: KG521572 | Case ID[redacted]		
From	uscustomercare@fcagroup.com	To	dispatch@tac-logistics.com	Sent Date/Time	01/24/2023 23:50 PM

Good afternoon,

I have received your case that was escalated.

I will reach out to the dealership, gather some information and get back to you as soon as I can.

Best wishes
Don
Stellantis Fleet Case Management
Phone:# 800-999-3533 Prompt # 3 | Extension :# 3025053
[redacted]

Date	01/25/2023	Subject	RE: VIN:[redacted] Case ID:[redacted]		
From	uscustomercare@fcagroup.com	To	dispatch@tac-logistics.com	Sent Date/Time	01/25/2023 22:38 PM

Good afternoon,

I reached out to the dealership and they stated they do not have an open work order for the vehicle.

If you could please confirm the dealership below is the correct dealership:

We are showing below on file for the dealership:

Helfman River Oaks Chrysler Jeep Dodge
4807 Kirby Dr
Houston, TX 770985005
USA
7138312802

Best wishes
Don
Stellantis Fleet Case Management
Phone:# 800-999-3533 Prompt # 3 | Extension :# 3025053

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/24/2023 11:50 PM
To: dispatch@tac-logistics.com
Subject: VIN: KG521572 | Case ID:[redacted]

Good afternoon,

I have received your case that was escalated.

I will reach out to the dealership, gather some information and get back to you as soon as I can.

Best wishes
Don
Stellantis Fleet Case Management
Phone:# 800-999-3533 Prompt # 3 | Extension :# 3025053

ref:_00Dj01qsDF._5003Z1XLFfM:ref

Date	01/25/2023	Subject	Re: VIN[redacted] Case ID:[redacted]		
From	dispatch@tac-logistics.com	To	uscustomercare@fcagroup.com	Sent Date/Time	01/25/2023 22:40 PM

Hi.

The location is :

Helfman Dodge Chrysler Jeep RAM Fiat
7720 Katy Fwy A, Houston, TX 77024

Please this is urgent as my truck has been there for more than 2 weeks and my company is incuring so much debt that could bankrupt my business

Thanks

Tac Logistics

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Wednesday, January 25, 2023 4:38 PM
To: Tac Logistics Services LLC <dispatch@tac-logistics.com>
Subject: RE: VIN: [redacted] | Case ID: [redacted]

Good afternoon,

I reached out to the dealership and they stated they do not have an open work order for the vehicle.

If you could please confirm the dealership below is the correct dealership:

We are showing below on file for the dealership:

Helfman River Oaks Chrysler Jeep Dodge
4807 Kirby Dr
Houston, TX 770985005
USA
7138312802

Best wishes
Don
Stellantis Fleet Case Management
Phone:# 800-999-3533 Prompt # 3 | Extension :# 3025053

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 1/24/2023 11:50 PM
To: dispatch@tac-logistics.com
Subject: VIN: [redacted] | Case ID [redacted]

Good afternoon,

I have received your case that was escalated.

I will reach out to the dealership, gather some information and get back to you as soon as I can.

Best wishes
Don
Stellantis Fleet Case Management
Phone:# 800-999-3533 Prompt # 3 | Extension :# 3025053

[redacted]

Date	01/30/2023	***Subject***	Re: VIN [redacted] | Case ID: [redacted]		
From	dispatch@tac-logistics.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	01/30/2023 22:14 PM

Hi,

Based on our just concluded conversation. You made it clear to me that chrysler or whoever will not authorise the repairs on my vehicle that has been at the dealership for over a month.

My truck was in good working conditions with no issues before chrysler or cummins decided to change the engine and the exhaust system.

I have experienced financial difficulties with my business and have been late on most of my business debts due to this issue.

Just to inform you that i will be filing a legal suit to find legal remedy towards this matter.

I am in so much debt due to this issue as this is the second time the engine of that truck is been changed.

Thank you.
Tac Logistics Services LLC

From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, January 24, 2023 5:50 PM
To: Tac Logistics Services LLC <dispatch@tac-logistics.com>
Subject: VIN [redacted] | Case ID: [redacted]

Good afternoon,

I have received your case that was escalated.

I will reach out to the dealership, gather some information and get back to you as soon as I can.

Best wishes
Don
Stellantis Fleet Case Management
Phone:# 800-999-3533 Prompt # 3 | Extension :# 3025053

[redacted]

Date	01/31/2023	***Subject***	Re: VIN: [redacted] Case ID: [redacted]		
From	uscustomercare@fcagroup.com	***To***	dispatch@tac-logistics.com	***Sent Date/Time***	01/31/2023 22:52 PM

Good afternoon,

I understand your position and the action you will be taking.

As we are unable to assist, we will close the case at this time.

Best wishes
Don
Stellantis Fleet Case Management
Phone:# 800-999-3533 Prompt # 3 | Extension :# 3025053

---------- Original Message ----------
From: Tac Logistics Services LLC [dispatch@tac-logistics.com]
Sent: 1/30/2023 10:14 PM
To: uscustomercare@fcagroup.com
Subject: Re: VIN: [redacted] | Case ID: [redacted]

Hi,
Based on our just concluded conversation. You made it clear to me that chrysler or whoever will not authorise the repairs on my vehicle that has been at the dealership for over a month.
My truck was in good working conditions with no issues before chrysler or cummins decided to change the engine and the exhaust system.
I have experienced financial difficulties with my business and have been late on most of my business debts due to this issue.
Just to inform you that i will be filing a legal suit to find legal remedy towards this matter.
I am in so much debt due to this issue as this is the second time the engine of that truck is been changed.
Thank you.
Tac Logistics Services LLC
From: US Customer Care <uscustomercare@fcagroup.com>
Sent: Tuesday, January 24, 2023 5:50 PM
To: Tac Logistics Services LLC <dispatch@tac-logistics.com>
Subject: VIN: [redacted] | Case ID: [redacted]
Good afternoon,

I have received your case that was escalated.

I will reach out to the dealership, gather some information and get back to you as soon as I can.

Best wishes
Don
Stellantis Fleet Case Management
Phone:# 800-999-3533 Prompt # 3 | Extension :# 3025053

[redacted]

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

VIN	3C7WRNDL0LG[redacted]	Model Year	2020	Brand	RAM
Body	DP0L66	Vehicle	RAM 5500 REG CAB CHA I		
Customer Provided VIN		Line of Business	CAC	Cu tomer A i tance Center	
Batch Case Information					
Open Date	02/14/2023	CAIR Type	Regular	Status	Clo ed
Close Date	02/24/2023	Origin	Telephone	Reason	
Mileage	40,000 Mile	Market	U	Language	Engli h
Contact Email		Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Cu tomer
City/State/Country/Zip					U A
Customer	HOU TON HOU TON HOU TON TOWING LLC				
Customer Address	3802 PARKDALE RD				
City/State/Country/Zip	CLEVELAND		OH	441211619029	U A
Dealer	52664	JUNCTION AUTO ALE INC		Dealer Phone	4402866161
Dealer Address	12423 MAYFIELD RD				
	CHARDON		OH	44024 9476	U A
Dealer Zone	Great Lake	Sales District		Service District	F
Subject	Warranty information				
Synopsis	Tran mi ion				
Customer Anomaly					
Contact Reason	C183	Vehicle Warranty Plan Coverage	Customer Anomaly		
Reason Code	After ale Complaint Warranty Warranty Coverage Information				

Case Status History

Create Date	Status
02/14/2023 04 53 PM	Open
02/14/2023 05 05 PM	Clo ed
02/14/2023 05 25 PM	Open
02/14/2023 05 31 PM	Clo ed
02/17/2023 05 26 PM	Open
02/24/2023 07 07 PM	Clo ed

Initial Description

Cu tomer called a her vehicle i needing repair and DLR i advi ing there no coverage

Case Comments

Date	Comment
02/14/2023	Cu tomer called a her vehicle i needing repair and DLR i advi ing there no coverage Advi ed there i a complete vehicle re triction on the vehicle which i why there no coverage Advi ed would need to work with DLR to get re triction removed
02/14/2023	car i down at the dlr tran mi ion i ue ,, cx want to know if they will till get recall info with the re triction that i on the car cx want to take the car to a next dlr For tellanti re triction You mu t pay for a vehicle in pection and any repair needed to re tore it to □like new□ condition When completed, the dealer notifie u to remove the re triction a per ah 000001010 ca e clo ed
02/17/2023	*****OUTBOUND CU TOMER CONTACT***** Wa working with cu tomer on another ca e when he a ked about thi vehicle Cu tomer tate that the vehicle wa at a dealer in 2021 and they found fuel contamination He wa quoted $17,000 00 for repair He took the vehicle to an IRF, they replaced injector Cu tomer tate that he brought the vehicle to Ganley dealer and they had approved a tran mi ion replacement Then the dealer went out of bu ine and the new owner would not honor the replacement Vehicle i now at Junction and i having an in pection completed in hope to have the re triction lifted and tran mi ion replaced Advi ed cu tomer we would contact M and AM to inform of vehicle location and in pection being completed
02/17/2023	ent email communication to M and AM to inform of ituation
02/20/2023	*****INBOUND DEALER EMAIL CONTACT***** Good afternoon, Technician tate RF HEADLAMP BULB I OUT REAR BRAKE PAD ARE CRUMBLING DUE TO EXCE IVE HEAT TRAN MI ION I FAULTY QUOTED REPAIR TO THE CU TOMER
02/22/2023	*****OUTBOUND DEALER EMAIL CONTACT TO AM***** Hi Brandie, The dealer ha completed the in pection and have provided their finding How hould I proceed regarding the tran mi ion concern ? Could the fuel contamination have cau ed tran mi ion i ue ? hould I imply decline ba ed on vehicle re triction? Be t Wi he , Pam | tellanti peciali t
02/24/2023	*****OUTBOUND CU TOMER CONTACT***** poke with Willette and advi ed information from Am a follow I poke with dealer hip I do not believe the fuel re triction from 2021 i related to tran mi ion failure I put note in GWA for tran mi ion replacement approval but dealer till need to do powertrain ervice center authorization approval proce Explained that the dealer till need to follow Powertrain guideline a et out Ca e will be clo ed a cu tomer will continue to work with dealer for tran mi ion repair

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

VIN	3C7WRNFL5MG[redacted]	Model Year	2021	Brand	RAM
Body	DP0L94	Vehicle	RAM 5500 CREW CAB CHASSIS		
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	02/15/2023	CAIR Type	Regular	Status	Closed
Close Date	05/04/2023	Origin	Telephone	Reason	
Mileage	7,000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City/State/Country/Zip					
Customer	[redacted]				
Customer Address					
City/State/Country/Zip					USA
Dealer	60565	DEERY BROTHERS OF AMES, INC		Dealer Phone	5152335000
Dealer Address	1700 SE 16TH ST				
	AMES		IA	50010 6430	USA
Dealer Zone	Midwest	Sales District		Service District	E
Subject	VEHICLE CONCERNS				
Synopsis	vehicle has been repaired				
Customer Anomaly	Drivability				
	Stalling				
Contact Reason	C105	Technical Issue With Vehicle	Customer Anomaly	9	Vehicle Stalling
Reason Code	After Sales Complaint Product Vehicle concern Additional details				

Case Status History

Create Date	Status
02/15/2023 05 21 PM	Open
03/28/2023 03 13 PM	Closed
03/31/2023 07 54 PM	Open
04/13/2023 01 06 PM	Suspended
04/18/2023 04 02 AM	Open
05/04/2023 01 49 PM	Closed

Initial Description

ISSUES WITH VEHICLES THAT ARE DOWN

Case Comments

Date	Comment
02/15/2023	CX STATED THAT HE CURRENTLY HAVE 2 VEHICLES DOWN IN DIFFRENT LOCATION/ 60 DAYS DOWN IN IOWA DUE TO TRANSMISSION ISSUES, PART WAS ORDERED BUT CANCELED BY DODGE CX DOES NOT UNDERSTAND WHY AS HE IS LOSING MONEY WITH THE VEHICLE DOWN CX DO NOT HAVE THE VIN FOR 2ND VEHICLE AS OF RIGHT NOW WILL CALL BACK WITH THE DLRSHIP THAT THE VEHICLE IS AT AS HE DID NOT HAVE THAT INFORMATION NOW VOA WILL BE REASSIGNING TO FLEET
02/20/2023	No caller details or contact information on customer details
02/21/2023	***Voice of Customer*** Cx requesting callback re issues with the many vehicles he has down at the moment He is losing money ***Actions Taken*** Advised cx a supervisor did reach out to him Updated contact info Message supervisor for a callback Dealer 60565 AH 1509 Recalls 0 ***Next Steps***
02/23/2023	***Voice of cx ** Transmission order cancelled wants to know why ****Actions taken** Sent chatter and documented the case for cx call back Recall dlr ***Next steps** Reassign
02/24/2023	Cx is requesting to speak with cm urgently Cm to call cx back
02/28/2023	*****Voice of the CX***** CX is calling in regards to the Tranmisson being unrepairable and Tranmission was order by DLR and the Dodge Cancelled the ordered and CX wants to no why this happened and CX has not got a call from C/M ******Action Taken******* Agent advised the CX that the C/M is not available and that a notification will be sent for a call back Agent updated the CX contact phone number ******DLR****** 60565 ******Recall***** 13A,Y43 ******Next Steps***** Agent sent notification to C/M
03/31/2023	cx called in requesting to speak with cm, agent reopened case and sending it up to bc specialist
04/03/2023	**********GOODWILL QUALIFIER ********** Chad Hildreth 319) 350 7073 3C7WRNFL5MG[redacted] 2021 RAM 5500 CREW CAB CHASSIS In Service Date 11/1/2021 Original Owner Central Iowa Power Cooperative Original Owner Mileage 7000 Vehicle purchase loyalty 0 Premium vehicle No Multiple Repairs yes / Previous related repairs no Loyalty Score N/A Restrictions None Previous Related Cases None MVP plans Recalls 13A Safety Campaign 2021 2023 Ram Heavy Duty Grid Heater Relay Red Y43 Emissions Campaign 2021 2022 6 7L DIESEL PM SENSOR Green Basic Warranty 19 Months or 29,000 Miles Power train Warranty 43 Months or 93,000 Miles Issue Transmissions being unrepairable and Transmissions was order by DLR and the Dodge Cancelled the ordered and CX wants to no why this happened and CX has not got a call from C/M **********
04/03/2023	OUTBOUND TO THE DLR /DEERY BROTHERS OF AMES, INC / BC Dealer code 60565 /5152335000 Chad Hildreth /Central Iowa Power Cooperative [redacted] 3C7WRNFL5MG[redacted] 2021 RAM 5500 CREW CAB CHASSIS Cm called the DLR to get the diagnoses update from SA Noah SA Noah no answer CM LVM for the SA to call the CM back with the Diagnose Diagnoses PD ; Transmission PD Chad 90 days at the DLR order a trans 2 days before order to be delivered was canceled Trans was canceled 3 times order by PD Cm sent tot he SD no answer LVM for SA NOAH to open a star ticket and have star order the trans to release that trans for the repair BC Dealer code 60565 Part number Order number
04/03/2023	OUTBOUND / to the cx Chad Hildreth[redacted]Task first contact Cm called the cx and advised the cx of the update and verified the cx email and sent out the welcoming email
04/05/2023	OUTBOUND TO THE DLR /DEERY BROTHERS OF AMES, INC / BC Dealer code 60565 /5152335000 Chad Hildreth /Central Iowa Power Cooperative [redacted] 3C7WRNFL5MG[redacted] 2021 RAM 5500 CREW CAB CHASSIS call the SA Noah to see if the Star ticket has been open yet to get the trans released SA update SA stated that they are working on that ticket right now
04/05/2023	OUTBOUND / to the cx Chad Hildreth/[redacted]Cm called the cx and advised the cx that the Sa is working on that star ticket right now for the trans to be released for the repair
04/07/2023	OUTBOUND TO THE DLR /DEERY BROTHERS OF AMES, INC / BC Dealer code 60565 /5152335000 OUTBOUND Chad Hildreth /Central Iowa Power Cooperative [redacted] [redacted]3C7WRNFL5MG[redacted] 2021 RAM 5500 CREW CAB CHASSIS call Sa to se if the Star ticket has been created and next steps SA Noah SA tailor update opened the star ticket the other day 102297342 Apr 5, 2023 STAR
04/07/2023	OUTBOUND TO CX / CHAD[redacted]CM called the cx and provided the update on the star ticket
04/11/2023	OUTBOUND TO THE DLR /DEERY BROTHERS OF AMES, INC / BC Dealer code 60565 /5152335000 OUTBOUND Chad Hildreth /Central Iowa Power Cooperative [redacted] [redacted]3C7WRNFL5MG[redacted] 2021 RAM 5500 CREW CAB CHASSIS call the SA to see if trans has been released to be order SA update star part has been realised by star for order Cm sent up to the PD for the part number and order number BC Dealer code 60565 Part number 68498557AB order number[redacted]
04/11/2023	OUTBOUND TO CX / CHAD[redacted]CM called the cx and provide the update on the part
04/11/2023	System Update [Order has been Upgraded to VOR for priority Please refer to the parts detail screen for most up to date ETA (CHKS)]
04/11/2023	□**********PARTS POD UPDATE********** □ DEALER 60565 | ORDER NUMBER [redacted] | PART NUMBER 68498557AB TRANSMISSION KIT WITH TORQUE CONVERTER NO CURR PROM DATE ETA to DEALER will be provided, once available ORDER HAS BEEN UPGRADED TO VOR, TO ENSURE PRIORITY **********END OF UPDATE**********

Date	Comment
04/13/2023	check POD part update and email the cx with the ETA update DEALER: 60565 | ORDER NUMBER: [redacted] | PART NUMBER: 68498557AB TRANSMISSION KIT WITH TORQUE CONVERTER NO CURR PROM DATE - ETA to DEALER will be provided, once available. ORDER HAS BEEN UPGRADED TO VOR, TO ENSURE PRIORITY
04/17/2023	□**********PARTS POD UPDATE********** □ DEALER: 60565 | ORDER NUMBER: [redacted] | PART NUMBER: 68498557AB TRANSMISSION KIT WITH TORQUE CONVERTER SHIPPED-PDC on 4/14 - In transit to DEALER - ETA 3-8 business days **********END OF UPDATE********** B/O Parts Task Completed. Please follow up with the Dealer to confirm part has been delivered. If further assistance is needed, complete part order detail and assign a new task to Chatham Parts Pod.
04/18/2023	check POD update / update the cx DEALER: 60565 | ORDER NUMBER: [redacted] PART NUMBER: 68498557AB TRANSMISSION KIT WITH TORQUE CONVERTER SHIPPED-PDC on 4/14 - In transit to DEALER - ETA 3-8 business days
04/20/2023	OUTBOUND TO THE DLR / DEERY BROTHERS OF AMES, INC. /BC-Dealer code 60565 /5152335000 Chad Hildreth 3C7WRNFL5MG[redacted] - 2021 RAM 5500 CREW CAB CHASSIS DEALER: 60565 | ORDER NUMBER: [redacted] PART NUMBER: 68498557AB TRANSMISSION KIT WITH TORQUE CONVERTER SHIPPED-PDC on 4/14 - In transit to DEALER - ETA 3-8 business days PD : update : part arrived
04/20/2023	OUTBOUND TO THE CX / Chad Hildreth[redacted]m called the cx and provided the part update and that repaired will be starting soon
04/24/2023	OUTBOUND TO THE DLR / DEERY BROTHERS OF AMES, INC. /BC-Dealer code 60565 /5152335000 Chad Hildreth 3C7WRNFL5M[redacted] - 2021 RAM 5500 CREW CAB CHASSIS call SA to see how the repair is coming along ; SD not available LM with the front desk to have SA call the CM back with the repair update
04/25/2023	INBOUND FROMTHE DLR /Deery Brothers of Ames Inc. /5155092128 DLR called in and update the Cm on the claim check flue and drive it to see if its completed and will be contacting the cx to pick up the vechiel
04/28/2023	OUTBOUND TO THE CX / Chad Hildreth [redacted]3C7WRNFL5MG[redacted] - 2021 RAM 5500 CREW CAB CHASSIS call cx to see if cx is satisficed with the repairs: no answer CM LVM fort he cx to call the cm back
05/02/2023	OUTBOUND TO THE CX / Chad Hildreth[redacted]3C7WRNFL5MG[redacted] - 2021 RAM 5500 CREW CAB CHASSIS CM call cx to see if cx is satisficed with the repairs 2nd attempt: no answer CM LVm for the cx

Email(s)

Date	04/03/2023	*Subject*	Welcoming email		
From	uscustomercare@cac.stellantis.com	*To*	chad.hildreth@cipco.net	*Sent Date/Time*	04/03/2023 14:50 PM

Hello Chad Hildreth,

My name is Alexandra and I am happy to inform you that I have been assigned as your Case Manager.

Here is some information that will be helpful for you to have:

Your case number is: [redacted]

The Stellantis Case Management telephone number is: 1-844-827-2006

My direct extension is: 3026187

Case management hours are: 8:00am - 8:00pm Eastern Standard Time Monday-Friday).

Please don't hesitate to make contact if you have any questions or concerns.

Thank you for your patience and cooperation!

Best wishes,

Alexandra | Stellantis Case Management

1-844-827-2006

[redacted]

Date	04/03/2023	*Subject*	Welcoming email		
From	uscustomercare@cac.stellantis.com	*To*	chad.hildreth@cipco.net	*Sent Date/Time*	04/03/2023 14:50 PM

Hello Chad Hildreth,

My name is Alexandra and I am happy to inform you that I have been assigned as your Case Manager.

Here is some information that will be helpful for you to have:

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Alexandra | Stellantis Case Management

1-844-827-2006

[redacted]

Date	04/13/2023	*Subject*	RE: part ETA		
From	uscustomercare@cac.stellantis.com	*To*	uscustomercare@cac.stellantis.com	*Sent Date/Time*	04/13/2023 12:29 PM

Hello Chad Hildreth,

Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. Currently we have an ETA to DEALER will be provided, once available. We will provide another update on

Best wishes,

Alexandra | Stellantis Case Management

1-844-827-2006
****

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/3/2023 10:50 AM
To: chad.hildreth@cipco.net
Subject: Welcoming email

Hello Chad Hildreth,

My name is Alexandra and I am happy to inform you that I have been assigned as your Case Manager.

Here is some information that will be helpful for you to have:

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[redacted]

Date	04/13/2023	Subject	RE: part ETA		
From	uscustomercare@cac.stellantis.com	To	uscustomercare@cac.stellantis.com	Sent Date/Time	04/13/2023 13:05 PM

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From: US Customer Care [uscustomercare@cac.stellantis.com]
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[redacted]

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From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/18/2023 13:06 PM

Hello Chad Hildreth,

part is In transit to DEALER - ETA 3-8 business days

Best wishes,

Alexandra | Stellantis Case Management

1-844-827-2006
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[redacted]

Date	04/18/2023	***Subject***	RE: part ETA		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/18/2023 13:06 PM

Hello Chad Hildreth,

part is In transit to DEALER - ETA 3-8 business days

Best wishes,

Alexandra | Stellantis Case Management

1-844-827-2006
****
---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/13/2023 9:05 AM
To: uscustomercare@cac.stellantis.com
Cc: chad.hildreth@cipco.net
Subject: RE: part ETA

Best wishes,

Alexandra | Stellantis Case Management

1-844-827-2006
****

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/13/2023 8:29 AM
To: uscustomercare@cac.stellantis.com
Cc: chad.hildreth@cipco.net
Subject: RE: part ETA

Hello Chad Hildreth,

Stellantis continues to work closely with our suppliers to mitigate the manufacturing impacts caused by the various supply chain issues facing our industry. Currently we have an ETA to DEALER will be provided, once available. We will provide another update on 4/18/2023

Best wishes,

Alexandra | Stellantis Case Management

1-844-827-2006
****

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/3/2023 10:50 AM
To: chad.hildreth@cipco.net
Subject: Welcoming email

Hello Chad Hildreth,

My name is Alexandra and I am happy to inform you that I have been assigned as your Case Manager.

Here is some information that will be helpful for you to have:

Your case number is: [redacted]

The Stellantis Case Management telephone number is: 1-844-827-2006

My direct extension is: 3026187

Case management hours are: 8:00am - 8:00pm Eastern Standard Time Monday-Friday).

Please don't hesitate to make contact if you have any questions or concerns.

Thank you for your patience and cooperation!

Best wishes,

Alexandra | Stellantis Case Management

1-844-827-2006
****

ref:_00Dj01qsDF._5003Z1Y0ltY:ref

Date	05/04/2023	***Subject***	RE: part ETA		
From	uscustomercare@cac.stellantis.com	***To***		***Sent Date/Time***	05/04/2023 13:49 PM

Good Afternoon

I am sending you this email regarding the closure of your Case with Stellantis Case Management. We have been advised that your vehicle repairs have been completed. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The Case Management Telephone Number is: 1-844-827-1999

Thank you for allowing Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case.
Once your case is officially closed you will receive an email survey in regards to your satisfaction with how Ram and myself handled your case. I look forward to your feedback.
[redacted]

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

VIN	3C63R3EL5LG[redacted]	Model Year	2020	Brand	RAM
Body	D28P91	Vehicle	RAM 3500 LARAMIE CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Cu tomer A i tance Center	
Batch Case Information					
Open Date	02/24/2023	CAIR Type	Regular	Status	Clo ed
Close Date	06/19/2023	Origin	Brand ite	Reason	a i tance
Mileage	45,000 Mile	Market	U	Language	Engli h
Contact Email	john@imprintgroupwe t com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	1370 Friend Way			Source	Cu tomer
City/State/Country/Zip	Fallbrook		CA	92028	U A
Customer	JOHN VOTAW				
Customer Address	83570 HIGHWAY 101				
City/State/Country/Zip	FLORENCE		OR	974398358707	U A
Dealer	43348	FREMONT MOTOR COMPANY		Dealer Phone	3073324355
Dealer Address	1731 We t Main treet				
	LANDER		WY	82520 2659	U A
Dealer Zone	Denver	Sales District		Service District	D
Subject	VEHICLE CONCERN>TRAN FER CA E				
Synopsis	vehicle repaired				
Customer Anomaly					
Contact Reason	C163	ervice Problem Not Re olved	Customer Anomaly		
Reason Code	After ale Complaint Network Treatment in work hop ervice Problem Not Re olved				

Case Status History

Create Date	Status
02/24/2023 01 26 PM	New
02/24/2023 07 29 PM	Open
03/02/2023 11 13 PM	u pended
03/14/2023 04 01 AM	Open
04/27/2023 03 34 PM	Clo ed
05/03/2023 09 06 PM	Open
05/08/2023 03 44 PM	u pended
06/05/2023 04 15 AM	Open
06/19/2023 06 08 PM	Clo ed

Initial Description

I have had my truck in twice in the la t 6 month for tran mi ion leak at both ide of the tran fer ca e The i ue wa never fixed and I told the ervice advi or, Kathy from Bob Baker in Ocean ide, CA that I wa leaving for a road trip to WY he never got me back in, even when I begged I ha a total tran mi ion failure in Lander, WY ye terday Before I contact a lemon law lawyer I hope we can re olve thi Bob Baker in Ocean ide, CA had my truck for over 4 week during my 2 previou appointment and gave it back to me with it till leaking I a ked Kathy to get the truck back in for week before thi trip and he aid they were too bu y to help me I bought thi certified u ed 2020 truck for 80k la t Aug in Grant Pa OR at the Dodge dealer hip Not a very wi e purcha e to ay the lea t Thi i my la t attempt to try to work omething out before I contact a lawyer I'm tuck in Lander for up to 4 week until the truck can be looked at, approved for repair and then completed 4 week of hotel, food bill and mi ed work

Case Comments

Date	Comment
02/24/2023	ervice Problem Not Re olved
02/27/2023	**Di pute Re olution Review** At thi time, thi ca e doe not merit e calation to the CRT group If additional information become available, plea e ubmit for econdary review
02/27/2023	Agent called the cu tomer at phone number [redacted] The cu tomer aid he bought the truck in Oregon la t Augu t The cu tomer aid he ha an addre in California The cu tomer aid he went to Wyoming la t week The cu tomer aid there wa a tran mi ion failure on Thur day or Friday The cu tomer aid they gave him an old Ford loaner from another dealer with 200,000 mile The cu tomer aid the ervicing dealer i Fremont in Lander, WY Agent informed the cu tomer that agent i documenting the concern and agent i reque ting further review from a peciali t for the Wyoming area The cu tomer aid he i con idering contacting a Lemon Law attorney when he get home The cu tomer verified that the phone number agent called [redacted] i a good phone number for the cu tomer The cu tomer aid hi be t email addre i john@imprintgroupwe t com
02/27/2023	Agent ent an email to the cu tomer Agent provided the Ca e Number
03/01/2023	****OUTBOUND DEALER HIP CONTACT**** Fremont Motor 43348 307 335 3359 Agent called and left a me age for M Randy to call back a agent wa looking for vehicle update
03/01/2023	****INBOUND DEALER HIP CONTACT**** Fremont Motor 43348 307 335 3359 M Randy called in tating that the vehicle broke down and i cheduled to be diagno ed on March 13th M Randy doe believe it may be the tran fer ca e which will be on backorder M tated cu tomer i from California and i eeking to have a rental vehicle but the clo e t enterpri e i 125 mile away in Rock pring M tated he may be able to hire a driver to get the cu tomer to an Enterpri e but would co t $50 00 or $60 00 to get him there Agent advi ed that agent will look into what can be done a cu tomer ha a dog o a flight home may not be an option
03/01/2023	****INBOUND CU TOMER CONTACT****(VM) JOHN [redacted] Cu tomer called in eeking a call back
03/01/2023	In ervice Date 1/30/2021 Original Owner No econd owner purcha ed on 07/22/2022 4 Chry ler vehicle Mileage 45,000 Multiple Repair Ye truck in twice in the la t 6 month for tran mi ion leak at both ide of the [redacted] MVP plan No
03/01/2023	****OUTBOUND CU TOMER CONTACT**** JOHN [redacted] Agent called and left an Introductory VM
03/01/2023	****NOTE**** If cu tomer call back plea e advi e that we would not be able to a i t with a rental vehicle to get him to California Plea e advi e cu tomer that we could get vehicle hipped to a Dealer hip near hi re idence but if in California he need to provide proof of owner hip, ale and Purcha e Agreement, and vehicle regi tration along with getting ca e updated to hi home addre in Californi
03/01/2023	****INBOUND CU TOMER CONTACT**** JOHN [redacted] Cu tomer called in tating that he rented a vehicle while in Lander and wa looking to be reimbur ed Cu tomer al o will be renting a vehicle to get back home to California Agent advi ed that agent could authorize rental vehicle for 10 day once vehicle ha been repaired Cu tomer under tood Cu tomer wa al o eeking the vehicle to be bought back, a vehcile wa at BOB BAKER CHRY LER JEEP DODGE in CARL BAD , CA twice for an oil leak out of the tran fer ca e which wa not re olved ****INBOUND CU TOMER CONTACT****(VM) JOHN [redacted] Cu tomer called in eeking a call back
03/08/2023	****NOTE**** Ca e di cu ed with TL Once vehicle i diagno ed we can look into reimbur ing for rental vehicle at $40 00 a day for another 10 day but no guarantee a rental i not part of hi manufactere warranty Vehicle will not be hipped to California a vehicle i regi tered in Oregan
03/14/2023	****OUTBOUND DEALER HIP CONTACT**** Fremont Motor 43348 307 335 3359 Agent called and poke to M Randy who advi ed that the vehicle hould be diagno ed by the end of day but no guarantee
03/17/2023	****OUTBOUND DEALER HIP CONTACT**** Fremont Motor 43348 307 335 3359 Agent called and poke to M Randy who tated that the vehicle i till in the proce of being diagno ed
03/21/2023	****OUTBOUND DEALER HIP CONTACT**** Fremont Motor 43348 307 335 3359 Agent called and left a me age for M Randy to call back a agent wa looking for a vehicle update

Date	Comment
03/21/2023	****NOTE**** Vehicle was in transit and needs to have transmission which is on backorder Customer has been authorized for 20 days of rental, but lives in California. Message left with Dealership for diagnosis
03/24/2023	****OUTBOUND DEALERSHIP CONTACT**** Fremont Motor-43348-307-335-3359 Agent called and left a message for Service to call back with diagnosis of the vehicle.
03/24/2023	****NOTE**** If Dealership calls back please gather diagnosis of the vehicle and gather part information.
03/28/2023	**OUTBOUND DEALER CALL** Fremont Motor Company | 8007889496 | 43348 CM called DLR for diagnosis, DLR informed CM that transfer case needs repair, parts ordered, waiting on filter that will be in beginning of next week, repair will start when filter is in because at that time DLR will have all necessary parts
03/28/2023	**OUTBOUND CUSTOMER CALL** JOHN VOTAW | 503) 332-0977 | 3C63R3EL5LG[redacted] 2020 RAM 3500 LARAMIE CREW CAB 4X4 CM attempted to reach cx, left VM with contact info and advising of follow up on 03/30/2023
03/30/2023	**OUTBOUND DEALER CALL** FREMONT MOTOR COMPANY | 3073324355 | 43348 CM called DLR to see status of part/repair, DLR informed that all of the parts have arrived and the technicians are currently working on the vehicle
03/30/2023	**OUTBOUND CUSTOMER CALL** JOHN VOTAW | (503) 332-0977 | 3C63R3EL5L[redacted] 2020 RAM 3500 LARAMIE CREW CAB 4X4 CM attempted to reach cx to update on parts and repair, cx unavailable so CM left VM with contact info and updates
03/30/2023	**INBOUND CALL** Cx called because he missed a call from his CM CM was on their lunch writer advised that all the parts have arrived to the dlr and they are working on the vehicle cx was appreciative of the update
04/03/2023	**OUTBOUND DEALER CALL** FREMONT MOTOR COMPANY | 3073324355 | 43348 CM called DLR to see status of vehicle, DLR informed that vehicle is ready for pick up and that cx is aware
04/05/2023	**OUTBOUND CUSTOMER CALL** JOHN VOTAW | 503) 332-0977 | 3C63R3EL5LG[redacted] 2020 RAM 3500 LARAMIE CREW CAB 4X4 CM called cx to make aware that vehicle is ready for pickup from DLR, cx is out of state but will be back on 04/10/2023 to pick it up, cx is inquiring about potential rental reimbursement, CM advised cx to send receipts
04/10/2023	**OUTBOUND CUSTOMER CALL** JOHN VOTAW [redacted] | 3C63R3EL5LG[redacted] 2020 RAM 3500 LARAMIE CREW CAB 4X4 CM attempted to call cx but it just rang until the line went dead with no voicemail, sent cx additional email once again requesting documentation
04/11/2023	**INBOUND CUSTOMER CALL** JOHN VOTAW [redacted] 3C63R3EL5LG[redacted] 2020 RAM 3500 LARAMIE CREW CAB 4X4 Cx picked up vehicle and they drove it 800 miles to come home to San Diego from Wyoming, transfer case is leaking transmission fluid all over the bottom of the vehicle, possibly worse than before, needs appointment Tried contacting DLRs in cx area but unable to reach them, needs new diagnosis, follow up tomorrow
04/12/2023	**OUTBOUND CUSTOMER CALL** JOHN VOTAW [redacted] 3C63R3EL5LG[redacted] 2020 RAM 3500 LARAMIE CREW CAB 4X4 CM contacted cx, cx has appointment at Oceanside on 04/14/2023 for diagnosis
04/14/2023	**OUTBOUND CUSTOMER CALL** JOHN VOTAW [redacted] 3C63R3EL5L[redacted] 2020 RAM 3500 LARAMIE CREW CAB 4X4 CM called cx and they confirmed that they drove vehicle to diagnosis appointment, DLR will have diagnosis by the end of the day, reassigned to CM in California area, follow up task for 04/18/2023
04/18/2023	**OUTBOUND CUSTOMER CALL** JOHN VOTAW [redacted] 3C63R3EL5LG[redacted] 2020 RAM 3500 LARAMIE CREW CAB 4X4 Cx has tech at DLR working on it, faulty seal before/after transfer case, can't do the work under warranty because it is an aftermarket seal, DLR in Oregon called up and they confirmed that the vehicle was a certified used, $2200 repair, DLR not repairing because it is not under warranty 7606839709 x option 1 for Cathy - 6194057045
04/19/2023	**OUTBOUND DEALER CALL** Bob Baker Chrysler Jeep Dodge | 7607205337 | 26550 CM called DLR who confirmed that seal is an aftermarket, DLR can work on the vehicle but it cannot be covered under warranty
04/20/2023	**OUTBOUND DEALER CALL** Lithia's Grant Pass Auto Center | 541-476-6684 | 44221 CM called selling DLR to see what they can do about the repair earlier today, sales advisor was busy so he was to call me back Did not receive call so called back at the end of the day, sales advisor informed me that the matter had been passed over to service and they were going to see what they can do about it
04/20/2023	**OUTBOUND CUSTOMER CALL** JOHN VOTAW [redacted] 3C63R3EL5LG[redacted] 2020 RAM 3500 LARAMIE CREW CAB 4X4 CM called cx to make him aware that selling DLR is looking into what they can do, will follow up 04/24
04/24/2023	**OUTBOUND DEALER CALL** Lithia's Grant Pass Auto Center | 541-476-6684 | 44221 CM tried connecting to DLR twice today and got VM both times, will try again tomorrow
04/27/2023	**OUTBOUND CUSTOMER CALL** JOHN VOTAW [redacted] | 3C63R3EL5LG[redacted] 2020 RAM 3500 LARAMIE CREW CAB 4X4 CM called cx in order to explain to him that anything to do with CPO will have to be dealt with through the DLR directly, cx understood, closing case
05/03/2023	**INBOUND CUSTOMER CALL** JOHN VOTAW [redacted] | 3C63R3EL5LG[redacted] 2020 RAM 3500 LARAMIE CREW CAB 4X4 Cx replaced seal OOP and leak is still present, servicing DLR refusing to take vehicle back in
05/04/2023	Summary: Case had been closed and just had to be reopened because the repair that has done on the seal of cx engine did not fix his issue. Working with cx and multiple DLRs currently to get the cx vehicle repaired. Cx originally had problem with transfer case that was replaced. Has been experiencing problem after problem.
05/04/2023	**OUTBOUND DEALER CALL** Bob Baker Chrysler Jeep Dodge | 7606839709 | 26550 CM attempted to reach out to servicing DLR twice today, LVM and will follow up 05/08
05/04/2023	**OUTBOUND CUSTOMER CALL** JOHN VOTAW | [redacted] | 3C63R3EL5LG[redacted]2020 RAM 3500 LARAMIE CREW CAB 4X4 CM contacted cx who made CM aware that he has appoint at DLR in Lander. Wyoming for the leak on 06/05, DLR states that it is a slow leak so cx is able to continue driving for the time being
05/08/2023	reviewed
06/05/2023	Vehicle has arrived at dealership FREMONT MOTOR COMPANY and attended by dealer employee Randy Ketring
06/05/2023	spoke with John[redacted] dealer is going to overnight the parts, vehicle at Freemont motors, cx says they will be putting every under warranty at this dealership
06/07/2023	****OB Call DLR**** Fremont Motor Company | 8007889496 3C63R3EL5LG[redacted] 2020 RAM 3500 LARAMIE CREW CAB 4X4 CX - Mr. JOHN VOTAW CM calling to get more info on the repairs on the seals /leak in engine CM spoke with SA Austin - SM Randy - transmission seal - parts are not in yet, suppose to come in on Friday, and he will come back in and finish the transmission repair. -mid next week it should be done. CM thanked.
06/14/2023	********Vehicle tp be done by end of the week*******
06/19/2023	*******IB Email from CX******** Everything has been repaired, thanks for checking with me. John
06/19/2023	******Summary********* Reason for Case opening - Transfer Case expedite VIN -3C63R3EL5L[redacted]2020 RAM 3500 LARAMIE CREW CAB 4X4 ISD - 1/30/2021 Issue - transfer case Original owner - 2nd owner Loyalty - X12 - 10 new vehicle - 2 used Warranty - January 29, 2026 PT 100 k miles Authorized DLR - Fremont Motor Company Any GW offered - no *******CLOSING CASE **********

Email(s)

Date	02/24/2023	***Subject***	*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****		
From	uscustomercare@fcagroup.com	***To***	john@imprintgroupwest.com	***Sent Date/Time***	02/24/2023 13:26 PM

Your inquiry has been received by the Mopar Customer Care. We appreciate your contact with us and look forward to getting back with you as soon as possible.

To ensure a prompt response, please add to your Safe Senders list, Address Book or Contact List. Please also monitor your Junk Mail or Spam Folder for our response.

Should this matter be urgent, or if you desire a quicker response, please contact us by phone to discuss your issue with one of our Mopar Advisors.

Mopar Brand: 800-247-9753

FCA Brand : 800-247-9753

For any future communication related to this email, please refer to reference number 85564088.

Sincerely,

The Mopar Brand

To view the Mopar Privacy Policy, visit

https://www.chrysler.com/crossbrand_us/privacy

Date	02/24/2023	***Subject***	Transmission Failure		
From	uscustomercare@fcagroup.com	***To***	john@imprintgroupwest.com	***Sent Date/Time***	02/24/2023 19:33 PM

Hello John,

I hope this email finds you well.

I appreciate the time you□ve taken to contact us here at Ram Customer Care about your experience with one of our dealership, Bob Baker Chrysler Jeep Dodge. I want to express how sorry I am to hear your experience with our dealer ended in frustration. We take customer feedback and experience very seriously, we are always here to help and I will formally
submit your feedback.

Please accept our sincere apologies on behalf of Ram for the amount of inconvenience this matter has caused you.

Our goal is to ensure your concern is handled promptly, with utmost respect and care. Based on the information you□ve shared, your case will be forwarded to our Case Specialist department. Upon escalation, your specialist will be working directly with you and your dealership to come up with the best resolution we can provide. They will reach out on your within 1-2 business days.

For your reference, here is your case number [redacted]

Please know that Ram Customer Care is here to assist for any other concerns that you may have in your vehicle. Please don□t hesitate to contact us back anytime by sending as an email, chat, or calling us at 866-726-4636.

Have a great day, John!

Sincerely,

Roxette
Ram Customer Care
[redacted]

Date	02/24/2023	***Subject***	Transmission Failure		
From	uscustomercare@fcagroup.com	***To***	john@imprintgroupwest.com	***Sent Date/Time***	02/24/2023 19:33 PM

Hello John,

I hope this email finds you well.

I appreciate the time you□ve taken to contact us here at Ram Customer Care about your experience with one of our dealership, Bob Baker Chrysler Jeep Dodge. I want to express how sorry I am to hear your experience with our dealer ended in frustration. We take customer feedback and experience very seriously, we are always here to help and I will formally
submit your feedback.

Please accept our sincere apologies on behalf of Ram for the amount of inconvenience this matter has caused you.

Our goal is to ensure your concern is handled promptly, with utmost respect and care. Based on the information you□ve shared, your case will be forwarded to our Case Specialist department. Upon escalation, your specialist will be working directly with you and your dealership to come up with the best resolution we can provide. They will reach out on your within 1-2 business days.

For your reference, here is your case number [redacted]

Please know that Ram Customer Care is here to assist for any other concerns that you may have in your vehicle. Please don□t hesitate to contact us back anytime by sending as an email, chat, or calling us at 866-726-4636.

Have a great day, John!

Sincerely,

Roxette
Ram Customer Care
[redacted]

Date	02/27/2023	***Subject***	Ram Case Management, Case # [redacted]		
From	uscustomercare@fcagroup.com	***To***	john@imprintgroupwest.com	***Sent Date/Time***	02/27/2023 22:31 PM

Hello Mr. Votaw,

The Case Number for reference is [redacted]

Matthew
Stellantis Case Management
8448880601 ext 4060509
Business Hours - Monday - Friday, 8:30am - 5pm pst
[redacted]

Date	02/28/2023	***Subject***	Re: Ram Case Management, Cas[redacted]		
From	john@imprintgroupwest.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	02/28/2023 17:42 PM

Hope this issue can be discussed ASAP. I□m stranded in WY and I need to get home for work.

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: [redacted] | Fax: 877-332-1204

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Monday, February 27, 2023 at 3:31 PM
To: John Votaw <john@imprintgroupwest.com>
Subject: Ram Case Management, Case # [redacted]

Hello Mr. Votaw,

The Case Number for reference is [redacted]

Matthew
Stellantis Case Management
8448880601 ext 4060509
Business Hours - Monday - Friday, 8:30am - 5pm pst[https://fcagroup.my.salesforce.com/servlet/servlet.ImageServer?
[redacted]

Date	03/01/2023	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	john@imprintgroupwest.com	***Sent Date/Time***	03/01/2023 18:42 PM

Good Morning:

My name is Lori from the Ram Case Management Division, I have been assigned to your Case.
Here is some information that will be helpful for you to have:
Your case number is: [redacted]

The Ram Case Management telephone number is:1-844-827-1926
My direct extension is: 3020180

I look forward to working with you and if you have any questions or concerns regarding your vehicle that I can assist with, please feel free to contact me

Lori
Ram Case Manager
1-844-827-1926/ext.3020180

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your vehicle concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.
[redacted]

Date	03/02/2023	***Subject***	Re: Case # [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	john@imprintgroupwest.com	***Sent Date/Time***	03/02/2023 23:10 PM

Good Afternoon:

I was just touching base with you in regards to your vehicle. I will follow up with you on Mar.14th as the Dealership stated it may be a week before they get a chance to look at the vehicle.

Feel free to contact me if you have any questions, and have a safe drive home.

Lori
Ram Case Manager
1-844-827-1926/ext.3020180

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your vehicle concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.
[redacted]

Date	03/02/2023	***Subject***	Re: Case [redacted]		
From	john@imprintgroupwest.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	03/02/2023 23:30 PM

Thank you, look forward to your help. Will you be able to assist with a rental car when I get back home this weekend.

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: [redacted] | Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Thursday, March 2, 2023 at 4:10 PM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Case [redacted]

Good Afternoon:

I was just touching base with you in regards to your vehicle. I will follow up with you on Mar.14th as the Dealership stated it may be a week before they get a chance to look at the vehicle.

Feel free to contact me if you have any questions, and have a safe drive home.

Lori
Ram Case Manager
1-844-827-1926/ext.3020180

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your vehicle concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.
[redacted]

Date	03/06/2023	***Subject***	Re: Transmission Failure

From	john@imprintgroupwest.com	To	uscustomercare@fcagroup.com	Sent Date/Time	03/06/2023 17:49 PM

I□m back home now and I need to get a rental car until my truck is fixed from the warranty repair. I□ve been told it could be 3 to 6 months. Please let me know if you□re going to make arrangements for me to have a rental car or if I get it and you pay me back

Thanks,

John Votaw

Imprint Group
Email: john@imprintgroupwest.com<mailto:john@imprintgroupwest.com>
Cell: [redacted]
Fax: 877-332-1204<tel:877-332-1204>

On Feb 24, 2023, at 11:33 AM, US Customer Care <uscustomercare@fcagroup.com> wrote:

□ Hello John,

I hope this email finds you well.

I appreciate the time you□ve taken to contact us here at Ram Customer Care about your experience with one of our dealership, Bob Baker Chrysler Jeep Dodge. I want to express how sorry I am to hear your experience with our dealer ended in frustration. We take customer feedback and experience very seriously, we are always here to help and I will formally
submit your feedback.

Please accept our sincere apologies on behalf of Ram for the amount of inconvenience this matter has caused you.

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Have a great day, John!

Sincerely,

Roxette
Ram Customer Care
[redacted]

Date	03/06/2023	Subject	Re: Transmission Failure		
From	uscustomercare@fcagroup.com	To	john@imprintgroupwest.com	Sent Date/Time	03/06/2023 20:29 PM

Good Afternoon:

In order for this to be further reviewed I would need to have you send in the following information:

proof of ownership of the vehicle
vehicle registration
and proof of your California address.

At this time no further authorization for rental will be provided until the vehicle has been diagnosed as previously advised.

I have authorized 10 days at $40.00 a day, which will be reimbursed once the vehicle is repaired.

Lori
Stellantis Case Manager
1-844-827-1926/ext 3020180
[redacted]

Date	03/06/2023	Subject	Re: Transmission Failure		
From	john@imprintgroupwest.com	To	uscustomercare@fcagroup.com	Sent Date/Time	03/06/2023 20:47 PM

Hello,

I have already rented for almost 10 days while in WY and driving back to SoCal. What about the next 3 □ 6 months why I wait for the repairs to be completed?

proof of ownership of the vehicle □ Looking for Purchase agreement
vehicle registration □ In my truck in WY at the dealership
and proof of your California address. - Attached

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: [redacted] Fax: 877-332-1204

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Monday, March 6, 2023 at 12:29 PM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transmission Failure

Good Afternoon:

In order for this to be further reviewed I would need to have you send in the following information:

proof of ownership of the vehicle
vehicle registration
and proof of your California address.

At this time no further authorization for rental will be provided until the vehicle has been diagnosed as previously advised.

I have authorized 10 days at $40.00 a day, which will be reimbursed once the vehicle is repaired.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	03/06/2023	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	john@imprintgroupwest.com	***Sent Date/Time***	03/06/2023 20:47 PM

Dear JOHN VOTAW,

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

Date	03/06/2023	***Subject***	Re: Transmission Failure		
From	john@imprintgroupwest.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/06/2023 21:34 PM

Hello,

I have already rented for almost 10 days while in WY and driving back to SoCal. What about the next 3 □ 6 months why I wait for the repairs to be completed?

proof of ownership of the vehicle □ Looking for Purchase agreement
vehicle registration □ In my truck in WY at the dealership
and proof of your California address. □ I will send it in a separate email.

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: [redacted] Fax: 877-332-1204

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Monday, March 6, 2023 at 12:29 PM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transmission Failure

Good Afternoon:

In order for this to be further reviewed I would need to have you send in the following information:

proof of ownership of the vehicle
vehicle registration
and proof of your California address.

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I have authorized 10 days at $40.00 a day, which will be reimbursed once the vehicle is repaired.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	03/06/2023	***Subject***	Re: Transmission Failure		
From	john@imprintgroupwest.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/06/2023 21:39 PM

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: [redacted] Fax: 877-332-1204

From: John Votaw <john@imprintgroupwest.com>
Date: Monday, March 6, 2023 at 1:34 PM
To: US Customer Care <uscustomercare@fcagroup.com>
Cc: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transmission Failure

Hello,

I have already rented for almost 10 days while in WY and driving back to SoCal. What about the next 3 □ 6 months why I wait for the repairs to be completed?

proof of ownership of the vehicle □ Looking for Purchase agreement
vehicle registration □ In my truck in WY at the dealership
and proof of your California address. □ I will send it in a separate email.

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: 503-332-0977 | Fax: 877-332-1204

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Monday, March 6, 2023 at 12:29 PM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transmission Failure

Good Afternoon:

In order for this to be further reviewed I would need to have you send in the following information:

proof of ownership of the vehicle
vehicle registration
and proof of your California address.

At this time no further authorization for rental will be provided until the vehicle has been diagnosed as previously advised.

I have authorized 10 days at $40.00 a day, which will be reimbursed once the vehicle is repaired.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	03/06/2023	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	john@imprintgroupwest.com	***Sent Date/Time***	03/06/2023 21:39 PM

Dear JOHN VOTAW,

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

Date	03/06/2023	***Subject***	Re: Transmission Failure		
From	john@imprintgroupwest.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/06/2023 21:59 PM

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: 503-332-0977 | Fax: 877-332-1204

From: John Votaw <john@imprintgroupwest.com>
Date: Monday, March 6, 2023 at 1:34 PM
To: US Customer Care <uscustomercare@fcagroup.com>
Cc: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transmission Failure

Hello,

I have already rented for almost 10 days while in WY and driving back to SoCal. What about the next 3 □ 6 months why I wait for the repairs to be completed?

proof of ownership of the vehicle □ Looking for Purchase agreement
vehicle registration □ In my truck in WY at the dealership
and proof of your California address. □ I will send it in a separate email.

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: 503-332-0977 | Fax: 877-332-1204

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Monday, March 6, 2023 at 12:29 PM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transmission Failure

Good Afternoon:

In order for this to be further reviewed I would need to have you send in the following information:

proof of ownership of the vehicle
vehicle registration
and proof of your California address.

At this time no further authorization for rental will be provided until the vehicle has been diagnosed as previously advised.

I have authorized 10 days at $40.00 a day, which will be reimbursed once the vehicle is repaired.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	03/07/2023	***Subject***	Transfer case		
From	john@imprintgroupwest.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/07/2023 20:48 PM

Hello Lori,

I have already rented for almost 10 days while in WY and driving back to SoCal. What about the next 3 □ 6 months why I wait for the repairs to be completed?

proof of ownership of the vehicle □ Attached.
vehicle registration □ In my truck in WY at the dealership
and proof of your California address. □ Attached

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell[redacted] Fax: 877-332-1204

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Monday, March 6, 2023 at 12:29 PM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transmission Failure

Good Afternoon:

In order for this to be further reviewed I would need to have you send in the following information:

proof of ownership of the vehicle
vehicle registration
and proof of your California address.

At this time no further authorization for rental will be provided until the vehicle has been diagnosed as previously advised.

I have authorized 10 days at $40.00 a day, which will be reimbursed once the vehicle is repaired.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	03/08/2023	***Subject***	Transfer case		
From	john@imprintgroupwest.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/08/2023 20:09 PM

Hello Lori,

I have already rented for almost 10 days while in WY and driving back to SoCal. What about the next 3 □ 6 months why I wait for the repairs to be completed?

Can I get a rental car until my truck is fixed?

proof of ownership of the vehicle □ Attached.
vehicle registration □ Attached.
and proof of your California address. □ Attached

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: [redacted] Fax: 877-332-1204

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Monday, March 6, 2023 at 12:29 PM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transmission Failure

Good Afternoon:

In order for this to be further reviewed I would need to have you send in the following information:

proof of ownership of the vehicle
vehicle registration
and proof of your California address.

At this time no further authorization for rental will be provided until the vehicle has been diagnosed as previously advised.

I have authorized 10 days at $40.00 a day, which will be reimbursed once the vehicle is repaired.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180

[redacted]

Date	03/09/2023	***Subject***	Re: Transfer case		
From	john@imprintgroupwest.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/09/2023 01:06 AM

I really need a car, please respond.

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: [redacted] Fax: 877-332-1204

From: John Votaw <john@imprintgroupwest.com>
Date: Wednesday, March 8, 2023 at 12:07 PM
To: US Customer Care <uscustomercare@fcagroup.com>
Cc: John Votaw <john@imprintgroupwest.com>
Subject: Transfer case

Hello Lori,

I have already rented for almost 10 days while in WY and driving back to SoCal. What about the next 3 □ 6 months why I wait for the repairs to be completed?

Can I get a rental car until my truck is fixed?

proof of ownership of the vehicle □ Attached.
vehicle registration □ Attached.
and proof of your California address. □ Attached

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: [redacted] Fax: 877-332-1204

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Monday, March 6, 2023 at 12:29 PM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transmission Failure

Good Afternoon:

In order for this to be further reviewed I would need to have you send in the following information:

proof of ownership of the vehicle
vehicle registration
and proof of your California address.

At this time no further authorization for rental will be provided until the vehicle has been diagnosed as previously advised.

I have authorized 10 days at $40.00 a day, which will be reimbursed once the vehicle is repaired.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180

[redacted]

Date	03/10/2023	***Subject***	Re: Transfer case		
From	john@imprintgroupwest.com	***To***	uscustomercare@fcagroup.com	***Sent Date/Time***	03/10/2023 14:55 PM

I really need a car, please respond.

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: [redacted] Fax: 877-332-1204

From: John Votaw <john@imprintgroupwest.com>
Date: Wednesday, March 8, 2023 at 12:07 PM
To: US Customer Care <uscustomercare@fcagroup.com>
Cc: John Votaw <john@imprintgroupwest.com>
Subject: Transfer case

Hello Lori,

I have already rented for almost 10 days while in WY and driving back to SoCal. What about the next 3 □ 6 months why I wait for the repairs to be completed?

Can I get a rental car until my truck is fixed?

proof of ownership of the vehicle □ Attached.
vehicle registration □ Attached.
and proof of your California address. □ Attached

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: [redacted] Fax: 877-332-1204

From: US Customer Care <uscustomercare@fcagroup.com>
Date: Monday, March 6, 2023 at 12:29 PM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transmission Failure

Good Afternoon:

In order for this to be further reviewed I would need to have you send in the following information:

proof of ownership of the vehicle
vehicle registration
and proof of your California address.

At this time no further authorization for rental will be provided until the vehicle has been diagnosed as previously advised.

I have authorized 10 days at $40.00 a day, which will be reimbursed once the vehicle is repaired.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	03/14/2023	***Subject***	Re: Transfer case		
From	uscustomercare@cac.stellantis.com	***To***	john@imprintgroupwest.com	***Sent Date/Time***	03/14/2023 14:19 PM

Good Morning:

The case has been reviewed.

Once vehicle is diagnosed we can look into reimbursing for rental vehicle at $40.00 a day for another 10 days but no guarantee as rental is not part of your manufacteres warranty.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	03/14/2023	***Subject***	Re: Transfer case		
From	uscustomercare@cac.stellantis.com	***To***	john@imprintgroupwest.com	***Sent Date/Time***	03/14/2023 14:20 PM

Good Morning:

The case has been reviewed.

Once vehicle is diagnosed we can look into reimbursing for rental vehicle at $40.00 a day for another 10 days but no guarantee as rental is not part of your manufacteres warranty.

Lori
Stellantis Case Manager
1-844-827-1926/ext.3020180
[redacted]

Date	03/21/2023	***Subject***	Re: Transfer case		
From	ramcustomercare@cac.stellantis.com	***To***	john@imprintgroupwest.com	***Sent Date/Time***	03/21/2023 15:24 PM

Good Morning:

I am just touching base with you in regards to your vehicle.

I have reached out to the Dealership and waiting for an update. I will follow up with you as soon as there is an update.

Lori
Ram Case Manager
1-844-827-1926/ext.3020180

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your BO part concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.
[redacted]

Date	03/21/2023	Subject	Re: Transfer case		
From	john@imprintgroupwest.com	To	ramcustomercare@cac.stellantis.com	Sent Date/Time	03/21/2023 15:36 PM

Thanks for reaching out, this has really put me in a bind. Can my case be elevated to a mediator service with Dodge? I have contacted lemon law lawyers and I just don□t like the way they operate. I want to work the financials with Dodge without a lawyer if possible. Please let me know if I have any options through Dodge.

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: [redacted] Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Tuesday, March 21, 2023 at 8:24 AM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Good Morning:

I am just touching base with you in regards to your vehicle.

I have reached out to the Dealership and waiting for an update. I will follow up with you as soon as there is an update.

Lori
Ram Case Manager
1-844-827-1926/ext.3020180

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your BO part concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.

[redacted]

Date	04/10/2023	Subject	Re: Transfer case		
From	ramcustomercare@cac.stellantis.com	To	john@imprintgroupwest.com	Sent Date/Time	04/10/2023 17:32 PM

Good Morning:

My name is Connor from the Ram Case Management Division, I was assigned to your Case.
Here is some information that will be helpful for you to have:
Your case number is [redacted]

The Ram Case Management telephone number is:1-844-827-1926
My direct extension is: 3026523

Please send your RO and rental receipts in a direct reply to this email. Once the necessary documentation has been submitted we can review for potential reimbursement.

Thank you,

Connor

Ram Case Manager

1-844-827-1926/ext.3026523

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your BO part concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.

———— Original Message ————
From: John Votaw [john@imprintgroupwest.com]
Sent: 3/21/2023 11:36 AM
To: ramcustomercare@cac.stellantis.com
Cc: john@imprintgroupwest.com
Subject: Re: Transfer case

Thanks for reaching out, this has really put me in a bind. Can my case be elevated to a mediator service with Dodge? I have contacted lemon law lawyers and I just don□t like the way they operate. I want to work the financials with Dodge without a lawyer if possible. Please let me know if I have any options through Dodge.

Thanks,

John Votaw

Imprint Group - https://imprintgroupwest.com

Cell: [redacted] Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Tuesday, March 21, 2023 at 8:24 AM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Good Morning:

I am just touching base with you in regards to your vehicle.

I have reached out to the Dealership and waiting for an update. I will follow up with you as soon as there is an update.

Lori
Ram Case Manager
1-844-827-1926/ext.3020180

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your BO part concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.

[redacted]

Date	04/10/2023	***Subject***	Re: Transfer case		
From	ramcustomercare@cac.stellantis.com	***To***	john@imprintgroupwest.com	***Sent Date/Time***	04/10/2023 17:33 PM

Good Morning:

My name is Connor from the Ram Case Management Division, I was assigned to your Case.
Here is some information that will be helpful for you to have:
Your case number is: [redacted]

The Ram Case Management telephone number is:1-844-827-1926
My direct extension is: 3026523

Please send your RO and rental receipts in a direct reply to this email. Once the necessary documentation has been submitted we can review for potential reimbursement.

Thank you,

Connor

Ram Case Manager

1-844-827-1926/ext.3026523

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your BO part concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.

———— Original Message ————
From: John Votaw [john@imprintgroupwest.com]
Sent: 3/21/2023 11:36 AM
To: ramcustomercare@cac.stellantis.com
Cc: john@imprintgroupwest.com
Subject: Re: Transfer case

Thanks for reaching out, this has really put me in a bind. Can my case be elevated to a mediator service with Dodge? I have contacted lemon law lawyers and I just don□t like the way they operate. I want to work the financials with Dodge without a lawyer if possible. Please let me know if I have any options through Dodge.

Thanks,

John Votaw

Imprint Group - https://imprintgroupwest.com

Cell: [redacted] Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Tuesday, March 21, 2023 at 8:24 AM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Good Morning:

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I have reached out to the Dealership and waiting for an update. I will follow up with you as soon as there is an update.

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Ram Case Manager
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[redacted]

Date	04/11/2023	***Subject***	Re: Transfer case		
From	john@imprintgroupwest.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	04/11/2023 20:29 PM

Hi Conner,

May I get a rental car?

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell[redacted] Fax: 877-332-1204

From: John Votaw <john@imprintgroupwest.com>
Date: Tuesday, April 11, 2023 at 1:07 PM
To: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Cc: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Photos of transmission leak

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell:[redacted] | Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Monday, April 10, 2023 at 10:32 AM
To: John Votaw <john@imprintgroupwest.com>
Cc: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Good Morning:

My name is Connor from the Ram Case Management Division, I was assigned to your Case.
Here is some information that will be helpful for you to have:
Your case number is:[redacted]

The Ram Case Management telephone number is:1-844-827-1926
My direct extension is: 3026523

Please send your RO and rental receipts in a direct reply to this email. Once the necessary documentation has been submitted we can review for potential reimbursement.

Thank you,

Connor

Ram Case Manager

1-844-827-1926/ext.3026523

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From: John Votaw [john@imprintgroupwest.com]
Sent: 3/21/2023 11:36 AM
To: ramcustomercare@cac.stellantis.com
Cc: john@imprintgroupwest.com
Subject: Re: Transfer case

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Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell:[redacted] Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Tuesday, March 21, 2023 at 8:24 AM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Good Morning:

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I have reached out to the Dealership and waiting for an update. I will follow up with you as soon as there is an update.

Lori
Ram Case Manager
1-844-827-1926/ext.3020180

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your BO part concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.

[redacted]

Date	04/19/2023	***Subject***	Re: Transfer case		
From	john@imprintgroupwest.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	04/19/2023 19:03 PM

My truck is still sitting in limbo. Oceanside Dodge won□t repair because they say there are after-market seals on the truck. Oregon Dodge where I purchased the certified used truck does not seem to want to pay for the repair. I would bet that my truck has been in the shop a total of 2+ months and I□ve only owned it for 8 months. PLEASE HELP

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: [redacted] Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Monday, April 10, 2023 at 10:32 AM
To: John Votaw <john@imprintgroupwest.com>
Cc: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Good Morning:

My name is Connor from the Ram Case Management Division, I was assigned to your Case.
Here is some information that will be helpful for you to have:
Your case number is [redacted]

The Ram Case Management telephone number is:1-844-827-1926
My direct extension is: 3026523

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Ram Case Manager

1-844-827-1926/ext.3026523

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---------- Original Message ----------
From: John Votaw [john@imprintgroupwest.com]
Sent: 3/21/2023 11:36 AM
To: ramcustomercare@cac.stellantis.com
Cc: john@imprintgroupwest.com
Subject: Re: Transfer case

Thanks for reaching out, this has really put me in a bind. Can my case be elevated to a mediator service with Dodge? I have contacted lemon law lawyers and I just don□t like the way they operate. I want to work the financials with Dodge without a lawyer if possible. Please let me know if I have any options through Dodge.

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: [redacted] Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Tuesday, March 21, 2023 at 8:24 AM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Good Morning:

I am just touching base with you in regards to your vehicle.

I have reached out to the Dealership and waiting for an update. I will follow up with you as soon as there is an update.

Lori
Ram Case Manager
1-844-827-1926/ext.3020180

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your BO part concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.

[redacted]

Date	04/27/2023	***Subject***	Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	john@imprintgroupwest.com	***Sent Date/Time***	04/27/2023 15:33 PM

Good Morning:

My name is Connor from the Ram Case Management Division, I was assigned to your Case.
Here is some information that will be helpful for you to have:
Your case number is [redacted]

The Ram Case Management telephone number is: 1-844-827-1926
My direct extension is: 3026523

This email is sent to confirm that your case is being closed. If there are further issues within the next two weeks you can reach out and we can reopen your case. After two weeks we can open a new case. Please do not hesitate to reach out with any questions or concerns that you may have.

Thank you,

Connor

Ram Case Manager

1-844-827-1926/ext.3026523

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your BO part concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.

---------- Original Message ----------
From: John Votaw [john@imprintgroupwest.com]
Sent: 4/19/2023 3:03 PM
To: ramcustomercare@cac.stellantis.com
Cc: john@imprintgroupwest.com
Subject: Re: Transfer case

My truck is still sitting in limbo. Oceanside Dodge won□t repair because they say there are after-market seals on the truck. Oregon Dodge where I purchased the certified used truck does not seem to want to pay for the repair. I would bet that my truck has been in the shop a total of 2+ months and I□ve only owned it for 8 months. PLEASE HELP

Thanks,

John Votaw

Imprint Group - https://imprintgroupwest.com

Cell: [redacted] | Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Monday, April 10, 2023 at 10:32 AM
To: John Votaw <john@imprintgroupwest.com>
Cc: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Good Morning:

My name is Connor from the Ram Case Management Division, I was assigned to your Case.
Here is some information that will be helpful for you to have:
Your case number is: [redacted]

The Ram Case Management telephone number is:1-844-827-1926
My direct extension is: 3026523

Please send your RO and rental receipts in a direct reply to this email. Once the necessary documentation has been submitted we can review for potential reimbursement.

Thank you,

Connor

Ram Case Manager

1-844-827-1926/ext.3026523

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Sent: 3/21/2023 11:36 AM
To: ramcustomercare@cac.stellantis.com
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Subject: Re: Transfer case

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John Votaw

Imprint Group - https://imprintgroupwest.com

Cell: [redacted] Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
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To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

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1-844-827-1926/ext.3020180

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[redacted]

Date	04/27/2023	***Subject***	Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	john@imprintgroupwest.com	***Sent Date/Time***	04/27/2023 15:33 PM

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Imprint Group - https://imprintgroupwest.com

Cell: [redacted] | Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Monday, April 10, 2023 at 10:32 AM
To: John Votaw <john@imprintgroupwest.com>
Cc: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Good Morning:

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My direct extension is: 3026523

Please send your RO and rental receipts in a direct reply to this email. Once the necessary documentation has been submitted we can review for potential reimbursement.

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1-844-827-1926/ext.3026523

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Cell: [redacted] | Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
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1-844-827-1926/ext.3020180

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[redacted]

Date	06/15/2023	***Subject***	RE: Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	06/15/2023 16:47 PM

John,

I am reaching out to you to see if the vehicle is repaired yet? Is there an ETA on the vehicle repairs being completed?

Please let me know So I can update the case files.

April
Stellantis Case Management team
1-844-827-1926 Ext 3020827

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 4/27/2023 11:33 AM
To: john@imprintgroupwest.com
Cc: john@imprintgroupwest.com
Subject: Case [redacted]

Good Morning:

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Thank you,

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1-844-827-1926/ext.3026523

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Sent: 4/19/2023 3:03 PM
To: ramcustomercare@cac.stellantis.com
Cc: john@imprintgroupwest.com
Subject: Re: Transfer case

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Thanks,

John Votaw

Imprint Group - https://imprintgroupwest.com

Cell: [redacted] | Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Monday, April 10, 2023 at 10:32 AM
To: John Votaw <john@imprintgroupwest.com>
Cc: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Good Morning:

My name is Connor from the Ram Case Management Division, I was assigned to your Case.
Here is some information that will be helpful for you to have:
Your case number is: [redacted]

The Ram Case Management telephone number is:1-844-827-1926
My direct extension is: 3026523

Please send your RO and rental receipts in a direct reply to this email. Once the necessary documentation has been submitted we can review for potential reimbursement.

Thank you,

Connor

Ram Case Manager

1-844-827-1926/ext.3026523

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From: John Votaw [john@imprintgroupwest.com]
Sent: 3/21/2023 11:36 AM
To: ramcustomercare@cac.stellantis.com
Cc: john@imprintgroupwest.com
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John Votaw

Imprint Group - https://imprintgroupwest.com

Cell: [redacted] ax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Tuesday, March 21, 2023 at 8:24 AM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Good Morning:

I am just touching base with you in regards to your vehicle.

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Lori
Ram Case Manager
1-844-827-1926/ext.3020180

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[redacted]

Date	06/15/2023	***Subject***	RE: Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	06/15/2023 16:48 PM

John,

I am reaching out to you to see if the vehicle is repaired yet? Is there an ETA on the vehicle repairs being completed?

Please let me know So I can update the case files.

April
Stellantis Case Management team
1-844-827-1926 Ext 3020827

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 4/27/2023 11:33 AM
To: john@imprintgroupwest.com
Cc: john@imprintgroupwest.com
Subject: Case [redacted]

Good Morning:

My name is Connor from the Ram Case Management Division, I was assigned to your Case.
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Your case number is: [redacted]

The Ram Case Management telephone number is: 1-844-827-1926
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Thank you,

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1-844-827-1926/ext.3026523

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Sent: 4/19/2023 3:03 PM
To: ramcustomercare@cac.stellantis.com
Cc: john@imprintgroupwest.com
Subject: Re: Transfer case

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Thanks,

John Votaw

Imprint Group - https://imprintgroupwest.com

Cell: [redacted] | Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Monday, April 10, 2023 at 10:32 AM
To: John Votaw <john@imprintgroupwest.com>
Cc: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Good Morning:

My name is Connor from the Ram Case Management Division, I was assigned to your Case.
Here is some information that will be helpful for you to have:
Your case number is: [redacted]

The Ram Case Management telephone number is:1-844-827-1926
My direct extension is: 3026523

Please send your RO and rental receipts in a direct reply to this email. Once the necessary documentation has been submitted we can review for potential reimbursement.

Thank you,

Connor

Ram Case Manager

1-844-827-1926/ext.3026523

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From: John Votaw [john@imprintgroupwest.com]
Sent: 3/21/2023 11:36 AM
To: ramcustomercare@cac.stellantis.com
Cc: john@imprintgroupwest.com
Subject: Re: Transfer case

Thanks for reaching out, this has really put me in a bind. Can my case be elevated to a mediator service with Dodge? I have contacted lemon law lawyers and I just don't like the way they operate. I want to work the financials with Dodge without a lawyer if possible. Please let me know if I have any options through Dodge.

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Imprint Group - https://imprintgroupwest.com

Cell: [redacted] | Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Tuesday, March 21, 2023 at 8:24 AM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Good Morning:

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I have reached out to the Dealership and waiting for an update. I will follow up with you as soon as there is an update.

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[redacted]

Date	06/16/2023	***Subject***	Re: Case [redacted]		
From	john@imprintgroupwest.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	06/16/2023 17:10 PM

Everything has been repaired, thanks for checking with me.

Thanks,
John Votaw
Imprint Group - https://imprintgroupwest.com
Cell: [redacted] | Fax: 877-332-1204

From: US Customer Care <uscustomercare@cac.stellantis.com>
Date: Thursday, June 15, 2023 at 9:48 AM
To: "ramcustomercare@cac.stellantis.com" <ramcustomercare@cac.stellantis.com>
Cc: John Votaw <john@imprintgroupwest.com>
Subject: RE: Case[redacted]

John,

I am reaching out to you to see if the vehicle is repaired yet? Is there an ETA on the vehicle repairs being completed?

Please let me know So I can update the case files.

April
Stellantis Case Management team
1-844-827-1926 Ext 3020827

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From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 4/27/2023 11:33 AM
To: john@imprintgroupwest.com
Cc: john@imprintgroupwest.com
Subject: Case[redacted]

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From: John Votaw [john@imprintgroupwest.com]
Sent: 4/19/2023 3:03 PM
To: ramcustomercare@cac.stellantis.com
Cc: john@imprintgroupwest.com
Subject: Re: Transfer case

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Imprint Group - https://imprintgroupwest.com
Cell: [redacted] | Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Monday, April 10, 2023 at 10:32 AM
To: John Votaw <john@imprintgroupwest.com>
Cc: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

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Imprint Group - https://imprintgroupwest.com
Cell: 503-332-0977 | Fax: 877-332-1204

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Subject: Re: Transfer case

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[redacted]

Date	06/19/2023	***Subject***	Re: Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	john@imprintgroupwest.com	***Sent Date/Time***	06/19/2023 18:08 PM

John,

I am sending you this email regarding the closure of your Case with STELLANTIS Case Management. I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is [redacted]

The STELLANTIS Case Management Telephone Number is: 1-844-827-1926

My Direct Extension is: 3020827

Thank you for allowing STELLANTIS Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case.

We 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 and participation and for being a STELLANTIS customer.

It has been a pleasure working with you, all the best!

April |
Phone: 1-844-827-1926 | Ext. 3020827

Customer Service is very important to us at Chrysler. I would like to thank you for working with me to resolve your concerns. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey. Our short survey will only take a few minutes to complete.
We appreciate your feedback.

---------- Original Message ----------
From: John Votaw [john@imprintgroupwest.com]
Sent: 6/16/2023 1:10 PM
To: uscustomercare@cac.stellantis.com
Cc: john@imprintgroupwest.com
Subject: Re: Case 85564088

Everything has been repaired, thanks for checking with me.

Thanks,

John Votaw

Imprint Group - https://imprintgroupwest.com

Cell: [redacted] | Fax: 877-332-1204

From: US Customer Care <uscustomercare@cac.stellantis.com>
Date: Thursday, June 15, 2023 at 9:48 AM
To: "ramcustomercare@cac.stellantis.com" <ramcustomercare@cac.stellantis.com>
Cc: John Votaw <john@imprintgroupwest.com>
Subject: RE: Case [redacted]

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Stellantis Case Management team
1-844-827-1926 Ext 3020827

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 4/27/2023 11:33 AM
To: john@imprintgroupwest.com
Cc: john@imprintgroupwest.com
Subject: Case [redacted]

Good Morning:

My name is Connor from the Ram Case Management Division, I was assigned to your Case.
Here is some information that will be helpful for you to have:
Your case number is: [redacted]

The Ram Case Management telephone number is: 1-844-827-1926
My direct extension is: 3026523

This email is sent to confirm that your case is being closed. If there are further issues within the next two weeks you can reach out and we can reopen your case. After two weeks we can open a new case. Please do not hesitate to reach out with any questions or concerns that you may have.

Thank you,

Connor

Ram Case Manager

1-844-827-1926/ext.3026523

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your BO part concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.

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

From: John Votaw [john@imprintgroupwest.com]
Sent: 4/19/2023 3:03 PM
To: ramcustomercare@cac.stellantis.com
Cc: john@imprintgroupwest.com
Subject: Re: Transfer case

My truck is still sitting in limbo. Oceanside Dodge won□t repair because they say there are after-market seals on the truck. Oregon Dodge where I purchased the certified used truck does not seem to want to pay for the repair. I would bet that my truck has been in the shop a total of 2+ months and I□ve only owned it for 8 months. PLEASE HELP

Thanks,

John Votaw

Imprint Group - https://imprintgroupwest.com

Cell: [redacted]7 | Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Monday, April 10, 2023 at 10:32 AM
To: John Votaw <john@imprintgroupwest.com>
Cc: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Good Morning:

My name is Connor from the Ram Case Management Division, I was assigned to your Case.
Here is some information that will be helpful for you to have:
Your case number is: [redacted]

The Ram Case Management telephone number is:1-844-827-1926
My direct extension is: 3026523

Please send your RO and rental receipts in a direct reply to this email. Once the necessary documentation has been submitted we can review for potential reimbursement.

Thank you,

Connor

Ram Case Manager

1-844-827-1926/ext.3026523

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your BO part concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.

---------- Original Message ----------
From: John Votaw [john@imprintgroupwest.com]
Sent: 3/21/2023 11:36 AM
To: ramcustomercare@cac.stellantis.com
Cc: john@imprintgroupwest.com
Subject: Re: Transfer case

Thanks for reaching out, this has really put me in a bind. Can my case be elevated to a mediator service with Dodge? I have contacted lemon law lawyers and I just don□t like the way they operate. I want to work the financials with Dodge without a lawyer if possible. Please let me know if I have any options through Dodge.

Thanks,

John Votaw

Imprint Group - https://imprintgroupwest.com

Cell: [redacted] | Fax: 877-332-1204

From: RAM Customer Care <ramcustomercare@cac.stellantis.com>
Date: Tuesday, March 21, 2023 at 8:24 AM
To: John Votaw <john@imprintgroupwest.com>
Subject: Re: Transfer case

Good Morning:

I am just touching base with you in regards to your vehicle.

I have reached out to the Dealership and waiting for an update. I will follow up with you as soon as there is an update.

Lori
Ram Case Manager
1-844-827-1926/ext.3020180

Customer Service is very important to us at RAM . I would like to thank you for working with me to resolve your BO part concern. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey . Our short survey will only take a few minutes to complete. We appreciate your feedback.

[redacted]

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

VIN	3C7WRNEL6KG[redacted]	Model Year	2019	Brand	DODGE
Body	DP0L93	Vehicle	RAM 5500 CREW CAB CHA I		
Customer Provided VIN		Line of Business	CAC	Cu tomer A i tance Center	
Batch Case Information					
Open Date	02/27/2023	CAIR Type	Regular	Status	Clo ed
Close Date	04/17/2023	Origin	Telephone	Reason	
Mileage	65,955 Mile	Market	U	Language	Engli h
Contact Email		Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Cu tomer
City/State/Country/Zip					U A
Customer	epp EPP & AFFILIATE LLC				
Customer Address	577 WILK GULCH RD				
City/State/Country/Zip	HOT PRING		MT	598459412779	U A
Dealer	60062	LITHIA CHRY LER JEEP DODGE OF		Dealer Phone	4067215000
Dealer Address	5001 GRI LY CT				
	MI OULA		MT	59808 8672	U A
Dealer Zone	Denver	Sales District		Service District	C
Subject	vehicle down awaiting a Tran mi ion				
Synopsis	vehicle repaired and picked up no contact back from c				
Customer Anomaly					
Contact Reason	C75	Part Not Available/Backordered	Customer Anomaly		
Reason Code	After ale Complaint Part Part Part in backorder/not available				

Case Status History

Create Date	Status
02/27/2023 11 19 PM	Open
03/14/2023 02 00 PM	u pended
03/23/2023 04 02 AM	Open
04/17/2023 04 52 PM	Clo ed

Initial Description

CX called in regard to tran mi ion failing with in warranty Cx ha purcha ed multiple truck The cx ha one truck at the DLR with tran mi ion concern Cx i reque ting a vehicle or tran mi ion Replacement tomorrow

Case Comments

Date	Comment
02/27/2023	3c7wrnel6kg637976 ***Voice of Cu tomer**** CX called in regard to tran mi ion failing with in warranty Cx ha purcha ed multiple truck The cx ha one truck at the DLR with tran mi ion concern Cx i reque ting a vehicle or tran mi ion Replacement tomorrow Part Number 68498557ab 68322497ac 68446166aa 68359846ae Order Number [redacted]A Ju tin *** Action Taken*** Advi ed of ca e number and Ca e manager timeframe Di counted the line after cx refu ed the one Bu ine call back period, demanded a up , A ked 4 time if there wa anything el e agent could a i t with Mileage 65955 Dealer 60062 Recall A5 / 08 / y78 / y26 / y21 / y17 / w57 Article ***Next tep *** Rea ign
02/28/2023	Introduction *****OUTBOUND CU TOMER CONTACT*****EMAIL Good morning My name i Courtney and I have been a igned a your Fleet Ca e peciali t I will contact the Dealer and get ome part information and try to get the part expedited for you Can we look at po ible rental but I would only be able to cover 100 dollar a day on the rental Here i ome information that will be helpful for you to have □ Your ca e number i 85589092 □ The Fleet Ca e Management telephone number i 1 800 999 3533 □ My direct exten ion for leaving a Voice Mail i 3026318 □ My work hour are 9am 530pm E T Monday through Friday Thank you, Courtney tellanti Fleet Ca e Manager 1 800 999 3533 (opt 3) ext 3026318
03/02/2023	***INBOUND CX CALL*** Edgar 4065159234 info@goroamfree com Cu tomer contacted reque ting to peak with CM Agent advi ed CM wa not available Cx tate that thi i their econd new vehicle, which the tran mi ion ha failed Cx tate that $100 for rental i not enough CX tate that the DLR advi ed them the tellanti i not relea ing the tran mi ion, until they figure out what i wrong with it CX advi ed that the email on file i their brother and not their Correct email info@goroamfree com Cx inquired about u ing Turo for the rental (a rental app that u e per onal vehicle) CM advi ed that CM ha not u ed Turo before, and that would need to be reviewed with CM Cu tomer reque ted a callback
03/02/2023	****OUTBOUND DEALER CONTACT***** Voicemail Lithia Chry ler Jeep Dodge of Mi oula 4067215006 poke to Ma on
03/02/2023	*****INBOUND CU TOMER CONTACT***** John 4065159234 Ranch and hungry animal they need the truck to work the dlr i aying they need a new tran mi ion Cx aid he ha a contract with tellate he ha a di covery channel and doe nt want to repre ent tellate anymore he want to take tellanti promotion off Cm told the cx that he can po ible offer 100 a day but cm cant ay for ure until he talk to the dlr when he ha ome info he will reach out to the cx
03/03/2023	****OUTBOUND DEALER CONTACT***** Voicemail Lithia Chry ler Jeep Dodge of Mi oula 4067215006
03/06/2023	****OUTBOUND DEALER CONTACT*****Voicemail Lithia Chry ler Jeep Dodge of Mi oula 4067215006
03/07/2023	****OUTBOUND DEALER CONTACT***** Lithia Chry ler Jeep Dodge of Mi oula 4067215006 A Maddi on Curt an wered the phone tran mi ion i ue got into hop Chry ler told them to do the valve body but did not fix the problem dlr i going to order the tran mi ion now and cm i going to call back Thur day for ome part information
03/09/2023	****OUTBOUND DEALER CONTACT***** Lithia Chry ler Jeep Dodge of Mi oula 4067215006 A Maddi on ma on in part Part BACKORDER PART DETAIL Part number 68498557AB Part de cription Tran mi ion Order number [redacted]Order type DLR code 60062 ETA
03/10/2023	********** PART POD UPDATE ********** DLR 60062, P/N 68498557AB (TRAN KIT), ORDER [redacted]TA to dealer will be provided when available ENGR REVIEW **********END OF UPDATE**********
03/11/2023	Order cannot be upgraded at thi time a there i material in tran it or in proce to our PDC
03/14/2023	********** PART POD UPDATE ********** DLR 60062, P/N 68498557AB (TRAN KIT), ORDER #[redacted]NVOICED PDC 3/14, eta 3 8 bu ine day **********END OF UPDATE**********
03/14/2023	****OUTBOUND CU TOMER CONTACT*****EMAIL epp [redacted]Part invoiced/ hipped Good morning Your part ha been hipped and it hould arrive at the Dealer hip within 3 8 bu ine day I will contact the dealer and ee if they have received your part
03/23/2023	****OUTBOUND DEALER CONTACT***** Lithia Chry ler Jeep Dodge of Mi oula 4067215006 A Maddi on Tran arrived ye terday they have to wait for the lift to be available they are hoping early next week they will tart working on it
04/10/2023	****OUTBOUND DEALER CONTACT***** Lithia Chry ler Jeep Dodge of Mi oula 4067215006 CM wa on hold for 10 minute , with no an wer o CM hungup
04/10/2023	***** EMAIL TO CALLER ON FILE*****? Good Evening,? ? We are continuing to try to get information from the dealer hip on thi vehicle and are awaiting a re pon e ? Once more information i available I will follow up with you ? ? Be t Regard ,? Gabe Mopar U Fleet Ca e Management? 1 800 999 3533 Option #3 Ext 3020526?
04/12/2023	****OUTBOUND DEALER CONTACT***** Lithia Chry ler Jeep Dodge of Mi oula 4067215006 CM poke with A who tated the vehicle ha been repaired and i currently waiting to be picked up
04/12/2023	******EMAIL TO CALLER ON FILE ******? Good Afternoon,? ? The dealer ha informed me that thi vehicle ha been repaired and i ready to be picked up That aid we will commence ca e clo ure however, if you do require anything further, plea e contact me by 4/17/23 and we can revi it the ca e ? ? □Upon ca e clo ure, you will receive an email urvey regarding my performance Plea e feel free to fill out the urvey, a we□d appreciate hearing your feedback □? Be t Regard ,? Gabe Mopar U Fleet Ca e Management? 1 800 999 3533 Option #3 Ext 3020526

Email(s)

Date	02/28/2023	Subject	vehicle down awaiting a Transmission		
From	uscustomercare@fcagroup.com	To	[redacted]	Sent Date/Time	02/28/2023 15:00 PM

Good morning

My name is Courtney and I have been assigned as your Fleet Case Specialist. I will contact the Dealer and get some part information and try to get the part expedited for you. Can we look at possible rental but I would only be able to cover 100 dollars a day on the rental

Here is some information that will be helpful for you to have:
□ Your case number is [redacted]
□ The Fleet Case Management telephone number is: 1-800-999-3533
□ My direct extension for leaving a Voice Mail is: 3026318
□ My work hours are: 9am-530pm EST Monday through Friday

Thank you,
Courtney
Stellantis Fleet Case Manager
1-800-999-3533 (opt. 3) ext. 3026318
[redacted]

Date	03/02/2023	Subject	FW: vehicle down awaiting a Transmission		
From	uscustomercare@fcagroup.com	To	info@goroamfree.com	Sent Date/Time	03/02/2023 16:31 PM

---------- Forwarded Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/28/2023 10:00 AM
To: sepp_eric@hotmail.com
Subject: vehicle down awaiting a Transmission

Good morning

My name is Courtney and I have been assigned as your Fleet Case Specialist. I will contact the Dealer and get some part information and try to get the part expedited for you. Can we look at possible rental but I would only be able to cover 100 dollars a day on the rental

Here is some information that will be helpful for you to have:
□ Your case number is [redacted]
□ The Fleet Case Management telephone number is: 1-800-999-3533
□ My direct extension for leaving a Voice Mail is: 3026318
□ My work hours are: 9am-530pm EST Monday through Friday

Thank you,
Courtney
Stellantis Fleet Case Manager
1-800-999-3533 (opt. 3) ext. 3026318

[redacted]

Date	03/02/2023	Subject	FW: vehicle down awaiting a Transmission		
From	uscustomercare@fcagroup.com	To	info@goroamfree.com	Sent Date/Time	03/02/2023 16:31 PM

---------- Forwarded Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/28/2023 10:00 AM
To: sepp_eric@hotmail.com
Subject: vehicle down awaiting a Transmission

Good morning

My name is Courtney and I have been assigned as your Fleet Case Specialist. I will contact the Dealer and get some part information and try to get the part expedited for you. Can we look at possible rental but I would only be able to cover 100 dollars a day on the rental

Here is some information that will be helpful for you to have:
□ Your case number is [redacted]
□ The Fleet Case Management telephone number is: 1-800-999-3533
□ My direct extension for leaving a Voice Mail is: 3026318
□ My work hours are: 9am-530pm EST Monday through Friday

Thank you,
Courtney
Stellantis Fleet Case Manager
1-800-999-3533 (opt. 3) ext. 3026318

[redacted]

Date	03/23/2023	Subject	RE: FW: vehicle down awaiting a Transmission		
From	uscustomercare@cac.stellantis.com	To	info@goroamfree.com	Sent Date/Time	03/23/2023 18:03 PM

Good afternoon

I have just spoke to the Dealer and they have informed me that the parts have arrived and they are hoping to start working on it next week when I have some more information I will reach out to you.

Thank you,
Courtney
Stellantis Fleet Case Manager
1-800-999-3533 (opt. 3) ext. 3026318

---------- Original Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 3/2/2023 4:31 PM
To: info@goroamfree.com
Subject: FW: vehicle down awaiting a Transmission

---------- Forwarded Message ----------
From: US Customer Care [uscustomercare@fcagroup.com]
Sent: 2/28/2023 10:00 AM
To: sepp_eric@hotmail.com
Subject: vehicle down awaiting a Transmission

Good morning

My name is Courtney and I have been assigned as your Fleet Case Specialist. I will contact the Dealer and get some part information and try to get the part expedited for you. Can we look at possible rental but I would only be able to cover 100 dollars a day on the rental

Here is some information that will be helpful for you to have:
□ Your case number is[redacted]
□ The Fleet Case Management telephone number is: 1-800-999-3533
□ My direct extension for leaving a Voice Mail is: 3026318
□ My work hours are: 9am-530pm EST Monday through Friday

Thank you,
Courtney
Stellantis Fleet Case Manager
1-800-999-3533 (opt. 3) ext. 3026318

[redacted]

Date	04/10/2023	***Subject***	RE: FW: vehicle down awaiting a Transmission		
From	uscustomercare@cac.stellantis.com	***To***	info@goroamfree.com	***Sent Date/Time***	04/10/2023 21:22 PM

Good Evening,

We are continuing to try to get information from the dealership on this vehicle and are awaiting a response.
Once more information is available I will follow up with you.

Best Regards,
Gabe - Mopar US Fleet Case Management
1-800-999-3533 Option #3 Ext. 3020526
[redacted]

Date	04/12/2023	***Subject***	RE: FW: vehicle down awaiting a Transmission		
From	uscustomercare@cac.stellantis.com	***To***	info@goroamfree.com	***Sent Date/Time***	04/12/2023 20:00 PM

Good Afternoon,

The dealer has informed me that this vehicle has been repaired and is ready to be picked up. That said we will commence case closure however, if you do require anything further, please contact me by 4/17/23 and we can revisit the case.

□Upon case closure, you will receive an email survey regarding my performance. Please feel free to fill out the survey, as we□d appreciate hearing your feedback.□

Best Regards,
Gabe - Mopar US Fleet Case Management
1-800-999-3533 Option #3 Ext. 3020526
[redacted]

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

VIN	3C7WRTAL3MG[redacted]	Model Year	2021	Brand	DODGE
Body	DD8L63	Vehicle	RAM 3500 REG CAB CHA I 4X4		
Customer Provided VIN		Line of Business	CAC	Cu tomer A i tance Center	
Batch Case Information					
Open Date	03/04/2023	CAIR Type	Regular	Status	Clo ed
Close Date	03/04/2023	Origin	Road ide A i tance	Reason	
Mileage	7,742 Mile	Market	U	Language	Engli h
Contact Email	ldfdumptruck@gmail com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address	418 LITTLE PINE RD			Source	FCA
City/State/Country/Zip	LAC DU FLAMBEAU	WI	54538	U A	
Customer	LAC DU FLAMBEAU BAND OF CHIPPEWA INDIAN				
Customer Address	418 LITTLE PINE RD				
City/State/Country/Zip	LAC DU FLAMBEAU	WI	545389124180	U A	
Dealer				Dealer Phone	
Dealer Address					
Dealer Zone		Sales District		Service District	
Subject	TOW				
Synopsis	Road ide /Tow ervice				
Customer Anomaly	Road ide				
	Mechanical Malfunction				
Contact Reason	C227	Road ide Link & Cha e	Customer Anomaly	223	Road ide Mechanical Malfunction
Reason Code	After ale Complaint Road ide A i tance Review Needed peciali t working				

Case Status History

Create Date	Status
03/04/2023 12 41 PM	Clo ed

Initial Description

KOCOUREK CHRY LER DODGE JEEP R 27253
From Cu tomer Tran mi ion i in limp mode

Case Comments

Date	Comment
03/04/2023	Dealer Code null Reference Number [redacted] ubject TOW Rea on Category Mechanical Malfunction

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

VIN	3C63RRHL6MG[redacted]	Model Year	2021	Brand	RAM
Body	D28H92	Vehicle	RAM 3500 BIG HORN CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC		Cu tomer A i tance Center
Batch Case Information					
Open Date	03/09/2023	CAIR Type	Regular	Status	Clo ed
Close Date	04/24/2023	Origin	Telephone	Reason	
Mileage	53,647 Mile	Market	U	Language	Engli h
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	FCA
City/State/Country/Zip					U A
Customer	HIRLEY MOORE				
Customer Address	57 MOORE RD				
City/State/Country/Zip	WRIGHT VILLE		GA	310964314577	U A
Dealer	60629	LOUI VILLE CHRY LER DODGE JEEP RAM		Dealer Phone	5024491900
Dealer Address	5311 DIXIE HWY				
	LOUI VILLE		KY	40216 1557	U A
Dealer Zone	Great Lake	Sales District		Service District	N
Subject	VEHICLE CONCERN			Campaign	13A
Synopsis	cx ha no further concern				
Customer Anomaly	Exhau t y tem				
	en or				
Contact Reason	C221	Di pute Re olution Buyback/Lemon Law		Customer Anomaly	34 Exhau t y tem en or i ue
Reason Code	After ale Complaint Product Di pute Re olution Buyback/Lemon Law Reque t				

Case Status History

Create Date	Status
03/09/2023 02 21 PM	Open
03/09/2023 02 22 PM	u pended
03/09/2023 03 26 PM	Clo ed
03/17/2023 03 13 PM	Open
04/18/2023 06 19 PM	Clo ed
04/19/2023 02 20 PM	u pended
04/19/2023 02 20 PM	Open
04/24/2023 06 39 PM	Clo ed

Initial Description

Cu tomer tated that the vehicle hut down 3 time on him and wanted to know what he can do to a i t him

Case Comments

Date	Comment
03/09/2023	Vocie of cu tomer;Cu tomer tated that the vehicle hut down 3 time on him and wanted to know what he can do to a i t him Advi or advi ed Advi or informed cu tomer of the open recall on the vehicle and that he will be notified when the part are available and he doe not qualifie for lemon law and he can trade in the vehicle
03/09/2023	*****Voice of the CX***** CX i calling in regard to the vehicle going to the DLR 3 time for a diagno i , and that everytime the vehicle broke down he had to tay in hotel ****Action Taken***** Agent advi ed the CX that he would need to get the diagno i information from the DLR and call back and provide receipt for po ible reimbur ement Agent provided Ca e Number *****DLR***** 60751 ***Recall*** 13A ****Next tep **** Clo e
03/17/2023	Cu tomer Concern MG649350, Michael, in ervice ince November 2022, ervice Exhau t y tem, Action taken Agent documented concern, Agent e calated to CM for a i tance with Fuel pump concern, 4th time, Cu tomer reque ted buy back Recall 1 DLR 60629 ***Next tep *** Review for buy back
03/17/2023	***Voice of Cu tomer*** 3C63RRHL6MG[redacted] 2021 RAM 3500 BIG HORN CREW CAB 4X4 Ca e Number[redacted]CM Aaliyah poke with Michael (pou e) recurring problem 4th time in the hop exhau t y tem light came on update plea e contact cx ***Action Taken*** vehicle wa at dealer hip plea e contact 4785951743 recall 13A dealer hip ***Next tep *** open
03/20/2023	VIN 3C63RRHL6MG[redacted] 2021 RAM 3500 BIG HORN Dealer Code □ 60629 Mileage □ 53,647 Original Owner ye Loyalty core 919 CC 15 Vehicle purcha e loyalty 1 original Factory Warranty POWERTRAIN WARRANTY | DIE EL ENGINE WARRANTY | AI IN TRAN MI ION WARRANTY | CORRO ION WARRANTY | MAJOR EMI ION COMP WARRANTY Extended Warrantie no ervice Contract no l cu tomer in rental no Part on B/O TAR Ca e no MVP Ca e no Recall 13a Repeat i ue ye Previou Related Ca e [redacted]Goodwill no DM Note □no Cu tomer Concern/I ue/Reque t □ Vehicle i in the DLR for the 4th time for an exhau t concern
03/20/2023	**OUTBOUND TO DLR** Loui ville Chry ler Dodge Jeep Ram || 60629 || 5024984116 a Matt Unable to reach, unable to leave voicemail Follow up on 03/22/2023
03/20/2023	***OUTBOUND TO CX*** Michael Coney || (478) 595 1743 the i ue i for 3 month or o he ha been having the exhau t y tem ervice light to ee the DLR, The vehicle i currently down in KY and Cx live in Georgia Cx ha not been able to u e the vehicle con tantly ince November Every time cx trie to u e the vehicle omething eem to go wrong and the vehicle break down when they are away from home Cx ha been in hotel ince la t Wedne day In order to trouble hoot the Vehicle, the dlr advi ed they would need to check the fuel pump, in order to check the fuel pump they would need to change the fuel filter Cx had the vehicle fuel filter changed in 12/22 cx ha put le then 2000 mile on the vehicle The DLR they are advi ing have to replaced them for the co t of 415 00 If there i not i ue with the fuel pump Cx ha been to the DLR 5 time ince 12/2022 Cx paid 6000 for a front end axle for the concern, cx had to pay out of pocket due to the waiting period of 6 to 8 week for the appointment, thi would have cau ed cx to loo e their hipping bu ine Tran fer ca e wa al o replaced, DEF filter wa al o replaced in PA Vehicle ha talled out a few time Cx i till in KY, cx ha been in hotel for 7 day Advi ed will look into heavy duty truck rental goo eneck Advi ed follow up on 03/22/2023
03/23/2023	**OUTBOUND TO DLR** Loui ville Chry ler Dodge Jeep Ram || 60629 || 5024984116 a Julie Warranty info i fini h a Matt No part available unable to peak to matt will call tomorrow for the info on part
03/23/2023	***OUTBOUND TO CX*** Michael Coney || (478) 595 1743 Advi ed Warranty info fini hed up Advi ed follow up with matt et for tomorrow Advi ed will let know where we are with part tomorrow
03/24/2023	**OUTBOUND TO DLR** Loui ville Chry ler Dodge Jeep Ram || 60629 || 5024984116 PA Tim Fuel pump i in the DLR
03/24/2023	***OUTBOUND TO CX*** Michael Coney || (478) 595 1743 Advi ed the Fuel pump i at the DLR Advi ed Clarice will follow up with the DLR on repair tatu on 03/28/2023 and update cx
03/28/2023	**OUTBOUND TO DLR** Loui ville Chry ler Dodge Jeep Ram || 60629 || 5024984116 CM poke to A Julie; advi ed the vehicle i till there CM poke to M Tim; advi ed that the tech i working on hi vehicle now
03/28/2023	***OUTBOUND TO CX*** Michael Coney || (478) 595 1743 CM poke to cu tomer; advi ed of update from the dealer hip Cu tomer advi ed he ha ju t changed hi fuel filter in Dec 2022 Cu tomer wa advi ed that they hould be good for 1500 mile Cu tomer had to change the filter again to be able to repair hi vehicle Cu tomer i looking for a i tance with the fuel filter
03/30/2023	**OUTBOUND TO DLR** Loui ville Chry ler Dodge Jeep Ram || 60629 || 5024984116 CM poke to A Julie; advi ed that the repair have been completed and the vehicle i ready for pick up
03/30/2023	***OUTBOUND TO CX*** Michael Coney || (478) 595 1743 CM poke to cu tomer; advi ed cu tomer to pay for the filter out of pocket and CM will reimbur e the cu tomer CM advi ed to end the cu tomer an email to attach document to
04/05/2023	***OUTBOUND TO CX*** Michael Coney || (478) 595 1743 CM left VM a king cu tomer to confirm repair were completed

Date	Comment
04/11/2023	***OUTBOUND TO CX*** Michael Coney || (478) 595-1743 CM spoke to customer; confirmed repair satisfaction. Customer advised to send in documents for reimbursement review
04/17/2023	***OUTBOUND TO CX*** Michael Coney || (478) 595-1743 CM left VM advising customer to submit documents
04/20/2023	Reassigning case back to L2 specialist for assistance
04/21/2023	Customer has submitted receipts from fuel filter replacement for reimbursement. Customer had paid for the fuel filters to be replaced during his oil change less than 500 miles ago. Customer was advised that the filters would need to be changed before they could continue with repairs. Writer is submitting reimbursement for filters to be changed again as a 1 time goodwill gesture. Customer was looking for no further reimbursement or compensation Repairing Dealer/IRF: LOUISVILLE CDJR Date of Rental/Repairs: 15 days RO/Invoice Number: [redacted] DOC numbers: [redacted] > RO & receipt Customer□s Proof of Payment: Receipt/ RO In-Service Date: 7/27/2021 Original Owner: Yes Loyalty: 1 New Mileage: 53,647 Multiple Repairs: No Total covered by Stellantis: $ 506.54

Email(s)

Date	03/30/2023	***Subject***	VEHICLE CONCERN		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/30/2023 18:16 PM

In order to process a reimbursement review, simply click reply (do not copy and paste to a new email) to this email and attach (paperclip icon) the following information:

1. Current mailing address
2. Repair invoice
3. Proof of payment. (banking records, (invoice, receipt)

You do also have the option to submit the information via fax as well. Include your case number 85668751 on the cover sheet and fax to 877-768-5076.

Sincerely,
Clarice
Stellantis Case Manager | Great Lakes
1-844-827-1999 Ext. 3025985
[redacted]

Date	04/07/2023	***Subject***	RE: VEHICLE CONCERN		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	04/07/2023 15:57 PM

Good Afternoon

I am reaching out to you on behalf your Case Manager Clarice who is out of the office today. Clarice will follow up with you with a further update on Tuesday April 11.

Thank you,
Brianne
[redacted]

Date	04/11/2023	***Subject***	RE: VEHICLE CONCERN		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	04/11/2023 14:34 PM

In order to process a creimbursement review, simply click reply (do not copy and paste to a new email) to this email and attach (paperclip icon) the following information:

1. Current mailing address
2. Repair invoice
3. Proof of payment. (banking records, (invoice, receipt)

You do also have the option to submit the information via fax as well. Include your case number [redacted] on the cover sheet and fax to 877-768-5076.

Sincerely,
Clarice
Stellantis Case Manager | Great Lakes
1-844-827-1999 Ext. 3025985
[redacted]

Date	04/19/2023	***Subject***	Re: VEHICLE CONCERN		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/19/2023 14:20 PM

Sent from my Verizon, Samsung Galaxy tablet
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, April 11, 2023 10:34:56 AM
To: [redacted]
Subject: RE: VEHICLE CONCERN

In order to process a creimbursement review, simply click reply (do not copy and paste to a new email) to this email and attach (paperclip icon) the following information:

1. Current mailing address
2. Repair invoice
3. Proof of payment. (banking records, (invoice, receipt)

You do also have the option to submit the information via fax as well. Include your case number 85668751 on the cover sheet and fax to 877-768-5076.

Sincerely,
Clarice
Stellantis Case Manager | Great Lakes
[redacted]

Date	04/19/2023	***Subject***	Re: VEHICLE CONCERN		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/19/2023 14:31 PM

Clarice, thank
you for following up with me in regards to cs # 85668751. Sent you the requisite docs. Thank you again for such professional service.

Sent from my Verizon, Samsung Galaxy tablet
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: michael carter [redacted]
Sent: Wednesday, April 19, 2023 10:20:06 AM
To: US Customer Care <uscustomercare@cac.stellantis.com>
Subject: Re: VEHICLE CONCERN

Sent from my Verizon, Samsung Galaxy tablet
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, April 11, 2023 10:34:56 AM
To: [redacted]
Subject: RE: VEHICLE CONCERN

In order to process a creimbursement review, simply click reply (do not copy and paste to a new email) to this email and attach (paperclip icon) the following information:

1. Current mailing address
2. Repair invoice
3. Proof of payment. (banking records, (invoice, receipt)

You do also have the option to submit the information via fax as well. Include your case number [redacted] on the cover sheet and fax to 877-768-5076.

Sincerely,
Clarice
Stellantis Case Manager | Great Lakes
[redacted]

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

VIN	3C63RRKLXKG[redacted]	Model Year	2019	Brand	RAM
Body	D28R92	Vehicle	RAM 3500 LONGHORN CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Cu tomer A i tance Center	
Batch Case Information					
Open Date	03/11/2023	CAIR Type	Regular	Status	Clo ed
Close Date	06/12/2023	Origin	Telephone	Reason	
Mileage	39,535 Mile	Market	U	Language	Engli h
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Cu tomer
City/State/Country/Zip					U A
Customer	JENNIFER UIKER				
Customer Address	16633 VENTURA BLVD TE 815				
City/State/Country/Zip	ENCINO		CA	914361845153	U A
Dealer	24124	HAVER CHRY LER DODGE JEEP RAM		Dealer Phone	8054967103
Dealer Address	3888 EA T THOU AND OAK				
	THOU AND OAK		CA	91362 3627	U A
Dealer Zone	California	Sales District		Service District	Y
Subject	Vehicle l ue				
Synopsis	waiting on headliner with dlr				
Customer Anomaly	Drivability				
	Product Handling (Poor Ride)				
Contact Reason	C105	Technical l ue With Vehicle	Customer Anomaly	120	Poor Handling or Rough Ride
Reason Code	After ale Complaint Product Vehicle concern Additional detail				

Case Status History

Create Date	Status
03/11/2023 12 12 AM	Open
06/12/2023 03 50 PM	Clo ed

Initial Description

Vehicle l ue

Case Comments

Date	Comment
03/11/2023	Cu tomer tate that the roof i leaking Mileage i out by time, le than 6 month Vehicle i at DLR (haver Chry ler in outhern Oak CA) Cu tomer would like ome a i tance Cu tomer ha owned multiple FCA vehicle Cu tomer would like a loaner a he i tran ient
03/11/2023	CU TOMER l OUT OF BACK BY BOTH TIME AND MILEAGE DUE TO THE PRICE FOR REPAIR l BEYOND DEALER APPROVAL UPON IN PECTION TECH FOUND THE REAR LIDING WINDOW FRAME l LEAKING WATER, THE CENTER TOP LAMP l LEAKING WATER AND HA DAMAGED HEADLINER (AGGING) REPALCE REAR WINDOW $2012 48, REPLACE CENTER TOP LAMP $1070 67, REPLACE DAMAGED HEADLINER $1854 88 ALL PRICE ARE AT WARRANTY U ING LOP' DO YOU WANT TO A l T WITH REPAIR?
03/11/2023	CU TOMER l OUT OF BA IC WARRANTY
03/14/2023	march 16
03/16/2023	Dealer Code 24124 Warranty/ C tatu Ba ic/Adju tment expired Current Mileage 39535 l D Augu t 23, 2019 Original owner ?y Hou ehold Vehicle n/a Rea on for Ca e E calation repair a i tance Repeat i ue n TAR ticket open n Recall ?n RRT ?n Relevant Previou Ca e n Prior Goodwill/DM note n R/O Hi tory n/a Vehicle location ?dlr Vehicle Concern ?roof leaking l the cu tomer in a rental n VOR and Date of VOR ?n/a Part on B/O ?n Cu tomer eeking repair a i tance
03/16/2023	*obc to dlr * left vm for a recarding diagno i w contact info
03/16/2023	*obc to cx * Advi ed cx he can take hi vehicle to NC for 12 day if he wi he however when he come back he would have to open new ca e and did not under tand that we need to peak ti dlr before authorizing any kind of a i tance and cx in i ted on going into dlr hip la t ro 507245 tate dlr found no abnormalitie and no recall cx tate we hould provide rental cx al o tated no afety concern and vehicle i operable
03/16/2023	We found 23 016 21 Rev A2 that i for 1500' which lead u to perform an in pection and water te t of thi area, and we confirmed there are 2 minor leak at the exact ame pot a the t b
03/16/2023	*obc to dlr* dlr tate there i a tar bulletin and want to know if we will Gw thi repair ay to reference ro number 507627 which doe not how up in y tem
03/31/2023	*email m regarding pricing and gw qualification on repair *
03/31/2023	*obe to cx* Good afternoon , Thi i a curte y email to follow up with you in regard to your ca e at thi time we are working with your dealer hip to provide the be t cu tomer ervice we are able to At thi time we are working with your dealer regarding the matter of pricing and financial compen ation that you have reque ted Re t a ured we are working to get thi i ue re olved for you a oon a po ible I will be following up Via Phone call in 2 bu ine day Plea e do not he itate to reach out with any further que tion ,doubt ,or concern you may have Thank you for choo ing Ram Be t regard , □□□□□□□ Thank you in advance Ram ?Cu tomer Engagement Center Britney Ca e peciali t? ?| tellanti ?Ram ?? Phone 844 888 0601 (Engli h) Ext ?4062707
04/03/2023	All pricing i li ted under conver ation #10, plea e refer to that conver ation for pricing
04/12/2023	CU TOMER TOPPED BY TO CHECK ON TATU , EE LIN BELOW FOR PRICING, ARE YOU WILLING TO A l T?
04/14/2023	****High Dollar Template**** Total $4,937 83 Part Rear Window $2012 48 Center top Lamp $1070 67 Damaged Headliner $1854 68 Mileage 39535? l D Augu t 23, 2019 Original Owner Y Brand Loyalty (other vehicle in the hou ehold)? l 935 Warranty tatu Ba ic / Adju tment Mechanical C n FCA ervice hi tory? (proper maintenance at DLR) 935 l Price (part , labor, and total) $4,937 83 What i the i ue? tran mi ion failure Doe the M feel it□ worthy? ye Total Repair amount ? $4,937 83 Cu tomer co pay? n tellanti Contribution $4,937 83 Total Repair amount ? $4,937 83
04/18/2023	Good afternoon , Thi i a curte y email to follow up with you in regard to your ca e at thi time we are working with your dealer hip to provide the be t cu tomer ervice we are able to At thi time we are working with your dealer regarding the matter of pricing and financial compen ation that you have reque ted At thi time you reque t ha been ubmitted and i awaiting final approval from higher management Be t regard , Thank you in advance Ram ?Cu tomer Engagement Center Britney Ca e peciali t? ?| tellanti ?Ram ?? Phone 844 888 0601 (Engli h) Ext ?4062707
04/21/2023	dm note ubmitted to m
04/21/2023	*obe to cx* Good afternoon , Thi i a curte y email to follow up with you in regard to your ca e at thi time your reque t ha been approved and ubmitted to the dealer hip The next tep would be to follow up with ervicing dealer hip to get the e repair Plea e do not he itate to reach out with any que tion , doubt or concern , you may have ?? Be t regard , Thank you in advance Ram ?Cu tomer Engagement Center Britney Ca e peciali t? ?| tellanti ?Ram ?? Phone 844 888 0601 (Engli h) Ext ?4062707 ? ?
05/12/2023	***OB DLR Call*** Cm poke to DLR and wa informed cx part hould be delivered tomorrow ***OB Cx Call*** cm called cx and relayed information and et follow up expectation
05/17/2023	CM contacted clr and they confirmed the part wa received today 05/17/2023 and the repair will be covered under warranty o far, no e timated time of fix and cx i not ru hing very patient CM called cx LVM informing them of the part having had been revived Further tep ; Check in with dlr next week and keep cx updated
05/26/2023	***OB DLR Call*** Cm poke to a who tated the vehicle how to not have been there ince march

Date	Comment
06/08/2023	***OBC***to DLR called dlr they said the vehicle isn't there and hasn't been to the dlr since 03/10/23 they had a water leak and they declined the repair due to out of warranty ***OBC***to CST called 1st number no answer left VM, called 2nd number it was a business that was closed, called 3rd number no answer left VM sending email ***OBE***to CST Good Morning, Hi this is Jeff with case management I am your new case manager on your case for you 2019 Ram 3500 Longhorn Crew Cab, I am contacting you in regards to your vehicle and if its at the shop at this time please reach out to me so I may assist you, thank you and have a great day God bless you. And when you call if the extension doesn't work ask for Jeffrey. Jeffrey California BC Specialist Stellantis Case Management 844-888-0601 ext. 4062071 Monday-Friday 11am-730pm EST
06/08/2023	**Inbound from CST seeking to speak to CM. Warm transferred, branded, ended call.
06/08/2023	***IBC***from CST cst called in for me he is looking for an update ***OBC***to DLR called dlr parts dpet has no record of a headliner being ordered for this vehicle, SA going to callback for me
06/12/2023	***OBC***to CST called the cst he said all their waiting on is the headliner with the dlr closing case refer to dlr

Email(s)

Date	03/31/2023	*Subject*	[redacted]		
From	uscustomercare@cac.stellantis.com	*To*	jzuiksserinc@gmail.com	*Sent Date/Time*	03/31/2023 19:05 PM

Good afternoon ,

This is a curtesy email to follow up with you in regards to your case at this time we are working with your dealership to provide the best customer service we are able to . At this time we are working with your dealer regarding the matter of pricing and financial compensation that you have requested . Rest assured we are working to get this issue resolved for you as soon as possible I will be following up Via Phone call in 2 business days. Please do not hesitate to reach out with any further questions ,doubts ,or concerns you may have. Thank you for choosing Ram.

Best regards ,

Thank you in advance.
Ram Customer Engagement Center.
Britney
Case Specialist | Stellantis Ram
Phone: 844-888-0601 (English)
Ext. 4062707
[redacted]

Date	03/31/2023	*Subject*	[redacted]		
From	uscustomercare@cac.stellantis.com	*To*	jzuiksserinc@gmail.com	*Sent Date/Time*	03/31/2023 19:05 PM

Good afternoon ,

This is a curtesy email to follow up with you in regards to your case at this time we are working with your dealership to provide the best customer service we are able to . At this time we are working with your dealer regarding the matter of pricing and financial compensation that you have requested . Rest assured we are working to get this issue resolved for you as soon as possible I will be following up Via Phone call in 2 business days. Please do not hesitate to reach out with any further questions ,doubts ,or concerns you may have. Thank you for choosing Ram.

Best regards ,

Thank you in advance.
Ram Customer Engagement Center.
Britney
Case Specialist | Stellantis Ram
Phone: 844-888-0601 (English)
Ext. 4062707
ref:_00Dj01qsDF._5003Z1Y3Zt5:ref

Date	04/18/2023	*Subject*	RE[redacted]		
From	uscustomercare@cac.stellantis.com	*To*	jzuiksserinc@gmail.com	*Sent Date/Time*	04/18/2023 16:37 PM

Good afternoon ,

This is a curtesy email to follow up with you in regards to your case at this time we are working with your dealership to provide the best customer service we are able to . At this time we are working with your dealer regarding the matter of pricing and financial compensation that you have requested .At this time you request has been submitted and is awaiting final approval from higher management.

Best regards ,

Thank you in advance.
Ram Customer Engagement Center.
Britney
Case Specialist | Stellantis Ram
Phone: 844-888-0601 (English)
Ext. 4062707
[redacted]

Date	04/18/2023	*Subject*	RE[redacted]		
From	uscustomercare@cac.stellantis.com	*To*	jzuiksserinc@gmail.com	*Sent Date/Time*	04/18/2023 16:37 PM

Good afternoon ,

This is a curtesy email to follow up with you in regards to your case at this time we are working with your dealership to provide the best customer service we are able to . At this time we are working with your dealer regarding the matter of pricing and financial compensation that you have requested .At this time you request has been submitted and is awaiting final approval from higher management.

Best regards ,

Thank you in advance.
Ram Customer Engagement Center.
Britney
Case Specialist | Stellantis Ram
Phone: 844-888-0601 (English)
Ext. 4062707
[redacted]

Date	04/21/2023	*Subject*	RE:[redacted]		
From	uscustomercare@cac.stellantis.com	*To*	jzuiksserinc@gmail.com	*Sent Date/Time*	04/21/2023 21:41 PM

Good afternoon ,

This is a curtesy email to follow up with you in regards to your case at this time your request has been approved and submitted to the dealership. The next steps would be to follow up with servicing dealership to get these repairs. Please do not hesitate to reach out with any questions, doubts or concerns, you may have .

Best regards ,

Thank you in advance.
Ram Customer Engagement Center.
Britney
Case Specialist | Stellantis Ram
Phone: 844-888-0601 (English)
Ext. 4062707
[redacted]

Date	04/21/2023	***Subject***	RE: [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	jzuiksserinc@gmail.com	***Sent Date/Time***	04/21/2023 21:42 PM

Good afternoon ,

This is a curtesy email to follow up with you in regards to your case at this time your request has been approved and submitted to the dealership. The next steps would be to follow up with servicing dealership to get these repairs. Please do not hesitate to reach out with any questions, doubts or concerns, you may have .

Best regards ,

Thank you in advance.
Ram Customer Engagement Center.
Britney
Case Specialist | Stellantis Ram
Phone: 844-888-0601 (English)
Ext. 4062707
[redacted]

Date	06/08/2023	***Subject***	RE[redacted]		
From	jeepcustomercare@cac.stellantis.com	***To***	jzuiksserinc@gmail.com	***Sent Date/Time***	06/08/2023 15:37 PM

Good Morning,

Hi this is Jeff with case management I am your new case manager on your case for you 2019 Ram 3500 Longhorn Crew Cab, I am contacting you in regards to your vehicle and if its at the shop at this time please reach out to me so I may assist you, thank you and have a great day God bless you. And when you call if the extension doesn't work ask for Jeffrey.

Jeffrey
California BC Specialist
Stellantis Case Management
844-888-0601 ext. 4062071
Monday-Friday 11am-730pm EST

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/21/2023 5:42 PM
To: jzuiksserinc@gmail.com
Cc: jzuiksserinc@gmail.com
Subject: RE: [redacted]

Good afternoon ,

This is a curtesy email to follow up with you in regards to your case at this time your request has been approved and submitted to the dealership. The next steps would be to follow up with servicing dealership to get these repairs. Please do not hesitate to reach out with any questions, doubts or concerns, you may have .

Best regards ,

Thank you in advance.
Ram Customer Engagement Center.
Britney
Case Specialist | Stellantis Ram
Phone: 844-888-0601 (English)
Ext. 4062707

[redacted]

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

VIN	3C7WRNAL4MG[redacted]	Model Year	2021	Brand	RAM
Body	DP0L63	Vehicle	RAM 5500 REG CAB CHA I		
Customer Provided VIN		Line of Business	CAC	Cu tomer A i tance Center	
Batch Case Information					
Open Date	03/13/2023	CAIR Type	Regular	Status	Clo ed
Close Date	05/03/2023	Origin	Telephone	Reason	
Mileage	10,898 Mile	Market	U	Language	Engli h
Contact Email	kevin landrum@bofa com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Cu tomer
City/State/Country/Zip					U A
Customer	BANK OF AMERICA				
Customer Address	600 PEACHTREE T NE FL 1111				
City/State/Country/Zip	ATLANTA		GA	303082219002	U A
Dealer	60408	FRIEND HIP CHRY LER DODGE JEEP RAM		Dealer Phone	4237640161
Dealer Address	3193 W TATE T				
	BRI TOL		TN	37620 1610	U A
Dealer Zone	outhea t	Sales District		Service District	R
Subject	Technical A i tance				
Synopsis	complete				
Customer Anomaly	Gear & Tran mi ion				
	Differential				
Contact Reason	C105	Technical I ue With Vehicle	Customer Anomaly	50	Differential gear i ue
Reason Code	After ale Complaint Product Vehicle concern Additional detail				

Case Status History

Create Date	Status
03/13/2023 01 40 PM	Open
05/03/2023 05 04 PM	Clo ed

Initial Description

Technical A i tance

Case Comments

Date	Comment
03/13/2023	Creating new ca e Related to ca e # [redacted] Cu tomer reply via email Rea igning back to previou ca e owner for further a i tance
03/23/2023	*****INBOUND CU TOMER EMAIL*****Received on 84326213 from bj treet@aep com Good Afternoon, After thi ca e wa completed, the truck ha lo t another tran mi ion and i back at the ame dealer A little over 3,000 mile were put on it before it failed again Your help would be greatly appreciated!! We cannot be down a long a we were the la t time we are in bad need of thi unit Thank You!!
03/24/2023	*****OUTBOUND CU TOMER CONTACT*****EMAIL bj treet@aep com BOBBY TREET Hi Bobby, My name i Jayme and I have been a igned a your Fleet Ca e peciali t I apologize that you had another tran mi ion go down I will call dealer hip a ap and get ome part info and try to expedite that tran mi ion for you Here i ome information that will be helpful for you to have □ Your ca e number i [redacted] □ The Fleet Ca e Management telephone number i 1 800 999 3533 □ My direct exten ion for leaving a Voice Mail i 3026137 □ My work hour are 9 30 am □ 6 pm E T Monday through Friday Thank you, Jayme tellanti Fleet Ca e Manager 1 800 999 3533 (opt 3) ext 3026137
05/01/2023	****OUTBOUND DEALER CONTACT*****EMAIL Friend hip Chry ler Dodge Jeep Ram 4237640161 poke to tan in part working with tar and told them to take tran apart replace the nap ring put the tran back together and i operating a de ign now cx ha the vehicle back K1 clutch a embly
05/01/2023	CLO ING CA E ****OUTBOUND CU TOMER CONTACT*****EMAIL Good Afternoon I ju t poke with the dealer hip and they tated that the vehicle wa completed At thi time we can clo e the ca e, if there are no other concern I will give you 2 day to re pond if not we will clo e the ca e Thank you for allowing Fleet Cu tomer Care the opportunity to addre your concern and, if your vehicle experience any further i ue and you are able to get it diagno ed certainly give u a call back o we may re open your ca e We wanted to let you know that we will to conduct a ati faction urvey upon the clo e of a ca e; therefore, you could potentially receive an email or telephone urvey We□d a k that you take the time to complete the urvey o we□ll know how we□re doing and what improvement we can make to enhance the cu tomer experience Thank you for your time and participation and for being a Fleet cu tomer Thi directly affect my performance review not the dealer hip Thank you, Courtney tellanti Fleet Ca e Manager 1 800 999 3533 (opt 3) ext 3026318

Email(s)

Date	03/24/2023	Subject	Technical A i tance		
From	u cu tomercare@cac tellanti com	To	bj treet@aep com	Sent Date/Time	3/24/2023 20 58 PM

Hi Bobby,
My name i Jayme and I have been a igned a your Fleet Ca e peciali t I apologize that you had another tran mi ion go down I will call dealer hip a ap and get ome part info and try to expedite that tran mi ion for you

Here i ome information that will be helpful for you to have
□ Your ca e number i [redacted]
□ The Fleet Ca e Management telephone number i 1 800 999 3533
□ My direct exten ion for leaving a Voice Mail i 3026137
□ My work hour are 9 30 am □ 6 pm E T Monday through Friday

Thank you,
Jayme
tellanti Fleet Ca e Manager
1 800 999 3533 (opt 3) ext 3026137
ref 00Dj01q DF 5003 1Y3hNf ref

Date	05/01/2023	Subject	RE Technical A i tance		
From	u cu tomercare@cac tellanti com	To	bj treet@aep com	Sent Date/Time	5/01/2023 18 45 PM

Good Afternoon

I just spoke with the dealership and they stated that the vehicle was completed.

At this time we can close the case, if there are no other concerns.
I will give you 2 days to respond. if not we will close the case.

Thank you for allowing Fleet Customer Care the opportunity to address your concern and, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case. We wanted to let you know that we will 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 and participation and for being a Fleet customer.
This directly affects my performance reviews not the dealerships.

Thank you,
Courtney
Stellantis Fleet Case Manager
1-800-999-3533 (opt. 3) ext. 3026318

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/24/2023 8:58 PM
To: bjstreet@aep.com
Subject: Technical Assistance

Hi Bobby,
My name is Jayme and I have been assigned as your Fleet Case Specialist. I apologize that you had another transmission go down. I will call dealership asap and get some parts info and try to expedite that transmission for you.

Here is some information that will be helpful for you to have:
□ Your case number is [redacted]
□ The Fleet Case Management telephone number is: 1-800-999-3533
□ My direct extension for leaving a Voice Mail is: 3026137
□ My work hours are: 9:30 am □ 6 pm EST Monday through Friday

Thank you,
Jayme
Stellantis Fleet Case Manager
1-800-999-3533 (opt. 3) ext. 3026137

[redacted]

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

VIN	3C63R3GL3LG[redacted]	Model Year	2020	Brand	RAM
Body	D28L92	Vehicle	RAM 3500 TRADE MAN CREW CAB 4X4		
Customer Provided VIN		Line of Business	CAC	Cu tomer A i tance Center	
Batch Case Information					
Open Date	03/28/2023	CAIR Type	Regular	Status	Clo ed
Close Date	06/02/2023	Origin	Telephone	Reason	
Mileage	57,882 Mile	Market	U	Language	Engli h
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Cu tomer
City/State/Country/Zip					U A
Customer	LAURA BARKER				
Customer Address	16846 N 3300 E				
City/State/Country/Zip	MORONI		UT	84646	U A
Dealer	68009	DOUG MITH CHRY LER JEEP DODGE		Dealer Phone	8018471041
Dealer Address	523 W MAIN T				
	AMERICAN FORK		UT	84003 2274	U A
Dealer Zone	We t	Sales District		Service District	F
Subject	Part in BO				
Synopsis	clo ed				
Customer Anomaly					
Contact Reason	C75	Part Not Available/Backordered	Customer Anomaly		
Reason Code	After ale Complaint Part Part Part in backorder/not available				

Case Status History

Create Date	Status
03/28/2023 06 15 PM	Open
06/02/2023 03 05 PM	Clo ed

Initial Description

Part expediting

Case Comments

Date	Comment
03/28/2023	Cx tated that the vehicle been in the hop ince jan 17, the tran mi ion went out and they haven't did nothing to tating it a ran i ue Chry ler aid the tran mi ion i hock but they are not doing anything about it he want to know if he can get a tran mi ion, part wa already ordered and would like a i tance Advi or attempt to contact DLR but wa placed on extended hold at the part department and hung up on Ca e will be rea igned to peciali t and CM will call cu tomer within one bu ine day ,
03/28/2023	Cx calling in today to reque t for compen ation Provided call back timeframe to cx 1, 2 bu ine day for feedback on reque t
03/30/2023	Dealer code 68009 In ervice Date 12/26/2020 Mileage 15000 Original Owner? (Y/N) Ye Loyalty core 0348 I vehicle within warranty? Y/N (if no by how much?) Ye I cu tomer in rental? Y/N (if ye , when did the rental tart?) No Part on B/O Y/N Ye tar Ca e? Y/N (If ye , provide number) no Repeat i ue? Y/N no Previou related ca e / goodwill/ DM note n/a Cu tomer' Concern/I ue/Reque t Vehicle need a new tran mi ion VIN 3C63R3GL3LG[redacted]
03/30/2023	***OBC TO CX*** CX tated that he ha been given a loaner by the DLR but he i in need of a truck for work purpo e CM did advi e cx that FCA doe not provide vehicle to CX' but reimbur ement for rental are done on a ca e by ca e ba i In hi ca e a rental car company would not have the pecific vehicle he i reque ting CX al o tated that he ha made everal car payment ince hi vehicle ha been ince january He wa advi ed that once the vehicle i repaired he can end in documentation of the RO and car payment made to ubmit a reque t for reimbur ement Vehicle i being covered under warranty for repair CX wa advi ed that I would be reaching out to the DLR for part info to tart an e calation CX wa clear on the next tep and advi ed he would receive an email with my contact info for hi reference
03/30/2023	Per the part department all tran mi ion order at the DLR are pended o the order # i unavailable No tran mi ion in the country and no ETA E calation cannot be done without order #
04/03/2023	***IBC from C T*** C T tated want a call back from there CM in regard to ca e
04/03/2023	****PART POD INFORMATION**** Part 68498560AB Order [redacted] ETA 6/23 Repair/Acce ory Tran mi ion & Converter Rental Ye /No Ye
04/03/2023	****Inbound from cu tomer**** Cu tomer reque ted CM Writer informed cu tomer that the CM i unavailable & I will leave a internal me age for the CM to reach out once available Cu tomer tated he wanted to added additional part #' to be expedited Part 68498560AB C 6511777AA (6)
04/04/2023	****PART POD UPDATE**** PART 68498560AB (Tran mi ion) ORDER [redacted] DMC 91270265 ETA Week of 7/21? Reaching out to PE Team for a i tance with part
04/04/2023	y tem Update [Order ha been Upgraded to VOR for priority Plea e refer to the part detail creen for mo t up to date ETA (CHK)]
04/11/2023	****PART POD UPDATE**** PART 68498560AB (Tran mi ion) ORDER [redacted] OMC [redacted] ORDER CANCELLED BY PLR INVALID MILEAGE DLR MU T REORDER U ING CORRECT MILEAGE INPUT upport e calate new order information accordingly
04/18/2023	**OBC TO DLR** Part advi or teve tated that all the nece ary part for the CX have been received
04/18/2023	**OBC TO CX** CX did not an wer the phone number on file and CX mailbox i full and cannot accept any new me age at thi time
04/18/2023	Advi ed the cx pr note part have been ent to dlr for repair he will follow up with the dlr
05/11/2023	Check Reque t Information Amount $ 2,445 00 Breakdown $815 00x3 2445 ?Payment made on vehicle while it wa down Payment DOC #[redacted] Repair Order? DOC #[redacted] Date RO opened 1/31/2023 clo ed 4/20/2023 DateRea on Internal tran mi ion failure extended amount of time Down

Email(s)

Date	03/30/2023	Subject	Part in BO		
From	t0124z1@fcagroup com	To	ju tinbarker1950@gmail com	Sent Date/Time	03/30/2023 16 40 PM

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Shante & I will be your case manager in regards to your case with RAM Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 11am-7:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062718. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is?

I look forward to the chance to assist you. Have a great day.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718
[redacted]

Date	04/28/2023	***Subject***	RE: Part in BO		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	04/28/2023 18:58 PM

Good Afternoon,
This email is to follow up with your case. Parts were delivered so repairs should be underway.
Did you have any questions for me ?

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
From: US Customer Care [t0124z1@fcagroup.com]
Sent: 3/30/2023 12:40 PM
To: [redacted]
Subject: Part in BO

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Shante & I will be your case manager in regards to your case with RAM Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 11am-7:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062718. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is?

I look forward to the chance to assist you. Have a great day.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

[redacted]

Date	04/30/2023	***Subject***	Re: Part in BO		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	04/30/2023 12:28 PM

Yes the truck got repaired and I received it back. When I talked to you last you said I would be reimbursed for my payments after the vehicle was fixed. What do I need to do to to get this done. Thanks for your help

On Fri, Apr 28, 2023, 12:59 PM RAM Customer Care < ramcustomercare@cac.stellantis.com> wrote:

> Good Afternoon,
> This email is to follow up with your case. Parts were delivered so repairs
> should be underway.
> Did you have any questions for me ?
>
> Thank You
> Shante
> West BC Case manager
> 844-378-0597
> Ext 4062718
>
>
> ---------- Original Message ----------
> *From:* US Customer Care [t0124z1@fcagroup.com]
> *Sent:* 3/30/2023 12:40 PM
> *To:* [redacted]
> *Subject:* Part in BO
>
>
> Hello,
>
>
>
> This email is to advise you that your case has been successfully escalated
> to a case manager. My name is Shante & I will be your case manager in
> regards to your case with RAM Customer Care. Our primary focus is your
> satisfaction.
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> My office hours are M-F 11am-7:30pm EST. My direct phone number is:
> 844-378-0597 & EXT: 4062718. If you have any questions you can call me at
> the phone number listed above or respond to this email and I will follow up
> with you every two business days.
>
> Your case number for your records is: [redacted]
>
> Please be advised that there may be open recalls on the vehicle of
> concern: 0
>
> Can you please confirm the dealership you are working with, and who your
> service advisor is?
>
> I look forward to the chance to assist you. Have a great day.
>
>
> Thank You
> Shante
> West BC Case manager
> 844-378-0597
> Ext 4062718
>
> [redacted]
>
>

Date	05/08/2023	***Subject***	Re: Part in BO		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/08/2023 20:31 PM

Hello,

in order to process a reimbursement I will be required to request that you submit documentation of the repair order, and proof of monthly car payment. You can do this by clicking the reply to this email, the attachment button (it looks like a paperclip), and selecting a clear photo of one document at a time. The other way to receive a reimbursement is to fax the documents to the number 877-768-5076, this requires a cover page to have first, last names, and case number. Once the documents have been received, I will notify you, at that point the processing of the document can take a couple days. If the documents are cut off, modified or edited, you will be asked to resubmit. Once processed, we will see if the amount is correct with you prior to submitting a request for a check.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
From: Justin Barker [redacted]
Sent: 4/30/2023 8:28 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Part in BO
Yes the truck got repaired and I received it back. When I talked to you last you said I would be reimbursed for my payments after the vehicle was fixed. What do I need to do to to get this done. Thanks for your help
On Fri, Apr 28, 2023, 12:59 PM RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
Good Afternoon,
This email is to follow up with your case. Parts were delivered so repairs should be underway.
Did you have any questions for me ?

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
From: US Customer Care [t0124z1@fcagroup.com]
Sent: 3/30/2023 12:40 PM
To: [redacted]
Subject: Part in BO

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Shante & I will be your case manager in regards to your case with RAM Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 11am-7:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062718. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is?

I look forward to the chance to assist you. Have a great day.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

[redacted]

Date	05/09/2023	***Subject***	Re: Part in BO		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/09/2023 16:19 PM

Shante,
Here is the repair order and an account history from my bank on the payments made while my truck was in the shop. Please let me know if you need anything else.
Thank you,
Justin Barker

On Mon, May 8, 2023, 2:31 PM RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:

> Hello,
>
> in order to process a reimbursement I will be required to request
> that you submit documentation of the repair order, and proof of monthly car
> payment. You can do this by clicking the reply to this email, the
> attachment button (it looks like a paperclip), and selecting a clear photo
> of one document at a time. The other way to receive a reimbursement is to
> fax the documents to the number 877-768-5076, this requires a cover page to
> have first, last names, and case number. Once the documents have been
> received, I will notify you, at that point the processing of the document
> can take a couple days. If the documents are cut off, modified or edited,
> you will be asked to resubmit. Once processed, we will see if the amount is
> correct with you prior to submitting a request for a check.
>
>
> Thank You
> Shante
> West BC Case manager
> 844-378-0597
> Ext 4062718
>
>
> ---------- Original Message
> *From:* Justin Barke[redacted]
> *Sent:* 4/30/2023 8:28 AM
> *To:* ramcustomercare@cac.stellantis.com
> *Subject:* Re: Part in BO
>
> Yes the truck got repaired and I received it back. When I talked to you
> last you said I would be reimbursed for my payments after the vehicle was
> fixed. What do I need to do to to get this done. Thanks for your help
>
> On Fri, Apr 28, 2023, 12:59 PM RAM Customer Care <
> ramcustomercare@cac.stellantis.com> wrote:
>
>> Good Afternoon,
>> This email is to follow up with your case. Parts were delivered so
>> repairs should be underway.
>> Did you have any questions for me ?
>>
>> Thank You
>> Shante
>> West BC Case manager
>> 844-378-0597
>> Ext 4062718
>>
>>
>> ---------- Original Message ----------
>> *From:* US Customer Care [t0124z1@fcagroup.com]
>> *Sent:* 3/30/2023 12:40 PM
>> *To:* [redacted]
>> *Subject:* Part in BO
>>
>>
>> Hello,
>>
>>
>>
>> This email is to advise you that your case has been successfully
>> escalated to a case manager. My name is Shante & I will be your case
>> manager in regards to your case with RAM Customer Care. Our primary focus
>> is your satisfaction.
>>
>>
>>
>> My office hours are M-F 11am-7:30pm EST. My direct phone number is:
>> 844-378-0597 & EXT: 4062718. If you have any questions you can call me at
>> the phone number listed above or respond to this email and I will follow up
>> with you every two business days.
>>
>> Your case number for your records is: [redacted]
>>
>> Please be advised that there may be open recalls on the vehicle of
>> concern: 0
>>
>> Can you please confirm the dealership you are working with, and who your
>> service advisor is?
>>
>> I look forward to the chance to assist you. Have a great day.
>>
>>
>> Thank You
>> Shante
>> West BC Case manager
>> 844-378-0597
>> Ext 4062718
>>
>>[redacted]
>>
>>
>>
>
>
>

Date	05/11/2023	Subject	Re: Part in BO		
From	ramcustomercare@cac.stellantis.com	To	[redacted]	Sent Date/Time	05/11/2023 16:19 PM

Received !

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

———— Original Message ————
From: Justin Barker [redacted]
Sent: 5/9/2023 12:19 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Part in BO
Shante,
Here is the repair order and an account history from my bank on the payments made while my truck was in the shop. Please let me know if you need anything else.
Thank you,
Justin Barker
On Mon, May 8, 2023, 2:31 PM RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:

Hello,

in order to process a reimbursement I will be required to request that you submit documentation of the repair order, and proof of monthly car payment. You can do this by clicking the reply to this email, the attachment button (it looks like a paperclip), and selecting a clear photo of one document at a time. The other way to receive a reimbursement is to fax the documents to the number 877-768-5076, this requires a cover page to have first, last names, and case number. Once the documents have been received, I will notify you, at that point the processing of the document can take a couple days. If the documents are cut off, modified or edited, you will be asked to resubmit. Once processed, we will see if the amount is correct with you prior to submitting a request for a check.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

———— Original Message ————
From: Justin Barker [redacted]
Sent: 4/30/2023 8:28 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Part in BO
Yes the truck got repaired and I received it back. When I talked to you last you said I would be reimbursed for my payments after the vehicle was fixed. What do I need to do to to get this done. Thanks for your help
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Good Afternoon,
This email is to follow up with your case. Parts were delivered so repairs should be underway.
Did you have any questions for me ?

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

———— Original Message ————
From: US Customer Care [t0124z1@fcagroup.com]
Sent: 3/30/2023 12:40 PM
To: [redacted]
Subject: Part in BO

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Shante & I will be your case manager in regards to your case with RAM Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 11am-7:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062718. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is?

I look forward to the chance to assist you. Have a great day.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

[redacted]

Date	05/11/2023	Subject	Re: Part in BO		
From	ramcustomercare@cac.stellantis.com	To	[redacted]	Sent Date/Time	05/11/2023 16:22 PM

Good Morning,
If you would please verify your mailing address for me to submit the check request.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 5/11/2023 12:19 PM
To: [redacted]
S

Received !

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
From: Justin Barker [redacted]
Sent: 5/9/2023 12:19 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Part in BO
Shante,
Here is the repair order and an account history from my bank on the payments made while my truck was in the shop. Please let me know if you need anything else.
Thank you,
Justin Barker
On Mon, May 8, 2023, 2:31 PM RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:

Hello,

in order to process a reimbursement I will be required to request that you submit documentation of the repair order, and proof of monthly car payment. You can do this by clicking the reply to this email, the attachment button (it looks like a paperclip), and selecting a clear photo of one document at a time. The other way to receive a reimbursement is to fax the documents to the number 877-768-5076, this requires a cover page to have first, last names, and case number. Once the documents have been received, I will notify you, at that point the processing of the document can take a couple days. If the documents are cut off, modified or edited, you will be asked to resubmit. Once processed, we will see if the amount is correct with you prior to submitting a request for a check.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
From: Justin Barker [redacted]
Sent: 4/30/2023 8:28 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Part in BO
Yes the truck got repaired and I received it back. When I talked to you last you said I would be reimbursed for my payments after the vehicle was fixed. What do I need to do to to get this done. Thanks for your help
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Good Afternoon,
This email is to follow up with your case. Parts were delivered so repairs should be underway.
Did you have any questions for me ?

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
From: US Customer Care [t0124z1@fcagroup.com]
Sent: 3/30/2023 12:40 PM
To: justinbarker1950@gmail.com
Subject: Part in BO

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Shante & I will be your case manager in regards to your case with RAM Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 11am-7:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062718. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is?

I look forward to the chance to assist you. Have a great day.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

[redacted]

Date	05/15/2023	***Subject***	Re: Part in BO		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/15/2023 03:19 AM

Justin Barker
P.O. Box 193
Moroni ut 84646

On Thu, May 11, 2023, 10:22 AM RAM Customer Care <
ramcustomercare@cac.stellantis.com> wrote:

> Good Morning,
> If you would please verify your mailing address for me to submit the check
> request.
>
> Thank You
> Shante
> West BC Case manager
> 844-378-0597
> Ext 4062718
>
>
> ---------- Original Message ----------
> *From:* RAM Customer Care [ramcustomercare@cac.stellantis.com]
> *Sent:* 5/11/2023 12:19 PM
> *To:* [redacted]
> *Subject:* Re: Part in BO
>
> Received !
>
> Thank You
> Shante
> West BC Case manager
> 844-378-0597
> Ext 4062718
>
>
> ---------- Original Message ----------
> *From:* Justin Barker [redacted]
> *Sent:* 5/9/2023 12:19 PM
> *To:* ramcustomercare@cac.stellantis.com
> *Subject:* Re: Part in BO
>
> Shante,
> Here is the repair order and an account history from my bank on the
> payments made while my truck was in the shop. Please let me know if you
> need anything else.
> Thank you,
> Justin Barker
>
> On Mon, May 8, 2023, 2:31 PM RAM Customer Care <
> ramcustomercare@cac.stellantis.com> wrote:
>
>> Hello,
>>
>> in order to process a reimbursement I will be required to request
>> that you submit documentation of the repair order, and proof of monthly car
>> payment. You can do this by clicking the reply to this email, the
>> attachment button (it looks like a paperclip), and selecting a clear photo
>> of one document at a time. The other way to receive a reimbursement is to
>> fax the documents to the number 877-768-5076, this requires a cover page to
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>> received, I will notify you, at that point the processing of the document
>> can take a couple days. If the documents are cut off, modified or edited,
>> you will be asked to resubmit. Once processed, we will see if the amount is
>> correct with you prior to submitting a request for a check.
>>
>>
>> Thank You
>> Shante
>> West BC Case manager
>> 844-378-0597
>> Ext 4062718
>>
>>
>> ---------- Original Message ----------
>> *From:* Justin Barker [redacted]
>> *Sent:* 4/30/2023 8:28 AM
>> *To:* ramcustomercare@cac.stellantis.com
>> *Subject:* Re: Part in BO
>>
>> Yes the truck got repaired and I received it back. When I talked to you
>> last you said I would be reimbursed for my payments after the vehicle was
>> fixed. What do I need to do to to get this done. Thanks for your help
>>
>> On Fri, Apr 28, 2023, 12:59 PM RAM Customer Care <
>> ramcustomercare@cac.stellantis.com> wrote:
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>>> Good Afternoon,
>>> This email is to follow up with your case. Parts were delivered so
>>> repairs should be underway.
>>> Did you have any questions for me ?
>>>
>>> Thank You
>>> Shante
>>> West BC Case manager
>>> 844-378-0597
>>> Ext 4062718
>>>
>>>
>>> ---------- Original Message ----------
>>> *From:* US Customer Care [t0124z1@fcagroup.com]
>>> *Sent:* 3/30/2023 12:40 PM
>>> *To:* [redacted]
>>> *Subject:* Part in BO
>>>
>>>
>>> Hello,

>>>
>>>
>>>
>>> This email is to advise you that your case has been successfully
>>> escalated to a case manager. My name is Shante & I will be your case
>>> manager in regards to your case with RAM Customer Care. Our primary focus
>>> is your satisfaction.
>>>
>>>
>>>
>>> My office hours are M-F 11am-7:30pm EST. My direct phone number is:
>>> 844-378-0597 & EXT: 4062718. If you have any questions you can call me at
>>> the phone number listed above or respond to this email and I will follow up
>>> with you every two business days.
>>>
>>> Your case number for your records is: [redacted]
>>>
>>> Please be advised that there may be open recalls on the vehicle of
>>> concern: 0
>>>
>>> Can you please confirm the dealership you are working with, and who your
>>> service advisor is?
>>>
>>> I look forward to the chance to assist you. Have a great day.
>>>
>>>
>>> Thank You
>>> Shante
>>> West BC Case manager
>>> 844-378-0597
>>> Ext 4062718
>>> [redacted]
>>>
>>
>>
>>
>
>
>
>

Date	05/25/2023	***Subject***	Re: Part in BO		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/25/2023 17:03 PM

Good Afternoon Mr.Barker,

This email is just to inform you that your check has been sent for payment.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
From: Justin Barker [redacted]
Sent: 5/14/2023 11:19 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Part in BO
Justin Barker
P.O. Box 193
Moroni ut 84646
On Thu, May 11, 2023, 10:22 AM RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
Good Morning,
If you would please verify your mailing address for me to submit the check request.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 5/11/2023 12:19 PM
To: [redacted]
Subject: Re: Part in BO

Received !

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
From: Justin Barker [redacted]
Sent: 5/9/2023 12:19 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Part in BO
Shante,
Here is the repair order and an account history from my bank on the payments made while my truck was in the shop. Please let me know if you need anything else.
Thank you,
Justin Barker
On Mon, May 8, 2023, 2:31 PM RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:

Hello,

in order to process a reimbursement I will be required to request that you submit documentation of the repair order, and proof of monthly car payment. You can do this by clicking the reply to this email, the attachment button (it looks like a paperclip), and selecting a clear photo of one document at a time. The other way to receive a reimbursement is to fax the documents to the number 877-768-5076, this requires a cover page to have first, last names, and case number. Once the documents have been received, I will notify you, at that point the processing of the document can take a couple days. If the documents are cut off, modified or edited, you will be asked to resubmit. Once processed, we will see if the amount is correct with you prior to submitting a request for a check.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
From: Justin Barker [redacted]
Sent: 4/30/2023 8:28 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Part in BO
Yes the truck got repaired and I received it back. When I talked to you last you said I would be reimbursed for my payments after the vehicle was fixed. What do I need to do to to get this done. Thanks for your help
On Fri, Apr 28, 2023, 12:59 PM RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
Good Afternoon,
This email is to follow up with your case. Parts were delivered so repairs should be underway.
Did you have any questions for me ?

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
From: US Customer Care [t0124z1@fcagroup.com]
Sent: 3/30/2023 12:40 PM
To [redacted]
Subject: Part in BO

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Shante & I will be your case manager in regards to your case with RAM Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 11am-7:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062718. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: 85816895

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is?

I look forward to the chance to assist you. Have a great day.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

[redacted]

Date	06/02/2023	***Subject***	Case Closure		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	06/02/2023 15:04 PM

Good Morning ,

This email is a courtesy email to inform you that your check has been issued.

This is also a courtesy email to inform you of the closure of your case. I would like to express my appreciation for allowing me to assist you with your vehicle concerns. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with our team, your input would be greatly appreciated.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 5/25/2023 1:03 PM
To: [redacted]
Subject: Re: Part in BO

Good Afternoon Mr.Barker,

This email is just to inform you that your check has been sent for payment.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
From: Justin Barke [redacted]
Sent: 5/14/2023 11:19 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Part in BO
Justin Barker
P.O. Box 193
Moroni ut 84646
On Thu, May 11, 2023, 10:22 AM RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
Good Morning,
If you would please verify your mailing address for me to submit the check request.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 5/11/2023 12:19 PM
To [redacted]
Subject: Re: Part in BO

Received !

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

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To: ramcustomercare@cac.stellantis.com
Subject: Re: Part in BO
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844-378-0597
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Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

---------- Original Message ----------
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Sent: 3/30/2023 12:40 PM
To: [redacted]
Subject: Part in BO

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My office hours are M-F 11am-7:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062718. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is?

I look forward to the chance to assist you. Have a great day.

Thank You
Shante
West BC Case manager
844-378-0597
Ext 4062718

[redacted]

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

VIN	3C63R3GL6[redacted]	Model Year	019	Brand	DODGE
Body	D 8L9	Vehicle	R M 3500 TR DE M N CRE C B 4 4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	04/04/ 0 3	CAIR Type	Regular	Status	Closed
Close Date	04/06/ 0 3	Origin	Telephone	Reason	
Mileage	0 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	P UL BOLDUC				
Customer Address	1 I T				
City State/Country Zip	COO B Y		OR	9 4 04441 1	U
Dealer	60 89	GR H M B Y RE CJDR		Dealer Phone	5418885594
Dealer Address	1400 OCE N BOULE RD				
	COO B Y		OR	9 4 0 034	U
Dealer Zone	est	Sales District		Service District	N
Subject	ehicle Concern/ lemon la / compensation/ Tech support				
Synopsis	ppro ed Request				
Customer Anomaly	teering / uspension				
	hock bsorbers				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	8	hock absorbers issue
Reason Code	fter ales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
04/04/ 0 3 05 36 PM	Open
04/05/ 0 3 03 0 PM	Closed
04/05/ 0 3 05 31 PM	Open
04/05/ 0 3 06 08 PM	Closed
04/06/ 0 3 1 54 M	Open
04/06/ 0 3 1 0 PM	Closed

Initial Description

ehicle has had ongoing transmission issues and broke do n on Jan 6 ehicle as brought to the dealer and no update on concern Customer also states about parts being on back order for high pressure fuel pump other recall has been completed for the tailgate Customer also making pa ments and ants to look into being compensated
Case Reference [redacted]

Case Comments

Date	Comment
04/04/ 0 3	Check Request Information Total mount $686 95 Parts N/ Labor N/ ehicle Monthl Pa ment $686 95 Tax N/ Note This is the second issuance of ehicle pa ment to the customer here in the ehicle has an internal transmission failure The pump is not making an fluid pressure due to a large amount of debris in fluid found in transmission pan On the other hand the customer had the first issuance of ehicle pa ment on 1 / 9/ 0 0 under check #[redacted] ith the same amount of $686 95 in case 80 59 9 The tailgate ould not close properl This happened shortl after he purchased the truck ith cti e er ice Contract on oil change L D 4/ / 0 0 Mileage 4435 Original O ner First Time Car Bu er L 95 CC 60 Histor /Household 1 ne Repair Date 03/06/ 0 3 04/18/ 0 3 DOCUMENT DO[redacted] ehicle Monthl Pa ment DOC [redacted] Repair Order Dealership page [redacted]Repair Order Dealership page1 DOC [redacted]roof of Pa ment page1(Posted Pa ments) DOC [redacted]roof of Pa ment page CONFIRM TION Name Rosa Din Date 4/4/ 0 3 Time 6 6 PM RE ON FOR REIMBUR EMENT REQUE T Customer seeking reimbursement for the out of pocket expense JU TIFIC TION ehicle has Good ill Customer is original o ner and first time car bu er the ehicle has L 984 CC 60 and mileage 4435 M ND TORY COMMENT ll necessar documents ha e been recei ed and the case is no being re ie ed for possible reimbursement If the customer calls in please ad ise them that the documents ere recei ed and that the can expect a decision ithin 30 60 da s from toda □s date
04/04/ 0 3	The check has been submitted for appro al If the customer calls in please ad ise that it ill take 30 60 da s to appro e
04/05/ 0 3	Check Requested as appro ed ending an email to the customer to notif regarding check appro al
04/05/ 0 3	Email customer to call the customer care ser ice hotline for other concern
04/06/ 0 3	Customer as alread informed to call the customer care ser ice hotline regarding other concerns Closing the case

Email(s)

Date	04/05/ 0 3	Subject	ehicle Concern/ lemon la / compensation/ Tech support		
From	uscustomercare@cac stellantis com	To	[redacted]	Sent Date Time	04/05/ 0 3 15 0 PM

Dear P UL BOLDUC

Thank ou for allo ing Ram Customer Care an opportunit to address our concern Our primar focus is our satisfaction

M name is Rosa and I ill be our ad ocate to ensure our concerns and questions are addressed accordingl

e are pleased to inform ou that e ha e appro ed a total of $686 95 for our request for Monthl ehicle reimbursement e ill be sending the checks to the mailing address on file for ou Please allo 30 calendar da s for the check to arri e

Please don t hesitate to contact us at 1 800 99 199 ith an other concerns Thank ou for our continued business ith Ram utomobiles

incerel

Rosa
Ram Customer Care
[redacted]

Date	04/05/ 0 3	Subject	Re ehicle Concern/ lemon la / compensation/ Tech support		
From	[redacted]	To	uscustomercare@cac stellantis com	Sent Date Time	04/05/ 0 3 1 31 PM

Rosa,

I do appreciate it, but I do have some concerns.

Initially, roadside assistance never showed up and I had to haul the truck in myself.

Then (and the primary issue) the truck was in the shop for TWO CONSECUTIVE months.

Now I□m having to make follow up appointments to get things out back together. I know this is a separate issue with the dealership, however it seems covering two payments would make far more sense.

Please feel free to call, text, or reply to this email.

Thanks,
Paul Bolduc
(541) 297-7100

Sent from my iPhone

> On Apr 5, 2023, at 8:02 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Dear PAUL BOLDUC,
>
> Thank you for allowing Ram Customer Care an opportunity to address your concern, Our primary focus is your satisfaction.
>
> My name is Rosa and I will be your advocate to ensure your concerns and questions are addressed accordingly.
>
> We are pleased to inform you that we have approved a total of $686.95 for your request for Monthly Vehicle reimbursement. We will be sending the checks to the mailing address on file for you. Please allow 30 calendar days for the check to arrive.
>
> Please don't hesitate to contact us at 1 800 992 1997 with any other concerns. Thank you for your continued business with Ram Automobiles.
>
> Sincerely,
>
> Rosa
> Ram Customer Care
[redacted]

Date	04/05/2023	***Subject***	Re: Vehicle Concern/ lemon law/ compensation/ Tech support		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	04/05/2023 18:08 PM

Dear Paul Bolduc,

Thank you for allowing Ram Customer Care an opportunity to process your concern. Our primary focus is your satisfaction.

My name is Rosa and I will be your advocate to ensure your questions and concerns are addressed accordingly.

We are reaching out today in relation to your email regarding separate vehicle concerns. With that you need to call the Customer Care Hotline at 1 800 992 1997 for further assistance.

Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you,

Thank you for your patience and cooperation.

Sincerely,

Rosa
Ram Customer Care
[redacted]

Date	04/06/2023	***Subject***	Re: Vehicle Concern/ lemon law/ compensation/ Tech support		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/06/2023 00:54 AM

I tried calling but there it said the voicemail is full

Sent from my iPhone

> On Apr 5, 2023, at 11:08 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Dear Paul Bolduc,
>
> Thank you for allowing Ram Customer Care an opportunity to process your concern. Our primary focus is your satisfaction.
>
> My name is Rosa and I will be your advocate to ensure your questions and concerns are addressed accordingly.
>
> We are reaching out today in relation to your email regarding separate vehicle concerns. With that you need to call the Customer Care Hotline at 1 800 992 1997 for further assistance.
>
> Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you,
>
> Thank you for your patience and cooperation.
>
>
> Sincerely,
>
> Rosa
> Ram Customer Care
>
[redacted]

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

VIN	3C RNCLXPG[redacted]	Model Year	2023	Brand	R M
Body	DP0L65	Vehicle	R M 5500 REG C B CH SSIS		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	04/20/2023	CAIR Type	Regular	Status	Closed
Close Date	06/2 /2023	Origin	Social	Reason	
Mileage	345 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	C NN R H LL ND				
Customer Address	11340 DENNIS RD				
City State/Country Zip	CENTR L P INT		R	9 5029302409	US
Dealer	59564	LITHI CHR SLER JEEP D DGE R M		Dealer Phone	541 66490
Dealer Address	4540 GRUMM N DR				
	MEDF RD		R	9 504 9165	US
Dealer Zone	est	Sales District		Service District	I
Subject	ehicle Concern Transfer Case				
Synopsis	closed case sent closed loop No further assistance needed				
Customer Anomaly	Gears & Transmission				
	Dri eshaft				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	48	Gears & transmission dri eshaft issue
Reason Code	fter Sales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
04/20/2023 02 08 PM	pen
05/04/2023 01 40 PM	Suspended
05/14/2023 02 03 M	pen
06/2 /2023 04 13 PM	Closed
06/2 /2023 04 14 PM	pen
06/2 /2023 04 16 PM	Closed

Initial Description

Cx reached out ia social for assistance ith transfer case part assistance

Case Comments

Date	Comment
04/20/2023	Customer seeking assistance ith Transfer Case Customer expecting Technical ssistance/Part ssistance gent ad ised [redacted] e case manager Follo up ill occur ithin 1 business da b C B customer time in 3C RNCLXPG[redacted] Miles 345 Name connor holland Phon[redacted] all time n Updates ia email N ehicle location lithia ram medford oregon Date of appointment april 11
04/20/2023	b call to ser ice spoke to Kat she stated the ha e an open ticket and Jeff is the ad isor he as ith a customer so she supposedl transferred to oicemail but it had someone else s name on the oicemail so i left a message aiting for call back Customer has a brand ne ehicle ith ne miles on it and denied ser ice arrant it has 200 miles on it and i need to make sure its not an outside influence
04/25/2023	Inbound call from S Jeff to speak ith CM d ised CM ill follo up at her earliest con enience
04/25/2023	b call to ser ice called 541 200 0614 asking for James S he called earlier asking for me onb call to nick left a message to ha e him call me back in hat the S needs
04/25/2023	talk to ser ice ad isor he ga e me the part numbers that i need to escalate ill escalate P RTS ILL F LL UP T M RR ith Eta for the customer and ill email the S that alread emailed me to let him kno as ell the ETa Jeff ebb
04/25/2023	b call to ser ice left a message as l asn t able to talk to an one it ent to a general oicemail tr ed calling Nick and ent to his oicemail l ill tr again to nick and lea e a message got nick transferring me to Jeff S jeff stated that he needs to manifest a transfer case Part or it stated that there are alread in process Eta Ma 4th rder 863750 part 6830699 D *Please let him kno the Eta hen ou get it tomorro email S
04/25/2023	b call to Sales manager called and left a message for Justin godl left a message to to call me back about the recall situation and him not ha ing the brand ne car thathe ordered becuase of the recall being done it took t o eeks then the ehicle broke do n and is broke do n no due to repair hat can he do to help ith this situation
04/26/2023	P RTS P D UPD TE rder [redacted]part 6830699 D s of 4/26 Reaching out to PE team for assistance ET eek of 5/4 subject to change
04/26/2023	S stem Update [rder has been Upgraded to R for priorit Please refer to the parts detail screen for most up to date ET CHKS]
04/26/2023	illing to add oil changes ill discuss ith customer due to the experience he had ith his purchase
04/26/2023	S Jeff is the the ser ice ad isor bricet n ill ha e him call me transferring me to Jeff godl the Sales manager for this customer to talk about the customer to see if there is an thing e can do for this customer in regards to the ser ice he recei ed from the beginning of sales He stated that the customer has turned his truck into a butcher truck ith box on back He slammed the sales team on the sur e he as the first to get the part on a recall hen other people should ha e been first Customer has continued to gi e bad sur e The ill not be doing an thing more for this customer at this time b call to customer to tell him about the part arri al and that ld be glad to add oil changes for the experience he had ith bu ing a ne ehicle
04/28/2023	Next part update is Ma 3rd
05/03/2023	P RTS P D UPD TE P RT 6830699 D Transfer RDER [redacted] MC 91 2 848 Per GP P SN d anced Shipping Notice SPLR released material for ser ice fulfillment rder scheduled to fill ith ST CK in transit to M P R from SPLR pending C NFIRM TI N receipt at PDC for processing ET Tentati e eek of 5/15 Subject to Change Pending dela s due to manpo er constraints / shortages in suppl base net ork orking to impro e
05/03/2023	If customer calls please transfer him to me so i can tell him that I ill add oil changes to his case for inco ience or I ill call the cusotmer back if he doesn t reach me
05/04/2023	Inbound Call from Dlr Justin from the dlr called to speak ith CM from sales He as transferred
05/04/2023	sales Justin called and asked if e can get this part an faster both of the customers ork ehicles are in keeping him from business i sent through the part again to see if e can expedite this an faster resent to jadon for help
05/05/2023	b call to sales in a meeting left oicemail ill follo up on Monda to see if Ja den did an thing I ill follo up agai n 5/8/23
05/08/2023	cm spoke ith sales manager justin and is asissting ith expediting as tr ing to reach cm sa s he as unable to get ahold of them parts ha e been escalated cm reached out on frida to cxt and dlr and as unable to reach either one riter told cxt that cm has reached out he denied asked for super isor
05/08/2023	Looked for Dtd and onl one dealer in the countr that has this part and onl one part and the aren t ans ering the phones
05/08/2023	BR N S JEEP CHR SLER D DGE P TCH GUE N US Phone 631 289 8505 Dtd called and got a oicemail ill tr again 208 pm called no ans er ill tr later
05/08/2023	Bro n dealership is the onl deaelrship in the US that has the part and the onl ha e one in the hole US
05/08/2023	Called Bro ns dealership Spoke to George He stated that R an murph parts manager ser ice manger number 631 289 8505 Ext 21 email address bmurph @bro ns jeep com b call to Dealer Spoke to Nick on hold for Parts manager Mike is Part manager I ga e mike the info to do a Dtd he ill do that no ill follo up tomorro to make sure the dtd is done and the ET

Date	Comment
05/08/2023	Ob call to customer. i explained to him that i got the part from the dealer in New york and they will be doing a dtd to give the part to Lithia and should have the part in a couple days or however long it takes to come from Ny. I also made sure that he got my email and he stated yes and that he can send in the documents and we will do the reimbursement at the end of the repair once we get the repair order so that we can determine the reimbursement based on the months his vehicle was in the shop. i will told him that i will follow up with lithia to see if the DTD is done and the exact Eta of the part arrival..
05/09/2023	****PARTS POD UPDATE**** PART: 68306997AD (Transfer) ORDER: [redacted]MC [redacted] Order has been upgraded to ensure priority. Per GPOP: ASN (Advanced Shipping Notice) - SPLR released material for service fulfillment. Order scheduled to fill with STOCK in transit to MOPAR from SPLR pending CONFIRMATION receipt at PDC for processing ETA: Tentative week of 5/15 (Subject to Change) - Pending delays due to manpower constraints / shortages in supply base network Working to improve.
05/09/2023	Ob call to cx. let him know that Im waiting for parts manager at the dealer to call me back with the info of whether the dtd went through. i told him as soon as i hear from the parts manager i will let him know today or tomorrow. when the part will arrive if the dtd went through?
05/09/2023	Op call to tyler. transfered to mike Parts manager and I left a message.
05/10/2023	Emailed Jadon and gave the info for DTD to check it to make sure it is done correctly. sent email with dealer, the part order number he was wwatching already. sent the dtd info the deaelr name address phone email dealer code parts manager namee and email phone number of dealer in NY
05/10/2023	****PARTS POD UPDATE**** PART: 68306997AD (Transfer) ORDER[redacted] DMC: [redacted]der REL TO PDC ETA: 3-7 Business days
05/10/2023	Ob call to parts. Angela. Order $86375 Eta May 11th . Eta may 4th on the other one. the dtd is still going thru. Ob call to customer left a message of the eta. told him may 11th but either way Friday at the latest. will follow up tomorrow and friday to verify part arrival then call customer
05/11/2023	Ob call to parts Tyler. stated that Transfer case, may 11th its not even showing invoiced yet, no tracking number . called left a message with mike parts manager to call me with update on the dtd part. will call customer later,
05/11/2023	transfer to parts maanger cause the orginial order that was special ordered isnt getting there today like it stated cause its not invoiced yet. so DTD part instead will be there sooner. will update customer when i hear from parts maanger.
05/11/2023	Per Parts Pod: For this order, we actually got stock at the PDC and the order REL TO PDC yesterday. ETA is 3-7 Business days to DLR. I'm updating the case notes to reflect.
05/12/2023	**Outbound Dealership Contact** SA Jeffery is unavailable/ on lunch. Advisor left call back info.
05/15/2023	******IBC from The DLR**** Sales GM Justin called in and wanted to see if there is a update on the part delievery. Invocied May 11, part should arrived. no later then 05/18/23. will message CM and see what can be done.
05/16/2023	****PARTS POD UPDATE**** PART: 68306997AD (Transfer) ORDER: [redacted]M [redacted] Order INVOICED PDC 5/11 ETA: 2-3 Business days
05/16/2023	Per Am email: Tara, This is part number 68306997AD, currently the ETA is July 14, 2023. Supplier is past due and this could be later. Lithia Medford 59564 is the dealer. Let me know what you would like to do
05/17/2023	Ob call to service. asking for Sm Nick. Spoke to Bricetyn stated that the transfer case came in yesterday and customer vehicle is done and he is on the way to get the vehicle. will follow up on 5/18/23
05/19/2023	Customer requested a sup.
05/22/2023	Ob call to parts. Spoke to Bricetyn the truck is done. May 17th the repair was complete. oil changes i will add essential care $0 72 Months / 0 Miles $820 ECUSR612N
05/22/2023	added service contract.
05/23/2023	Sup call review (541) 727-2942 left a VM with customer requesting a callback.
05/24/2023	Option code ECUSR612N not valid for VIN profile due to engine type, Option code must match engine description in vehicle Details - diesel
05/25/2023	Sup call review (541) 727-2942. Customer has picked the vehicle up from DLR. Customer is going to take the vehicle back to DLR next week electrical concerns with speakers, and navigation concerns. Phone bluetooth system does not work. TL confirmed vehicle payment. Confirmed TL email for documents review. Customer is requesting a buyout on the vehicle and confirmed escalations 2-3 day review contact by Monday at the latest for buyback review process.
05/26/2023	**Dispute Resolution Review** At this time, this case does not merit escalation to the CRT group. If additional information becomes available, please submit for secondary review.
05/26/2023	***IBC from CST*** CST wants to speak to SUP. CM advised will set up a call back tas
05/31/2023	541) 727-2942 sup call review. Left a VM with customer requesting a callback.
06/01/2023	***IBC from the CX**** Cx was returning Sup call back. Sup is not availbel at te moment. will message Sup about call and Sup will follow up.
06/05/2023	IBC***** CX asked for the manager. Manager states she will call today. CX wants to know who can buy the truck back.
06/06/2023	541) 727-2942 sup call. Review LL request with customer and case file was sent back confirming denial. Vehicle payment GW discussed docs attached on file show payments but we need the statement from loan showing the amount that is due for customer to pursue the reimbursement further.
06/07/2023	Good afternoon sir, I'm just following up regarding your reimbursement request. We received your proof of payment however we will also require a copy of the sales /lease agreement/Chrysler capital statement as well as a copy of the complete repair order.? Please submit these documents with tin the next 3 business days to avoid case closure.? Thank you, Tara
06/07/2023	****IBC from DLR**** SM called in asking what is going on with the case the CX is frustrated and wants a buyback as they need to get the radio replaced. CM sent CX email that says what documents we require to process reimbursement. SM is going to email CM the RO.
06/16/2023	Ob call to Bricetyn left a message to call me back on update on this case. Ob call to customer left a message about issuing a car payment and oil changes on the case. Then I will be opening a new case on the radio issue as it is a new issue.
06/16/2023	Nick stated that he mentioned to Justin Godley that the speakers don't work. customer came in Customer has appointment for 7/14. 2023 8 am . concern radio glitzing. No diagnosis customer called us already is only talking to Justin Godly the sales manager , customer repeatly yells at employees at Dealer and every time he calls in here he yells. 3 times per nick sm at dealer yelling. now he only talks to Justin Godly Sales manager. Customer has no Open RO right now.. this vehicle has been repaired for transmission. will issue car payment and oil changes and close case. Customer will have to create a new case a couple days before his appointment due to its a new issue. but wont close till I issue car payment and oil changes. Nick will send me his Ro so that i can issue his car payment and I will add oil changes as well and close case.
06/16/2023	oil changes are added and attached to his vin, Once i get the Repair order i will submit his car payment and then close this case.
06/16/2023	*******Inbound Call from Cx******* Cx calls to speak with CM. Cx states that they have to take their vehicle to the dlr again due to another issue occurring and states that the vehicle is "junk". Cx states that they want their vehicle BB and the CM states that they can send the case up to be reviewed again. CM states that their proper CM is not available and states that they are in touch with CR on the next steps and states that they are waiting for a response from SA. Cx was confused on why they would only be getting 1 month of reimbursement. CM states that the process of the approval and states that their CR review. Cx wants 2 months reimbursed and the CM states that they will send case and if the case is able merit for BB
06/16/2023	*******CHECK REQUEST******* Total Amount: Breakdown : VEHICLE RENTAL REIMBURSEMENT VOR: 27 DAYS TRANFER CASE Documents: [redacted]RO, 02/17/23 - 03/16/23, VEHICLE DOWN 27 DAYS [redacted] RENTAL RECEIPT 02/06/23 - 02/10/23 5 DAYS Rental Rate Time & Distance 5 Day at $44.997 Day $224.95 Mileage Unlimited Mileage Included Taxes and Fees Sales Tax (8.88%) $19.96 Car Rental Sales Tax (12.00%) $27.00 Total $271.91 Reason: RENTAL REIMBURSEMENT VOR: 10 DAYS ALTERNATOR TENSIONER BEARING/WATER PUMP Justification: NO PREVIOUS GOODWILL GIVEN. CUSTOMER SATISFACTION/RETENTION. ********** ***Case Prep*** Warranty/SC: YES In Warranty: YES Oil Change SC: YES Current Mileage: 18000 ISD: 3/23/2021 Original Owner: YES Vehicle Location: WITH CUSTOMER/REPAIRED Vehicle Concern: STEERING DAMPENER/ALIGNMENT/TIRE ROTATIONS Customer Email[redacted]ustomer Preferred Contact: [redacted]
06/17/2023	Emialed Rob to see if i can get any other assistance for this customer. Not happy with 1 car payment per Dale and oil changes already added. Will follow up on Wed to see if i can do anything else.
06/19/2023	***STRICTLY CONFIDENTIAL: STELLANTIS INTERNAL USE ONLY*** **Dispute Resolution Review** 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 case to Dispute Resolution (LLQ) queue Assigned case to Specialist. Provide feedback on L1/L2 handling to your Team Leader. At this time, this case does not merit escalation to the CRT group. If additional information becomes available, please submit for secondary review.
06/21/2023	*******CHECK REQUEST******* Total Amount: 1554.00 Breakdown : (CAR PAYMENT) VOR: (HOW MANY DAYS & WHAT IS REPAIRED) April 12, 2023 to May 23, 2023 1 month 11 days Documents: [redacted]PAYMENT STATEMENT [redacted]& [redacted] RO, 04/12/2023-05/23/2023 VEHICLE DOWN ? DAYS 1 MONTH 11 DAYS [redacted]AYMENT HISTORY Total COST 1554.00 ONE CAR PAYMENT Reason: CAR PAYMENT Justification: NO PREVIOUS GOODWILL GIVEN. CUSTOMER SATISFACTION/RETENTION. ***Case Prep*** Warranty/SC: YES In Warranty: YES Oil Change SC: YES Current Mileage: 345 ISD: 03/29/2023 Original Owner: [redacted]tion: WITH CUSTOMER/REPAIRED Vehicle Concern: transmission Issues Customer Email: [redacted]ustomer Preferred Contact[redacted]
06/21/2023	Per Corporate. approved for one car payment reimbursement. submitted to Corpoarate 6/20/2023. customer wants 2 car payments but only approved by Corporate for one. Customer was asking for lifetime oil changes but customer is already paying for that and I wasn't aware and gave him oil changes as well. will follow up on check approved for car payment and close case.
06/21/2023	emailed customer what he is approved for one car payment and explained why and why repurchase didn't approve him. Customer not happy with one car payment but explained that this is a final offer and cant be changed per Corporate approved.
06/21/2023	Agent received a call from the customer. The customer said he wants us to send the literature stating the reason for the decision. Agent informed the customer that our decisions are case by case. Agent referred the customer to the Ram website for warranty information. The customer said it was broken down for 2 months. The customer asked, why doesn't he qualify for the other month? Agent informed the customer that we are following instructions from corporate resources. Agent informed the customer that a request is pending with corporate resources.
06/22/2023	PER CORPORATE THIS CUSTOMER IS APPROVED FOR ONE CAR PAYMENT. ONCE PROCESSED THE CASE MANAGER WILL LET HIM KNOW. CUSTOMER IS NOT APPROVED FOR ANY OTHER CAR PAYMENTS OR SERVCIE CONTRACTS ORT ANY OTHER GOODWILL ON THIS CASE.

Date	Comment
06/23/2023	**CHECK REQUEST******* Total Amount: 1554.00 Breakdown : (CAR PAYMENT) VOR: (HOW MANY DAYS & WHAT IS REPAIRED) April 12, 2023 to May 23, 2023 1 month 11 days Documents [redacted] PAYMENT STATEMENT [redacted] DOC [redacted] 04/12/2023-05/23/2023 VEHICLE DOWN ? DAYS 1 MONTH 11 DAYS [redacted] PAYMENT HISTORY Total COST 1554.00 ONE CAR PAYMENT Reason: CAR PAYMENT Justification: NO PREVIOUS GOODWILL GIVEN. CUSTOMER SATISFACTION/RETENTION. ***Case Prep*** Warranty/SC: YES In Warranty: YES Oil Change SC: YES Current Mileage: 345 ISD: 03/29/2023 Original Owner: YES Vehicle Location: WITH CUSTOMER/REPAIRED Vehicle Concern: transmission Issues Customer Email: connerjholland911@gmail.com Customer Preferred Contact [redacted]

Email(s)

Date	04/25/2023	*Subject*	Vehicle Concern - Transfer Case		
From	uscustomercare@cac.stellantis.com	*To*	[redacted]	*Sent Date/Time*	04/25/2023 20:36 PM

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 10am-6:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516
[redacted]

Date	04/26/2023	*Subject*	RE: Vehicle Concern - Transfer Case		
From	uscustomercare@cac.stellantis.com	*To*	[redacted]	*Sent Date/Time*	04/26/2023 19:14 PM

Hello Sir,

I left a message for you on voicemail. I wanted to let you know that the Eta for the part is to be announced but before it was the week of May 5/4. So your next update for the part is on 5/3 and i will have a clear update for you then. In the meantime for the inconvenience let me know if you'd like Id like to add some oil changes and tire rotations for you.
Talk to you soon. please call me back.

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/25/2023 4:36 PM
To: [redacted]
Subject: Vehicle Concern - Transfer Case

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 10am-6:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516
[redacted]

Date	05/04/2023	*Subject*	RE: Vehicle Concern - Transfer Case

From	uscustomercare@cac.stellantis.com	To	[redacted]	Sent Date/Time	05/04/2023 13:37 PM

Hello Sir,

I wanted to let you know your Tentative week of 5/15 (Subject to Change) - Pending delays due to manpower constraints / shortages in supply base network Working to improve.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/26/2023 3:14 PM
To: [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I left a message for you on voicemail. I wanted to let you know that the Eta for the part is to be announced but before it was the week of May 5/4. So your next update for the part is on 5/3 and i will have a clear update for you then. In the meantime for the inconvenience let me know if you'd like Id like to add some oil changes and tire rotations for you.
Talk to you soon. please call me back.

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/25/2023 4:36 PM
To: [redacted]
Subject: Vehicle Concern - Transfer Case

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.

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Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

[redacted]

Date	05/04/2023	Subject	RE: Vehicle Concern - Transfer Case		
From	uscustomercare@cac.stellantis.com	To	[redacted]	Sent Date/Time	05/04/2023 13:38 PM

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/4/2023 9:37 AM
To: [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I wanted to let you know your Tentative week of 5/15 (Subject to Change) - Pending delays due to manpower constraints / shortages in supply base network
Working to improve. I will update you again on 5/17/23. its a bi weekly update till we get an eta and then its a weekly update

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/26/2023 3:14 PM
To: [redacted]com
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I left a message for you on voicemail. I wanted to let you know that the Eta for the part is to be announced but before it was the week of May 5/4. So your next update for the part is on 5/3 and i will have a clear update for you then. In the meantime for the inconvenience let me know if you'd like Id like to add some oil changes and tire rotations for you.
Talk to you soon. please call me back.

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/25/2023 4:36 PM
To: [redacted]
Subject: Vehicle Concern - Transfer Case

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.

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Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

[redacted]

Date	05/04/2023	***Subject***	Re: Vehicle Concern - Transfer Case		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	05/04/2023 13:41 PM

Will you call me back please. I have left voice mails and emails and have gotten no responses. You said the part would be here on the 3rd or 4th of may. This is not acceptable. I am loosing my business. And i had to make my truck payment. I have not seen any reimbursement.
On Thu, May 4, 2023, 6:38 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:

> Thank you,
> Tara
>
> West BC Case Manager
> (844) 378-0579
> EXT 4062516
>
> ---------- Original Message ----------
> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
> *Sent:* 5/4/2023 9:37 AM
> *To:* [redacted]
> *Subject:* RE: Vehicle Concern - Transfer Case
>
> Hello Sir,
>
> I wanted to let you know your Tentative week of 5/15 (Subject to Change) - Pending delays due to manpower constraints / shortages in supply base network
> Working to improve. I will update you again on 5/17/23. its a bi weekly update till we get an eta and then its a weekly update
>
> Thank you,
> Tara
>
> West BC Case Manager
> (844) 378-0597
> EXT 4062516
>
> ---------- Original Message ----------
> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
> *Sent:* 4/26/2023 3:14 PM
> *To:* [redacted]
> *Subject:* RE: Vehicle Concern - Transfer Case
>
> Hello Sir,
>
> I left a message for you on voicemail. I wanted to let you know that the Eta for the part is to be announced but before it was the week of May 5/4. So your next update for the part is on 5/3 and i will have a clear update for you then. In the meantime for the inconvenience let me know if you'd like Id like to add some oil changes and tire rotations for you.
> Talk to you soon. please call me back.
>
> Thank you,
> Tara
>
> West BC Case Manager
> (844) 378-0579
> EXT 4062516
>
> ---------- Original Message ----------
> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
> *Sent:* 4/25/2023 4:36 PM
> *To:* [redacted]
> *Subject:* Vehicle Concern - Transfer Case
>
> Hello,
>
> This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.
>
> My office hours are M-F 10am-6:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.
>
> Your case number for your records is: [redacted]
>
> Please be advised that there may be open recalls on the vehicle of concern: 0
>
> Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat
>
> I look forward to the chance to assist you. Have a great day.
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> Thank you,
> Tara
>
> West BC Case Manager
> (844) 378-0597
> EXT 4062516
>
> [redacted]
>
>
>

Date	05/05/2023	***Subject***	Re: Vehicle Concern - Transfer Case		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/05/2023 21:59 PM

Follow up again on Monday I haven't heard anything from our parts team so i will let you know Monday. I called and left Justin a message as well.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/4/2023 9:41 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Will you call me back please. I have left voice mails and emails and have gotten no responses. You said the part would be here on the 3rd or 4th of may. This is not acceptable. I am loosing my business. And i had to make my truck payment. I have not seen any reimbursement.
On Thu, May 4, 2023, 6:38 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/4/2023 9:37 AM
To [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I wanted to let you know your Tentative week of 5/15 (Subject to Change) - Pending delays due to manpower constraints / shortages in supply base network Working to improve. I will update you again on 5/17/23. its a bi weekly update till we get an eta and then its a weekly update

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/26/2023 3:14 PM
To [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I left a message for you on voicemail. I wanted to let you know that the Eta for the part is to be announced but before it was the week of May 5/4. So your next update for the part is on 5/3 and i will have a clear update for you then. In the meantime for the inconvenience let me know if you'd like Id like to add some oil changes and tire rotations for you.
Talk to you soon. please call me back.

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/25/2023 4:36 PM
To: [redacted]
Subject: Vehicle Concern - Transfer Case

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 10am-6:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

[redacted]

Date	05/06/2023	***Subject***	Re: Vehicle Concern - Transfer Case		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	05/06/2023 05:12 AM

Why wasnt it here on the fifth? We still need to discuss my truck payment,
and how i will be compensated for all of this money i am loosing after
trusting ram to bring me and my business piece of mind and success.

On Fri, May 5, 2023, 2:59 PM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Follow up again on Monday I haven't heard anything from our parts team so
> i will let you know Monday. I called and left Justin a message as well.
>
> Thank you,
> Tara
>
> West BC Case Manager
> (844) 378-0597
> EXT 4062516
>
>
> ---------- Original Message ----------
> *From:* Connor Holland [redacted]
> *Sent:* 5/4/2023 9:41 AM
> *To:* uscustomercare@cac.stellantis.com
> *Subject:* Re: Vehicle Concern - Transfer Case
>
> Will you call me back please. I have left voice mails and emails and have
> gotten no responses. You said the part would be here on the 3rd or 4th of
> may. This is not acceptable. I am loosing my business. And i had to make my
> truck payment. I have not seen any reimbursement.
> On Thu, May 4, 2023, 6:38 AM US Customer Care <
> uscustomercare@cac.stellantis.com> wrote:
>
>>
>>
>> Thank you,
>> Tara
>>
>> West BC Case Manager
>> (844) 378-0579
>> EXT 4062516
>>
>>
>> ---------- Original Message ----------
>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>> *Sent:* 5/4/2023 9:37 AM
>> *To:* [redacted]
>> *Subject:* RE: Vehicle Concern - Transfer Case
>>
>> Hello Sir,
>>
>> I wanted to let you know your Tentative week of 5/15 (Subject to Change)
>> - Pending delays due to manpower constraints / shortages in supply base
>> network
>> Working to improve. I will update you again on 5/17/23. its a bi weekly
>> update till we get an eta and then its a weekly update
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>> Thank you,
>> Tara
>>
>> West BC Case Manager
>> (844) 378-0597
>> EXT 4062516
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>>
>> ---------- Original Message ----------
>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>> *Sent:* 4/26/2023 3:14 PM
>> *To:* [redacted]
>> *Subject:* RE: Vehicle Concern - Transfer Case
>>
>> Hello Sir,
>>
>> I left a message for you on voicemail. I wanted to let you know that the
>> Eta for the part is to be announced but before it was the week of May 5/4.
>> So your next update for the part is on 5/3 and i will have a clear update
>> for you then. In the meantime for the inconvenience let me know if you'd
>> like Id like to add some oil changes and tire rotations for you.
>> Talk to you soon. please call me back.
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>> Thank you,
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>> West BC Case Manager
>> (844) 378-0579
>> EXT 4062516
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>>
>> ---------- Original Message ----------
>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>> *Sent:* 4/25/2023 4:36 PM
>> *To:* [redacted]
>> *Subject:* Vehicle Concern - Transfer Case
>>
>>
>> Hello,
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>>
>>
>> This email is to advise you that your case has been successfully
>> escalated to a case manager. My name is Tara & I will be your case manager
>> in regards to your case with Ram Customer Care. Our primary focus is your
>> satisfaction.
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>> My office hours are M-F 10am-6:30pm EST. My direct phone number is:
>> 844-378-0597 & EXT: 4062516. If you have any questions you can call me at
>> the phone number listed above or respond to this email and I will follow up
>> with you every two business days.
>>
>> Your case number for your records is: [redacted]
>>
>> Please be advised that there may be open recalls on the vehicle of
>> concern: 0
>>
>> Can you please confirm the dealership you are working with, and who your
>> service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat
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>> I look forward to the chance to assist you. Have a great day.
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>> Thank you,
>> Tara
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>> West BC Case Manager
>> (844) 378-0597
>> EXT 4062516
>>
>> [redacted]
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Date	05/08/2023	***Subject***	Re: Vehicle Concern - Transfer Case		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/08/2023 18:06 PM

Hello Sir,

I got your message. A supervisor call is put in. I talked to Justin Sales Maanger on Friday and left him a message that I escalated the part again even though its been escalated but we only escalate the part once. Your next update is on the 10th actually to get the new Eta in the meantime we have one dealer in the whole country that has the part and I called them but they didn't answer so I will try again later to see if they will sell me the part.

The part is on the way and the original Eta was at tentatively for the this week. we do weekly updates so your next Eta will be on the 10th but like I stated I'm trying to get the part from a dealer in New York, today but no promises, they may have that part there for one of their customers.

As far as truck payments you are absolutely eligible to receive car payments back at the end of the repair. We keep a tally and at the end of the repair. Please feel free to send in the payment history and the payment amount statement with the vehicle vin number and vehicle info on it. Please send to Bg800@chrysler.com. Please include in the heading your case number [redacted] and your name.

The reason we do it at the end of the repair is also we have to see how long the vehicle is in the shop to determine how many car payments we can reimburse for. Corporate never allows more than 3. 3 months of car payments and that's why we do it at the end so we know at the end how long your car was in there for.

I understand your frustration and I have been working and documenting on your case every 3 days to try and get the part for you.

I will be reaching out to the dealer to see if they will sell the part but if they cant then there is nothing more i can do on my end but wait till your part arrives. It has been escalated and upgraded. I will let you know in a bit.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland[redacted]
Sent: 5/6/2023 1:12 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
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Sent: 4/26/2023 3:14 PM
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Talk to you soon. please call me back.

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———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/25/2023 4:36 PM
To: [redacted]
Subject: Vehicle Concern - Transfer Case

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 10am-6:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
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(844) 378-0597
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[redacted]

Date	05/08/2023	***Subject***	Re: Vehicle Concern - Transfer Case		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	05/08/2023 19:02 PM

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that can make or break a reputation. I dont understand why ram and lithia
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>>> Please be advised that there may be open recalls on the vehicle of
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>>> Can you please confirm the dealership you are working with, and who your
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Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

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From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/11/2023 17:19 PM

Hello Sir,

I just got word from our parts team that the original order we put through will be there 3-7 days from 5/9 so anytime between now and 18th at the latest.

Thank you,
Tara

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From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	05/11/2023 17:20 PM

Ok thank you, i still want to talk to someone above you about all of the money i am loosing and how that will be taken care of. Also, about how many thousands of blue collar families and business owners that i work for every year. They will all ask me about my new truck. You decide the story i tell them.

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>> but if they cant then there is nothing more i can do on my end but wait
>> till your part arrives. It has been escalated and upgraded. I will let you
>> know in a bit.
>>
>>
>>
>> Thank you,
>> Tara
>>
>> West BC Case Manager
>> (844) 378-0597
>> EXT 4062516
>>
>>
>> ---------- Original Message ----------
>> *From:* Connor Holland [redacted]
>> *Sent:* 5/6/2023 1:12 AM
>> *To:* uscustomercare@cac.stellantis.com
>> *Subject:* Re: Vehicle Concern - Transfer Case
>>
>> Why wasnt it here on the fifth? We still need to discuss my truck
>> payment, and how i will be compensated for all of this money i am loosing
>> after trusting ram to bring me and my business piece of mind and success.
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>> On Fri, May 5, 2023, 2:59 PM US Customer Care <
>> uscustomercare@cac.stellantis.com> wrote:
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>>> Follow up again on Monday I haven't heard anything from our parts team
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>>> EXT 4062516
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>>> ---------- Original Message ----------
>>> *From:* Connor Holland [redacted]
>>> *Sent:* 5/4/2023 9:41 AM
>>> *To:* uscustomercare@cac.stellantis.com
>>> *Subject:* Re: Vehicle Concern - Transfer Case
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>>> Will you call me back please. I have left voice mails and emails and
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>>>> Thank you,
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>>>> West BC Case Manager
>>>> (844) 378-0579
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>>>> ---------- Original Message ----------
>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>>> *Sent:* 5/4/2023 9:37 AM
>>>> *To:* [redacted]
>>>> *Subject:* RE: Vehicle Concern - Transfer Case
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>>>> Hello Sir,
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>>>> I wanted to let you know your Tentative week of 5/15 (Subject to
>>>> Change) - Pending delays due to manpower constraints / shortages in supply
>>>> base network
>>>> Working to improve. I will update you again on 5/17/23. its a bi weekly
>>>> update till we get an eta and then its a weekly update
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>>>> Thank you,
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>>>> West BC Case Manager
>>>> (844) 378-0597
>>>> EXT 4062516
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>>>> ---------- Original Message ----------
>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>>> *Sent:* 4/26/2023 3:14 PM
>>>> *To:* [redacted]
>>>> *Subject:* RE: Vehicle Concern - Transfer Case
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>>>> Hello Sir,
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>>>> I left a message for you on voicemail. I wanted to let you know that
>>>> the Eta for the part is to be announced but before it was the week of May
>>>> 5/4. So your next update for the part is on 5/3 and i will have a clear
>>>> update for you then. In the meantime for the inconvenience let me know if
>>>> you'd like Id like to add some oil changes and tire rotations for you.
>>>> Talk to you soon. please call me back.
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>>>> Thank you,
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>>>> (844) 378-0579
>>>> EXT 4062516
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>>>> ---------- Original Message ----------
>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>>> *Sent:* 4/25/2023 4:36 PM
>>>> *To:* [redacted]
>>>> *Subject:* Vehicle Concern - Transfer Case
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>>>> Hello,
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>>>> This email is to advise you that your case has been successfully
>>>> escalated to a case manager. My name is Tara & I will be your case manager
>>>> in regards to your case with Ram Customer Care. Our primary focus is your
>>>> satisfaction.
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>>>> My office hours are M-F 10am-6:30pm EST. My direct phone number is:
>>>> 844-378-0597 & EXT: 4062516. If you have any questions you can call me at
>>>> the phone number listed above or respond to this email and I will follow up
>>>> with you every two business days.
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>>>> Your case number for your records is: [redacted]
>>>>
>>>> Please be advised that there may be open recalls on the vehicle of
>>>> concern: 0
>>>>
>>>> Can you please confirm the dealership you are working with, and who
>>>> your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat
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>>>> I look forward to the chance to assist you. Have a great day.
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>>>> [redacted]
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Date	05/16/2023	***Subject***	Re: Vehicle Concern - Transfer Case		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/16/2023 16:36 PM

Hello Mr. Holland,

Per our conversation can you please send in your payment history and your payment statement with the vehicle info and vin number on it. Also per our conversation I have reached out to the area manager on this case and as soon as I get a response on the part order, I will let you know.

Please send the documents I requested to AL1589@chrysler.com. Attn: Tara, case number [redacted] and your name.

Please let me know when you send the documents, so that I can let you know when I received them.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [connorjholland91@gmail.com]
Sent: 5/11/2023 1:20 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Ok thank you, i still want to talk to someone above you about all of the money i am loosing and how that will be taken care of. Also, about how many thousands of blue collar families and business owners that i work for every year. They will all ask me about my new truck. You decide the story i tell them.
On Thu, May 11, 2023, 10:13 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello,

I wanted to let you know that I left a message to mike the parts manager to call me with an update on the Dtd part. I will et you know as soon as I know. later today or tomorrow. Sorry to put you off a day if I have to, I'm following up with it every day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/8/2023 3:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Ok, well i understand that things happen, but its the way things get fixed that can make or break a reputation. I dont understand why ram and lithia choose to be mis leading about dates. I appreciate you getting the part from new york. You mentioned adding oil changes and tire rotations. I have already purchased that through lithia. Is there anything else that can replace that offer?
On Mon, May 8, 2023, 11:06 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I got your message. A supervisor call is put in. I talked to Justin Sales Maanger on Friday and left him a message that I escalated the part again even though its been escalated but we only escalate the part once. Your next update is on the 10th actually to get the new Eta in the meantime we have one dealer in the whole country that has the part and I called them but they didn't answer so I will try again later to see if they will sell me the part.

The part is on the way and the original Eta was at tentatively for the this week. we do weekly updates so your next Eta will be on the 10th but like I stated I'm trying to get the part from a dealer in New York, today but no promises, they may have that part there for one of their customers.

As far as truck payments you are absolutely eligible to receive car payments back at the end of the repair. We keep a tally and at the end of the repair. Please feel free to send in the payment history and the payment amount statement with the vehicle vin number and vehicle info on it. Please send to Bg800@chrysler.com. Please include in the heading your case number [redacted] and your name.

The reason we do it at the end of the repair is also we have to see how long the vehicle is in the shop to determine how many car payments we can reimburse for. Corporate never allows more than 3. 3 months of car payments and that's why we do it at the end so we know at the end how long your car was in there for.

I understand your frustration and I have been working and documenting on your case every 3 days to try and get the part for you.

I will be reaching out to the dealer to see if they will sell the part but if they cant then there is nothing more i can do on my end but wait till your part arrives. It has been escalated and upgraded. I will let you know in a bit.

Thank you,
Tara

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From: Connor Holland [redacted]
Sent: 5/6/2023 1:12 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
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On Fri, May 5, 2023, 2:59 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Sent: 5/4/2023 9:41 AM
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Subject: Re: Vehicle Concern - Transfer Case
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On Thu, May 4, 2023, 6:38 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Thank you,
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West BC Case Manager
(844) 378-0579
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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/4/2023 9:37 AM
To: [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I wanted to let you know your Tentative week of 5/15 (Subject to Change) - Pending delays due to manpower constraints / shortages in supply base network Working to improve. I will update you again on 5/17/23. its a bi weekly update till we get an eta and then its a weekly update

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To: [redacted]
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Hello Sir,

I left a message for you on voicemail. I wanted to let you know that the Eta for the part is to be announced but before it was the week of May 5/4. So your next update for the part is on 5/3 and i will have a clear update for you then. In the meantime for the inconvenience let me know if you'd like Id like to add some oil changes and tire rotations for you.
Talk to you soon. please call me back.

Thank you,
Tara

West BC Case Manager
(844) 378-0579
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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/25/2023 4:36 PM
To: [redacted]
Subject: Vehicle Concern - Transfer Case

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 10am-6:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

[redacted]

Date	05/26/2023	***Subject***	Re: Vehicle Concern - Transfer Case		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	05/26/2023 16:59 PM

I have sent the paper work.
On Tue, May 16, 2023, 9:36 AM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Hello Mr. Holland,
>
> Per our conversation can you please send in your payment history and your
> payment statement with the vehicle info and vin number on it. Also per our
> conversation I have reached out to the area manager on this case and as
> soon as I get a response on the part order, I will let you know.
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> Please send the documents I requested to AL1589@chrysler.com. Attn:
> Tara, case number [redacted] and your name.
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> Please let me know when you send the documents, so that I can let you know
> when I received them.
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> Ok thank you, i still want to talk to someone above you about all of the
> money i am loosing and how that will be taken care of. Also, about how many
> thousands of blue collar families and business owners that i work for every
> year. They will all ask me about my new truck. You decide the story i tell
> them.
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>> Hello,
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>> I wanted to let you know that I left a message to mike the parts manager
>> to call me with an update on the Dtd part. I will et you know as soon as I
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>> West BC Case Manager
>> (844) 378-0597
>> EXT 4062516
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>>
>> ---------- Original Message ----------
>> *From:* Connor Holland [redacted]
>> *Sent:* 5/8/2023 3:02 PM
>> *To:* uscustomercare@cac.stellantis.com
>> *Subject:* Re: Vehicle Concern - Transfer Case
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>> Ok, well i understand that things happen, but its the way things get
>> fixed that can make or break a reputation. I dont understand why ram and
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>> part from new york. You mentioned adding oil changes and tire rotations. I
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>>> again even though its been escalated but we only escalate the part once.
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>>> The part is on the way and the original Eta was at tentatively for the
>>> this week. we do weekly updates so your next Eta will be on the 10th but
>>> like I stated I'm trying to get the part from a dealer in New York, today
>>> but no promises, they may have that part there for one of their customers.
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>>> As far as truck payments you are absolutely eligible to receive car
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>>>>> ---------- Original Message ----------
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>>>>> *To:* [redacted]
>>>>> *Subject:* RE: Vehicle Concern - Transfer Case
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>>>>> *To:* [redacted]
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Date	05/26/2023	***Subject***	Re: Vehicle Concern - Transfer Case		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	05/26/2023 17:29 PM

On Fri, May 26, 2023, 9:59 AM Connor Holland [redacted] >
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>>>> Thank you,
>>>> Tara
>>>>
>>>> West BC Case Manager
>>>> (844) 378-0597
>>>> EXT 4062516
>>>>
>>>>
>>>> ---------- Original Message ----------
>>>> *From:* Connor Holland [redacted]
>>>> *Sent:* 5/6/2023 1:12 AM
>>>> *To:* uscustomercare@cac.stellantis.com
>>>> *Subject:* Re: Vehicle Concern - Transfer Case
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>>>>>> My office hours are M-F 10am-6:30pm EST. My direct phone number is:
>>>>>> 844-378-0597 & EXT: 4062516. If you have any questions you can call me at
>>>>>> the phone number listed above or respond to this email and I will follow up
>>>>>> with you every two business days.
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>>>>>> Your case number for your records is: [redacted]
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>>>>>> Please be advised that there may be open recalls on the vehicle of
>>>>>> concern: 0
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>>>>>> Can you please confirm the dealership you are working with, and who
>>>>>> your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat
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>>>>>> I look forward to the chance to assist you. Have a great day.
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Date	06/07/2023	***Subject***	Customer care		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	06/07/2023 16:53 PM

Good afternoon sir,

I'm just following up regarding your reimbursement request. We received your proof of payment however we will also require a copy of the sales /lease agreement/Chrysler capital statement as well as a copy of the complete repair order.

Please submit these documents with tin the next 3 business days to avoid case closure.

Thank you,
Tara
[redacted]

Date	06/07/2023	***Subject***	Re: Customer care		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	06/07/2023 19:33 PM

Here is the new documentation for the monthly payment reimbursement. Chloe told me that the last bank account images were missing information. Do you need any more information to complete the monthly payment reimbursement?? For the vehicle reimbursement, what is the full process for that?

On Wed, Jun 7, 2023, 9:53 AM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Good afternoon sir,
>
> I'm just following up regarding your reimbursement request. We received
> your proof of payment however we will also require a copy of the sales
> /lease agreement/Chrysler capital statement as well as a copy of the
> complete repair order.
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> Please submit these documents with tin the next 3 business days to avoid
> case closure.
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> Thank you,
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> [redacted]
>

Date	06/07/2023	***Subject***	Re: Vehicle Concern - Transfer Case		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	06/07/2023 19:53 PM

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On Fri, May 26, 2023, 10:29 AM Connor Holland [redacted] wrote:

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> On Fri, May 26, 2023, 9:59 AM Connor Holland [redacted]
> wrote:
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>> I have sent the paper work.
>> On Tue, May 16, 2023, 9:36 AM US Customer Care <
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>>
>>> Hello Mr. Holland,
>>>
>>> Per our conversation can you please send in your payment history and
>>> your payment statement with the vehicle info and vin number on it. Also per
>>> our conversation I have reached out to the area manager on this case and as
>>> soon as I get a response on the part order, I will let you know.
>>>
>>> Please send the documents I requested to AL1589@chrysler.com. Attn:
>>> Tara, case number [redacted] and your name.
>>>
>>> Please let me know when you send the documents, so that I can let you
>>> know when I received them.
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>>> Thank you,
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>>> Ok thank you, i still want to talk to someone above you about all of the
>>> money i am loosing and how that will be taken care of. Also, about how many
>>> thousands of blue collar families and business owners that i work for every
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>>>> have to, I'm following up with it every day.
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>>>> Ok, well i understand that things happen, but its the way things get
>>>> fixed that can make or break a reputation. I dont understand why ram and
>>>> lithia choose to be mis leading about dates. I appreciate you getting the
>>>> part from new york. You mentioned adding oil changes and tire rotations. I
>>>> have already purchased that through lithia. Is there anything else that can
>>>> replace that offer?
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>>>>> As far as truck payments you are absolutely eligible to receive car
>>>>> payments back at the end of the repair. We keep a tally and at the end of
>>>>> the repair. Please feel free to send in the payment history and the
>>>>> payment amount statement with the vehicle vin number and vehicle info on
>>>>> it. Please send to Bg800@chrysler.com. Please include in the heading
>>>>> your case number 85982090 and your name.

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>>>>> The reason we do it at the end of the repair is also we have to see
>>>>> how long the vehicle is in the shop to determine how many car payments we
>>>>> can reimburse for. Corporate never allows more than 3. 3 months of car
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>>>>> I understand your frustration and I have been working and documenting
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>>>>> I will be reaching out to the dealer to see if they will sell the part
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Sorry for the delay.

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Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
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Date	06/15/2023	***Subject***	Re: Vehicle Concern - Transfer Case		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	06/15/2023 18:12 PM

Hello, has the reimbursement been started?

On Mon, Jun 12, 2023, 2:49 PM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Hello Sir,
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> I wanted to let you know that I wasn't able to speak to Chloe today as she
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>>>> Please send the documents I requested to AL1589@chrysler.com. Attn:
>>>> Tara, case number [redacted] and your name.
>>>>
>>>> Please let me know when you send the documents, so that I can let you
>>>> know when I received them.
>>>>
>>>>
>>>> Thank you,
>>>> Tara
>>>>
>>>> West BC Case Manager
>>>> (844) 378-0597
>>>> EXT 4062516
>>>>
>>>>
>>>> ---------- Original Message ----------
>>>> *From:* Connor Holland [redacted]
[redacted] Sent:* 5/11/2023 1:20 PM
>>>> *To:* uscustomercare@cac.stellantis.com
>>>> *Subject:* Re: Vehicle Concern - Transfer Case
>>>>
>>>> Ok thank you, i still want to talk to someone above you about all of
>>>> the money i am loosing and how that will be taken care of. Also, about how
>>>> many thousands of blue collar families and business owners that i work for
>>>> every year. They will all ask me about my new truck. You decide the story i
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>>>>> Tara
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>>>>> *Sent:* 5/8/2023 3:02 PM
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>>>>> Ok, well i understand that things happen, but its the way things get

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>>>>>> we have one dealer in the whole country that has the part and I called them
>>>>>> but they didn't answer so I will try again later to see if they will sell
>>>>>> me the part.
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>>>>>> The part is on the way and the original Eta was at tentatively for
>>>>>> the this week. we do weekly updates so your next Eta will be on the 10th
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>>>>>> today but no promises, they may have that part there for one of their
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>>>>>> As far as truck payments you are absolutely eligible to receive car
>>>>>> payments back at the end of the repair. We keep a tally and at the end of
>>>>>> the repair. Please feel free to send in the payment history and the
>>>>>> payment amount statement with the vehicle vin number and vehicle info on
>>>>>> it. Please send to Bq800@chrysler.com. Please include in the heading
>>>>>> your case number [redacted] and your name.
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>>>>>> The reason we do it at the end of the repair is also we have to see
>>>>>> how long the vehicle is in the shop to determine how many car payments we
>>>>>> can reimburse for. Corporate never allows more than 3. 3 months of car
>>>>>> payments and that's why we do it at the end so we know at the end how long
>>>>>> your car was in there for.
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>>>>>> I understand your frustration and I have been working and documenting
>>>>>> on your case every 3 days to try and get the part for you.
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>>>>>> I will be reaching out to the dealer to see if they will sell the
>>>>>> part but if they cant then there is nothing more i can do on my end but
>>>>>> wait till your part arrives. It has been escalated and upgraded. I will
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>>>>>>>>
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>>>>>>>> (844) 378-0579
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>>>>>>>>
>>>>>>>>
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>>>>>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>>>>>>> *Sent:* 5/4/2023 9:37 AM
>>>>>>>> *To:* [redacted]
>>>>>>>> *Subject:* RE: Vehicle Concern - Transfer Case
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>>>>>>>> Hello Sir,
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>>>>>>>> I wanted to let you know your Tentative week of 5/15 (Subject to
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>>>>>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>>>>>>> *Sent:* 4/26/2023 3:14 PM
>>>>>>>> *To:* [redacted]
>>>>>>>> *Subject:* RE: Vehicle Concern - Transfer Case
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>>>>>>>> Hello Sir,
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>>>>>>>> I left a message for you on voicemail. I wanted to let you know
>>>>>>>> that the Eta for the part is to be announced but before it was the week of
>>>>>>>> May 5/4. So your next update for the part is on 5/3 and i will have a clear
>>>>>>>> update for you then. In the meantime for the inconvenience let me know if
>>>>>>>> you'd like Id like to add some oil changes and tire rotations for you.
>>>>>>>> Talk to you soon. please call me back.
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>>>>>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>>>>>>> *Sent:* 4/25/2023 4:36 PM
>>>>>>>> *To:* [redacted]
>>>>>>>> *Subject:* Vehicle Concern - Transfer Case
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>>>>>>>> Hello,
>>>>>>>>
>>>>>>>>
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>>>>>>>> This email is to advise you that your case has been successfully
>>>>>>>> escalated to a case manager. My name is Tara & I will be your case manager
>>>>>>>> in regards to your case with Ram Customer Care. Our primary focus is your
>>>>>>>> satisfaction.
>>>>>>>>
>>>>>>>>
>>>>>>>>
>>>>>>>> My office hours are M-F 10am-6:30pm EST. My direct phone number is:
>>>>>>>> 844-378-0597 & EXT: 4062516. If you have any questions you can call me at
>>>>>>>> the phone number listed above or respond to this email and I will follow up
>>>>>>>> with you every two business days.
>>>>>>>>
>>>>>>>> Your case number for your records is: [redacted]
>>>>>>>>
>>>>>>>> Please be advised that there may be open recalls on the vehicle of
>>>>>>>> concern: 0
>>>>>>>>
>>>>>>>> Can you please confirm the dealership you are working with, and who
>>>>>>>> your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat
>>>>>>>>
>>>>>>>> I look forward to the chance to assist you. Have a great day.
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Date	06/16/2023	***Subject***	Re: Vehicle Concern - Transfer Case		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	06/16/2023 21:48 PM

I got your voicemail.

On Thu, Jun 15, 2023, 11:12 AM Connor Holland [redacted] >
wrote:

> Hello, has the reimbursement been started?
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>> I wanted to let you know that I wasn't able to speak to Chloe today as
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>>>>>>>>> *Sent:* 4/25/2023 4:36 PM
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>>>>>>>>> *Subject:* Vehicle Concern - Transfer Case
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Date	06/20/2023	***Subject***	Re: Repurchase		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	06/20/2023 03:51 AM

Hello Sir,

This is Tara the case manager. I got your case back from Dealer dispute and it was denied for repurchase. I apologize, but for legal purposes, they don't give us a reason, as we are not legal aides. This means that all we can do is continue to fix the vehicle in July. July is when you have your appointment for the radio issue correct?

As for goodwill I will be reimbursing you for one car payment as Corporate will not allow anything more. This is the final decision from Corporate. I cant change or assist you in any further goodwill. I have also gave oil changes which is attached to your vin. So when you go to the dealer to use those please let the dealer know that you have oil changes attached to your vin.

Once I get the car payment approved, I will let you know and I will be closing the case. In July, when you have your next repair you will need to call us back and you will given a new case and a new case manager.

Please give me a day or so to process your car payment reimbursement and then we will be closing this case as we can no longer assist you until your repair in July.

Contract Number: [redacted] Name: CONNOR J HOLLAND
Secondary Name:
Option Code: CAT7100N Description: ADDED CARE PLUS FOR COMMERCIAL

Effective Date/Odometer: March 29, 2023 @ 21 Miles Option Sale Date: March 29, 2023
Expiration Date/Odometer: March 28, 2030 @ 100,000 Miles State/Province: OR
Contract Selling Dealer: 59564 - LITHIA CHRYSLER JEEP DODGE RAM

Maximum Rental Amount per Day: 45.00 First Day Rental: Yes
Maximum Rental Allowance per Visit: 135.00 Deductible: 200.00
Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
Remaining Oil Changes: 0 Roadside Assistance: Yes
Road Hazard: No
Trip Interruption: Yes
Reduce Warranty Deductible: Yes

Transfer Fee: 50.00 Cancellation Fee: 75.00
Transferred: No Status: 01 ACTIVE

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/16/2023 5:48 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
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West BC Case Manager
(844) 378-0597
EXT 4062516

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To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Ok, well i understand that things happen, but its the way things get fixed that can make or break a reputation. I dont understand why ram and lithia choose to be mis leading about dates. I appreciate you getting the part from new york. You mentioned adding oil changes and tire rotations. I have already purchased that through lithia. Is there anything else that can replace that offer?
On Mon, May 8, 2023, 11:06 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I got your message. A supervisor call is put in. I talked to Justin Sales Maanger on Friday and left him a message that I escalated the part again even though its been escalated but we only escalate the part once. Your next update is on the 10th actually to get the new Eta in the meantime we have one dealer in the whole country that has the part and I called them but they didn't answer so I will try again later to see if they will sell me the part.

The part is on the way and the original Eta was at tentatively for the this week. we do weekly updates so your next Eta will be on the 10th but like I stated I'm trying to get the part from a dealer in New York, today but no promises, they may have that part there for one of their customers.

As far as truck payments you are absolutely eligible to receive car payments back at the end of the repair. We keep a tally and at the end of the repair. Please feel free to send in the payment history and the payment amount statement with the vehicle vin number and vehicle info on it. Please send to Bg800@chrysler.com. Please include in the heading your case number [redacted] and your name.

The reason we do it at the end of the repair is also we have to see how long the vehicle is in the shop to determine how many car payments we can reimburse for. Corporate never allows more than 3. 3 months of car payments and that's why we do it at the end so we know at the end how long your car was in there for.

I understand your frustration and I have been working and documenting on your case every 3 days to try and get the part for you.

I will be reaching out to the dealer to see if they will sell the part but if they cant then there is nothing more i can do on my end but wait till your part arrives. It has been escalated and upgraded. I will let you know in a bit.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/6/2023 1:12 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Why wasnt it here on the fifth? We still need to discuss my truck payment, and how i will be compensated for all of this money i am loosing after trusting ram to bring me and my business piece of mind and success.
On Fri, May 5, 2023, 2:59 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Follow up again on Monday I haven't heard anything from our parts team so i will let you know Monday. I called and left Justin a message as well.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/4/2023 9:41 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Will you call me back please. I have left voice mails and emails and have gotten no responses. You said the part would be here on the 3rd or 4th of may. This is not acceptable. I am loosing my business. And i had to make my truck payment. I have not seen any reimbursement.
On Thu, May 4, 2023, 6:38 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/4/2023 9:37 AM
To [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I wanted to let you know your Tentative week of 5/15 (Subject to Change) - Pending delays due to manpower constraints / shortages in supply base network
Working to improve. I will update you again on 5/17/23. its a bi weekly update till we get an eta and then its a weekly update

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/26/2023 3:14 PM
To: [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I left a message for you on voicemail. I wanted to let you know that the Eta for the part is to be announced but before it was the week of May 5/4. So your next update for the part is on 5/3 and i will have a clear update for you then. In the meantime for the inconvenience let me know if you'd like Id like to add some oil changes and tire rotations for you.
Talk to you soon. please call me back.

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/25/2023 4:36 PM
To: [redacted]
Subject: Vehicle Concern - Transfer Case

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 10am-6:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

[redacted]

Date	06/20/2023	***Subject***	Re: Repurchase		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	06/20/2023 12:49 PM

This is completely unacceptable. Chrysler dropped the ball during the manufacturing process. I got sent a problematic vehicle. My vehicle was broke down in the lithia parking lot for 2 months. 2 months equals 2 payments. Do the math. Stop trying to find loop holes to get out of treating people right. When you submitted the information for repurchase, Did you send the information about the transfercase AND the electronic system failing?

On Mon, Jun 19, 2023, 8:51 PM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Hello Sir,
>
> This is Tara the case manager. I got your case back from Dealer dispute
> and it was denied for repurchase. I apologize, but for legal purposes, they
> don't give us a reason, as we are not legal aides. This means that all we
> can do is continue to fix the vehicle in July. July is when you have your
> appointment for the radio issue correct?
>
> As for goodwill I will be reimbursing you for one car payment as Corporate
> will not allow anything more. This is the final decision from Corporate.
> I cant change or assist you in any further goodwill. I have also gave oil
> changes which is attached to your vin. So when you go to the dealer to use
> those please let the dealer know that you have oil changes attached to your
> vin.
>
> Once I get the car payment approved, I will let you know and I will be
> closing the case. In July, when you have your next repair you will need
> to call us back and you will given a new case and a new case manager.
>
> Please give me a day or so to process your car payment reimbursement and
> then we will be closing this case as we can no longer assist you until your
> repair in July.
>
>
>
> Contract Number: [redacted] Name: CONNOR J HOLLAND
> Secondary Name:
> Option Code: CAT7100N Description: ADDED CARE PLUS FOR COMMERCIAL
> ---
> Effective Date/Odometer: March 29, 2023 @ 21 Miles Option Sale Date: March
> 29, 2023
> Expiration Date/Odometer: March 28, 2030 @ 100,000 Miles
> State/Province: OR
> Contract Selling Dealer: 59564 - LITHIA CHRYSLER JEEP DODGE RAM
> ---
> Maximum Rental Amount per Day: 45.00 First Day Rental: Yes
> Maximum Rental Allowance per Visit: 135.00 Deductible: 200.00
> Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
> Remaining Oil Changes: 0 Roadside Assistance: Yes
> Road Hazard: No
> Trip Interruption: Yes
> Reduce Warranty Deductible: Yes
> ---
> Transfer Fee: 50.00 Cancellation Fee: 75.00
> Transferred: No Status: 01 ACTIVE
>
>
> Thank you,
> Tara
>
> West BC Case Manager
>
>
>
>
> ---------- Original Message ----------
> *From:* Connor Holland [redacted]
> *Sent:* 6/16/2023 5:48 PM
> *To:* uscustomercare@cac.stellantis.com
> *Subject:* Re: Vehicle Concern - Transfer Case
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> I got your voicemail.
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> On Thu, Jun 15, 2023, 11:12 AM Connor Holland [redacted]
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>> Hello, has the reimbursement been started?
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>>> Hello Sir,
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>>> I wanted to let you know that I wasn't able to speak to Chloe today as
>>> she was in meetings but i will follow up with her first thing in the
>>> morning and get your reimbursement processed once i talk to her.
>>>
>>> Sorry for the delay.
>>>
>>> Thank you,
>>> Tara
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>>> West BC Case Manager
>>> (844) 378-0597
>>> EXT 4062516
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>>> ---------- Original Message ----------
>>> *From:* Connor Holland [redacted]
>>> *Sent:* 6/7/2023 3:53 PM
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>>> Here is the new documentation for the monthly payment reimbursement.
>>> Chloe told me that the last bank account images were missing information.
>>> Do you need any more information to complete the monthly payment
>>> reimbursement?
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>>> [redacted] wrote:
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>>>>>> Hello Mr. Holland,
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>>>>>> Per our conversation can you please send in your payment history and
>>>>>> your payment statement with the vehicle info and vin number on it. Also per
>>>>>> our conversation I have reached out to the area manager on this case and as
>>>>>> soon as I get a response on the part order, I will let you know.
>>>>>>
>>>>>> Please send the documents I requested to AL1589@chrysler.com. Attn:
>>>>>> Tara, case number [redacted] and your name.
>>>>>>
>>>>>> Please let me know when you send the documents, so that I can let you
>>>>>> know when I received them.
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>>>>>> Thank you,
>>>>>> Tara
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>>>>>> West BC Case Manager
>>>>>> (844) 378-0597
>>>>>> EXT 4062516
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>>>>>> *From:* Connor Holland [redacted]
>>>>>> *Sent:* 5/11/2023 1:20 PM
>>>>>> *To:* uscustomercare@cac.stellantis.com
>>>>>> *Subject:* Re: Vehicle Concern - Transfer Case
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>>>>>> Ok thank you, i still want to talk to someone above you about all of
>>>>>> the money i am loosing and how that will be taken care of. Also, about how
>>>>>> many thousands of blue collar families and business owners that i work for
>>>>>> every year. They will all ask me about my new truck. You decide the story i
>>>>>> tell them.
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>>>>>> On Thu, May 11, 2023, 10:13 AM US Customer Care <
>>>>>> uscustomercare@cac.stellantis.com> wrote:
>>>>>>
>>>>>>> Hello,
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>>>>>>> I wanted to let you know that I left a message to mike the parts
>>>>>>> manager to call me with an update on the Dtd part. I will et you know as
>>>>>>> soon as I know. later today or tomorrow. Sorry to put you off a day if I
>>>>>>> have to, I'm following up with it every day.
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>>>>>>> Thank you,
>>>>>>> Tara
>>>>>>>
>>>>>>> West BC Case Manager
>>>>>>> (844) 378-0597
>>>>>>> EXT 4062516
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>>>>>>> *From:* Connor Holland [redacted]
>>>>>>> *Sent:* 5/8/2023 3:02 PM
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>>>>>>> Ok, well i understand that things happen, but its the way things get
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>>>>>>>> called them but they didn't answer so I will try again later to see if they
>>>>>>>> will sell me the part.
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>>>>>>>> today but no promises, they may have that part there for one of their
>>>>>>>> customers.
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>>>>>>>> As far as truck payments you are absolutely eligible to receive car
>>>>>>>> payments back at the end of the repair. We keep a tally and at the end of

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>>>>>>>> payment amount statement with the vehicle vin number and vehicle info on
>>>>>>>> it. Please send to Bg800@chrysler.com. Please include in the
>>>>>>>> heading your case number 85982090 and your name.
>>>>>>>>
>>>>>>>> The reason we do it at the end of the repair is also we have to see
>>>>>>>> how long the vehicle is in the shop to determine how many car payments we
>>>>>>>> can reimburse for. Corporate never allows more than 3. 3 months of car
>>>>>>>> payments and that's why we do it at the end so we know at the end how long
>>>>>>>> your car was in there for.
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>>>>>>>>>> Thank you,
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>>>>>>>>>> West BC Case Manager
>>>>>>>>>> (844) 378-0579
>>>>>>>>>> EXT 4062516
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>>>>>>>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>>>>>>>>> *Sent:* 5/4/2023 9:37 AM
>>>>>>>>>> *To:* [redacted]
>>>>>>>>>> *Subject:* RE: Vehicle Concern - Transfer Case
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>>>>>>>>>> Hello Sir,
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>>>>>>>>>> I wanted to let you know your Tentative week of 5/15 (Subject to
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>>>>>>>>>> Working to improve. I will update you again on 5/17/23. its a bi
>>>>>>>>>> weekly update till we get an eta and then its a weekly update
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>>>>>>>>>> Thank you,
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>>>>>>>>>>
>>>>>>>>>> West BC Case Manager
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>>>>>>>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>>>>>>>>> *Sent:* 4/26/2023 3:14 PM
>>>>>>>>>> *To:* [redacted]
>>>>>>>>>> *Subject:* RE: Vehicle Concern - Transfer Case
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>>>>>>>>>> Hello Sir,
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>>>>>>>>>> I left a message for you on voicemail. I wanted to let you know
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>>>>>>>>>> West BC Case Manager
>>>>>>>>>> (844) 378-0579
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>>>>>>>>>> ---------- Original Message ----------
>>>>>>>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>>>>>>>>> *Sent:* 4/25/2023 4:36 PM
>>>>>>>>>> *To:* [redacted]
>>>>>>>>>> *Subject:* Vehicle Concern - Transfer Case
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>>>>>>>>>>
>>>>>>>>>> Hello,
>>>>>>>>>>
>>>>>>>>>>
>>>>>>>>>>
>>>>>>>>>> This email is to advise you that your case has been successfully
>>>>>>>>>> escalated to a case manager. My name is Tara & I will be your case manager
>>>>>>>>>> in regards to your case with Ram Customer Care. Our primary focus is your
>>>>>>>>>> satisfaction.
>>>>>>>>>>
>>>>>>>>>>
>>>>>>>>>>
>>>>>>>>>> My office hours are M-F 10am-6:30pm EST. My direct phone number
>>>>>>>>>> is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me
>>>>>>>>>> at the phone number listed above or respond to this email and I will follow
>>>>>>>>>> up with you every two business days.
>>>>>>>>>>
>>>>>>>>>> Your case number for your records is [redacted]
>>>>>>>>>>
>>>>>>>>>> Please be advised that there may be open recalls on the vehicle
>>>>>>>>>> of concern: 0
>>>>>>>>>>
>>>>>>>>>> Can you please confirm the dealership you are working with, and
>>>>>>>>>> who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat
>>>>>>>>>>
>>>>>>>>>> I look forward to the chance to assist you. Have a great day.
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>>>>>>>>>> Tara
>>>>>>>>>>
>>>>>>>>>> West BC Case Manager
>>>>>>>>>> (844) 378-0597
>>>>>>>>>> EXT 4062516
>>>>>>>>>> [redacted]
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>>>>>>>>>>

Hello Mr. Conner,

I apologize your unhappy with the vehicle and I understand your frustration. I can only approve what Corporate allows. 1 car payment. This decision is final and a Corporate decision, that I cant change.

To answer your question, I send the case over to Repurchase and they evaluate and look over the whole case. So yes they look at everything and they don't discuss with us case managers on their decision or how they decide. Its against the law as I am not a legal representative, so I am not allow to know why. They just send us back the case and state the vehicle doesn't merit and is to be fixed per warranty.

I apologize about that. So I will be Processing the reimbursement and will send to Corporate for there approval. I will let you know when I have got an approval.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/20/2023 8:49 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
This is completely unacceptable. Chrysler dropped the ball during the manufacturing process. I got sent a problematic vehicle. My vehicle was broke down in the lithia parking lot for 2 months. 2 months equals 2 payments. Do the math. Stop trying to find loop holes to get out of treating people right. When you submitted the information for repurchase, Did you send the information about the transfercase AND the electronic system failing?
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As for goodwill I will be reimbursing you for one car payment as Corporate will not allow anything more. This is the final decision from Corporate. I cant change or assist you in any further goodwill. I have also gave oil changes which is attached to your vin. So when you go to the dealer to use those please let the dealer know that you have oil changes attached to your vin.

Once I get the car payment approved, I will let you know and I will be closing the case. In July, when you have your next repair you will need to call us back and you will given a new case and a new case manager.

Please give me a day or so to process your car payment reimbursement and then we will be closing this case as we can no longer assist you until your repair in July.

Contract Number: [redacted] Name: CONNOR J HOLLAND
Secondary Name:
Option Code: CAT7100N Description: ADDED CARE PLUS FOR COMMERCIAL

Effective Date/Odometer: March 29, 2023 @ 21 Miles Option Sale Date: March 29, 2023
Expiration Date/Odometer: March 28, 2030 @ 100,000 Miles State/Province: OR
Contract Selling Dealer: 59564 - LITHIA CHRYSLER JEEP DODGE RAM

Maximum Rental Amount per Day: 45.00 First Day Rental: Yes
Maximum Rental Allowance per Visit: 135.00 Deductible: 200.00
Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
Remaining Oil Changes: 0 Roadside Assistance: Yes
Road Hazard: No
Trip Interruption: Yes
Reduce Warranty Deductible: Yes

Transfer Fee: 50.00 Cancellation Fee: 75.00
Transferred: No Status: 01 ACTIVE

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/16/2023 5:48 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
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Sorry for the delay.

Thank you,
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(844) 378-0597
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Sent: 6/7/2023 3:53 PM
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On Fri, May 26, 2023, 10:29 AM Connor Holland [redacted] wrote:
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Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

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From: Connor Holland [connorjholland91@gmail.com]
Sent: 5/11/2023 1:20 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
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On Thu, May 11, 2023, 10:13 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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On Mon, May 8, 2023, 11:06 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I got your message. A supervisor call is put in. I talked to Justin Sales Maanger on Friday and left him a message that I escalated the part again even though its been escalated but we only escalate the part once. Your next update is on the 10th actually to get the new Eta in the meantime we have one dealer in the whole country that has the part and I called them but they didn't answer so I will try again later to see if they will sell me the part.

The part is on the way and the original Eta was at tentatively for the this week. we do weekly updates so your next Eta will be on the 10th but like I stated I'm trying to get the part from a dealer in New York, today but no promises, they may have that part there for one of their customers.

As far as truck payments you are absolutely eligible to receive car payments back at the end of the repair. We keep a tally and at the end of the repair. Please feel free to send in the payment history and the payment amount statement with the vehicle vin number and vehicle info on it. Please send to Bg800@chrysler.com. Please include in the heading your case number [redacted] and your name.

The reason we do it at the end of the repair is also we have to see how long the vehicle is in the shop to determine how many car payments we can reimburse for. Corporate never allows more than 3. 3 months of car payments and that's why we do it at the end so we know at the end how long your car was in there for.

I understand your frustration and I have been working and documenting on your case every 3 days to try and get the part for you.

I will be reaching out to the dealer to see if they will sell the part but if they cant then there is nothing more i can do on my end but wait till your part arrives. It has been escalated and upgraded. I will let you know in a bit.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]]
Sent: 5/6/2023 1:12 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Why wasnt it here on the fifth? We still need to discuss my truck payment, and how i will be compensated for all of this money i am loosing after trusting ram to bring me and my business piece of mind and success.
On Fri, May 5, 2023, 2:59 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Follow up again on Monday I haven't heard anything from our parts team so i will let you know Monday. I called and left Justin a message as well.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

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

From: Connor Holland [redacted]
Sent: 5/4/2023 9:41 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Will you call me back please. I have left voice mails and emails and have gotten no responses. You said the part would be here on the 3rd or 4th of may. This is not acceptable. I am loosing my business. And i had to make my truck payment. I have not seen any reimbursement.
On Thu, May 4, 2023, 6:38 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/4/2023 9:37 AM
To: [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I wanted to let you know your Tentative week of 5/15 (Subject to Change) - Pending delays due to manpower constraints / shortages in supply base network
Working to improve. I will update you again on 5/17/23. its a bi weekly update till we get an eta and then its a weekly update

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/26/2023 3:14 PM
To: [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I left a message for you on voicemail. I wanted to let you know that the Eta for the part is to be announced but before it was the week of May 5/4. So your next update for the part is on 5/3 and i will have a clear update for you then. In the meantime for the inconvenience let me know if you'd like Id like to add some oil changes and tire rotations for you.
Talk to you soon. please call me back.

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/25/2023 4:36 PM
To: [redacted]
Subject: Vehicle Concern - Transfer Case

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 10am-6:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

[redacted]

Date	06/21/2023	***Subject***	Re: Repurchase		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	06/21/2023 13:32 PM

Ok, can you please send me the literature for the monthly payment reimbursement policy. Also the literature for the vehicle repurchase policy. Im sick of getting pushed around. I have the right to know why im getting stuck with your garbage.

On Tue, Jun 20, 2023, 4:49 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:

> Hello Mr. Conner,
>
> I apologize your unhappy with the vehicle and I understand your
> frustration. I can only approve what Corporate allows. 1 car payment. This
> decision is final and a Corporate decision, that I cant change.
>
> To answer your question, I send the case over to Repurchase and they
> evaluate and look over the whole case. So yes they look at everything and
> they don't discuss with us case managers on their decision or how they
> decide. Its against the law as I am not a legal representative, so I am
> not allow to know why. They just send us back the case and state the
> vehicle doesn't merit and is to be fixed per warranty.
>
> I apologize about that. So I will be Processing the reimbursement and will
> send to Corporate for there approval. I will let you know when I have got
> an approval.
>
> Thank you,
> Tara
>
> West BC Case Manager
> (844) 378-0597
> EXT 4062516
>
>
> ---------- Original Message ----------
> *From:* Connor Holland [redacted]
> *Sent:* 6/20/2023 8:49 AM
> *To:* uscustomercare@cac.stellantis.com
> *Subject:* Re: Repurchase
>
> This is completely unacceptable. Chrysler dropped the ball during the
> manufacturing process. I got sent a problematic vehicle. My vehicle was
> broke down in the lithia parking lot for 2 months. 2 months equals 2
> payments. Do the math. Stop trying to find loop holes to get out of
> treating people right. When you submitted the information for repurchase,
> Did you send the information about the transfercase AND the electronic
> system failing?
>
> On Mon, Jun 19, 2023, 8:51 PM US Customer Care <
> uscustomercare@cac.stellantis.com> wrote:
>
>> Hello Sir,
>>
>> This is Tara the case manager. I got your case back from Dealer dispute
>> and it was denied for repurchase. I apologize, but for legal purposes, they
>> don't give us a reason, as we are not legal aides. This means that all we
>> can do is continue to fix the vehicle in July. July is when you have your
>> appointment for the radio issue correct?
>>
>> As for goodwill I will be reimbursing you for one car payment as
>> Corporate will not allow anything more. This is the final decision from
>> Corporate. I cant change or assist you in any further goodwill. I have
>> also gave oil changes which is attached to your vin. So when you go to the
>> dealer to use those please let the dealer know that you have oil changes
>> attached to your vin.
>>
>> Once I get the car payment approved, I will let you know and I will be
>> closing the case. In July, when you have your next repair you will need
>> to call us back and you will given a new case and a new case manager.
>>
>> Please give me a day or so to process your car payment reimbursement and
>> then we will be closing this case as we can no longer assist you until your
>> repair in July.
>>
>>
>>
>> Contract Number: [redacted] Name: CONNOR J HOLLAND
>> Secondary Name:
>> Option Code: CAT7100N Description: ADDED CARE PLUS FOR COMMERCIAL
>> ------------------------------
>> Effective Date/Odometer: March 29, 2023 @ 21 Miles Option Sale Date: March
>> 29, 2023
>> Expiration Date/Odometer: March 28, 2030 @ 100,000 Miles
>> State/Province: OR
>> Contract Selling Dealer: 59564 - LITHIA CHRYSLER JEEP DODGE RAM
>> ------------------------------
>> Maximum Rental Amount per Day: 45.00 First Day Rental: Yes
>> Maximum Rental Allowance per Visit: 135.00 Deductible: 200.00
>> Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
>> Remaining Oil Changes: 0 Roadside Assistance: Yes
>> Road Hazard: No
>> Trip Interruption: Yes
>> Reduce Warranty Deductible: Yes
>> ------------------------------
>> Transfer Fee: 50.00 Cancellation Fee: 75.00
>> Transferred: No Status: 01 ACTIVE
>>
>>
>> Thank you,
>> Tara
>>
>> West BC Case Manager
>>
>>

>>
>>
>> ---------- Original Message ----------
>> *From:* Connor Holland [connorjholland91@gmail.com]
>> *Sent:* 6/16/2023 5:48 PM
>> *To:* uscustomercare@cac.stellantis.com
>> *Subject:* Re: Vehicle Concern - Transfer Case
>>
>> I got your voicemail.
>>
>> On Thu, Jun 15, 2023, 11:12 AM Connor Holland [redacted]
>> wrote:
>>
>>> Hello, has the reimbursement been started?
>>>
>>> On Mon, Jun 12, 2023, 2:49 PM US Customer Care <
>>> uscustomercare@cac.stellantis.com> wrote:
>>>
>>>> Hello Sir,
>>>>
>>>> I wanted to let you know that I wasn't able to speak to Chloe today as
>>>> she was in meetings but i will follow up with her first thing in the
>>>> morning and get your reimbursement processed once i talk to her.
>>>>
>>>> Sorry for the delay.
>>>>
>>>> Thank you,
>>>> Tara
>>>>
>>>> West BC Case Manager
>>>> (844) 378-0597
>>>> EXT 4062516
>>>>
>>>>
>>>> ---------- Original Message ----------
>>>> *From:* Connor Holland [redacted]
>>>> *Sent:* 6/7/2023 3:53 PM
>>>> *To:* uscustomercare@cac.stellantis.com
>>>> *Subject:* Re: Vehicle Concern - Transfer Case
>>>>
>>>>
>>>> Here is the new documentation for the monthly payment reimbursement.
>>>> Chloe told me that the last bank account images were missing information.
>>>> Do you need any more information to complete the monthly payment
>>>> reimbursement?
>>>>
>>>> On Fri, May 26, 2023, 10:29 AM Connor Holland <
>>>> [redacted]:
>>>>
>>>>>
>>>>>
>>>>> On Fri, May 26, 2023, 9:59 AM Connor Holland <
>>>>> [redacted] wrote:
>>>>>
>>>>>>
>>>>>> I have sent the paper work.
>>>>>> On Tue, May 16, 2023, 9:36 AM US Customer Care <
>>>>>> uscustomercare@cac.stellantis.com> wrote:
>>>>>>
>>>>>>> Hello Mr. Holland,
>>>>>>>
>>>>>>> Per our conversation can you please send in your payment history and
>>>>>>> your payment statement with the vehicle info and vin number on it. Also per
>>>>>>> our conversation I have reached out to the area manager on this case and as
>>>>>>> soon as I get a response on the part order, I will let you know.
>>>>>>>
>>>>>>> Please send the documents I requested to AL1589@chrysler.com.
>>>>>>> Attn: Tara, case number [redacted] and your name.
>>>>>>>
>>>>>>> Please let me know when you send the documents, so that I can let
>>>>>>> you know when I received them.
>>>>>>>
>>>>>>>
>>>>>>> Thank you,
>>>>>>> Tara
>>>>>>>
>>>>>>> West BC Case Manager
>>>>>>> (844) 378-0597
>>>>>>> EXT 4062516
>>>>>>>
>>>>>>>
>>>>>>> ---------- Original Message ----------
>>>>>>> *From:* Connor Holland [redacted]
>>>>>>> *Sent:* 5/11/2023 1:20 PM
>>>>>>> *To:* uscustomercare@cac.stellantis.com
>>>>>>> *Subject:* Re: Vehicle Concern - Transfer Case
>>>>>>>
>>>>>>> Ok thank you, i still want to talk to someone above you about all of
>>>>>>> the money i am loosing and how that will be taken care of. Also, about how
>>>>>>> many thousands of blue collar families and business owners that i work for
>>>>>>> every year. They will all ask me about my new truck. You decide the story i
>>>>>>> tell them.
>>>>>>>
>>>>>>> On Thu, May 11, 2023, 10:13 AM US Customer Care <
>>>>>>> uscustomercare@cac.stellantis.com> wrote:
>>>>>>>
>>>>>>>> Hello,
>>>>>>>>
>>>>>>>> I wanted to let you know that I left a message to mike the parts
>>>>>>>> manager to call me with an update on the Dtd part. I will et you know as
>>>>>>>> soon as I know. later today or tomorrow. Sorry to put you off a day if I
>>>>>>>> have to, I'm following up with it every day.
>>>>>>>>
>>>>>>>> Thank you,
>>>>>>>> Tara

>>>>>>>>
>>>>>>>> West BC Case Manager
>>>>>>>> (844) 378-0597
>>>>>>>> EXT 4062516
>>>>>>>>
>>>>>>>>
>>>>>>>> ---------- Original Message ----------
>>>>>>>> *From:* Connor Holland [redacted]
>>>>>>>> *Sent:* 5/8/2023 3:02 PM
>>>>>>>> *To:* uscustomercare@cac.stellantis.com
>>>>>>>> *Subject:* Re: Vehicle Concern - Transfer Case
>>>>>>>>
>>>>>>>> Ok, well i understand that things happen, but its the way things
>>>>>>>> get fixed that can make or break a reputation. I dont understand why ram
>>>>>>>> and lithia choose to be mis leading about dates. I appreciate you getting
>>>>>>>> the part from new york. You mentioned adding oil changes and tire
>>>>>>>> rotations. I have already purchased that through lithia. Is there anything
>>>>>>>> else that can replace that offer?
>>>>>>>>
>>>>>>>> On Mon, May 8, 2023, 11:06 AM US Customer Care <
>>>>>>>> uscustomercare@cac.stellantis.com> wrote:
>>>>>>>>
>>>>>>>>> Hello Sir,
>>>>>>>>>
>>>>>>>>> I got your message. A supervisor call is put in. I talked to
>>>>>>>>> Justin Sales Maanger on Friday and left him a message that I escalated the
>>>>>>>>> part again even though its been escalated but we only escalate the part
>>>>>>>>> once. Your next update is on the 10th actually to get the new Eta in the
>>>>>>>>> meantime we have one dealer in the whole country that has the part and I
>>>>>>>>> called them but they didn't answer so I will try again later to see if they
>>>>>>>>> will sell me the part.
>>>>>>>>>
>>>>>>>>> The part is on the way and the original Eta was at tentatively for
>>>>>>>>> the this week. we do weekly updates so your next Eta will be on the 10th
>>>>>>>>> but like I stated I'm trying to get the part from a dealer in New York,
>>>>>>>>> today but no promises, they may have that part there for one of their
>>>>>>>>> customers.
>>>>>>>>>
>>>>>>>>> As far as truck payments you are absolutely eligible to receive
>>>>>>>>> car payments back at the end of the repair. We keep a tally and at the end
>>>>>>>>> of the repair. Please feel free to send in the payment history and the
>>>>>>>>> payment amount statement with the vehicle vin number and vehicle info on
>>>>>>>>> it. Please send to Bg800@chrysler.com. Please include in the
>>>>>>>>> heading your case number [redacted] and your name.
>>>>>>>>>
>>>>>>>>> The reason we do it at the end of the repair is also we have to
>>>>>>>>> see how long the vehicle is in the shop to determine how many car payments
>>>>>>>>> we can reimburse for. Corporate never allows more than 3. 3 months of car
>>>>>>>>> payments and that's why we do it at the end so we know at the end how long
>>>>>>>>> your car was in there for.
>>>>>>>>>
>>>>>>>>> I understand your frustration and I have been working and
>>>>>>>>> documenting on your case every 3 days to try and get the part for you.
>>>>>>>>>
>>>>>>>>> I will be reaching out to the dealer to see if they will sell the
>>>>>>>>> part but if they cant then there is nothing more i can do on my end but
>>>>>>>>> wait till your part arrives. It has been escalated and upgraded. I will
>>>>>>>>> let you know in a bit.
>>>>>>>>>
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>>>>>>>>>
>>>>>>>>> Thank you,
>>>>>>>>> Tara
>>>>>>>>>
>>>>>>>>> West BC Case Manager
>>>>>>>>> (844) 378-0597
>>>>>>>>> EXT 4062516
>>>>>>>>>
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>>>>>>>>> ---------- Original Message ----------
>>>>>>>>> *From:* Connor Holland [redacted]
>>>>>>>>> *Sent:* 5/6/2023 1:12 AM
>>>>>>>>> *To:* uscustomercare@cac.stellantis.com
>>>>>>>>> *Subject:* Re: Vehicle Concern - Transfer Case
>>>>>>>>>
>>>>>>>>> Why wasnt it here on the fifth? We still need to discuss my truck
>>>>>>>>> payment, and how i will be compensated for all of this money i am loosing
>>>>>>>>> after trusting ram to bring me and my business piece of mind and success.
>>>>>>>>>
>>>>>>>>> On Fri, May 5, 2023, 2:59 PM US Customer Care <
>>>>>>>>> uscustomercare@cac.stellantis.com> wrote:
>>>>>>>>>
>>>>>>>>>> Follow up again on Monday I haven't heard anything from our parts
>>>>>>>>>> team so i will let you know Monday. I called and left Justin a message as
>>>>>>>>>> well.
>>>>>>>>>>
>>>>>>>>>> Thank you,
>>>>>>>>>> Tara
>>>>>>>>>>
>>>>>>>>>> West BC Case Manager
>>>>>>>>>> (844) 378-0597
>>>>>>>>>> EXT 4062516
>>>>>>>>>>
>>>>>>>>>>
>>>>>>>>>> ---------- Original Message ----------
>>>>>>>>>> *From:* Connor Holland [redacted]
>>>>>>>>>> *Sent:* 5/4/2023 9:41 AM
>>>>>>>>>> *To:* uscustomercare@cac.stellantis.com
>>>>>>>>>> *Subject:* Re: Vehicle Concern - Transfer Case
>>>>>>>>>>
>>>>>>>>>> Will you call me back please. I have left voice mails and emails
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>>>>>>>>>> make my truck payment. I have not seen any reimbursement.
>>>>>>>>>> On Thu, May 4, 2023, 6:38 AM US Customer Care <

>>>>>>>>>> uscustomercare@cac.stellantis.com> wrote:
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>>>>>>>>>>
>>>>>>>>>>
>>>>>>>>>> Thank you,
>>>>>>>>>> Tara
>>>>>>>>>>
>>>>>>>>>> West BC Case Manager
>>>>>>>>>> (844) 378-0579
>>>>>>>>>> EXT 4062516
>>>>>>>>>>
>>>>>>>>>>
>>>>>>>>>> ---------- Original Message ----------
>>>>>>>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>>>>>>>>> *Sent:* 5/4/2023 9:37 AM
>>>>>>>>>> *To:* [redacted]
>>>>>>>>>> *Subject:* RE: Vehicle Concern - Transfer Case
>>>>>>>>>>
>>>>>>>>>> Hello Sir,
>>>>>>>>>>
>>>>>>>>>> I wanted to let you know your Tentative week of 5/15 (Subject to
>>>>>>>>>> Change) - Pending delays due to manpower constraints / shortages in supply
>>>>>>>>>> base network
>>>>>>>>>> Working to improve. I will update you again on 5/17/23. its a bi
>>>>>>>>>> weekly update till we get an eta and then its a weekly update
>>>>>>>>>>
>>>>>>>>>> Thank you,
>>>>>>>>>> Tara
>>>>>>>>>>
>>>>>>>>>> West BC Case Manager
>>>>>>>>>> (844) 378-0597
>>>>>>>>>> EXT 4062516
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>>>>>>>>>>
>>>>>>>>>> ---------- Original Message ----------
>>>>>>>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>>>>>>>>> *Sent:* 4/26/2023 3:14 PM
>>>>>>>>>> *To:* [redacted]
>>>>>>>>>> *Subject:* RE: Vehicle Concern - Transfer Case
>>>>>>>>>>
>>>>>>>>>> Hello Sir,
>>>>>>>>>>
>>>>>>>>>> I left a message for you on voicemail. I wanted to let you know
>>>>>>>>>> that the Eta for the part is to be announced but before it was the week of
>>>>>>>>>> May 5/4. So your next update for the part is on 5/3 and i will have a clear
>>>>>>>>>> update for you then. In the meantime for the inconvenience let me know if
>>>>>>>>>> you'd like Id like to add some oil changes and tire rotations for you.
>>>>>>>>>> Talk to you soon. please call me back.
>>>>>>>>>>
>>>>>>>>>> Thank you,
>>>>>>>>>> Tara
>>>>>>>>>>
>>>>>>>>>> West BC Case Manager
>>>>>>>>>> (844) 378-0579
>>>>>>>>>> EXT 4062516
>>>>>>>>>>
>>>>>>>>>>
>>>>>>>>>> ---------- Original Message ----------
>>>>>>>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>>>>>>>>> *Sent:* 4/25/2023 4:36 PM
>>>>>>>>>> *To:* [redacted]
>>>>>>>>>> *Subject:* Vehicle Concern - Transfer Case
>>>>>>>>>>
>>>>>>>>>>
>>>>>>>>>> Hello,
>>>>>>>>>>
>>>>>>>>>>
>>>>>>>>>>
>>>>>>>>>> This email is to advise you that your case has been successfully
>>>>>>>>>> escalated to a case manager. My name is Tara & I will be your case manager
>>>>>>>>>> in regards to your case with Ram Customer Care. Our primary focus is your
>>>>>>>>>> satisfaction.
>>>>>>>>>>
>>>>>>>>>>
>>>>>>>>>>
>>>>>>>>>> My office hours are M-F 10am-6:30pm EST. My direct phone number
>>>>>>>>>> is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me
>>>>>>>>>> at the phone number listed above or respond to this email and I will follow
>>>>>>>>>> up with you every two business days.
>>>>>>>>>>
>>>>>>>>>> Your case number for your records is: [redacted]
>>>>>>>>>>
>>>>>>>>>> Please be advised that there may be open recalls on the vehicle
>>>>>>>>>> of concern: 0
>>>>>>>>>>
>>>>>>>>>> Can you please confirm the dealership you are working with, and
>>>>>>>>>> who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat
>>>>>>>>>>
>>>>>>>>>> I look forward to the chance to assist you. Have a great day.
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>>>>>>>>>> Thank you,
>>>>>>>>>> Tara
>>>>>>>>>>
>>>>>>>>>> West BC Case Manager
>>>>>>>>>> (844) 378-0597
>>>>>>>>>> EXT 4062516

>>>>>>>>>>>
>>>>>>>>>>> [redacted]
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Date	06/21/2023	***Subject***	Re: Repurchase		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	06/21/2023 20:24 PM

Hello Sir,

I am able to reimburse the one car payment per corporate and that's all that is approved. I can not reimburse for anything else per Corporate policy as I stated.

I have processed the one car payment and when its approved, I will let you know, that its being sent and that it can take up to 3 weeks to be received and if you don't receive it please call 800-992-1997 and create a new case and Check administrative will look into it for you.

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/21/2023 9:32 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
Ok, can you please send me the literature for the monthly payment reimbursement policy. Also the literature for the vehicle repurchase policy. Im sick of getting pushed around. I have the right to know why im getting stuck with your garbage.
On Tue, Jun 20, 2023, 4:49 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Mr. Conner,

I apologize your unhappy with the vehicle and I understand your frustration. I can only approve what Corporate allows. 1 car payment. This decision is final and a Corporate decision, that I cant change.

To answer your question, I send the case over to Repurchase and they evaluate and look over the whole case. So yes they look at everything and they don't discuss with us case managers on their decision or how they decide. Its against the law as I am not a legal representative, so I am not allow to know why. They just send us back the case and state the vehicle doesn't merit and is to be fixed per warranty.

I apologize about that. So I will be Processing the reimbursement and will send to Corporate for there approval. I will let you know when I have got an approval.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/20/2023 8:49 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
This is completely unacceptable. Chrysler dropped the ball during the manufacturing process. I got sent a problematic vehicle. My vehicle was broke down in the lithia parking lot for 2 months. 2 months equals 2 payments. Do the math. Stop trying to find loop holes to get out of treating people right. When you submitted the information for repurchase, Did you send the information about the transfercase AND the electronic system failing?
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This is Tara the case manager. I got your case back from Dealer dispute and it was denied for repurchase. I apologize, but for legal purposes, they don't give us a reason, as we are not legal aides. This means that all we can do is continue to fix the vehicle in July. July is when you have your appointment for the radio issue correct?

As for goodwill I will be reimbursing you for one car payment as Corporate will not allow anything more. This is the final decision from Corporate. I cant change or assist you in any further goodwill. I have also gave oil changes which is attached to your vin. So when you go to the dealer to use those please let the dealer know that you have oil changes attached to your vin.

Once I get the car payment approved, I will let you know and I will be closing the case. In July, when you have your next repair you will need to call us back and you will given a new case and a new case manager.

Please give me a day or so to process your car payment reimbursement and then we will be closing this case as we can no longer assist you until your repair in July.

Contract Number: [redacted] Name: CONNOR J HOLLAND
Secondary Name:
Option Code: CAT7100N Description: ADDED CARE PLUS FOR COMMERCIAL

Effective Date/Odometer: March 29, 2023 @ 21 Miles Option Sale Date: March 29, 2023
Expiration Date/Odometer: March 28, 2030 @ 100,000 Miles State/Province: OR
Contract Selling Dealer: 59564 - LITHIA CHRYSLER JEEP DODGE RAM

Maximum Rental Amount per Day: 45.00 First Day Rental: Yes
Maximum Rental Allowance per Visit: 135.00 Deductible: 200.00
Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
Remaining Oil Changes: 0 Roadside Assistance: Yes
Road Hazard: No
Trip Interruption: Yes
Reduce Warranty Deductible: Yes

Transfer Fee: 50.00 Cancellation Fee: 75.00
Transferred: No Status: 01 ACTIVE

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/16/2023 5:48 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
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On Thu, Jun 15, 2023, 11:12 AM Connor Holland <connorjholland91@gmail.com> wrote:

Hello, has the reimbursement been started?
On Mon, Jun 12, 2023, 2:49 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I wanted to let you know that I wasn't able to speak to Chloe today as she was in meetings but i will follow up with her first thing in the morning and get your reimbursement processed once i talk to her.

Sorry for the delay.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/7/2023 3:53 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case

Here is the new documentation for the monthly payment reimbursement. Chloe told me that the last bank account images were missing information. Do you need any more information to complete the monthly payment reimbursement?
On Fri, May 26, 2023, 10:29 AM Connor Holland [redacted] > wrote:
On Fri, May 26, 2023, 9:59 AM Connor Holland [redacted] wrote:
I have sent the paper work.
On Tue, May 16, 2023, 9:36 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Mr. Holland,

Per our conversation can you please send in your payment history and your payment statement with the vehicle info and vin number on it. Also per our conversation I have reached out to the area manager on this case and as soon as I get a response on the part order, I will let you know.

Please send the documents I requested to AL1589@chrysler.com. Attn: Tara, case number [redacted] and your name.

Please let me know when you send the documents, so that I can let you know when I received them.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/11/2023 1:20 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Ok thank you, i still want to talk to someone above you about all of the money i am loosing and how that will be taken care of. Also, about how many thousands of blue collar families and business owners that i work for every year. They will all ask me about my new truck. You decide the story i tell them.
On Thu, May 11, 2023, 10:13 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello,

I wanted to let you know that I left a message to mike the parts manager to call me with an update on the Dtd part. I will et you know as soon as I know. later today or tomorrow. Sorry to put you off a day if I have to, I'm following up with it every day.

Thank you,
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West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
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Subject: Re: Vehicle Concern - Transfer Case
Ok, well i understand that things happen, but its the way things get fixed that can make or break a reputation. I dont understand why ram and lithia choose to be mis leading about dates. I appreciate you getting the part from new york. You mentioned adding oil changes and tire rotations. I have already purchased that through lithia. Is there anything else that can replace that offer?
On Mon, May 8, 2023, 11:06 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I got your message. A supervisor call is put in. I talked to Justin Sales Maanger on Friday and left him a message that I escalated the part again even though its been escalated but we only escalate the part once. Your next update is on the 10th actually to get the new Eta in the meantime we have one dealer in the whole country that has the part and I called them but they didn't answer so I will try again later to see if they will sell me the part.

The part is on the way and the original Eta was at tentatively for the this week. we do weekly updates so your next Eta will be on the 10th but like I stated I'm trying to get the part from a dealer in New York, today but no promises, they may have that part there for one of their customers.

As far as truck payments you are absolutely eligible to receive car payments back at the end of the repair. We keep a tally and at the end of the repair. Please feel free to send in the payment history and the payment amount statement with the vehicle vin number and vehicle info on it. Please send to Bg800@chrysler.com. Please include in the heading your case number [redacted] and your name.

The reason we do it at the end of the repair is also we have to see how long the vehicle is in the shop to determine how many car payments we can reimburse for. Corporate never allows more than 3. 3 months of car payments and that's why we do it at the end so we know at the end how long your car was in there for.

I understand your frustration and I have been working and documenting on your case every 3 days to try and get the part for you.

I will be reaching out to the dealer to see if they will sell the part but if they cant then there is nothing more i can do on my end but wait till your part arrives. It has been escalated and upgraded. I will let you know in a bit.

Thank you,
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(844) 378-0597

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Subject: Re: Vehicle Concern - Transfer Case
Why wasnt it here on the fifth? We still need to discuss my truck payment, and how i will be compensated for all of this money i am loosing after trusting ram to bring me and my business piece of mind and success.
On Fri, May 5, 2023, 2:59 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Follow up again on Monday I haven't heard anything from our parts team so i will let you know Monday. I called and left Justin a message as well.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/4/2023 9:41 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Will you call me back please. I have left voice mails and emails and have gotten no responses. You said the part would be here on the 3rd or 4th of may. This is not acceptable. I am loosing my business. And i had to make my truck payment. I have not seen any reimbursement.
On Thu, May 4, 2023, 6:38 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/4/2023 9:37 AM
To: [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I wanted to let you know your Tentative week of 5/15 (Subject to Change) - Pending delays due to manpower constraints / shortages in supply base network
Working to improve. I will update you again on 5/17/23. its a bi weekly update till we get an eta and then its a weekly update

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/26/2023 3:14 PM
To [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I left a message for you on voicemail. I wanted to let you know that the Eta for the part is to be announced but before it was the week of May 5/4. So your next update for the part is on 5/3 and i will have a clear update for you then. In the meantime for the inconvenience let me know if you'd like Id like to add some oil changes and tire rotations for you.
Talk to you soon. please call me back.

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/25/2023 4:36 PM
To [redacted]
Subject: Vehicle Concern - Transfer Case

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 10am-6:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516
[redacted]

Date	06/21/2023	***Subject***	Re: Repurchase		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	06/21/2023 21:50 PM

I heard you. You dont seem to understand. Send me the LITERATURE for both POLICIES. I have absolutely zero trust with you and your company. I want to read it for myself.

On Wed, Jun 21, 2023, 1:24 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:

> Hello Sir,
>
> I am able to reimburse the one car payment per corporate and that's all
> that is approved. I can not reimburse for anything else per Corporate
> policy as I stated.
>
> I have processed the one car payment and when its approved, I will let you
> know, that its being sent and that it can take up to 3 weeks to be received
> and if you don't receive it please call 800-992-1997 and create a new case
> and Check administrative will look into it for you.
>
> Thank you,
> Tara
>
> West BC Case Manager
>
>
>
> ---------- Original Message ----------
> *From:* Connor Holland [redacted]
> *Sent:* 6/21/2023 9:32 AM
> *To:* uscustomercare@cac.stellantis.com
> *Subject:* Re: Repurchase
>
> Ok, can you please send me the literature for the monthly payment
> reimbursement policy. Also the literature for the vehicle repurchase
> policy. Im sick of getting pushed around. I have the right to know why im
> getting stuck with your garbage.
>
>
> On Tue, Jun 20, 2023, 4:49 PM US Customer Care <
> uscustomercare@cac.stellantis.com> wrote:
>
>> Hello Mr. Conner,
>>
>> I apologize your unhappy with the vehicle and I understand your
>> frustration. I can only approve what Corporate allows. 1 car payment. This
>> decision is final and a Corporate decision, that I cant change.
>>
>> To answer your question, I send the case over to Repurchase and they
>> evaluate and look over the whole case. So yes they look at everything and
>> they don't discuss with us case managers on their decision or how they
>> decide. Its against the law as I am not a legal representative, so I am
>> not allow to know why. They just send us back the case and state the
>> vehicle doesn't merit and is to be fixed per warranty.
>>
>> I apologize about that. So I will be Processing the reimbursement and
>> will send to Corporate for there approval. I will let you know when I have
>> got an approval.
>>
>> Thank you,
>> Tara
>>
>> West BC Case Manager
>> (844) 378-0597
>> EXT 4062516
>>
>>
>> ---------- Original Message ----------
>> *From:* Connor Holland [redacted]
>> *Sent:* 6/20/2023 8:49 AM
>> *To:* uscustomercare@cac.stellantis.com
>> *Subject:* Re: Repurchase
>>
>> This is completely unacceptable. Chrysler dropped the ball during the
>> manufacturing process. I got sent a problematic vehicle. My vehicle was
>> broke down in the lithia parking lot for 2 months. 2 months equals 2
>> payments. Do the math. Stop trying to find loop holes to get out of
>> treating people right. When you submitted the information for repurchase,
>> Did you send the information about the transfercase AND the electronic
>> system failing?
>>
>> On Mon, Jun 19, 2023, 8:51 PM US Customer Care <
>> uscustomercare@cac.stellantis.com> wrote:
>>
>>> Hello Sir,
>>>
>>> This is Tara the case manager. I got your case back from Dealer dispute
>>> and it was denied for repurchase. I apologize, but for legal purposes, they
>>> don't give us a reason, as we are not legal aides. This means that all we
>>> can do is continue to fix the vehicle in July. July is when you have your
>>> appointment for the radio issue correct?
>>>
>>> As for goodwill I will be reimbursing you for one car payment as
>>> Corporate will not allow anything more. This is the final decision from
>>> Corporate. I cant change or assist you in any further goodwill. I have
>>> also gave oil changes which is attached to your vin. So when you go to the
>>> dealer to use those please let the dealer know that you have oil changes
>>> attached to your vin.
>>>
>>> Once I get the car payment approved, I will let you know and I will be
>>> closing the case. In July, when you have your next repair you will need
>>> to call us back and you will given a new case and a new case manager.
>>>
>>> Please give me a day or so to process your car payment reimbursement and
>>> then we will be closing this case as we can no longer assist you until your
>>> repair in July.

>>>
>>>
>>>
>>> Contract Number: [redacted] Name: CONNOR J HOLLAND
>>> Secondary Name:
>>> Option Code: CAT7100N Description: ADDED CARE PLUS FOR COMMERCIAL
>>> ---------------------------------
>>> Effective Date/Odometer: March 29, 2023 @ 21 Miles Option Sale
>>> Date: March 29, 2023
>>> Expiration Date/Odometer: March 28, 2030 @ 100,000 Miles
>>> State/Province: OR
>>> Contract Selling Dealer: 59564 - LITHIA CHRYSLER JEEP DODGE RAM
>>> ---------------------------------
>>> Maximum Rental Amount per Day: 45.00 First Day Rental: Yes
>>> Maximum Rental Allowance per Visit: 135.00 Deductible: 200.00
>>> Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
>>> Remaining Oil Changes: 0 Roadside Assistance: Yes
>>> Road Hazard: No
>>> Trip Interruption: Yes
>>> Reduce Warranty Deductible: Yes
>>> ---------------------------------
>>> Transfer Fee: 50.00 Cancellation Fee: 75.00
>>> Transferred: No Status: 01 ACTIVE
>>>
>>>
>>> Thank you,
>>> Tara
>>>
>>> West BC Case Manager
>>>
>>>
>>>
>>>
>>> ---------- Original Message ----------
>>> *From:* Connor Holland [redacted]
>>> *Sent:* 6/16/2023 5:48 PM
>>> *To:* uscustomercare@cac.stellantis.com
>>> *Subject:* Re: Vehicle Concern - Transfer Case
>>>
>>> I got your voicemail.
>>>
>>> On Thu, Jun 15, 2023, 11:12 AM Connor Holland <
>>> connorjholland91@gmail.com> wrote:
>>>
>>>> Hello, has the reimbursement been started?
>>>>
>>>> On Mon, Jun 12, 2023, 2:49 PM US Customer Care <
>>>> uscustomercare@cac.stellantis.com> wrote:
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>>>>> Hello Sir,
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>>>>> I wanted to let you know that I wasn't able to speak to Chloe today as
>>>>> she was in meetings but i will follow up with her first thing in the
>>>>> morning and get your reimbursement processed once i talk to her.
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>>>>> Sorry for the delay.
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>>>>>>>>
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>>>>>>>>>>>> Please be advised that there may be open recalls on the vehicle
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>>>>>>>>>>>> Can you please confirm the dealership you are working with, and
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>>>>>>>>>>>> I look forward to the chance to assist you. Have a great day.
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Date	06/21/2023	***Subject***	Re: Repurchase		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	06/21/2023 22:23 PM

Hello,

I apologize, what literature are you asking for?

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/21/2023 5:50 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
I heard you. You dont seem to understand. Send me the LITERATURE for both POLICIES. I have absolutely zero trust with you and your company. I want to read it for myself.
On Wed, Jun 21, 2023, 1:24 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I am able to reimburse the one car payment per corporate and that's all that is approved. I can not reimburse for anything else per Corporate policy as I stated.

I have processed the one car payment and when its approved, I will let you know, that its being sent and that it can take up to 3 weeks to be received and if you don't receive it please call 800-992-1997 and create a new case and Check administrative will look into it for you.

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/21/2023 9:32 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
Ok, can you please send me the literature for the monthly payment reimbursement policy. Also the literature for the vehicle repurchase policy. Im sick of getting pushed around. I have the right to know why im getting stuck with your garbage.
On Tue, Jun 20, 2023, 4:49 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Mr. Conner,

I apologize your unhappy with the vehicle and I understand your frustration. I can only approve what Corporate allows. 1 car payment. This decision is final and a Corporate decision, that I cant change.

To answer your question, I send the case over to Repurchase and they evaluate and look over the whole case. So yes they look at everything and they don't discuss with us case managers on their decision or how they decide. Its against the law as I am not a legal representative, so I am not allow to know why. They just send us back the case and state the vehicle doesn't merit and is to be fixed per warranty.

I apologize about that. So I will be Processing the reimbursement and will send to Corporate for there approval. I will let you know when I have got an approval.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/20/2023 8:49 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
This is completely unacceptable. Chrysler dropped the ball during the manufacturing process. I got sent a problematic vehicle. My vehicle was broke down in the lithia parking lot for 2 months. 2 months equals 2 payments. Do the math. Stop trying to find loop holes to get out of treating people right. When you submitted the information for repurchase, Did you send the information about the transfercase AND the electronic system failing?
On Mon, Jun 19, 2023, 8:51 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

This is Tara the case manager. I got your case back from Dealer dispute and it was denied for repurchase. I apologize, but for legal purposes, they don't give us a reason, as we are not legal aides. This means that all we can do is continue to fix the vehicle in July. July is when you have your appointment for the radio issue correct?

As for goodwill I will be reimbursing you for one car payment as Corporate will not allow anything more. This is the final decision from Corporate. I cant change or assist you in any further goodwill. I have also gave oil changes which is attached to your vin. So when you go to the dealer to use those please let the dealer know that you have oil changes attached to your vin.

Once I get the car payment approved, I will let you know and I will be closing the case. In July, when you have your next repair you will need to call us back and you will given a new case and a new case manager.

Please give me a day or so to process your car payment reimbursement and then we will be closing this case as we can no longer assist you until your repair in July.

Contract Number: [redacted] Name: CONNOR J HOLLAND
Secondary Name:
Option Code: CAT7100N Description: ADDED CARE PLUS FOR COMMERCIAL

Effective Date/Odometer: March 29, 2023 @ 21 Miles Option Sale Date: March 29, 2023
Expiration Date/Odometer: March 28, 2030 @ 100,000 Miles State/Province: OR
Contract Selling Dealer: 59564 - LITHIA CHRYSLER JEEP DODGE RAM

Maximum Rental Amount per Day: 45.00 First Day Rental: Yes
Maximum Rental Allowance per Visit: 135.00 Deductible: 200.00
Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
Remaining Oil Changes: 0 Roadside Assistance: Yes
Road Hazard: No
Trip Interruption: Yes
Reduce Warranty Deductible: Yes

Transfer Fee: 50.00 Cancellation Fee: 75.00

Transferred: No Status: 01 ACTIVE

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/16/2023 5:48 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
I got your voicemail.
On Thu, Jun 15, 2023, 11:12 AM Connor Holland [redacted] wrote:
Hello, has the reimbursement been started?
On Mon, Jun 12, 2023, 2:49 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I wanted to let you know that I wasn't able to speak to Chloe today as she was in meetings but i will follow up with her first thing in the morning and get your reimbursement processed once i talk to her.

Sorry for the delay.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/7/2023 3:53 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case

Here is the new documentation for the monthly payment reimbursement. Chloe told me that the last bank account images were missing information. Do you need any more information to complete the monthly payment reimbursement?
On Fri, May 26, 2023, 10:29 AM Connor Holland [redacted] > wrote:
On Fri, May 26, 2023, 9:59 AM Connor Holland [redacted] wrote:
I have sent the paper work.
On Tue, May 16, 2023, 9:36 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Mr. Holland,

Per our conversation can you please send in your payment history and your payment statement with the vehicle info and vin number on it. Also per our conversation I have reached out to the area manager on this case and as soon as I get a response on the part order, I will let you know.

Please send the documents I requested to AL1589@chrysler.com. Attn: Tara, case number [redacted] and your name.

Please let me know when you send the documents, so that I can let you know when I received them.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/11/2023 1:20 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Ok thank you, i still want to talk to someone above you about all of the money i am loosing and how that will be taken care of. Also, about how many thousands of blue collar families and business owners that i work for every year. They will all ask me about my new truck. You decide the story i tell them.
On Thu, May 11, 2023, 10:13 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello,

I wanted to let you know that I left a message to mike the parts manager to call me with an update on the Dtd part. I will et you know as soon as I know. later today or tomorrow. Sorry to put you off a day if I have to, I'm following up with it every day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/8/2023 3:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Ok, well i understand that things happen, but its the way things get fixed that can make or break a reputation. I dont understand why ram and lithia choose to be mis leading about dates. I appreciate you getting the part from new york. You mentioned adding oil changes and tire rotations. I have already purchased that through lithia. Is there anything else that can replace that offer?
On Mon, May 8, 2023, 11:06 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I got your message. A supervisor call is put in. I talked to Justin Sales Maanger on Friday and left him a message that I escalated the part again even though its been escalated but we only escalate the part once. Your next update is on the 10th actually to get the new Eta in the meantime we have one dealer in the whole country that has the part and I called them but they didn't answer so I will try again later to see if they will sell me the part.

The part is on the way and the original Eta was at tentatively for the this week. we do weekly updates so your next Eta will be on the 10th but like I stated I'm trying to get the part from a dealer in New York, today but no promises, they may have that part there for one of their customers.

As far as truck payments you are absolutely eligible to receive car payments back at the end of the repair. We keep a tally and at the end of the repair. Please feel free to send in the payment history and the payment amount statement with the vehicle vin number and vehicle info on it. Please send to Bg800@chrysler.com. Please include in the heading your case number 85982090 and your name.

The reason we do it at the end of the repair is also we have to see how long the vehicle is in the shop to determine how many car payments we can reimburse for. Corporate never allows more than 3. 3 months of car payments and that's why we do it at the end so we know at the end how long your car was in there for.

I understand your frustration and I have been working and documenting on your case every 3 days to try and get the part for you.

I will be reaching out to the dealer to see if they will sell the part but if they cant then there is nothing more i can do on my end but wait till your part arrives. It has been escalated and upgraded. I will let you know in a bit.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/6/2023 1:12 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Why wasnt it here on the fifth? We still need to discuss my truck payment, and how i will be compensated for all of this money i am loosing after trusting ram to bring me and my business piece of mind and success.
On Fri, May 5, 2023, 2:59 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Follow up again on Monday I haven't heard anything from our parts team so i will let you know Monday. I called and left Justin a message as well.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/4/2023 9:41 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Will you call me back please. I have left voice mails and emails and have gotten no responses. You said the part would be here on the 3rd or 4th of may. This is not acceptable. I am loosing my business. And i had to make my truck payment. I have not seen any reimbursement.
On Thu, May 4, 2023, 6:38 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/4/2023 9:37 AM
To [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I wanted to let you know your Tentative week of 5/15 (Subject to Change) - Pending delays due to manpower constraints / shortages in supply base network
Working to improve. I will update you again on 5/17/23. its a bi weekly update till we get an eta and then its a weekly update

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/26/2023 3:14 PM
To: [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I left a message for you on voicemail. I wanted to let you know that the Eta for the part is to be announced but before it was the week of May 5/4. So your next update for the part is on 5/3 and i will have a clear update for you then. In the meantime for the inconvenience let me know if you'd like Id like to add some oil changes and tire rotations for you.
Talk to you soon. please call me back.

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/25/2023 4:36 PM
To: [redacted]
Subject: Vehicle Concern - Transfer Case

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 10am-6:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

[redacted]

Date	06/22/2023	***Subject***	Re: Repurchase		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	06/22/2023 00:02 AM

Well i would imagine that there are written policies for a vehicle
repurchase, and written policies for vehicle monthly payment reimbursement.
I want to see the guidlines that decide whether or not someone qualifies
for either of those.

On Wed, Jun 21, 2023, 3:23 PM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Hello,
>
> I apologize, what literature are you asking for?
>
> Thank you,
> Tara
>
> West BC Case Manager
> (844) 378-0579
> EXT 4062516
>
>
> ---------- Original Message ----------
> *From:* Connor Holland [redacted]
> *Sent:* 6/21/2023 5:50 PM
> *To:* uscustomercare@cac.stellantis.com
> *Subject:* Re: Repurchase
>
> I heard you. You dont seem to understand. Send me the LITERATURE for both
> POLICIES. I have absolutely zero trust with you and your company. I want to
> read it for myself.
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> On Wed, Jun 21, 2023, 1:24 PM US Customer Care <
> uscustomercare@cac.stellantis.com> wrote:
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>> Hello Sir,
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>> I am able to reimburse the one car payment per corporate and that's all
>> that is approved. I can not reimburse for anything else per Corporate
>> policy as I stated.
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>> I have processed the one car payment and when its approved, I will let
>> you know, that its being sent and that it can take up to 3 weeks to be
>> received and if you don't receive it please call 800-992-1997 and create a
>> new case and Check administrative will look into it for you.
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>> Thank you,
>> Tara
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>> West BC Case Manager
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>>
>>
>> ---------- Original Message ----------
>> *From:* Connor Holland [redacted]
>> *Sent:* 6/21/2023 9:32 AM
>> *To:* uscustomercare@cac.stellantis.com
>> *Subject:* Re: Repurchase
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>> Ok, can you please send me the literature for the monthly payment
>> reimbursement policy. Also the literature for the vehicle repurchase
>> policy. Im sick of getting pushed around. I have the right to know why im
>> getting stuck with your garbage.
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>> On Tue, Jun 20, 2023, 4:49 PM US Customer Care <
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>>> Hello Mr. Conner,
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>>> I apologize your unhappy with the vehicle and I understand your
>>> frustration. I can only approve what Corporate allows. 1 car payment. This
>>> decision is final and a Corporate decision, that I cant change.
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>>> To answer your question, I send the case over to Repurchase and they
>>> evaluate and look over the whole case. So yes they look at everything and
>>> they don't discuss with us case managers on their decision or how they
>>> decide. Its against the law as I am not a legal representative, so I am
>>> not allow to know why. They just send us back the case and state the
>>> vehicle doesn't merit and is to be fixed per warranty.
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>>> I apologize about that. So I will be Processing the reimbursement and
>>> will send to Corporate for there approval. I will let you know when I have
>>> got an approval.
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>>> Thank you,
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>>> West BC Case Manager
>>> (844) 378-0597
>>> EXT 4062516
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>>> *Sent:* 6/20/2023 8:49 AM
>>> *To:* uscustomercare@cac.stellantis.com
>>> *Subject:* Re: Repurchase
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>>> This is completely unacceptable. Chrysler dropped the ball during the
>>> manufacturing process. I got sent a problematic vehicle. My vehicle was
>>> broke down in the lithia parking lot for 2 months. 2 months equals 2
>>> payments. Do the math. Stop trying to find loop holes to get out of
>>> treating people right. When you submitted the information for repurchase,
>>> Did you send the information about the transfercase AND the electronic
>>> system failing?

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>>> On Mon, Jun 19, 2023, 8:51 PM US Customer Care <
>>> uscustomercare@cac.stellantis.com> wrote:
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>>>> Hello Sir,
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>>>> and it was denied for repurchase. I apologize, but for legal purposes, they
>>>> don't give us a reason, as we are not legal aides. This means that all we
>>>> can do is continue to fix the vehicle in July. July is when you have your
>>>> appointment for the radio issue correct?
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>>>> As for goodwill I will be reimbursing you for one car payment as
>>>> Corporate will not allow anything more. This is the final decision from
>>>> Corporate. I cant change or assist you in any further goodwill. I have
>>>> also gave oil changes which is attached to your vin. So when you go to the
>>>> dealer to use those please let the dealer know that you have oil changes
>>>> attached to your vin.
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>>>> Once I get the car payment approved, I will let you know and I will be
>>>> closing the case. In July, when you have your next repair you will need
>>>> to call us back and you will given a new case and a new case manager.
>>>>
>>>> Please give me a day or so to process your car payment reimbursement
>>>> and then we will be closing this case as we can no longer assist you until
>>>> your repair in July.
>>>>
>>>>
>>>>
>>>> Contract Number: [redacted] Name: CONNOR J HOLLAND
>>>> Secondary Name:
>>>> Option Code: CAT7100N Description: ADDED CARE PLUS FOR COMMERCIAL
>>>> ----------
>>>> Effective Date/Odometer: March 29, 2023 @ 21 Miles Option Sale
>>>> Date: March 29, 2023
>>>> Expiration Date/Odometer: March 28, 2030 @ 100,000 Miles
>>>> State/Province: OR
>>>> Contract Selling Dealer: 59564 - LITHIA CHRYSLER JEEP DODGE RAM
>>>> ----------
>>>> Maximum Rental Amount per Day: 45.00 First Day Rental: Yes
>>>> Maximum Rental Allowance per Visit: 135.00 Deductible: 200.00
>>>> Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
>>>> Remaining Oil Changes: 0 Roadside Assistance: Yes
>>>> Road Hazard: No
>>>> Trip Interruption: Yes
>>>> Reduce Warranty Deductible: Yes
>>>> ----------
>>>> Transfer Fee: 50.00 Cancellation Fee: 75.00
>>>> Transferred: No Status: 01 ACTIVE
>>>>
>>>>
>>>> Thank you,
>>>> Tara
>>>>
>>>> West BC Case Manager
>>>>
>>>>
>>>>
>>>>
>>>> ---------- Original Message ----------
>>>> *From:* Connor Holland [redacted]
>>>> *Sent:* 6/16/2023 5:48 PM
>>>> *To:* uscustomercare@cac.stellantis.com
>>>> *Subject:* Re: Vehicle Concern - Transfer Case
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>>>> I got your voicemail.
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>>>> On Thu, Jun 15, 2023, 11:12 AM Connor Holland <
>>>> [redacted] wrote:
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>>>>> Hello, has the reimbursement been started?
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>>>>> On Mon, Jun 12, 2023, 2:49 PM US Customer Care <
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>>>>>> Hello Sir,
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>>>>>> I wanted to let you know that I wasn't able to speak to Chloe today
>>>>>> as she was in meetings but i will follow up with her first thing in the
>>>>>> morning and get your reimbursement processed once i talk to her.
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>>>>>> Sorry for the delay.
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>>>>>> Thank you,
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>>>>>> On Fri, May 26, 2023, 10:29 AM Connor Holland <
>>>>>> [redacted] wrote:

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>>>>>>>> I have sent the paper work.
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>>>>>>>>> Hello Mr. Holland,
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>>>>>>>>> Per our conversation can you please send in your payment history
>>>>>>>>> and your payment statement with the vehicle info and vin number on it. Also
>>>>>>>>> per our conversation I have reached out to the area manager on this case
>>>>>>>>> and as soon as I get a response on the part order, I will let you know.
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>>>>>>>>> Please send the documents I requested to AL1589@chrysler.com.
>>>>>>>>> Attn: Tara, case number [redacted] and your name.
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>>>>>>>>> Please let me know when you send the documents, so that I can let
>>>>>>>>> you know when I received them.
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>>>>>>>>>> *Subject:* Re: Vehicle Concern - Transfer Case
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>>>>>>>>>>> *From:* Connor Holland [redacted]
>>>>>>>>>>> *Sent:* 5/4/2023 9:41 AM
>>>>>>>>>>> *To:* uscustomercare@cac.stellantis.com
>>>>>>>>>>> *Subject:* Re: Vehicle Concern - Transfer Case
>>>>>>>>>>>
>>>>>>>>>>> Will you call me back please. I have left voice mails and
>>>>>>>>>>> emails and have gotten no responses. You said the part would be here on the
>>>>>>>>>>> 3rd or 4th of may. This is not acceptable. I am loosing my business. And i
>>>>>>>>>>> had to make my truck payment. I have not seen any reimbursement.
>>>>>>>>>>> On Thu, May 4, 2023, 6:38 AM US Customer Care <
>>>>>>>>>>> uscustomercare@cac.stellantis.com> wrote:
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>>>>>>>>>>>
>>>>>>>>>>>
>>>>>>>>>>> Thank you,
>>>>>>>>>>> Tara
>>>>>>>>>>>
>>>>>>>>>>> West BC Case Manager
>>>>>>>>>>> (844) 378-0579
>>>>>>>>>>> EXT 4062516
>>>>>>>>>>>
>>>>>>>>>>>
>>>>>>>>>>> ---------- Original Message ----------
>>>>>>>>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>>>>>>>>>> *Sent:* 5/4/2023 9:37 AM
>>>>>>>>>>> *To:* [redacted]
>>>>>>>>>>> *Subject:* RE: Vehicle Concern - Transfer Case
>>>>>>>>>>>
>>>>>>>>>>> Hello Sir,
>>>>>>>>>>>
>>>>>>>>>>> I wanted to let you know your Tentative week of 5/15 (Subject
>>>>>>>>>>> to Change) - Pending delays due to manpower constraints / shortages in
>>>>>>>>>>> supply base network
>>>>>>>>>>> Working to improve. I will update you again on 5/17/23. its a
>>>>>>>>>>> bi weekly update till we get an eta and then its a weekly update
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>>>>>>>>>>> Thank you,
>>>>>>>>>>> Tara
>>>>>>>>>>>
>>>>>>>>>>> West BC Case Manager
>>>>>>>>>>> (844) 378-0597
>>>>>>>>>>> EXT 4062516
>>>>>>>>>>>
>>>>>>>>>>>
>>>>>>>>>>> ---------- Original Message ----------
>>>>>>>>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>>>>>>>>>> *Sent:* 4/26/2023 3:14 PM
>>>>>>>>>>> *To:* [redacted]
>>>>>>>>>>> *Subject:* RE: Vehicle Concern - Transfer Case
>>>>>>>>>>>
>>>>>>>>>>> Hello Sir,
>>>>>>>>>>>
>>>>>>>>>>> I left a message for you on voicemail. I wanted to let you
>>>>>>>>>>> know that the Eta for the part is to be announced but before it was the
>>>>>>>>>>> week of May 5/4. So your next update for the part is on 5/3 and i will have
>>>>>>>>>>> a clear update for you then. In the meantime for the inconvenience let me
>>>>>>>>>>> know if you'd like Id like to add some oil changes and tire rotations for

>>>>>>>>>>>>>> you.
>>>>>>>>>>>>>> Talk to you soon. please call me back.
>>>>>>>>>>>>>>
>>>>>>>>>>>>>> Thank you,
>>>>>>>>>>>>>> Tara
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>>>>>>>>>>>>>> West BC Case Manager
>>>>>>>>>>>>>> (844) 378-0579
>>>>>>>>>>>>>> EXT 4062516
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>>>>>>>>>>>>>> ---------- Original Message ----------
>>>>>>>>>>>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>>>>>>>>>>>>> *Sent:* 4/25/2023 4:36 PM
>>>>>>>>>>>>>> *To:* [redacted]
>>>>>>>>>>>>>> *Subject:* Vehicle Concern - Transfer Case
>>>>>>>>>>>>>>
>>>>>>>>>>>>>>
>>>>>>>>>>>>>> Hello,
>>>>>>>>>>>>>>
>>>>>>>>>>>>>>
>>>>>>>>>>>>>>
>>>>>>>>>>>>>> This email is to advise you that your case has been
>>>>>>>>>>>>>> successfully escalated to a case manager. My name is Tara & I will be your
>>>>>>>>>>>>>> case manager in regards to your case with Ram Customer Care. Our primary
>>>>>>>>>>>>>> focus is your satisfaction.
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>>>>>>>>>>>>>>
>>>>>>>>>>>>>>
>>>>>>>>>>>>>> My office hours are M-F 10am-6:30pm EST. My direct phone
>>>>>>>>>>>>>> number is: 844-378-0597 & EXT: 4062516. If you have any questions you can
>>>>>>>>>>>>>> call me at the phone number listed above or respond to this email and I
>>>>>>>>>>>>>> will follow up with you every two business days.
>>>>>>>>>>>>>>
>>>>>>>>>>>>>> Your case number for your records is: [redacted]
>>>>>>>>>>>>>>
>>>>>>>>>>>>>> Please be advised that there may be open recalls on the
>>>>>>>>>>>>>> vehicle of concern: 0
>>>>>>>>>>>>>>
>>>>>>>>>>>>>> Can you please confirm the dealership you are working with,
>>>>>>>>>>>>>> and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat
>>>>>>>>>>>>>>
>>>>>>>>>>>>>> I look forward to the chance to assist you. Have a great day.
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>>>>>>>>>>>>>> EXT 4062516
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>>>>>>>>>>>>>> [redacted]
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Hello Sir,

I am not allowed to provide you with those policy. This was a corporate decision to give you one car payment and I did consult with Corporate and was instructed that I am only allowed to give you one car payment.

This is a final decision. I will let you know when its approved. I can tell you the amount that will is awaiting to be approved is $ 1554.00.

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/21/2023 8:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
Well i would imagine that there are written policies for a vehicle repurchase, and written policies for vehicle monthly payment reimbursement. I want to see the guidlines that decide whether or not someone qualifies for either of those.
On Wed, Jun 21, 2023, 3:23 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello,

I apologize, what literature are you asking for?

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/21/2023 5:50 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
I heard you. You dont seem to understand. Send me the LITERATURE for both POLICIES. I have absolutely zero trust with you and your company. I want to read it for myself.
On Wed, Jun 21, 2023, 1:24 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I am able to reimburse the one car payment per corporate and that's all that is approved. I can not reimburse for anything else per Corporate policy as I stated.

I have processed the one car payment and when its approved, I will let you know, that its being sent and that it can take up to 3 weeks to be received and if you don't receive it please call 800-992-1997 and create a new case and Check administrative will look into it for you.

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/21/2023 9:32 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
Ok, can you please send me the literature for the monthly payment reimbursement policy. Also the literature for the vehicle repurchase policy. Im sick of getting pushed around. I have the right to know why im getting stuck with your garbage.
On Tue, Jun 20, 2023, 4:49 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Mr. Conner,

I apologize your unhappy with the vehicle and I understand your frustration. I can only approve what Corporate allows. 1 car payment. This decision is final and a Corporate decision, that I cant change.

To answer your question, I send the case over to Repurchase and they evaluate and look over the whole case. So yes they look at everything and they don't discuss with us case managers on their decision or how they decide. Its against the law as I am not a legal representative, so I am not allow to know why. They just send us back the case and state the vehicle doesn't merit and is to be fixed per warranty.

I apologize about that. So I will be Processing the reimbursement and will send to Corporate for there approval. I will let you know when I have got an approval.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/20/2023 8:49 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
This is completely unacceptable. Chrysler dropped the ball during the manufacturing process. I got sent a problematic vehicle. My vehicle was broke down in the lithia parking lot for 2 months. 2 months equals 2 payments. Do the math. Stop trying to find loop holes to get out of treating people right. When you submitted the information for repurchase, Did you send the information about the transfercase AND the electronic system failing?
On Mon, Jun 19, 2023, 8:51 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

This is Tara the case manager. I got your case back from Dealer dispute and it was denied for repurchase. I apologize, but for legal purposes, they don't give us a reason, as we are not legal aides. This means that all we can do is continue to fix the vehicle in July. July is when you have your appointment for the radio issue correct?

As for goodwill I will be reimbursing you for one car payment as Corporate will not allow anything more. This is the final decision from Corporate. I cant change or assist you in any further goodwill. I have also gave oil changes which is attached to your vin. So when you go to the dealer to use those please let the dealer know that you have oil changes attached to your vin.

Once I get the car payment approved, I will let you know and I will be closing the case. In July, when you have your next repair you will need to call us back and you will given a new case and a new case manager.

Please give me a day or so to process your car payment reimbursement and then we will be closing this case as we can no longer assist you until your repair in July.

Contract Number: [redacted] Name: CONNOR J HOLLAND
Secondary Name:
Option Code: CAT7100N Description: ADDED CARE PLUS FOR COMMERCIAL

Effective Date/Odometer: March 29, 2023 @ 21 Miles Option Sale Date: March 29, 2023
Expiration Date/Odometer: March 28, 2030 @ 100,000 Miles State/Province: OR
Contract Selling Dealer: 59564 - LITHIA CHRYSLER JEEP DODGE RAM

Maximum Rental Amount per Day: 45.00 First Day Rental: Yes
Maximum Rental Allowance per Visit: 135.00 Deductible: 200.00
Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
Remaining Oil Changes: 0 Roadside Assistance: Yes
Road Hazard: No
Trip Interruption: Yes
Reduce Warranty Deductible: Yes

Transfer Fee: 50.00 Cancellation Fee: 75.00
Transferred: No Status: 01 ACTIVE

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/16/2023 5:48 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
I got your voicemail.
On Thu, Jun 15, 2023, 11:12 AM Connor Holland <connorjholland91@gmail.com> wrote:
Hello, has the reimbursement been started?
On Mon, Jun 12, 2023, 2:49 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I wanted to let you know that I wasn't able to speak to Chloe today as she was in meetings but i will follow up with her first thing in the morning and get your reimbursement processed once i talk to her.

Sorry for the delay.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/7/2023 3:53 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case

Here is the new documentation for the monthly payment reimbursement. Chloe told me that the last bank account images were missing information. Do you need any more information to complete the monthly payment reimbursement?
On Fri, May 26, 2023, 10:29 AM Connor Holland [redacted] > wrote:
On Fri, May 26, 2023, 9:59 AM Connor Holland [redacted] wrote:
I have sent the paper work.
On Tue, May 16, 2023, 9:36 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Mr. Holland,

Per our conversation can you please send in your payment history and your payment statement with the vehicle info and vin number on it. Also per our conversation I have reached out to the area manager on this case and as soon as I get a response on the part order, I will let you know.

Please send the documents I requested to AL1589@chrysler.com. Attn: Tara, case number [redacted] and your name.

Please let me know when you send the documents, so that I can let you know when I received them.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/11/2023 1:20 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Ok thank you, i still want to talk to someone above you about all of the money i am loosing and how that will be taken care of. Also, about how many thousands of blue collar families and business owners that i work for every year. They will all ask me about my new truck. You decide the story i tell them.
On Thu, May 11, 2023, 10:13 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello,

I wanted to let you know that I left a message to mike the parts manager to call me with an update on the Dtd part. I will et you know as soon as I know. later today or tomorrow. Sorry to put you off a day if I have to, I'm following up with it every day.

Thank you,
Tara

West BC Case Manager

(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/8/2023 3:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Ok, well i understand that things happen, but its the way things get fixed that can make or break a reputation. I dont understand why ram and lithia choose to be mis leading about dates. I appreciate you getting the part from new york. You mentioned adding oil changes and tire rotations. I have already purchased that through lithia. Is there anything else that can replace that offer?
On Mon, May 8, 2023, 11:06 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I got your message. A supervisor call is put in. I talked to Justin Sales Maanger on Friday and left him a message that I escalated the part again even though its been escalated but we only escalate the part once. Your next update is on the 10th actually to get the new Eta in the meantime we have one dealer in the whole country that has the part and I called them but they didn't answer so I will try again later to see if they will sell me the part.

The part is on the way and the original Eta was at tentatively for the this week. we do weekly updates so your next Eta will be on the 10th but like I stated I'm trying to get the part from a dealer in New York, today but no promises, they may have that part there for one of their customers.

As far as truck payments you are absolutely eligible to receive car payments back at the end of the repair. We keep a tally and at the end of the repair. Please feel free to send in the payment history and the payment amount statement with the vehicle vin number and vehicle info on it. Please send to Bg800@chrysler.com. Please include in the heading your case number [redacted] and your name.

The reason we do it at the end of the repair is also we have to see how long the vehicle is in the shop to determine how many car payments we can reimburse for. Corporate never allows more than 3. 3 months of car payments and that's why we do it at the end so we know at the end how long your car was in there for.

I understand your frustration and I have been working and documenting on your case every 3 days to try and get the part for you.

I will be reaching out to the dealer to see if they will sell the part but if they cant then there is nothing more i can do on my end but wait till your part arrives. It has been escalated and upgraded. I will let you know in a bit.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/6/2023 1:12 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Why wasnt it here on the fifth? We still need to discuss my truck payment, and how i will be compensated for all of this money i am loosing after trusting ram to bring me and my business piece of mind and success.
On Fri, May 5, 2023, 2:59 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Follow up again on Monday I haven't heard anything from our parts team so i will let you know Monday. I called and left Justin a message as well.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/4/2023 9:41 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Will you call me back please. I have left voice mails and emails and have gotten no responses. You said the part would be here on the 3rd or 4th of may. This is not acceptable. I am loosing my business. And i had to make my truck payment. I have not seen any reimbursement.
On Thu, May 4, 2023, 6:38 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/4/2023 9:37 AM
To [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I wanted to let you know your Tentative week of 5/15 (Subject to Change) - Pending delays due to manpower constraints / shortages in supply base network
Working to improve. I will update you again on 5/17/23. its a bi weekly update till we get an eta and then its a weekly update

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/26/2023 3:14 PM
To: [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I left a message for you on voicemail. I wanted to let you know that the Eta for the part is to be announced but before it was the week of May 5/4. So your next update for the part is on 5/3 and i will have a clear update for you then. In the meantime for the inconvenience let me know if you'd like Id like to add some oil changes and tire rotations for you.
Talk to you soon. please call me back.

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/25/2023 4:36 PM
To: [redacted]
Subject: Vehicle Concern - Transfer Case

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 10am-6:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

[redacted]

Date	06/22/2023	***Subject***	Re: Repurchase		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	06/22/2023 03:21 AM

Are you certain that it is legal for chrysler to take advantage of
customers and not provide them with documentation to back up their
decisions? "Because corporate says so" is not an acceptable reason and it
is my legal right to know why the repurchase got denied, and the second
monthly payment reimbursement got denied.

On Wed, Jun 21, 2023, 7:46 PM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Hello Sir,
>
> I am not allowed to provide you with those policy. This was a corporate
> decision to give you one car payment and I did consult with Corporate and
> was instructed that I am only allowed to give you one car payment.
>
> This is a final decision. I will let you know when its approved. I can
> tell you the amount that will is awaiting to be approved is $ 1554.00.
>
> Thank you,
> Tara
>
> West BC Case Manager
>
>
> ---------- Original Message ----------
> *From:* Connor Holland [redacted]
> *Sent:* 6/21/2023 8:02 PM
> *To:* uscustomercare@cac.stellantis.com
> *Subject:* Re: Repurchase
>
> Well i would imagine that there are written policies for a vehicle
> repurchase, and written policies for vehicle monthly payment reimbursement.
> I want to see the guidlines that decide whether or not someone qualifies
> for either of those.
>
> On Wed, Jun 21, 2023, 3:23 PM US Customer Care <
> uscustomercare@cac.stellantis.com> wrote:
>
>> Hello,
>>
>> I apologize, what literature are you asking for?
>>
>> Thank you,
>> Tara
>>
>> West BC Case Manager
>> (844) 378-0579
>> EXT 4062516
>>
>>
>> ---------- Original Message ----------
>> *From:* Connor Holland [redacted]
>> *Sent:* 6/21/2023 5:50 PM
>> *To:* uscustomercare@cac.stellantis.com
>> *Subject:* Re: Repurchase
>>
>> I heard you. You dont seem to understand. Send me the LITERATURE for both
>> POLICIES. I have absolutely zero trust with you and your company. I want to
>> read it for myself.
>>
>> On Wed, Jun 21, 2023, 1:24 PM US Customer Care <
>> uscustomercare@cac.stellantis.com> wrote:
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>>> Hello Sir,
>>>
>>> I am able to reimburse the one car payment per corporate and that's all
>>> that is approved. I can not reimburse for anything else per Corporate
>>> policy as I stated.
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>>> I have processed the one car payment and when its approved, I will let
>>> you know, that its being sent and that it can take up to 3 weeks to be
>>> received and if you don't receive it please call 800-992-1997 and create a
>>> new case and Check administrative will look into it for you.
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>>> Thank you,
>>> Tara
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>>> West BC Case Manager
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>>> ---------- Original Message ----------
>>> *From:* Connor Holland [redacted]
>>> *Sent:* 6/21/2023 9:32 AM
>>> *To:* uscustomercare@cac.stellantis.com
>>> *Subject:* Re: Repurchase
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>>> Ok, can you please send me the literature for the monthly payment
>>> reimbursement policy. Also the literature for the vehicle repurchase
>>> policy. Im sick of getting pushed around. I have the right to know why im
>>> getting stuck with your garbage.
>>>
>>>
>>> On Tue, Jun 20, 2023, 4:49 PM US Customer Care <
>>> uscustomercare@cac.stellantis.com> wrote:
>>>
>>>> Hello Mr. Conner,
>>>>
>>>> I apologize your unhappy with the vehicle and I understand your
>>>> frustration. I can only approve what Corporate allows. 1 car payment. This
>>>> decision is final and a Corporate decision, that I cant change.
>>>>
>>>> To answer your question, I send the case over to Repurchase and they
>>>> evaluate and look over the whole case. So yes they look at everything and

>>>> they don't discuss with us case managers on their decision or how they
>>>> decide. Its against the law as I am not a legal representative, so I am
>>>> not allow to know why. They just send us back the case and state the
>>>> vehicle doesn't merit and is to be fixed per warranty.
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>>>> I apologize about that. So I will be Processing the reimbursement and
>>>> will send to Corporate for there approval. I will let you know when I have
>>>> got an approval.
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>>>> Thank you,
>>>> Tara
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>>>> West BC Case Manager
>>>> (844) 378-0597
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>>>> ---------- Original Message ----------
>>>> *From:* Connor Holland [redacted]
>>>> *Sent:* 6/20/2023 8:49 AM
>>>> *To:* uscustomercare@cac.stellantis.com
>>>> *Subject:* Re: Repurchase
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>>>> This is completely unacceptable. Chrysler dropped the ball during the
>>>> manufacturing process. I got sent a problematic vehicle. My vehicle was
>>>> broke down in the lithia parking lot for 2 months. 2 months equals 2
>>>> payments. Do the math. Stop trying to find loop holes to get out of
>>>> treating people right. When you submitted the information for repurchase,
>>>> Did you send the information about the transfercase AND the electronic
>>>> system failing?
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>>>> On Mon, Jun 19, 2023, 8:51 PM US Customer Care <
>>>> uscustomercare@cac.stellantis.com> wrote:
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>>>>> Hello Sir,
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>>>>> This is Tara the case manager. I got your case back from Dealer
>>>>> dispute and it was denied for repurchase. I apologize, but for legal
>>>>> purposes, they don't give us a reason, as we are not legal aides. This
>>>>> means that all we can do is continue to fix the vehicle in July. July is
>>>>> when you have your appointment for the radio issue correct?
>>>>>
>>>>> As for goodwill I will be reimbursing you for one car payment as
>>>>> Corporate will not allow anything more. This is the final decision from
>>>>> Corporate. I cant change or assist you in any further goodwill. I have
>>>>> also gave oil changes which is attached to your vin. So when you go to the
>>>>> dealer to use those please let the dealer know that you have oil changes
>>>>> attached to your vin.
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>>>>> Once I get the car payment approved, I will let you know and I will be
>>>>> closing the case. In July, when you have your next repair you will need
>>>>> to call us back and you will given a new case and a new case manager.
>>>>>
>>>>> Please give me a day or so to process your car payment reimbursement
>>>>> and then we will be closing this case as we can no longer assist you until
>>>>> your repair in July.
>>>>>
>>>>>
>>>>>
>>>>> Contract Number: [redacted] Name: CONNOR J HOLLAND
>>>>> Secondary Name:
>>>>> Option Code: CAT7100N Description: ADDED CARE PLUS FOR COMMERCIAL
>>>>> ---
>>>>> Effective Date/Odometer: March 29, 2023 @ 21 Miles Option Sale
>>>>> Date: March 29, 2023
>>>>> Expiration Date/Odometer: March 28, 2030 @ 100,000 Miles
>>>>> State/Province: OR
>>>>> Contract Selling Dealer: 59564 - LITHIA CHRYSLER JEEP DODGE RAM
>>>>> ---
>>>>> Maximum Rental Amount per Day: 45.00 First Day Rental: Yes
>>>>> Maximum Rental Allowance per Visit: 135.00 Deductible: 200.00
>>>>> Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
>>>>> Remaining Oil Changes: 0 Roadside Assistance: Yes
>>>>> Road Hazard: No
>>>>> Trip Interruption: Yes
>>>>> Reduce Warranty Deductible: Yes
>>>>> ---
>>>>> Transfer Fee: 50.00 Cancellation Fee: 75.00
>>>>> Transferred: No Status: 01 ACTIVE
>>>>>
>>>>>
>>>>> Thank you,
>>>>> Tara
>>>>>
>>>>> West BC Case Manager
>>>>>
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>>>>> ---------- Original Message ----------
>>>>> *From:* Connor Holland [redacted]
>>>>> *Sent:* 6/16/2023 5:48 PM
>>>>> *To:* uscustomercare@cac.stellantis.com
>>>>> *Subject:* Re: Vehicle Concern - Transfer Case
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>>>>> I got your voicemail.
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>>>>> On Thu, Jun 15, 2023, 11:12 AM Connor Holland <
>>>>> [redacted] > wrote:
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>>>>>> On Mon, Jun 12, 2023, 2:49 PM US Customer Care <
>>>>>> uscustomercare@cac.stellantis.com> wrote:
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>>>>>>> Hello Sir,
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>>>>>>> as she was in meetings but i will follow up with her first thing in the
>>>>>>> morning and get your reimbursement processed once i talk to her.
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>>>>>>> Sorry for the delay.
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>>>>>>> Thank you,
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>>>>>>> (844) 378-0597
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>>>>>>> ---------- Original Message ----------
>>>>>>> *From:* Connor Holland [redacted]
>>>>>>> *Sent:* 6/7/2023 3:53 PM
>>>>>>> *To:* uscustomercare@cac.stellantis.com
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>>>>>>>>>> Please send the documents I requested to AL1589@chrysler.com.
>>>>>>>>>> Attn: Tara, case number [redacted] and your name.
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>>>>>>>>>> Please let me know when you send the documents, so that I can let
>>>>>>>>>> you know when I received them.
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>>>>>>>>>> Thank you,
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>>>>>>>>>> (844) 378-0597
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>>>>>>>>>> *Sent:* 5/11/2023 1:20 PM
>>>>>>>>>> *To:* uscustomercare@cac.stellantis.com
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>>>>>>>>>>> I understand your frustration and I have been working and
>>>>>>>>>>> documenting on your case every 3 days to try and get the part for you.
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>>>>>>>>>>> I will be reaching out to the dealer to see if they will sell
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>>>>>>>>>>> EXT 4062516
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>>>>>>>>>>>>>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
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>>>>>>>>>>>>>>> Talk to you soon. please call me back.
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>>>>>>>>>>>>>>> *Sent:* 4/25/2023 4:36 PM
>>>>>>>>>>>>>>> *To:[redacted]
>>>>>>>>>>>>>>> *Subject:* Vehicle Concern - Transfer Case
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>>>>>>>>>>>>>>> Hello,
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>>>>>>>>>>>>>>>
>>>>>>>>>>>>>>>
>>>>>>>>>>>>>>> This email is to advise you that your case has been
>>>>>>>>>>>>>>> successfully escalated to a case manager. My name is Tara & I will be your
>>>>>>>>>>>>>>> case manager in regards to your case with Ram Customer Care. Our primary
>>>>>>>>>>>>>>> focus is your satisfaction.
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>>>>>>>>>>>>>>>
>>>>>>>>>>>>>>> My office hours are M-F 10am-6:30pm EST. My direct phone
>>>>>>>>>>>>>>> number is: 844-378-0597 & EXT: 4062516. If you have any questions you can
>>>>>>>>>>>>>>> call me at the phone number listed above or respond to this email and I
>>>>>>>>>>>>>>> will follow up with you every two business days.
>>>>>>>>>>>>>>>
>>>>>>>>>>>>>>> Your case number for your records is: [redacted]
>>>>>>>>>>>>>>>
>>>>>>>>>>>>>>> Please be advised that there may be open recalls on the
>>>>>>>>>>>>>>> vehicle of concern: 0
>>>>>>>>>>>>>>>
>>>>>>>>>>>>>>> Can you please confirm the dealership you are working with,
>>>>>>>>>>>>>>> and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat
>>>>>>>>>>>>>>>
>>>>>>>>>>>>>>> I look forward to the chance to assist you. Have a great
>>>>>>>>>>>>>>> day.
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Date	06/22/2023	***Subject***	Re: Repurchase		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	06/22/2023 03:40 AM

Hello,

Yes it is against the law for me to know why your vehicle got denied as the legal department doesn't give us that information because we are not legal aide and not allow to know why and when you are denied we as case managers tell you that they aren't allowed to give us that info do to we are not legal aids.

As far as the car payment yes I do not have the policy and procedures to give you and the decision comes from Corporate not me. I am just the case manager, that fights for the customer, but its corporate that makes the final decision.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/21/2023 11:21 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
Are you certain that it is legal for chrysler to take advantage of customers and not provide them with documentation to back up their decisions? "Because corporate says so" is not an acceptable reason and it is my legal right to know why the repurchase got denied, and the second monthly payment reimbursement got denied.
On Wed, Jun 21, 2023, 7:46 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I am not allowed to provide you with those policy. This was a corporate decision to give you one car payment and I did consult with Corporate and was instructed that I am only allowed to give you one car payment.

This is a final decision. I will let you know when its approved. I can tell you the amount that will is awaiting to be approved is $ 1554.00.

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/21/2023 8:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
Well i would imagine that there are written policies for a vehicle repurchase, and written policies for vehicle monthly payment reimbursement. I want to see the guidlines that decide whether or not someone qualifies for either of those.
On Wed, Jun 21, 2023, 3:23 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello,

I apologize, what literature are you asking for?

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/21/2023 5:50 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
I heard you. You dont seem to understand. Send me the LITERATURE for both POLICIES. I have absolutely zero trust with you and your company. I want to read it for myself.
On Wed, Jun 21, 2023, 1:24 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I am able to reimburse the one car payment per corporate and that's all that is approved. I can not reimburse for anything else per Corporate policy as I stated.

I have processed the one car payment and when its approved, I will let you know, that its being sent and that it can take up to 3 weeks to be received and if you don't receive it please call 800-992-1997 and create a new case and Check administrative will look into it for you.

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/21/2023 9:32 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
Ok, can you please send me the literature for the monthly payment reimbursement policy. Also the literature for the vehicle repurchase policy. Im sick of getting pushed around. I have the right to know why im getting stuck with your garbage.
On Tue, Jun 20, 2023, 4:49 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Mr. Conner,

I apologize your unhappy with the vehicle and I understand your frustration. I can only approve what Corporate allows. 1 car payment. This decision is final and a Corporate decision, that I cant change.

To answer your question, I send the case over to Repurchase and they evaluate and look over the whole case. So yes they look at everything and they don't discuss with us case managers on their decision or how they decide. Its against the law as I am not a legal representative, so I am not allow to know why. They just send us back the case and state the vehicle doesn't merit and is to be fixed per warranty.

I apologize about that. So I will be Processing the reimbursement and will send to Corporate for there approval. I will let you know when I have got an approval.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/20/2023 8:49 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
This is completely unacceptable. Chrysler dropped the ball during the manufacturing process. I got sent a problematic vehicle. My vehicle was broke down in the lithia parking lot for 2 months. 2 months equals 2 payments. Do the math. Stop trying to find loop holes to get out of treating people right. When you submitted the information for repurchase, Did you send the information about the transfercase AND the electronic system failing?
On Mon, Jun 19, 2023, 8:51 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

This is Tara the case manager. I got your case back from Dealer dispute and it was denied for repurchase. I apologize, but for legal purposes, they don't give us a reason, as we are not legal aides. This means that all we can do is continue to fix the vehicle in July. July is when you have your appointment for the radio issue correct?

As for goodwill I will be reimbursing you for one car payment as Corporate will not allow anything more. This is the final decision from Corporate. I cant change or assist you in any further goodwill. I have also gave oil changes which is attached to your vin. So when you go to the dealer to use those please let the dealer know that you have oil changes attached to your vin.

Once I get the car payment approved, I will let you know and I will be closing the case. In July, when you have your next repair you will need to call us back and you will given a new case and a new case manager.

Please give me a day or so to process your car payment reimbursement and then we will be closing this case as we can no longer assist you until your repair in July.

Contract Number: [redacted] Name: CONNOR J HOLLAND
Secondary Name:
Option Code: CAT7100N Description: ADDED CARE PLUS FOR COMMERCIAL

Effective Date/Odometer: March 29, 2023 @ 21 Miles Option Sale Date: March 29, 2023
Expiration Date/Odometer: March 28, 2030 @ 100,000 Miles State/Province: OR
Contract Selling Dealer: 59564 - LITHIA CHRYSLER JEEP DODGE RAM

Maximum Rental Amount per Day: 45.00 First Day Rental: Yes
Maximum Rental Allowance per Visit: 135.00 Deductible: 200.00
Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
Remaining Oil Changes: 0 Roadside Assistance: Yes
Road Hazard: No
Trip Interruption: Yes
Reduce Warranty Deductible: Yes

Transfer Fee: 50.00 Cancellation Fee: 75.00
Transferred: No Status: 01 ACTIVE

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/16/2023 5:48 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
I got your voicemail.
On Thu, Jun 15, 2023, 11:12 AM Connor Holland [redacted] wrote:
Hello, has the reimbursement been started?
On Mon, Jun 12, 2023, 2:49 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I wanted to let you know that I wasn't able to speak to Chloe today as she was in meetings but i will follow up with her first thing in the morning and get your reimbursement processed once i talk to her.

Sorry for the delay.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/7/2023 3:53 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case

Here is the new documentation for the monthly payment reimbursement. Chloe told me that the last bank account images were missing information. Do you need any more information to complete the monthly payment reimbursement?
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The part is on the way and the original Eta was at tentatively for the this week. we do weekly updates so your next Eta will be on the 10th but like I stated I'm trying to get the part from a dealer in New York, today but no promises, they may have that part there for one of their customers.

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The reason we do it at the end of the repair is also we have to see how long the vehicle is in the shop to determine how many car payments we can reimburse for. Corporate never allows more than 3. 3 months of car payments and that's why we do it at the end so we know at the end how long your car was in there for.

I understand your frustration and I have been working and documenting on your case every 3 days to try and get the part for you.

I will be reaching out to the dealer to see if they will sell the part but if they cant then there is nothing more i can do on my end but wait till your part arrives. It has been escalated and upgraded. I will let you know in a bit.

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Thank you,
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From: Connor Holland [redacted]
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West BC Case Manager
(844) 378-0579
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---------- Original Message ----------

From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/4/2023 9:37 AM
To: [redacted]
Subject: RE: Vehicle Concern - Transfer Case

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Thank you,
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West BC Case Manager
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EXT 4062516

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/26/2023 3:14 PM
To: [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I left a message for you on voicemail. I wanted to let you know that the Eta for the part is to be announced but before it was the week of May 5/4. So your next update for the part is on 5/3 and i will have a clear update for you then. In the meantime for the inconvenience let me know if you'd like Id like to add some oil changes and tire rotations for you.
Talk to you soon. please call me back.

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/25/2023 4:36 PM
To: [redacted]
Subject: Vehicle Concern - Transfer Case

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 10am-6:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

[redacted]

Date	06/27/2023	***Subject***	Re: check approved.		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	06/27/2023 16:12 PM

Hello Sir,

Your check was approved for 1554. Please allow up to 3 weeks to be received before you call us to see where the check is. If though you don't receive by 3 weeks please call 1-800-992-1997 and create a new case and you will be directed to Check administrative to see where the check is.

I will be closing the case now. if you need us in the future Please give us a call at 1-800-992-1997 and please ask for new car case manager. They are premium case managers that will be better to assist you with anything you need.

Thank you for being a loyal customer. I appreciate you!

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 6/21/2023 11:40 PM
To [redacted]
Subject: Re: Repurchase

Hello,

Yes it is against the law for me to know why your vehicle got denied as the legal department doesn't give us that information because we are not legal aide and not allow to know why and when you are denied we as case managers tell you that they aren't allowed to give us that info do to we are not legal aids.

As far as the car payment yes I do not have the policy and procedures to give you and the decision comes from Corporate not me. I am just the case manager, that fights for the customer, but its corporate that makes the final decision.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/21/2023 11:21 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
Are you certain that it is legal for chrysler to take advantage of customers and not provide them with documentation to back up their decisions? "Because corporate says so" is not an acceptable reason and it is my legal right to know why the repurchase got denied, and the second monthly payment reimbursement got denied.
On Wed, Jun 21, 2023, 7:46 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I am not allowed to provide you with those policy. This was a corporate decision to give you one car payment and I did consult with Corporate and was instructed that I am only allowed to give you one car payment.

This is a final decision. I will let you know when its approved. I can tell you the amount that will is awaiting to be approved is $ 1554.00.

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/21/2023 8:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
Well i would imagine that there are written policies for a vehicle repurchase, and written policies for vehicle monthly payment reimbursement. I want to see the guidlines that decide whether or not someone qualifies for either of those.
On Wed, Jun 21, 2023, 3:23 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello,

I apologize, what literature are you asking for?

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/21/2023 5:50 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
I heard you. You dont seem to understand. Send me the LITERATURE for both POLICIES. I have absolutely zero trust with you and your company. I want to read it for myself.
On Wed, Jun 21, 2023, 1:24 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I am able to reimburse the one car payment per corporate and that's all that is approved. I can not reimburse for anything else per Corporate policy as I stated.

I have processed the one car payment and when its approved, I will let you know, that its being sent and that it can take up to 3 weeks to be received and if you don't receive it please call 800-992-1997 and create a new case and Check administrative will look into it for you.

Thank you,
Tara

West BC Case Manager

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

From: Connor Holland [redacted]
Sent: 6/21/2023 9:32 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
Ok, can you please send me the literature for the monthly payment reimbursement policy. Also the literature for the vehicle repurchase policy. Im sick of getting pushed around. I have the right to know why im getting stuck with your garbage.
On Tue, Jun 20, 2023, 4:49 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Mr. Conner,

I apologize your unhappy with the vehicle and I understand your frustration. I can only approve what Corporate allows. 1 car payment. This decision is final and a Corporate decision, that I cant change.

To answer your question, I send the case over to Repurchase and they evaluate and look over the whole case. So yes they look at everything and they don't discuss with us case managers on their decision or how they decide. Its against the law as I am not a legal representative, so I am not allow to know why. They just send us back the case and state the vehicle doesn't merit and is to be fixed per warranty.

I apologize about that. So I will be Processing the reimbursement and will send to Corporate for there approval. I will let you know when I have got an approval.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/20/2023 8:49 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
This is completely unacceptable. Chrysler dropped the ball during the manufacturing process. I got sent a problematic vehicle. My vehicle was broke down in the lithia parking lot for 2 months. 2 months equals 2 payments. Do the math. Stop trying to find loop holes to get out of treating people right. When you submitted the information for repurchase, Did you send the information about the transfercase AND the electronic system failing?
On Mon, Jun 19, 2023, 8:51 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

This is Tara the case manager. I got your case back from Dealer dispute and it was denied for repurchase. I apologize, but for legal purposes, they don't give us a reason, as we are not legal aides. This means that all we can do is continue to fix the vehicle in July. July is when you have your appointment for the radio issue correct?

As for goodwill I will be reimbursing you for one car payment as Corporate will not allow anything more. This is the final decision from Corporate. I cant change or assist you in any further goodwill. I have also gave oil changes which is attached to your vin. So when you go to the dealer to use those please let the dealer know that you have oil changes attached to your vin.

Once I get the car payment approved, I will let you know and I will be closing the case. In July, when you have your next repair you will need to call us back and you will given a new case and a new case manager.

Please give me a day or so to process your car payment reimbursement and then we will be closing this case as we can no longer assist you until your repair in July.

Contract Number: [redacted] Name: CONNOR J HOLLAND
Secondary Name:
Option Code: CAT7100N Description: ADDED CARE PLUS FOR COMMERCIAL

Effective Date/Odometer: March 29, 2023 @ 21 Miles Option Sale Date: March 29, 2023
Expiration Date/Odometer: March 28, 2030 @ 100,000 Miles State/Province: OR
Contract Selling Dealer: 59564 - LITHIA CHRYSLER JEEP DODGE RAM

Maximum Rental Amount per Day: 45.00 First Day Rental: Yes
Maximum Rental Allowance per Visit: 135.00 Deductible: 200.00
Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
Remaining Oil Changes: 0 Roadside Assistance: Yes
Road Hazard: No
Trip Interruption: Yes
Reduce Warranty Deductible: Yes

Transfer Fee: 50.00 Cancellation Fee: 75.00
Transferred: No Status: 01 ACTIVE

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/16/2023 5:48 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
I got your voicemail.
On Thu, Jun 15, 2023, 11:12 AM Connor Holland [redacted] wrote:
Hello, has the reimbursement been started?
On Mon, Jun 12, 2023, 2:49 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I wanted to let you know that I wasn't able to speak to Chloe today as she was in meetings but i will follow up with her first thing in the morning and get your reimbursement processed once i talk to her.

Sorry for the delay.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 6/7/2023 3:53 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case

Here is the new documentation for the monthly payment reimbursement. Chloe told me that the last bank account images were missing information. Do you need any more information to complete the monthly payment reimbursement?
On Fri, May 26, 2023, 10:29 AM Connor Holland [redacted] wrote:
On Fri, May 26, 2023, 9:59 AM Connor Holland [redacted] wrote:
I have sent the paper work.
On Tue, May 16, 2023, 9:36 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Mr. Holland,

Per our conversation can you please send in your payment history and your payment statement with the vehicle info and vin number on it. Also per our conversation I have reached out to the area manager on this case and as soon as I get a response on the part order, I will let you know.

Please send the documents I requested to AL1589@chrysler.com. Attn: Tara, case number [redacted] and your name.

Please let me know when you send the documents, so that I can let you know when I received them.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/11/2023 1:20 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Ok thank you, i still want to talk to someone above you about all of the money i am loosing and how that will be taken care of. Also, about how many thousands of blue collar families and business owners that i work for every year. They will all ask me about my new truck. You decide the story i tell them.
On Thu, May 11, 2023, 10:13 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello,

I wanted to let you know that I left a message to mike the parts manager to call me with an update on the Dtd part. I will et you know as soon as I know. later today or tomorrow. Sorry to put you off a day if I have to, I'm following up with it every day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/8/2023 3:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Ok, well i understand that things happen, but its the way things get fixed that can make or break a reputation. I dont understand why ram and lithia choose to be mis leading about dates. I appreciate you getting the part from new york. You mentioned adding oil changes and tire rotations. I have already purchased that through lithia. Is there anything else that can replace that offer?
On Mon, May 8, 2023, 11:06 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I got your message. A supervisor call is put in. I talked to Justin Sales Maanger on Friday and left him a message that I escalated the part again even though its been escalated but we only escalate the part once. Your next update is on the 10th actually to get the new Eta in the meantime we have one dealer in the whole country that has the part and I called them but they didn't answer so I will try again later to see if they will sell me the part.

The part is on the way and the original Eta was at tentatively for the this week. we do weekly updates so your next Eta will be on the 10th but like I stated I'm trying to get the part from a dealer in New York, today but no promises, they may have that part there for one of their customers.

As far as truck payments you are absolutely eligible to receive car payments back at the end of the repair. We keep a tally and at the end of the repair. Please feel free to send in the payment history and the payment amount statement with the vehicle vin number and vehicle info on it. Please send to Bg800@chrysler.com. Please include in the heading your case number [redacted] and your name.

The reason we do it at the end of the repair is also we have to see how long the vehicle is in the shop to determine how many car payments we can reimburse for. Corporate never allows more than 3. 3 months of car payments and that's why we do it at the end so we know at the end how long your car was in there for.

I understand your frustration and I have been working and documenting on your case every 3 days to try and get the part for you.

I will be reaching out to the dealer to see if they will sell the part but if they cant then there is nothing more i can do on my end but wait till your part arrives. It has been escalated and upgraded. I will let you know in a bit.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/6/2023 1:12 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Why wasnt it here on the fifth? We still need to discuss my truck payment, and how i will be compensated for all of this money i am loosing after trusting ram to bring me and my business piece of mind and success.
On Fri, May 5, 2023, 2:59 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Follow up again on Monday I haven't heard anything from our parts team so i will let you know Monday. I called and left Justin a message as well.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/4/2023 9:41 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Will you call me back please. I have left voice mails and emails and have gotten no responses. You said the part would be here on the 3rd or 4th of may. This is not acceptable. I am loosing my business. And i had to make my truck payment. I have not seen any reimbursement.
On Thu, May 4, 2023, 6:38 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/4/2023 9:37 AM
To: [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I wanted to let you know your Tentative week of 5/15 (Subject to Change) - Pending delays due to manpower constraints / shortages in supply base network
Working to improve. I will update you again on 5/17/23. its a bi weekly update till we get an eta and then its a weekly update

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/26/2023 3:14 PM
To: [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I left a message for you on voicemail. I wanted to let you know that the Eta for the part is to be announced but before it was the week of May 5/4. So your next update for the part is on 5/3 and i will have a clear update for you then. In the meantime for the inconvenience let me know if you'd like Id like to add some oil changes and tire rotations for you.
Talk to you soon. please call me back.

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/25/2023 4:36 PM
To: [redacted]
Subject: Vehicle Concern - Transfer Case

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 10am-6:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

ref:_00Dj01qsDF._5003Z1ZEZTl:ref

Date	06/27/2023	***Subject***	Re: check approved.

From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	06/27/2023 16:15 PM

Dear Conner Holland,

This is a courtesy email to inform you of the closure of your case. I would like to express my appreciation for allowing me to assist you with your vehicle concerns. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with our team, your input would be greatly appreciated.

Thank you,

Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 6/27/2023 12:12 PM
To: [redacted]
Subject: Re: check approved.

Hello Sir,

Your check was approved for 1554. Please allow up to 3 weeks to be received before you call us to see where the check is. If though you don't receive by 3 weeks please call 1-800-992-1997 and create a new case and you will be directed to Check administrative to see where the check is.

I will be closing the case now. if you need us in the future Please give us a call at 1-800-992-1997 and please ask for new car case manager. They are premium case managers that will be better to assist you with anything you need.

Thank you for being a loyal customer. I appreciate you!

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 6/21/2023 11:40 PM
To: [redacted]
Subject: Re: Repurchase

Hello,

Yes it is against the law for me to know why your vehicle got denied as the legal department doesn't give us that information because we are not legal aide and not allow to know why and when you are denied we as case managers tell you that they aren't allowed to give us that info do to we are not legal aids.

As far as the car payment yes I do not have the policy and procedures to give you and the decision comes from Corporate not me. I am just the case manager, that fights for the customer, but its corporate that makes the final decision.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
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Sent: 6/21/2023 11:21 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
Are you certain that it is legal for chrysler to take advantage of customers and not provide them with documentation to back up their decisions? "Because corporate says so" is not an acceptable reason and it is my legal right to know why the repurchase got denied, and the second monthly payment reimbursement got denied.
On Wed, Jun 21, 2023, 7:46 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I am not allowed to provide you with those policy. This was a corporate decision to give you one car payment and I did consult with Corporate and was instructed that I am only allowed to give you one car payment.

This is a final decision. I will let you know when its approved. I can tell you the amount that will is awaiting to be approved is $ 1554.00.

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [redacted]
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To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
Well i would imagine that there are written policies for a vehicle repurchase, and written policies for vehicle monthly payment reimbursement. I want to see the guidlines that decide whether or not someone qualifies for either of those.
On Wed, Jun 21, 2023, 3:23 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello,

I apologize, what literature are you asking for?

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
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Sent: 6/21/2023 5:50 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
I heard you. You dont seem to understand. Send me the LITERATURE for both POLICIES. I have absolutely zero trust with you and your company. I want to read it for myself.
On Wed, Jun 21, 2023, 1:24 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I am able to reimburse the one car payment per corporate and that's all that is approved. I can not reimburse for anything else per Corporate policy as I stated.

I have processed the one car payment and when its approved, I will let you know, that its being sent and that it can take up to 3 weeks to be received and if you don't receive it please call 800-992-1997 and create a new case and Check administrative will look into it for you.

Thank you,
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West BC Case Manager

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From: Connor Holland [redacted]
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To: uscustomercare@cac.stellantis.com
Subject: Re: Repurchase
Ok, can you please send me the literature for the monthly payment reimbursement policy. Also the literature for the vehicle repurchase policy. Im sick of getting pushed around. I have the right to know why im getting stuck with your garbage.
On Tue, Jun 20, 2023, 4:49 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Mr. Conner,

I apologize your unhappy with the vehicle and I understand your frustration. I can only approve what Corporate allows. 1 car payment. This decision is final and a Corporate decision, that I cant change.

To answer your question, I send the case over to Repurchase and they evaluate and look over the whole case. So yes they look at everything and they don't discuss with us case managers on their decision or how they decide. Its against the law as I am not a legal representative, so I am not allow to know why. They just send us back the case and state the vehicle doesn't merit and is to be fixed per warranty.

I apologize about that. So I will be Processing the reimbursement and will send to Corporate for there approval. I will let you know when I have got an approval.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

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Sent: 6/20/2023 8:49 AM
To: uscustomercare@cac.stellantis.com
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Hello Sir,

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As for goodwill I will be reimbursing you for one car payment as Corporate will not allow anything more. This is the final decision from Corporate. I cant change or assist you in any further goodwill. I have also gave oil changes which is attached to your vin. So when you go to the dealer to use those please let the dealer know that you have oil changes attached to your vin.

Once I get the car payment approved, I will let you know and I will be closing the case. In July, when you have your next repair you will need to call us back and you will given a new case and a new case manager.

Please give me a day or so to process your car payment reimbursement and then we will be closing this case as we can no longer assist you until your repair in July.

Contract Number: [redacted] Name: CONNOR J HOLLAND
Secondary Name:
Option Code: CAT7100N Description: ADDED CARE PLUS FOR COMMERCIAL

Effective Date/Odometer: March 29, 2023 @ 21 Miles Option Sale Date: March 29, 2023
Expiration Date/Odometer: March 28, 2030 @ 100,000 Miles State/Province: OR
Contract Selling Dealer: 59564 - LITHIA CHRYSLER JEEP DODGE RAM

Maximum Rental Amount per Day: 45.00 First Day Rental: Yes
Maximum Rental Allowance per Visit: 135.00 Deductible: 200.00
Maximum Oil Change Allowance: 0.00 Towing Allowance: 100.00
Remaining Oil Changes: 0 Roadside Assistance: Yes
Road Hazard: No
Trip Interruption: Yes
Reduce Warranty Deductible: Yes

Transfer Fee: 50.00 Cancellation Fee: 75.00
Transferred: No Status: 01 ACTIVE

Thank you,
Tara

West BC Case Manager

---------- Original Message ----------
From: Connor Holland [connorjholland91@gmail.com]

Sent: 6/16/2023 5:48 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
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Hello Sir,

I wanted to let you know that I wasn't able to speak to Chloe today as she was in meetings but i will follow up with her first thing in the morning and get your reimbursement processed once i talk to her.

Sorry for the delay.

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Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

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Thank you,
Tara

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Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

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On Mon, May 8, 2023, 11:06 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hello Sir,

I got your message. A supervisor call is put in. I talked to Justin Sales Maanger on Friday and left him a message that I escalated the part again even though its been escalated but we only escalate the part once. Your next update is on the 10th actually to get the new Eta in the meantime we have one dealer in the whole country that has the part and I called them but they didn't answer so I will try again later to see if they will sell me the part.

The part is on the way and the original Eta was at tentatively for the this week. we do weekly updates so your next Eta will be on the 10th but like I stated I'm trying to get the part from a dealer in New York, today but no promises, they may have that part there for one of their customers.

As far as truck payments you are absolutely eligible to receive car payments back at the end of the repair. We keep a tally and at the end of the repair. Please feel free to send in the payment history and the payment amount statement with the vehicle vin number and vehicle info on it. Please send to Bg800@chrysler.com. Please include in the heading your case number 85982090 and your name.

The reason we do it at the end of the repair is also we have to see how long the vehicle is in the shop to determine how many car payments we can reimburse for. Corporate never allows more than 3. 3 months of car payments and that's why we do it at the end so we know at the end how long your car was in there for.

I understand your frustration and I have been working and documenting on your case every 3 days to try and get the part for you.

I will be reaching out to the dealer to see if they will sell the part but if they cant then there is nothing more i can do on my end but wait till your part arrives. It has been escalated and upgraded. I will let you know in a bit.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/6/2023 1:12 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Why wasnt it here on the fifth? We still need to discuss my truck payment, and how i will be compensated for all of this money i am loosing after trusting ram to bring me and my business piece of mind and success.
On Fri, May 5, 2023, 2:59 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Follow up again on Monday I haven't heard anything from our parts team so i will let you know Monday. I called and left Justin a message as well.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: Connor Holland [redacted]
Sent: 5/4/2023 9:41 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern - Transfer Case
Will you call me back please. I have left voice mails and emails and have gotten no responses. You said the part would be here on the 3rd or 4th of may. This is not acceptable. I am loosing my business. And i had to make my truck payment. I have not seen any reimbursement.
On Thu, May 4, 2023, 6:38 AM US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/4/2023 9:37 AM
To [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I wanted to let you know your Tentative week of 5/15 (Subject to Change) - Pending delays due to manpower constraints / shortages in supply base network
Working to improve. I will update you again on 5/17/23. its a bi weekly update till we get an eta and then its a weekly update

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/26/2023 3:14 PM
To [redacted]
Subject: RE: Vehicle Concern - Transfer Case

Hello Sir,

I left a message for you on voicemail. I wanted to let you know that the Eta for the part is to be announced but before it was the week of May 5/4. So your next update for the part is on 5/3 and i will have a clear update for you then. In the meantime for the inconvenience let me know if you'd like Id like to add some oil changes and tire rotations for you.
Talk to you soon. please call me back.

Thank you,
Tara

West BC Case Manager
(844) 378-0579
EXT 4062516

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/25/2023 4:36 PM
To: [redacted]
Subject: Vehicle Concern - Transfer Case

Hello,

This email is to advise you that your case has been successfully escalated to a case manager. My name is Tara & I will be your case manager in regards to your case with Ram Customer Care. Our primary focus is your satisfaction.

My office hours are M-F 10am-6:30pm EST. My direct phone number is: 844-378-0597 & EXT: 4062516. If you have any questions you can call me at the phone number listed above or respond to this email and I will follow up with you every two business days.

Your case number for your records is: [redacted]

Please be advised that there may be open recalls on the vehicle of concern: 0

Can you please confirm the dealership you are working with, and who your service advisor is? Lithia Chrysler Jeep Dodge Ram Fiat

I look forward to the chance to assist you. Have a great day.

Thank you,
Tara

West BC Case Manager
(844) 378-0597
EXT 4062516

[redacted]

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

VIN	3C63R3EL8LG[redacted]	Model Year	0 0	Brand	R M
Body	D 8P91	Vehicle	R M 3500 L R MIE CRE C B 4 4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	05/01/ 0 3	CAIR Type	Regular	Status	Closed
Close Date	05/01/ 0 3	Origin	Dealer	Reason	
Mileage	15 866 Miles	Market	U	Language	
Contact Email		Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Dealer
City State/Country Zip					
Customer	C EY MCF RL ND				
Customer Address	80 COUNTY RO D 31				
City State/Country Zip	CR IG		CO	816 5863 806	U
Dealer	43480	ICTORY MOTOR OF CR IG INC		Dealer Phone	9 08 444
Dealer Address	05 1 T TREET				
	CR IG		CO	816 5 3643	U
Dealer Zone	Den er	Sales District		Service District	D
Subject	Dealer Case				
Synopsis					
Customer Anomaly					
Contact Reason	C 4	Dealer Created Case	Customer Anomaly		
Reason Code	fter ales Information & ssistance requests Customer Care Dealership Case Created				

Case Status History

Create Date	Status
05/01/ 0 3 03 50 PM	Open

Initial Description

isin Transmission Failure

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

VIN	3C RNDL8MG[redacted]	Model Year	0 1	Brand	DODGE
Body	DP0L66	Vehicle	R M 5500 REG C B CH I		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	05/08/ 0 3	CAIR Type	Regular	Status	Closed
Close Date	05/16/ 0 3	Origin	Telephone	Reason	
Mileage	64 000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City State/Country Zip					U
Customer	O ner P R DI E TO ING				
Customer Address	1611 E 33RD T				
City State/Country Zip	BRON		NY	10466336199	U
Dealer	4586	T C CHRY LER DODGE JEEP R M HIT		Dealer Phone	914946 600
Dealer Address	0 E TCHE TER E				
	HITE PL IN		NY	10601 4514	U
Dealer Zone	Northeast	Sales District		Service District	G
Subject	ehicle concern transmission issue				
Synopsis	Do n for repairs to TR N MI ION Part Back Order ehicle as repaired UNDER RR NTY DLR and Customer confirmed ehicle is Repaired and picked up				
Customer Anomaly	Gears & Transmission				
	utomatic Gearbox				
Contact Reason	C 5	Part Not ailable/Backordered	Customer Anomaly	45	utomatic Gearbox issue
Reason Code	fter ales Complaint Parts Parts Part in backorder/not a ailable				

Case Status History

Create Date	Status
05/08/ 0 3 05 6 PM	uspended
05/08/ 0 3 05 51 PM	uspended
05/09/ 0 3 04 03 M	Open
05/16/ 0 3 06 PM	Closed

Initial Description

ehicle has been at the dealership for transmission issues

Case Comments

Date	Comment
05/08/ 0 3	oice of Customer tates the ehicle has been at the dealership for a fe months no aiting for parts It is a business ehicle(to truck) and the need the ehicle back ctions Taken d ised e ould escalate for further re ie Recalls 13 preferred DLR next steps reassigned
05/08/ 0 3	DLR Code 4586 I D 5/18/ 0 1 Mileage 64 000 Original O ner Yes Lo alt core 985 In arrant Basic □ No (outside b mileage) PT □ Yes Rental Nil Parts B/O Yes T R Cases No Repeat issue No Related Cases/G /DM N/ Concern/Issue/Request C seeking part expediting support Recalls 13 (0 1 0 3 Ram Hea Dut Grid Heater Rela)
05/09/ 0 3	□ C LL TO DE LER 4586 Part 68 53 0 Order [redacted] Chris states P RT are in and ET is for this eek
05/09/ 0 3	C LL TO CU TOMER CHRI TOPHER HIELD (91) 36 600 email paradiseto ingn @gmail com Customer confirmed email or phone contact is fine ehicle as initiall taken in for recall and scheduled trans ser ice Transmission ser ice as performed and then ehicle ent back to da s later ith internal transmission failure Customer is frustrated that this ehicle has been do n for a long time and as initiall told the ehicle as operating as designed but then dealer ad ised of transmission slipping CM ad ised that parts are in and ET for repair is this eek Customer is unsure if that s going to happen REC LL 13 afet Campaign 0 1 0 3 Ram Hea Dut Grid Heater Rela MG51 644 0 1 R M 5500 REG
05/1 / 0 3	□ C LL TO DE LER 4586 Part 68 53 0 [redacted] Chris ad ised ehicle is repaired and picked up
05/1 / 0 3	□ M IL TO CU TOMER I m contacting ou because our Dealership has ad ised me our ehicle has been repaired and returned to ou To ensure that e er thing is resol ed and completed to our satisfaction I am happ to lea e this case open for additional business da s if ou need to contact me
05/16/ 0 3	C LL TO CU TOMER □ CHRI TOPHER HIELD (91) 36 600 CM contacted customer to field an concerns as per his email customer as thinking that he should ha e his Transmission ser ice refunded CM ad ised he ould ha e to go through dealer and this ould most likel not be reimbursed due to scheduled maintenance ser ice and needed for arrant repair Customer is selling this ehicle due to the poor experience CM ad ised final mail ill be sent
05/16/ 0 3	M IL TO CU TOMER □ Good afternoon Chris □□□□□□□ □□□□□□□I am sending ou this email regarding the closure of our case ith Ram Fleet Case Management please note Email replies to this final email ma not be recei ed or ans ered You ma recei e a sur e based on our interaction This sur e is separate from one ou ma recei e from the dealer on the repair itself Thank ou for choosing R M
05/16/ 0 3	C E CLO ING COMMENT Do n for repairs to TR N MI ION Part Back Order ehicle as repaired UNDER RR NTY DLR and Customer confirmed ehicle is Repaired and picked up

Email(s)

Date	05/09/ 0 3	Subject	Case [redacted]		
From	ramcustomercare@cac stellantis com	To	paradiseto ingn @gmail com	Sent Date Time	05/09/ 0 3 14 44 PM

My name is Brandon. I am a Senior Specialist with RAM | Fleet Case Management

I am happy to assist in the resolution of the concern on file with our customer care office.
I understand the frustration with this business vehicle down for repair, and help to alleviate any inconvenience.

Let me know if you hear from the service team or if this vehicle has been returned to you.

Please reply to this email or contact me directly to let me know if there are any other concerns you would like me to document.

Please note: Open / Incomplete RECALLS on this VIN:
13A Safety Campaign 2021-2023 Ram Heavy Duty Grid Heater Relay

Regards,
Brandon
Senior Specialist USA
RAM | STELLANTIS
FLEET Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line: 1-800-992-1997

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	05/12/2023	***Subject***	RE: Cas[redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	paradisetowingny@gmail.com	***Sent Date/Time***	05/12/2023 17:49 PM

I'm contacting you because your Dealership has advised me your vehicle has been repaired and returned to you.

To ensure that everything is resolved and completed to your satisfaction, I am happy to leave this case open for 2 additional business days if you need to contact me.

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997

---------- Original Message ----------
From: Ram Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 5/9/2023 10:44 AM
To: paradisetowingny@gmail.com
Subject: Case [redacted]

My name is Brandon. I am a Senior Specialist with RAM | Fleet Case Management

I am happy to assist in the resolution of the concern on file with our customer care office.
I understand the frustration with this business vehicle down for repair, and help to alleviate any inconvenience.

Let me know if you hear from the service team or if this vehicle has been returned to you.

Please reply to this email or contact me directly to let me know if there are any other concerns you would like me to document.

Please note: Open / Incomplete RECALLS on this VIN:
13A Safety Campaign 2021-2023 Ram Heavy Duty Grid Heater Relay

Regards,
Brandon
Senior Specialist USA
RAM | STELLANTIS
FLEET Case Management
1-800-999-3533 (opt.3) ext. 3020518
Customer Care Line: 1-800-992-1997

Regards,
Brandon
Senior Specialist USA
STELLANTIS | RAM
FLEET Case Management
Customer Care Line 1-800-992-1997
[redacted]

Date	05/12/2023	***Subject***	Re: Case[redacted]		
From	paradisetowingny@gmail.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/12/2023 21:51 PM

Will contact you on Monday.

Thank you,
Chris

On Fri, May 12, 2023 at 1:49 PM Ram Customer Care <
ramcustomercare@cac.stellantis.com> wrote:

>
> I'm contacting you because your Dealership has advised me your vehicle has
> been repaired and returned to you.
>
> To ensure that everything is resolved and completed to your satisfaction,
> I am happy to leave this case open for 2 additional business days if you
> need to contact me.
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | RAM
> FLEET Case Management
> Customer Care Line 1-800-992-1997
>
>
> ---------- Original Message ----------
> *From:* Ram Customer Care [ramcustomercare@cac.stellantis.com]
> *Sent:* 5/9/2023 10:44 AM
> *To:* paradisetowingny@gmail.com
> *Subject:* Case [redacted]
>
>
> My name is Brandon. I am a Senior Specialist with RAM | Fleet Case
> Management
>
> I am happy to assist in the resolution of the concern on file with our
> customer care office.
> I understand the frustration with this business vehicle down for
> repair, and help to alleviate any inconvenience.
>
> Let me know if you hear from the service team or if this vehicle has been
> returned to you.
>
> Please reply to this email or contact me directly to let me know if there
> are any other concerns you would like me to document.
>
> Please note: Open / Incomplete RECALLS on this VIN:
> 13A Safety Campaign 2021-2023 Ram Heavy Duty Grid Heater Relay
>
> Regards,
> Brandon
> Senior Specialist USA
> RAM | STELLANTIS
> FLEET Case Management
> 1-800-999-3533 (opt.3) ext. 3020518
> Customer Care Line: 1-800-992-1997
>
>
> Regards,
> Brandon
> Senior Specialist USA
> STELLANTIS | RAM
> FLEET Case Management
> Customer Care Line 1-800-992-1997
> [redacted]
>

Date	05/16/2023	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	paradisetowingny@gmail.com	***Sent Date/Time***	05/16/2023 18:26 PM

Good afternoon , Chris

I am sending you this email regarding the closure of your case with Ram Fleet Case Management

** please note **
Email replies to this final email may not be received or answered.
You may receive a survey based on our interaction.
This survey is separate from one you may receive from the dealer on the repair itself.

Thank you for choosing RAM

Regards,
Brandon
Senior Specialist USA
STELLANTIS | FLEET
Case Management
Customer Care Line: 1-800-992-1997
[redacted]

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

VIN	3C RNBL2LG[redacted]	Model Year	2020	Brand	R M
Body	DP0L64	Vehicle	R M 5500 REG C B CH SSIS		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	05/20/2023	CAIR Type	Regular	Status	Closed
Close Date	0 /1 /2023	Origin	Telephone	Reason	
Mileage	60 363 Miles	Market	U	Language	English
Contact Email	dieselfleetser ice@gmail com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	DEISEL FLEET SER ICES				
Customer Address	6544 G LE				
City State/Country Zip	K HILLS		C	9234492 445	US
Dealer	2 242	Pedder Chr sler Dodge R M Jeep of		Dealer Phone	8585511234
Dealer Address	13811 P RD				
	P		C	92064 4855	US
Dealer Zone	California	Sales District		Service District	N
Subject	reimbursement request				
Synopsis	check appro ed closing case customer has contact information				
Customer Anomaly	Engine				
	THER				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	30	General engine issues
Reason Code	fter Sales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
05/20/2023 08 43 PM	pen
06/20/2023 03 20 PM	Suspended
06/28/2023 04 00 M	pen
06/28/2023 02 41 PM	Suspended
0 /05/2023 04 01 M	pen
0 /1 /2023 04 24 PM	Closed

Initial Description

reimbursement request

Case Comments

Date	Comment
05/20/2023	Sorr I forgot to include our pa ment information Pa ments go to La ne McKee 13312 Ranchero Rd STE 18 125 ak Hills C 92344
06/0 /2023	ehicle has arri ed at dealership ictor ille Motors Chr sler Jeep Dodge Ram FI T and attended b dealer emplo ee
06/10/2023	UTB UND CUS TMER EM IL dieselfleetser ice@gmail com Hi La ne I ha e submitted the check for the ehicle in the subject line I am just aiting for appro al and I ill ad ise The other ehicle ith IN 3C RNBL2LG1 5129 the onl thing I need is the actual to ing in oice I see here it as paid on the banking statement but I do need the actuall in oice/bill for it Best ishes
06/20/2023	customer on acation
06/28/2023	UTB UND CUS TMER EM IL dieselfleetser ice@gmail com Good morning I am follo ing up please ad ise Best ishes
0 /0 /2023	erif ehicle as to ed in
0 /10/2023	UTB UND DE LER C NT CT 8585511234 R [redacted] called and left a m to ha e someone call me to erif if the ehicle as to ed in for repairs
0 /11/2023	UTB UND DE LER C NT CT 8585511234 R [redacted] called and left a m to ha e someone call me and ad ise if the ehicle as to ed in
0 /12/2023	UTB UND DE LER C NT CT 8585511234 R [redacted] called but no ans er and not able to lea e a message
0 /12/2023	UTB UND DE LER EM IL mpatterson@po a cdjr com adam smiaro ski@stellantis com Good afternoon I am reaching out as I ha e called and left a fe messages requesting a callback to ad ise if this ehicle as to ed in to ha e the repairs completed on R #[redacted] The customer is looking for reimbursement of the to ing and the onl thing I need to kno is if it as to ed in Please ad ise Best ishes
0 /13/2023	INB UND DE LER EM IL mpatterson@po a cdjr com adam smiaro ski@stellantis com I ould imagine it as as the high pressure pump failed and compromised the entire fuel s stem Thanks
0 /13/2023	Customer DEISEL FLEET SER ICES ehicle 2020 R M 5500 REG C B CH SSIS Mileage 6035 ISD 1/19/2021 riginal ner es Lo alt Information Lo alt Score 000 | Critical Case Score 00 arrant Status 5/100 Mechanical SC n/a FC ser ice histor n/a Monthl Pa ments $ 1434 30 1 $ 1434 30 To ing Bill $ 450 00 To ing Date 10/09/22 Total Stellantis Contribution $ 1884 30 hat is the repair transmission replacement due to kno n issues Rationale for assistance Case [redacted] escalated for to ing reimbursement and monthl pa ment along ith getting parts quicker as the ehicle as do n for a month but ne er heard back an thing regarding the reimbursement Reimbursing to ing and 1 monthl pa ment erified ith dealer ehicle as to ed in [redacted] G document [redacted] Financial document [redacted] Bill of Sale [redacted] 9 R [redacted] Paid to ing In oice La ne McKee 13312 Ranchero Rd STE 18 125 ak Hills C 92344
0 /13/2023	INB UND CUST MR EM IL dieselfleetser ice@gmail com Hello hat is going on ith this La ne
0 /13/2023	UTB UND CUST MR EM IL dieselfleetser ice@gmail com Hi La ne M apologies the request is submitted I am just aiting for it to be appro ed I ill follo up ith ou as soon as I see it appro ed Best ishes
0 /1 /2023	UTB UND CUST MR EM IL dieselfleetser ice@gmail com Hi La ne The check has been appro ed and ou should recei e it in 10 business da s e ill close the case at this time please let me kno if ou ha e an questions Thank ou for gi ing us the opportunit to ork ith ou ou ma ha e the potential to recei e an email sur e regarding m performance Please feel free to fill out the sur e e□d appreciate hearing our feedback Best ishes

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

VIN	3C63RRJL2P[redacted]	Model Year	2023	Brand	R M
Body	D28P92	Vehicle	R M 3500 L R MIE CRE C B 4X4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	05/26/2023	CAIR Type	Regular	Status	Closed
Close Date	0 /2 /2023	Origin	Telephone	Reason	
Mileage	1 000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	NICH L S R THENBERGER				
Customer Address	35 5 H LLENB CK RD				
City State/Country Zip	LE IS CENTER		H	430359203 59	US
Dealer	60609	PERF RM NCE CHR SLER JEEP D DGE		Dealer Phone	403699611
Dealer Address	2815 STR TF RD R D				
	DEL RE		H	43015 2951	US
Dealer Zone	Great Lakes	Sales District		Service District	H
Subject	B CK RDERED P RTS > S FT RE				
Synopsis	The ehicle as repaired nothing further to be done				
Customer Anomaly					
Contact Reason	C 5	Part Not ailable/Backordered	Customer Anomaly		
Reason Code	fter Sales Complaint Parts Parts Part in backorder/not a ailable				

Case Status History

Create Date	Status
05/26/2023 0 54 PM	pen
06/02/2023 01 40 PM	Suspended
06/05/2023 01 43 PM	pen
06/16/2023 04 14 PM	Suspended
06/22/2023 05 22 PM	pen
0 /2 /2023 06 03 PM	Closed

Initial Description

Parts Back rder/not a ailable

Case Comments

Date	Comment
05/26/2023	Customer states ehicle transmission failed on him Dealer needs a part but its on national back order Cx unable to to his boat o er the eekend seeking assistance ith a rental d isor apologized for the troubles he is going through and ad ised that his case is being reassigned to a specialist for assistance eta 1 2 business da s Ser icing dealer Performance Chr sler Jeep Dodge Ram Dela are
05/30/2023	UTB UND T DLR rdering the Parts toda d ised ill follo up tomorro
05/31/2023	Part number 6863 534aa rder number [redacted] rder t pe S DLR code 128382 ET 0 Rental no
05/31/2023	UTB UND T CX d ised first part update ill be 06/02/2023 d ised ill look into rental
06/01/2023	P RTS P D UPD TE DE LER [redacted] RDER NUMBER [redacted] P RT NUMBER [redacted] CLUTCHKIT Tentati e ET to DE LER Earl to Mid June Subject to change B/ END F UPD TE
06/06/2023	S stem Update [rder has been Upgraded to R for priorit Please refer to the parts detail screen for most up to date ET CHKS]
06/06/2023	P RTS P D UPD TE DE LER 60609 RDER NUMBER [redacted] R P RT NUMBER [redacted] CLUTCHKIT Tentati e ET to DE LER Earl to Mid June Subject to change B/ END F UPD TE
06/0 /2023	P RTS P D UPD TE DE LER [redacted] RDER NUMBER [redacted] R P RT NUMBER [redacted] CLUTCHKIT UPS TR CKING# [redacted] Estimated deli er Toda June 0 b 10 30 B/ Parts Task Completed Please follo up ith the Dealer to confirm part has been deli ered If further assistance is needed complete the part order detail and assign a ne task to Parts Pod END F UPD TE *
06/0 /2023	CX Inbound CX called in asking about status of B part CX confirmed that part as deli ered toda CX stated there as another truck in that needed the same part so did not ant to get it confused
06/0 /2023	utbound to DLR Clutch did arri e still aiting on other parts
06/12/2023	utbound to DLR aiting on parts tech did open ST R for tsb issue
06/12/2023	CX Inbound Cx called in about his case updates Looking to speak to CM Follo Up task created
06/14/2023	utbound to DLR rdered PCM regarding ehicle Part#685 52 9 rde[redacted]
06/14/2023	P D P RT#[redacted]2 9 RDER#[redacted] RDER T PE S ST TUS P RT RDERED H S BEEN B CK RDERED DLR 60609 ET
06/15/2023	P RTS P D UPD TE P RT 685 52 9 Soft are RDER [redacted] MC 92292956 ET eek of /12 Reaching out to PE Team for assistance ith part
06/15/2023	S stem Update [rder has been Upgraded to R for priorit Please refer to the parts detail screen for most up to date ET CHKS]
06/16/2023	utbound to CX Rothenberger//R M L M let CX kno that parts are on order and should arri e in t o three eeks
06/22/2023	P RTS P D UPD TE P RT 685 52 9 Soft are RDER [redacted]C 92292956 rder has been upgraded to ensure priorit Per GP P SN d anced Shipping Notice SPLR released in entor for ser ice fulfillment rder scheduled to fill ith ST CK in transit to MOP R from SPLR pending processing and logistical arrangements upon receipt in distribution net ork prior to in oice and deli er ET Tentati e eek of 6/26 Subject to Change Pending possible dela s due to increased olume ithin distribution net ork impacting operational capacit orking to impro e NEXT UPD TE ITHIN 5 BUSINESS D S
06/23/2023	utbound to CX Let CX kno that soft are part should arri e next eek CX also asked if there ere other parts CM noted from our end it seems onl the soft are is on order
06/29/2023	P RTS P D UPD TE P RT 685 52 9 Soft are RDER [redacted] MC 92292956 rder IN ICED PDC UPS TR CKING# [redacted] DLR 6/26 SIGNED B B ILE
0 /11/2023	ehicle has arri ed at dealership PERF RM NCE CHR SLER JEEP D DGE and attended b dealer emplo ee Josh Smile
0 /11/2023	ehicle has arri ed at dealership PERF RM NCE CHR SLER JEEP D DGE and attended b dealer emplo ee Josh Smile
0 /2 /2023	B CX ehicle as fixed and aiting on another part That is un related to the pre ious issue

Email(s)

Date	05/26/2023	Subject	Case ckno ledgement		
From	uscustomercare@cac stellantis com	To	[redacted]	Sent Date Time	05/26/2023 19 59 PM

Good Day Mr. NICHOLAS ROTHENBERGER

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

Your case number is [redacted]

Thank you

Fiat Chrysler Automobiles Customer Care

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ref:_00Dj01qsDF._5003Z1aFO0W:ref

Date	05/26/2023	***Subject***	Case Acknowledgement		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/26/2023 19:59 PM

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Date	05/30/2023	***Subject***	RE: Case Acknowledgement		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	05/30/2023 20:01 PM

Hello Nicholas

I have been assigned as your Case Manager.
Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Stellantis Case Management telephone number is: 18448271999

My direct extension: 3026490

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Talk to you soon!

Best wishes,

Sincerely,
Alaina
Stellantis Case Manager | Great Lakes

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/26/2023 3:59 PM
To: [redacted]
Subject: Case Acknowledgement

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/26/2023 3:59 PM
To: nrothenberger@gmail.com
Subject: Case Acknowledgement

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[redacted]

Date	06/02/2023	***Subject***	RE: Case Acknowledgement		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	06/02/2023 13:38 PM

Hello Nicholas

Our first update on the awaited part is and tentative eta of early to mid June. We do not have a firm date at this time but will continue to monitor and update you weekly.

Sincerely,
Alaina
Stellantis Case Manager | Great Lakes

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/30/2023 4:01 PM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: RE: Case Acknowledgement

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[redacted]

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

VIN	3C RTCL KG[redacted]	Model Year	019	Brand	R M
Body	DD8L93	Vehicle	R M 3500 CRE C B CH I 4 4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	05/31/ 0 3	CAIR Type	Regular	Status	Closed
Close Date	01/30/ 0 4	Origin	Telephone	Reason	
Mileage	90 830 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	CH RLE RUNYON				
Customer Address	103 MOUNT IN PRING DR				
City State/Country Zip	DELB RTON			56 0 18039	U
Dealer	4568	TIM HORT CHRY LER DODGE JEEP R M		Dealer Phone	60643 1300
Dealer Address	100 DE KIN DRI E				
	PIKE ILLE		KY	41501 3141	U
Dealer Zone	Great Lakes	Sales District		Service District	Q
Subject	EHICLE CONCERN TR N MI ION RENT L I T NCE				
Synopsis	Hot lert Outreach Onl no further action needed				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	30	General engine issues
Reason Code	fter ales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
05/31/ 0 3 11 4 M	Open
05/31/ 0 3 11 46 M	Closed
06/0 / 0 3 0 39 PM	Open
06/08/ 0 3 05 PM	Closed
06/1 / 0 3 0 46 PM	Open
06/13/ 0 3 04 43 PM	uspended
06/ 0/ 0 3 04 01 M	Open
09/ 8/ 0 3 11 39 PM	uspended
10/13/ 0 3 04 0 M	Open
01/ 4/ 0 4 0 1 PM	Closed
01/30/ 0 4 1 5 M	Open
01/30/ 0 4 01 00 PM	Closed

Initial Description

Cx said his transmission ent out and is asking for RENT L EHICLE Transmission as replaced pre iousl at 58000 miles

Case Comments

Date	Comment
05/31/ 0 3	Cx said that his ehicle is gi ing transmission issues again He then took it to the dlr and the could not find out hat s the problem ith the ehicle d isor ad ise cx to take ehicle back to the dlr for case to be escalated for assistance No further action taken
06/0 / 0 3	Cx said his transmission ent out and is asking for RENT L EHICLE Transmission as replaced pre iousl at 58000 miles Cx asking for Callback from CM at 304 8419 3 CH RLE RUNYON/ Ram Original O ner YE EHICLE T TIM HORT CHRY LER DODGE JEEP R M 60 08 ppointment on 06/08/ 0 3 Cx Phone 304 8419 3 CH RLE RUNYON/ Ram Cx Email [redacted] Cx states ehicle as diagnosed on 05/1 / 0 3 at Thornhill Chr sler Dodge Jeep Ram 60813 but facilit could not do the oil leaks so ad ised cx to go TIM SHORT CHRY LER DODGE JEEP R M 60 08 Cx had both fuel pump recall and turbo actuator repair done at Thornhill Chr sler Dodge Jeep Ram 60813 so Tim hort chr sler dodge jeep ram 60 08 told cx the ould ha e to go back to Thornhill dealership Cx states he is being told to go back and forth and ould just like his ehicle fixed under arrant Cx asking for Technical ssistance gent ad ised 1 recall Y 6 afet Campaign 01 1 D TRUCK M14 HEEL TUD
06/0 / 0 3	t this time this case does not merit escalation to the CRT group If additional information becomes a ailable please submit for secondar re ie
06/05/ 0 3	Good ill Paragraph I UE EHICLE CONCERN TR N MI ION RENT L I T NCE EHICLE 019 R M 3500 CRE C B CH I 4 4 I D /18/ 019 Miles 90 830 ORIGIN L O NER YE LOY LTY 1 ORIG 1 CURRENT M P 0 RR NTIE PO ERTR IN Jul 1 0 4 14 Months or 9 1 0 Miles FC ER ICE HI TORY YE REC LL Y 6 01 1 D TRUCK M14 HEEL TUD EE C MPGN June 8 0 1 MULTIPLE REP IR es RO 8 0 DET IL CU TOMER T TE OIL LE K ERIFIED CU TOMER COMPL INT FOUND OIL LE K T L E CO ER G KET ON THE B CK REPL CED L E CO ER G KET ERIFIED REP IR[redacted]86 JOE)
06/05/ 0 3	OUTBOUND DLR CONT CT Tim hort Chr sler 60 08 || Phone 6065 3 65 gent spoke to M Jason ho states he is not a are of the ehicle it is not on lot gent informed that cx has an appt on June 8 for diag of transmission concern and questioned if he ould consider helping ith rental M states probabl not cx did not purchase and the ehicle is not in s stem at all ha e not seen that ehicle before M states it ould be nice to actuall diag first to see hat is gong on
06/05/ 0 3	OUTBOUND C CONT CT CH RLE RUNYON || Phone (304) 84 19 || 019 R M 3500 CRE C B CH I 4 4 Email [redacted] gent spoke to cx ho states he as orking ith Thronhill originall ho did diag and no the are sa ing the cant do the ork and directed him to selling dlr Tim hort Cx states he is frusterated as one dealer is telling him the cant do the repairs because another dealer did the ork originall Cx states he has the paper ork from Thornehill ith diag that is ritten in in ink pen injector pump needs change Turbo accutator oil pan gasket rear engine gasket tab needs to be remo ed and engine lifted to repair Turbo accuator and injector pump a as diagnosed at Thornhill Tim hort cx states he ent 30 k miles limp before the original transmission repair could be done aited a ear and a half for that job Cx states he is tired of getting jerked around bought ehicle from Tim hort cx is looking for rental need to ha e a truck onl means of ork and famil ehicle ehicle is currentl in cx possession current mileage 91 000 miles gent ad ised that if rental is needed hile aiting for diagnosis e can consider $40/da for 10 da s and once dealer has diagnosed e can see if dlr can ork out something ith rental assistance or a loaner ehicle Cx states he is not pa ing for an thing out of pocket gent informed that it is not necessar but if he anted to send in his pre ious diag from Thornhill he can b repl ing to the email that is sent to him Cx expressed understanding that case manager ill be contacting dlr on his apt date to get further details of ehicle concern and ill be calling cx then ith update
06/08/ 0 3	OUTBOUND DLR CONT CT Tim hort Chr sler 60 08 || Phone 6065 86681 diagnosis is customer in a loaner Email for M so CM can reach out ho states he is not a are of the ehicle it is not on lot gent informed that cx has an appt on June 8 for diag of transmission concern and questioned if he ould consider helping ith rental M states probabl not cx did not purchase and the ehicle is not in s stem at all ha e not seen that ehicle before M states it ould be nice to actuall diag first to see hat is gong on ill need to foloo
06/1 / 0 3	INBOUND CU TOMER CONT CT Cx Charles anted to speak ith CM she as on the phone ad ised I ould message her to call him at 304 84 19
06/1 / 0 3	INBOUND C CONT CT CH RLE RUNYON || Phone (304) 84 19 || Concerns Transmission shifting incorrectl re s high and jerks into gear Turbo actuator ants to kno h it ent out Oil leak concern cm ill reach out to dlr tomorro an update

Date	Comment
06/13/2023	***OUTBOUND DLR CONTACT*** Tim Short Chrysler Dodge Jeep Ram FIAT of Pikeville | 6064371300 || 45687 SA Keith answered, Reached service, here for Oil Pan leaking, Transmission was looked at - Mechanic/ tech will go over any technicla questions. SA has Turbo actuator ordered. SM Stevens email is; timshortpikeville@yahoo.com Sent CM to Parts dept for Part ans order info Part 68444773AA Order [redacted]
06/13/2023	**CX CONTACT*** CHARLES RUNYON || Phone (304) 784-1972 || Advised cx Parts for actuator shipped - any technical questions should be adressed by the dealer, cx asked about the Injector Pump - cm will email the SM about this but otherwise follow up will be next week for a repair update
06/13/2023	**NEXT STEPS** 1- DLR - Seek Part arrival and a Repair ETA for turbo actuator 2- Ask dealer if any concerns diagnosed with Fuel Injector, Transmission, and Oil Leak. 3- Update customer, 4 - If vehicle is repaired and returned Note - if he paid for rental, customer is within Powertrain so can be reviewed for rental coverage 40/10
06/19/2023	***INBOUND CUSTOMER CONTACT*** Cx has been out of work for a week because the dealer has the truck, and he uses the truck for work. Cx called wanting to speak with the CM, CM not here. Cx states dealer is refusing to fix the leak in engine both front and back and won't fix the injector pump that they just did on recall on Jan 30/23. They are waiting for part to fix the turbo actuator. For a rental the vehicle would have to be a truck because the cx uses it for work. Tim short's say they can lift the cab because they fixed the recall but say they won't fix the injector pump now. (Thornhill can't lift the cab so said that he should go back to Tim Short's) Cx insists that we covered rental for 56 days and he didn't have to pay out of pocket last time, because I had advised that he would have to pay out of pocket then once vehicle is repaired and rental paid, he would have to send in documents/proof of payment to review for reimbursement. Offered to speak with a supervisor to see if he can get pre-approved so that way, he would know that he would get reimbursed. Offered to contact the dealership to find out why they are refusing to work on anything else but the turbo actuator. Even though they could lift the cab to work on issues last time, they are saying that they are unable to this time. Checked to see if I could find notes regarding a rental last time so I would be able to say who covered it, but cx disconnected the call. Dealer may have to contact AM for approval to fix the injector pump no cost to customer if diagnosed as the same issue as the recall. Will send a message to CM to call dealer/customer.
06/20/2023	***OUTBOUND DLR CONTACT*** Tim Short Chrysler Dodge Jeep Ram FIAT of Pikeville | 6064371300 || 45687 Agent spoke to PA Francis who states part is in stock Transferred to Service dept. and spoke to SA Shianne repair ETA for Actuator? tech is trying to work on it in between other jobs is the fuel injector, Transmission, and Oil Leak. being diagnosed and if that is the cause will AM be involved? SA Shianne informed that they are looking at roughly a month out to diagnose. SA states when cx dropped off he was really only worried about turbo actuator and thats what the focus has been put on Will they accept rental DM? Shianne states they are expecting to have repairs done soon but will check with SM 1301- straight back Shianne
06/20/2023	***OUTBOUN DLR CONTACT*** Agent spoke to Shainne and she informed that tech is getting ready to pull vehicle in to begin work - aiming to be completed by noon tomorrow provided there are no complications Agent questioned about other concerns and Shianne did advise that a diag will need to be booked and they are scheduling about a month out Agent informed that I will tell cx if rental is needed it will be out of pocket and then he can submit for reimbursement
06/20/2023	****OUTBOUND CX CONTACT*** Agent spoke to cx and informed him that tech is pulling vehicle in to begin work. Agent advised that if all goes accordingly and there are no complications repair should be completed by tomorrow at noon Agent informed that the other concerns will require diagnosis and will require an appointment in which the dealership is booking about a month out. Agent informed that if he is able to find a dealership that is able to book him in sooner, it is at his discretion if he wants to take the vehicle else where. Agent informed that if he requires rental, it will be his responsibility to obtain and will be required to pay for out of pocket and submit documents for reimbursement Cx states that if he waits another month he may be out side of his power train warranty with miles. Agent informed that if that is the issue he can call customer care and referrece this case number to note that his concern was documented Cx states that the dealership wants him to take his vehicle else where. Cx states he will do his best not to purchase another RAM DODGE etc vehicle Agent informed that CM will follow up with him when repairs are completed
06/21/2023	INBOUND CX CONTACT. CX states just left the DLR few hours ago and was advised if Stellantis could approve rental coverage DLR would be able to provide on to the cx. Agent advised would document and their CM would follow up with the DLR to discuss coverage and the cx follow up with update.
06/22/2023	***Outbound to DLR*** Currently working on vehicle. SA Cheyenne is the advisor on the vehicle
06/22/2023	**********INBOUND CX CALL********** Cx called in and requestd for a rental approval, as no one contacted him from 3 weeks. **********
06/23/2023	***INBOUND DLR CONTACT*** Agent spoke to SM Steve with Tim Short of Pikeville SM states tech is working on diag of trans -cx had transmission done 35 000 miles ago under warranty and now there are oil leaks everywhere SM states that cx brought vehicle in a couple weeks ago for the turbo actuator -SM informed that the Turbo actuator was done by Moor's Dealership a year ago and then it went bad and cx took it to Thornhill where they replaced it again While he was at Moor's he informed about the transmission and they said they didnt have the tech to work on that concern and referred him else where had it at Thornhill -they put an actuator in Dec 12 - cx had it back in Jan who also did 2 recalls on it including the high pressure fuel pump SM states cx has been to 2 other dlrs with a bunch of concerns that could not be addressed SM states vehicle is in now for transmission slippage issue - oil every where - diag for where the oil is coming from SM informed that diag may take a while because he truly only has 1 transmission tech SM states for the trans oil leak concern the cab in the front end will need to be removed -other issues also need to be addressed such as fuel pressure issue that might be recall related SM states the general issue is - there is no way he is going to address these concerns with in 10 days Agent informed that we can request for rental assistance for 10 days and it will need to be reviewed again if any additional time is needed SM informed that he can accept DM notes but the rental facility he works with charges $50/day timshortpikeville@yahoo.com Agent informed that we can make a request and let him know the out come as soon as it comes in
06/23/2023	Rental Request Paragraph VEHICLE: - 2019 RAM 3500 CREW CAB CHASSIS 4X4 ISD: 7/18/2019 Miles : 90,830 ORIGINAL OWNER: YES LOYALTY: 1 ORIG, 1 CURRENT Multiple Repairs: YES Authorized dealer: 45687 CM is requesting authorization for 10 days of rental with the potential to add additional days while vehicle is at dealership for diagnosis. Vehicle has had reoccurring issues with Transmission that was just replaced under warranty 35000 miles ago. DLR can secure rental for $50/day
06/23/2023	***OB CAll to the Cx*** Updated him to get a rental from Enterprise and we will be able to look into possible reimbursement options once the repair is complete. Informed him that he will need to provide the invoices at the end of the repair.
06/26/2023	***OB Call to the DLR*** Not available *****Left voicemail*****
06/26/2023	***OB Call to the Cx*** Cx needed a rental on Friday but there were none available and hence he got the truck back from the dlrship to use for the meantime, will take the truck back to the dlr today for the rest of the repairs.
06/30/2023	***OB Dlr call*** The Vehicle has an issue of oil leak, the vehicle is at the dlr, ETA for completion not available, No parts on back order, no rental.
06/30/2023	***OB Call to the Cx*** Cx wanted to check if he can still use his vehicle while the dlr waits for the parts. Called the DLR, the dlr said yes to the vehicle can be picked up. The Cx is worried that is is 8000 miles away from the vehicle being out of warranty. Will check back with Cx in a week.
07/18/2023	***OB Call to the Cx*** The cx didn't take the call. Sent a VM.
07/24/2023	***OB Dlr call*** The cx brought the vehicle to the dealership on 6/29. The cx told he will bring back the vehicle on the following Monday. But he haven't brought it. The cx was concerned about the warranty as his vehicle was 8000 miles away from warranty, the dealership told it is fine. The turbo actuator has been replaced in the vehicle, now the diagnosis of the vehicle for transmission is pending.
07/24/2023	***OB Call to the Cx*** The cx will talk with the dealership and decide on the next steps to be taken. Told the cx that cm will call back next week it get the repair status of the vehicle.
08/03/2023	***OB Dlr call*** The dlr didn't take the call.
08/03/2023	***OB Call to the Cx*** The cx didn't take the call. Sent a VM.
08/09/2023	***OB Call to the Cx*** The cx didn't take the call.
08/10/2023	****OUTBOUND DLR CONTACT ***** 45687 TIM SHORT CHRYSLER DODGE JEEP RAM 6064371300 VIN: KG[redacted]CM spoke to SA advised that the vehicle has just arrived at the DLR will be completing the diagnoses next week
08/15/2023	***Research Findings*** NOTE: ENHANCED SATISFACTION RESTRICTION Dealer code: 45687 In-service date: July 18, 2019 Mileage: 90,830 Original owner? N Open recalls? 1, Y26 (parts available) Loyalty score: 890 Is vehicle within warranty? N Basic expired by 1 year Powertrain, Corrosion, Diesel Engine still active No SCs Is customer in rental? N, previously requested rental reimbursement Parts on B/O? N STAR case? N Repeat issue? Y, but dealer-hopping Previous related cases/goodwill/DM notes: N/A Customer concern/issue/request: Looking for rental assistance and assistance with fixing repeat problem.
08/15/2023	--OUTBOUND EMAIL TO DEALER-- Sent email to SM Steve requesting information on this case.
08/17/2023	--OUTBOUND EMAIL TO DEALER-- Sent follow-up email.
08/22/2023	--INBOUND EMAIL FROM DEALER-- ***Voice of Dealer*** -fixed turbo issue -CX needed vehicle back, so picked it up before further repairs could proceed -CX was supposed to drop it back the following Monday -CX waited several weeks before bringing vehicle back -now DLR has no tech available and more transmission issue vehicles -tech quit a week and a half ago with no notice -recommending that CX take vehicle back to neighboring DLR where he had most of previous repairs done -not able to proceed with repair on oil leak in the foreseeable future ***Next Steps*** -follow up with CX
08/23/2023	--INBOUND CALL FROM CUSTOMER-- ***Voice of Customer*** -frustrated by my email -never wants to work with Tim Short again ("they've lost a customer") -bought a competitor truck to get around -probably just wants to sell this truck now but needs it repaired first -other DLRs don't have transmission techs ***Next Steps*** -follow up with DLR -update CX
08/23/2023	--OUTBOUND EMAIL TO DEALER-- Sent follow-up.
08/28/2023	--OUTBOUND EMAIL TO DEALER-- Sent email asking for update.
08/31/2023	--OUTBOUND EMAIL TO DEALER-- Sent follow-up.
09/05/2023	--OUTBOUND EMAIL TO DEALER-- Sent follow-up.
09/18/2023	--OUTBOUND EMAIL TO DEALER-- Sent email to SM asking for update.
09/20/2023	--OUTBOUND CALL TO DEALER-- No answer. --OUTBOUND EMAIL TO DEALER-- Sent follow-up.
09/21/2023	--OUTBOUND CALL TO DEALER-- No answer; sat on hold for ten minutes.
09/22/2023	--OUTBOUND CALL TO DEALER-- ***Voice of Dealer*** -SA is Stacy -will probably be 3-4 weeks before diagnosis can occur -will call CX and advise to bring vehicle elsewhere ***Actions Taken*** -advised that CX would likely just need to wait for this 3-4 weeks ***Next Steps*** -follow up with CX
10/23/2023	**OB to DLR** Unable to speak. Left VM **OB to cx** Unable to speak. Left VM
10/23/2023	**IB from cx** Cx seems really upset as he says the last time he heard from dealership was on July probable and they are not picking up the call. Told cx will try to escalate to AM if writer didn't get any response from the dealership. Next step Call the dealership if they don't respond email to AM

Date	Comment
10/31/2023	***OBC to DLR*** DLR told that yesterday they got a chance to diagnose the vehicle by their technician but don't have the diagnosis report now .He did find out some problems related to transmission and couple of other things. ****OBC to cx**** Unable to speak. Left VM Next step Call DLR to get more detail on diagnosis
11/08/2023	***OBC to DLR*** STACY was not available to pick up the call. Email the SA asking for update. ***OBC to cx*** Told cx writer was not able to contact the SA to get an update. Cx seem pretty upset. Told he wants his truck back and disconnected the call
11/15/2023	****OBC to DLR**** STACY was not available to pick up. Left VM. Tried connecting again and asked for any SA ,kept hold for a long time and no response. ****OBC to cx**** Told cx not able to get any response from DLR. Will try to escalate to AM today. Cx seem pretty upset as he told its been 6 months his vehicle is at the dealership and no update on the same. Next step Email AM and wait for reply
11/20/2023	Vehicle has arrived at dealership Tim Short Chrysler Dodge Jeep Ram FIAT of Pikeville and attended by dealer employee
11/20/2023	Vehicle has arrived at dealership Tim Short Chrysler Dodge Jeep Ram FIAT of Pikeville and attended by dealer employee
11/22/2023	******OBC to DLR******** Unable to speak. No one picked up the call. Send email to SA. Next step Waiting for email reply from SA *********OBC to cx******** Unable to speak. Left VM
11/28/2023	**********IBC from CX********** Cx want the case manager to call ASAP he want to know the case status Writer tried to explain cx but cx want to talk to CM
11/28/2023	******OBC to cx***** Told cx that after escalating to AM , SA Stephen responded to email with an update that the oil leak has been fixed and the tech team is working to duplicate the trans concern. Cx is looking for cost assistance of the repair. Told cx they are still working on the issue ,once its done and cost estimate is obtained will try to what writer can do though not guaranteed. cx confirmed the same. Next step Follow up with DLR on repair update
12/04/2023	******OBC to DLR****** SA told that the oil leak is fixed and they tried to duplicate the trans concern. DLR drove the vehicle during weekends but they were not able to duplicate the issue. Suggested the cx could pick up the vehicle and drive and if the issue exists then can take the vehicle to dlr and open a STAR case for more technical assistance. *****OBC to cx**** Unable to speak. Left VM with updates Next Step Follow up with cx for the response
12/08/2023	******OBC to cx****** Cx told the vehicle is still at the dealership cuz of the battery is dead and they are replacing a new battery for them to proceed with repair. Cx is frustrated as vehicle has been at dealership for more than 6 months and they didn't do anything or cant duplicate the issue. The dealership is not responding to the calls of the cx. Told cx will try to reach out to dealership and ask them whether they could take cx with them to drive the vehicle to duplicate the concern. Next Step Call DLR to get an update
12/12/2023	***OBC DLR*** Spoke to SA Stacy, vehicle is finished and they will be calling cx today
12/14/2023	******OBC to cx***** Cx told the issue is not yet fixed. Cx was charged $400 for each battery but he got if for about $100 from another place. And cx told the oil is still leaking and transmission issue is not fixed. He told DLR informed that they cant do anything as there are no codes showing when they are trying to test the vehicle. Cx is really frustrated as this has been going on for long and there is no progress. Cx is asking for a supervisor call. Told cx will arrange the call. He told he will sue Tim short and RAM. Next Step Follow up with cx after SUP call
12/18/2023	**Sup call** CHARLES RUNYON | (304) 784-1972 The cx didn't answer. Left a VM
12/19/2023	****OBC to cx**** Unable to speak. Left VM Next Step Follow up with cx
12/22/2023	****OBC to cx**** Unable to speak. Left VM
12/28/2023	****OBC to cx**** Unable to speak. Left VM
01/09/2024	****OBC to cx**** Unable to speak. Left VM
01/10/2024	****OBC to cx***** Customer is seeking compensation for the time the vehicle was at the dealership. He paid for the vehicle by cash pricing around 70000. Its still at the dealership. No one provided him the rental assistance so he had to purchase another vehicle. Told cx will review and get back to him Next Step Discuss with TL if we could provide any compensation
01/15/2024	****OBC to cx**** Unable to speak. Left VM
01/18/2024	****OBC to cx**** Unable to speak. Left VM
01/22/2024	****OBC to cx**** Unable to speak. Left VM

Email(s)

Date	06/05/2023	***Subject***	2019 RAM 3500 CREW CAB CHASSIS 4X4		
From	uscustomercare@cac.stellantis.com	***To***	kimmaynard@mingohousing.com	***Sent Date/Time***	06/05/2023 20:09 PM

Good Afternoon Charles,

My name is a Jody and I have contacted you on behalf of your case manager Clarice.
Here is some information that will be helpful for you to have:

Your case number is [redacted]

The Chrysler Case Management telephone number is: 1-844-827-1999

Our work hours are: 8 am - 8:00pm Eastern Standard Time Monday-Friday.

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and your case manager will respond as promptly as possible. Thank you for your patience and co-operation!

Jody
|Stellantis Case Management
[redacted]

Date	06/05/2023	***Subject***	2019 RAM 3500 CREW CAB CHASSIS 4X4		
From	uscustomercare@cac.stellantis.com	***To***	kimmaynard@mingohousing.com	***Sent Date/Time***	06/05/2023 20:09 PM

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Jody
|Stellantis Case Management
[redacted]

Date	06/08/2023	***Subject***	RE: 2019 RAM 3500 CREW CAB CHASSIS 4X4		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	06/08/2023 16:17 PM

Hello Charles

Please let me know when your vehicle is at the dealership for diagnosis, what dealer locattion and who the advisor you are working with is.

My name is Jena and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

The Chrysler Case Management telephone number is: 1-844-827-1999

My direct extension: 3025948

My work hours are: 8AM TO 4:30PM Eastern Standard Time Monday-Friday.

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

Jena
[redacted]

Date	06/08/2023	***Subject***	RE: 2019 RAM 3500 CREW CAB CHASSIS 4X4		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	06/08/2023 16:17 PM

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My direct extension: 3025948

My work hours are: 8AM TO 4:30PM Eastern Standard Time Monday-Friday.

Please don't hesitate to make contact if you have any questions or concerns and if email works better for you, you can always respond to this email and I will respond as promptly as possible. Thank you for your patience and co-operation!

Best Wishes

Jena
[redacted]

Date	06/08/2023	***Subject***	RE: 2019 RAM 3500 CREW CAB CHASSIS 4X4		
From	uscustomercare@cac.stellantis.com	***To***		***Sent Date/Time***	06/08/2023 17:26 PM

Good Afternoon

I am sending you this email regarding the closure of your Case with Stellantis Case Management. Once you have an appointment scheduled at the dealership if you would like further assistance please give us a call back and reference your case number below
I would like to provide you with my contact information should you have any questions or concerns in the future.

Your Case Number is: [redacted]

The Case Management Telephone Number is: 1-844-827-1999

Thank you for allowing Customer Care the opportunity to address your concern and as stated in our telephone conversation, if your vehicle experiences any further issues and you are able to get it diagnosed certainly give us a call back so we may re-open your case.
Once your case is officially closed you will receive an email survey in regards to your satisfaction with how Ram and myself handled your case. I look forward to your feedback.
[redacted]

Date	06/12/2023	***Subject***	Re: 2019 RAM 3500 CREW CAB CHASSIS 4X4		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	06/12/2023 14:46 PM

It has been there sense the 8 of June I still haven□t heard and thing this now make the 4 th day of work missing my truck

Sent from my iPhone

> On Jun 8, 2023, at 1:26 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Good Afternoon
>
> I am sending you this email regarding the closure of your Case with Stellantis Case Management. Once you have an appointment scheduled at the dealership if you would like further assistance please give us a call back and reference your case number below
> I would like to provide you with my contact information should you have any questions or concerns in the future.
>
> Your Case Number is: [redacted]
>
> The Case Management Telephone Number is: 1-844-827-1999
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> Once your case is officially closed you will receive an email survey in regards to your satisfaction with how Ram and myself handled your case. I look forward to your feedback.
>
>
[redacted]

Date	06/12/2023	***Subject***	Re: 2019 RAM 3500 CREW CAB CHASSIS 4X4		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	06/12/2023 14:49 PM

Sent from my iPhone

> On Jun 12, 2023, at 10:46 AM, Charles Runyon <[redacted] wrote:
>
> □It has been there sense the 8 of June I still haven□t heard and thing this now make the 4 th day of work missing my truck
>
> Sent from my iPhone
>
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>>
>>
>> [redacted]

Date	08/22/2023	***Subject***	Your Case - Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	08/22/2023 16:46 PM

Hello Mr. Runyon,

This is Natalie, your Case Manager with Ram Customer Care. I apologize for the delays in your case and for the shuffling around, but I am happy to report that I am caught up on the history of your case.

I'm sorry to hear about the delays in repairing the oil leak. I connected with your dealership this morning, and I understand that the turbo actuator was replaced, and then you took your vehicle back. I know that it has now been with the dealership again since last week, several weeks later.

In that timeframe of several weeks, several more transmission cases arrived at Tim Short, and a technician had to leave the dealership. Because of this, your dealership is recommending that you take your vehicle back to Thornhill or Moore, or another Ram dealership. If you leave your vehicle where it is, they will be able to work on repairing the oil leak eventually, but they are not able to provide a precise timeline right now.

Again, I'm sorry for the delays and frustration of this situation. Please let me know if there is anything I can do to help with arranging appointments or further communication with your dealership.

You can reach me with any questions or concerns either by replying to this email or by leaving me a voicemail at:

Phone number: (844) 827-1999
My personal extension: 5140281
Your case number[redacted]

I am happy to help! Thank you for working with Ram, and I look forward to helping to resolve this case for you.

Enjoy your afternoon,

Natalie
Case Manager
Ram Customer Care
[redacted]

Date	08/22/2023	***Subject***	Your Case - Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	08/22/2023 16:47 PM

Hello Mr. Runyon,

This is Natalie, your Case Manager with Ram Customer Care. I apologize for the delays in your case and for the shuffling around, but I am happy to report that I am caught up on the history of your case.

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Enjoy your afternoon,

Natalie
Case Manager
Ram Customer Care
[redacted]

Date	09/22/2023	***Subject***	RE: Your Case - Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	09/22/2023 17:30 PM

Good afternoon,

I just wanted to provide you with an update on your case. I did connect with your dealership today, and they advised me that, unfortunately, it will likely be another 3-4 weeks before they can work on your vehicle. We apologize for this delay, and we do look forward to finally getting this resolved for you.

Thank you,

Natalie
Case Manager
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 8/22/2023 12:47 PM
To: [redacted]
Subject: Your Case - Ram Customer Care

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Ram Customer Care

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From	uscustomercare@cac.stellantis.com	*To*	uscustomercare@cac.stellantis.com	*Sent Date/Time*	09/22/2023 17:30 PM

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[redacted]

Date	10/19/2023	*Subject*	RE: Your Case - Ram Customer Care		
From	uscustomercare@cac.stellantis.com	*To*	uscustomercare@cac.stellantis.com	*Sent Date/Time*	10/19/2023 15:06 PM

Good morning,

I hope that you are doing well. I just wanted to follow up; have you heard any updates on this?

Thank you,

Natalie
Case Manager
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/22/2023 1:30 PM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: RE: Your Case - Ram Customer Care

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Cc: [redacted]
Subject: RE: Your Case - Ram Customer Care

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My personal extension: 5140281
Your case number: [redacted]

I am happy to help! Thank you for working with Ram, and I look forward to helping to resolve this case for you.

Enjoy your afternoon,

Natalie
Case Manager
Ram Customer Care

[redacted]

Date	10/19/2023	***Subject***	RE: Your Case - Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	10/19/2023 15:06 PM

Good morning,

I hope that you are doing well. I just wanted to follow up; have you heard any updates on this?

Thank you,

Natalie
Case Manager
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/22/2023 1:30 PM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: RE: Your Case - Ram Customer Care

Good afternoon,

I just wanted to provide you with an update on your case. I did connect with your dealership today, and they advised me that, unfortunately, it will likely be another 3-4 weeks before they can work on your vehicle. We apologize for this delay, and we do look forward to finally getting this resolved for you.

Thank you,

Natalie
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Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 8/22/2023 12:47 PM
To: [redacted]
Subject: Your Case - Ram Customer Care

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Phone number: (844) 827-1999
My personal extension: 5140281
Your case number: [redacted]

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[redacted]

Date	10/20/2023	***Subject***	Re: Your Case - Ram Customer Care		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	10/20/2023 20:59 PM

I haven□t heard anything on my truck this is [redacted] □m about to contacts the better business bureau

Sent from my iPhone

> On Oct 19, 2023, at 11:06 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> Ram Customer Care
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Date	10/23/2023	***Subject***	Re: Your Case - Ram Customer Care		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	10/23/2023 19:17 PM

Hello ,

Thank you for reaching out to Ram customer care, my name is Rini and I have been assigned as your Case Manager. I will be working on your case and finding ways to assist you with getting your vehicle repaired.

Here is some information that will be helpful for you to have:
Your case number is [redacted]
My telephone number is: +1-844-827-1999
My direct extension: 5140530
My work hours are: 9:00-5:30pm Eastern Standard Time Monday-Friday.

If you have any questions or concerns, please reach out to me as I would be happy to assist.

Regards,
Rini
Ram Case Management

---------- Original Message ----------
From: Charles Runyon [redacted]
Sent: 10/20/2023 4:59 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Your Case - Ram Customer Care

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My personal extension: 5140281
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Ram Customer Care
[redacted]

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From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	10/23/2023 19:17 PM

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Regards,
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My personal extension: 5140281
Your case number:

I am happy to help! Thank you for working with Ram, and I look forward to helping to resolve this case for you.

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Case Manager
Ram Customer Care

Date	12/28/2023	***Subject***	CLOSING EMAIL		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	12/28/2023 15:16 PM

Good Morning Charles,

We have been trying to reach you but have been unsuccessful in doing so. Due to this, I will be closing out your case in two business days. If I don□t hear back from you by 2/01/24, your case will be closed. This case can be reopened at any time, so if you require further assistance after this date, please feel free to give us a call back.

We just wanted to thank you for allowing RAM Customer Care the opportunity to address your concern. If you require any further assistance and are able to get the vehicle back into the dealership and get it diagnosed, then certainly give us a call back so we may reopen your case and look into the concern further.

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Thank you for your time, participation, patience and for being a loyal RAM customer. It has been a pleasure working with you, and all the best in the future.

Regards,
Rini
Case Management
844-827-1999 EXT:5140530

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/23/2023 3:17 PM
To [redacted]
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Regards,
Rini
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From: Charles Runyon [redacted]
Sent: 10/20/2023 4:59 PM
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Subject: Re: Your Case - Ram Customer Care

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Natalie
Case Manager
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[redacted]

Date	01/01/2024	***Subject***	Re: CLOSING EMAIL		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/01/2024 14:08 PM

If I need to take this to the bbb I will they didn□t fix anything the truck is still leaking oil it was a gallon low when returned

The trans is flare shifting in random gears now

And everyone time I start it hot or cold it 25 to 58 seconds cranking before it starts

And wat about compensation of been with out a truck for 8 months
Sent from my iPhone

> On Dec 28, 2023, at 10:16□AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □
> Good Morning Charles,
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>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 10/23/2023 3:17 PM
> To: [redacted]
> Subject: Re: Your Case - Ram Customer Care
>
> Hello ,
>
> Thank you for reaching out to Ram customer care, my name is Rini and I have been assigned as your Case Manager. I will be working on your case and finding ways to assist you with getting your vehicle repaired.
>
> Here is some information that will be helpful for you to have:
> Your case number is: [redacted]
> My telephone number is: +1-844-827-1999
> My direct extension: 5140530
> My work hours are: 9:00-5:30pm Eastern Standard Time Monday-Friday.
>
> If you have any questions or concerns, please reach out to me as I would be happy to assist.
>
> Regards,
> Rini
> Ram Case Management
>
>
>
>
> ---------- Original Message ----------
> From: Charles Runyon [redacted]
> Sent: 10/20/2023 4:59 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Your Case - Ram Customer Care
>
> I haven□t heard anything on my truck this is[redacted] I□m about to contacts the better business bureau
>
> Sent from my iPhone
>
> On Oct 19, 2023, at 11:06 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> ?
> Good morning,
>
> I hope that you are doing well. I just wanted to follow up; have you heard any updates on this?
>
> Thank you,
>
> Natalie
> Case Manager
> Ram Customer Care
>
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> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 9/22/2023 1:30 PM
> To: uscustomercare@cac.stellantis.com
> Cc: [redacted]
> Subject: RE: Your Case - Ram Customer Care
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> Good afternoon,
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> I just wanted to provide you with an update on your case. I did connect with your dealership today, and they advised me that, unfortunately, it will likely be another 3-4 weeks before they can work on your vehicle. We apologize for this delay, and we do look forward to finally getting this resolved for you.
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> Thank you,
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> Natalie
> Case Manager
> Ram Customer Care
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> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 8/22/2023 12:47 PM
> To: [redacted]

> Subject: Your Case - Ram Customer Care
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> Hello Mr. Runyon,
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> This is Natalie, your Case Manager with Ram Customer Care. I apologize for the delays in your case and for the shuffling around, but I am happy to report that I am caught up on the history of your case.
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> Again, I'm sorry for the delays and frustration of this situation. Please let me know if there is anything I can do to help with arranging appointments or further communication with your dealership.
>
> You can reach me with any questions or concerns either by replying to this email or by leaving me a voicemail at:
> Phone number: (844) 827-1999
> My personal extension: 5140281
> Your case number: [redacted]
> I am happy to help! Thank you for working with Ram, and I look forward to helping to resolve this case for you.
>
> Enjoy your afternoon,
>
> Natalie
> Case Manager
> Ram Customer Care
> [redacted]
>
>
>

Date	01/02/2024	***Subject***	Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/02/2024 19:28 PM

Good Afternoon Charles,

If the issue is not resolved, I would suggest to take the vehicle to the dealership for further assistance. You can have a second opinion of another dealer if you want as well. Regarding the compensation, Please provide the below documents to review, however not guaranteed.

1) RO/Invoice
2) Lease agreement with the page mentioning the amount to be paid every month
3) Proof of Monthly Payment made

Thanks and Regards,
Rini
Case Management

---------- Original Message ----------
From: Charles Runyon [redacted]
Sent: 1/1/2024 9:08 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: CLOSING EMAIL

If I need to take this to the bbb I will they didn□t fix anything the truck is still leaking oil it was a gallon low when returned
The trans is flare shifting in random gears now
And everyone time I start it hot or cold it 25 to 58 seconds cranking before it starts
And wat about compensation of been with out a truck for 8 months
Sent from my iPhone
On Dec 28, 2023, at 10:16□AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□

Good Morning Charles,

We have been trying to reach you but have been unsuccessful in doing so. Due to this, I will be closing out your case in two business days. If I don□t hear back from you by 2/01/24, your case will be closed. This case can be reopened at any time, so if you require further assistance after this date, please feel free to give us a call back.

We just wanted to thank you for allowing RAM Customer Care the opportunity to address your concern. If you require any further assistance and are able to get the vehicle back into the dealership and get it diagnosed, then certainly give us a call back so we may reopen your case and look into the concern further.

We also wanted to let you know that we attempt to conduct a satisfaction survey upon closure of a case; therefore, you could potentially receive a survey by email. 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, patience and for being a loyal RAM customer. It has been a pleasure working with you, and all the best in the future.

Regards,
Rini
Case Management
844-827-1999 EXT:5140530

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/23/2023 3:17 PM
To: [redacted]
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Regards,
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Ram Case Management

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Good morning,

I hope that you are doing well. I just wanted to follow up; have you heard any updates on this?

Thank you,

Natalie
Case Manager
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/22/2023 1:30 PM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: RE: Your Case - Ram Customer Care

Good afternoon,

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Thank you,

Natalie
Case Manager
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 8/22/2023 12:47 PM
To: [redacted]
Subject: Your Case - Ram Customer Care

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Again, I'm sorry for the delays and frustration of this situation. Please let me know if there is anything I can do to help with arranging appointments or further communication with your dealership.

You can reach me with any questions or concerns either by replying to this email or by leaving me a voicemail at:

Phone number: (844) 827-1999
My personal extension: 5140281
Your case number: [redacted]

I am happy to help! Thank you for working with Ram, and I look forward to helping to resolve this case for you.

Enjoy your afternoon,

Natalie
Case Manager
Ram Customer Care
[redacted]

Date	01/02/2024	***Subject***	Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/02/2024 19:28 PM

Good Afternoon Charles,

If the issue is not resolved, I would suggest to take the vehicle to the dealership for further assistance. You can have a second opinion of another dealer if you want as well. Regarding the compensation, Please provide the below documents to review, however not guaranteed.

1) RO/Invoice
2) Lease agreement with the page mentioning the amount to be paid every month
3) Proof of Monthly Payment made

Thanks and Regards,
Rini
Case Management

---------- Original Message ----------
From: Charles Runyon [redacted]
Sent: 1/1/2024 9:08 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: CLOSING EMAIL

If I need to take this to the bbb I will they didn't fix anything the truck is still leaking oil it was a gallon low when returned
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And wat about compensation of been with out a truck for 8 months
Sent from my iPhone
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We also wanted to let you know that we attempt to conduct a satisfaction survey upon closure of a case; therefore, you could potentially receive a survey by email. 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, patience and for being a loyal RAM customer. It has been a pleasure working with you, and all the best in the future.

Regards,
Rini
Case Management
844-827-1999 EXT:5140530

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/23/2023 3:17 PM
To: [redacted]
Subject: Re: Your Case - Ram Customer Care

Hello ,

Thank you for reaching out to Ram customer care, my name is Rini and I have been assigned as your Case Manager. I will be working on your case and finding ways to assist you with getting your vehicle repaired.

Here is some information that will be helpful for you to have:
Your case number is: [redacted]
My telephone number is: +1-844-827-1999
My direct extension: 5140530
My work hours are: 9:00-5:30pm Eastern Standard Time Monday-Friday.

If you have any questions or concerns, please reach out to me as I would be happy to assist.

Regards,
Rini
Ram Case Management

---------- Original Message ----------
From: Charles Runyon [redacted]
Sent: 10/20/2023 4:59 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Your Case - Ram Customer Care

I haven't heard anything on my truck this is [redacted] I'm about to contacts the better business bureau
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On Oct 19, 2023, at 11:06 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Good morning,

I hope that you are doing well. I just wanted to follow up; have you heard any updates on this?

Thank you,

Natalie
Case Manager
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/22/2023 1:30 PM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: RE: Your Case - Ram Customer Care

Good afternoon,

I just wanted to provide you with an update on your case. I did connect with your dealership today, and they advised me that, unfortunately, it will likely be another 3-4 weeks before they can work on your vehicle. We apologize for this delay, and we do look forward to finally getting this resolved for you.

Thank you,

Natalie
Case Manager
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 8/22/2023 12:47 PM
To: [redacted]
Subject: Your Case - Ram Customer Care

Hello Mr. Runyon,

This is Natalie, your Case Manager with Ram Customer Care. I apologize for the delays in your case and for the shuffling around, but I am happy to report that I am caught up on the history of your case.

I'm sorry to hear about the delays in repairing the oil leak. I connected with your dealership this morning, and I understand that the turbo actuator was replaced, and then you took your vehicle back. I know that it has now been with the dealership again since last week, several weeks later.

In that timeframe of several weeks, several more transmission cases arrived at Tim Short, and a technician had to leave the dealership. Because of this, your dealership is recommending that you take your vehicle back to Thornhill or Moore, or another Ram dealership. If you leave your vehicle where it is, they will be able to work on repairing the oil leak eventually, but they are not able to provide a precise timeline right now.

Again, I'm sorry for the delays and frustration of this situation. Please let me know if there is anything I can do to help with arranging appointments or further communication with your dealership.

You can reach me with any questions or concerns either by replying to this email or by leaving me a voicemail at:

Phone number: (844) 827-1999
My personal extension: 5140281
Your case number [redacted]

I am happy to help! Thank you for working with Ram, and I look forward to helping to resolve this case for you.

Enjoy your afternoon,

Natalie
Case Manager
Ram Customer Care

[redacted]

Date	01/05/2024	***Subject***	RE: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/05/2024 22:49 PM

Good Evening Charles,

Can you please give me an update for the below thread and also the documents needed.

Thanks and Regards,
Rini
Case Management

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/2/2024 2:28 PM
To [redacted]
Subject: Vehicle Concern

Good Afternoon Charles,

If the issue is not resolved, I would suggest to take the vehicle to the dealership for further assistance. You can have a second opinion of another dealer if you want as well. Regarding the compensation, Please provide the below documents to review, however not guaranteed.

1) RO/Invoice
2) Lease agreement with the page mentioning the amount to be paid every month
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Thanks and Regards,
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Sent: 1/1/2024 9:08 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: CLOSING EMAIL

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Regards,
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Case Management
844-827-1999 EXT:5140530

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From: US Customer Care [uscustomercare@cac.stellantis.com]
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From: Charles Runyon [redacted]
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Case Manager
Ram Customer Care

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Sent: 9/22/2023 1:30 PM
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Ram Customer Care

[redacted]

Date	01/05/2024	***Subject***	RE: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/05/2024 22:50 PM

Good Evening Charles,

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Thanks and Regards,
Rini
Case Management

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Sent: 1/2/2024 2:28 PM
To [redacted]
Subject: Vehicle Concern

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My telephone number is: +1-844-827-1999
My direct extension: 5140530
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To: uscustomercare@cac.stellantis.com
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To: [redacted]
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Natalie
Case Manager
Ram Customer Care

[redacted]

Date	01/05/2024	***Subject***	RE: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/05/2024 22:50 PM

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Case Management

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Thanks and Regards,
Rini
Case Management

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From: Charles Runyon [redacted]
Sent: 1/1/2024 9:08 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: CLOSING EMAIL

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Regards,
Rini
Case Management
844-827-1999 EXT:5140530

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/23/2023 3:17 PM
To: [redacted]
Subject: Re: Your Case - Ram Customer Care

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Your case number is: [redacted]
My telephone number is: +1-844-827-1999
My direct extension: 5140530
My work hours are: 9:00-5:30pm Eastern Standard Time Monday-Friday.

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Regards,
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Cc: [redacted]
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Phone number: (844) 827-1999
My personal extension: 5140281
Your case number: [redacted]

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Enjoy your afternoon,

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Case Manager
Ram Customer Care
[redacted]

Date	01/15/2024	***Subject***	Document Request		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/15/2024 17:09 PM

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Cc [redacted]
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Sent: 1/2/2024 2:28 PM
To: [redacted]
Subject: Vehicle Concern

Good Afternoon Charles,

If the issue is not resolved, I would suggest to take the vehicle to the dealership for further assistance. You can have a second opinion of another dealer if you want as well. Regarding the compensation, Please provide the below documents to review, however not guaranteed.

1) RO/Invoice
2) Lease agreement with the page mentioning the amount to be paid every month
3) Proof of Monthly Payment made

Thanks and Regards,
Rini
Case Management

---------- Original Message ----------
From: Charles Runyon [redacted]
Sent: 1/1/2024 9:08 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: CLOSING EMAIL

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The trans is flare shifting in random gears now
And everyone time I start it hot or cold it 25 to 58 seconds cranking before it starts
And wat about compensation of been with out a truck for 8 months
Sent from my iPhone
On Dec 28, 2023, at 10:16?AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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We just wanted to thank you for allowing RAM Customer Care the opportunity to address your concern. If you require any further assistance and are able to get the vehicle back into the dealership and get it diagnosed, then certainly give us a call back so we may reopen your case and look into the concern further.

We also wanted to let you know that we attempt to conduct a satisfaction survey upon closure of a case; therefore, you could potentially receive a survey by email. 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, patience and for being a loyal RAM customer. It has been a pleasure working with you, and all the best in the future.

Regards,
Rini
Case Management
844-827-1999 EXT:5140530

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/23/2023 3:17 PM
To: [redacted]
Subject: Re: Your Case - Ram Customer Care

Hello ,

Thank you for reaching out to Ram customer care, my name is Rini and I have been assigned as your Case Manager. I will be working on your case and finding ways to assist you with getting your vehicle repaired.

Here is some information that will be helpful for you to have:
Your case number is: [redacted]
My telephone number is: +1-844-827-1999
My direct extension: 5140530
My work hours are: 9:00-5:30pm Eastern Standard Time Monday-Friday.

If you have any questions or concerns, please reach out to me as I would be happy to assist.

Regards,
Rini
Ram Case Management

---------- Original Message ----------
From: Charles Runyon [redacted]
Sent: 10/20/2023 4:59 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Your Case - Ram Customer Care

I haven□t heard anything on my truck this is bs I□m about to contacts the better business bureau
Sent from my iPhone
On Oct 19, 2023, at 11:06 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Good morning,

I hope that you are doing well. I just wanted to follow up; have you heard any updates on this?

Thank you,

Natalie
Case Manager
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/22/2023 1:30 PM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: RE: Your Case - Ram Customer Care

Good afternoon,

I just wanted to provide you with an update on your case. I did connect with your dealership today, and they advised me that, unfortunately, it will likely be another 3-4 weeks before they can work on your vehicle. We apologize for this delay, and we do look forward to finally getting this resolved for you.

Thank you,

Natalie
Case Manager
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 8/22/2023 12:47 PM
To: [redacted]
Subject: Your Case - Ram Customer Care

Hello Mr. Runyon,

This is Natalie, your Case Manager with Ram Customer Care. I apologize for the delays in your case and for the shuffling around, but I am happy to report that I am caught up on the history of your case.

I'm sorry to hear about the delays in repairing the oil leak. I connected with your dealership this morning, and I understand that the turbo actuator was replaced, and then you took your vehicle back. I know that it has now been with the dealership again since last week, several weeks later.

In that timeframe of several weeks, several more transmission cases arrived at Tim Short, and a technician had to leave the dealership. Because of this, your dealership is recommending that you take your vehicle back to Thornhill or Moore, or another Ram dealership. If you leave your vehicle where it is, they will be able to work on repairing the oil leak eventually, but they are not able to provide a precise timeline right now.

Again, I'm sorry for the delays and frustration of this situation. Please let me know if there is anything I can do to help with arranging appointments or further communication with your dealership.

You can reach me with any questions or concerns either by replying to this email or by leaving me a voicemail at:

Phone number: (844) 827-1999
My personal extension: 5140281
Your case number: [redacted]

I am happy to help! Thank you for working with Ram, and I look forward to helping to resolve this case for you.

Enjoy your afternoon,

Natalie
Case Manager

Ram Customer Care

[redacted]

Date	01/22/2024	***Subject***	CLOSING EMAIL		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/22/2024 16:10 PM

Good Morning Charles,

We have been trying to reach you but have been unsuccessful in doing so. Due to this, I will be closing out your case in two business days. If I don't hear back from you by 1/24/2024, your case will be closed. This case can be reopened at any time, so if you require further assistance after this date, please feel free to give us a call back.

We just wanted to thank you for allowing RAM Customer Care the opportunity to address your concern. If you require any further assistance and are able to get the vehicle back into the dealership and get it diagnosed, then certainly give us a call back so we may reopen your case and look into the concern further.

We also wanted to let you know that we attempt to conduct a satisfaction survey upon closure of a case; therefore, you could potentially receive a survey by email. 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.

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Regards,
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Case Management
844-827-1999 EXT:5140530

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/15/2024 12:10 PM
To: uscustomercare@cac.stellantis.com
Cc [redacted]
Subject: Document Request

Good Afternoon Charles,

Hope you are doing well. Can you please sent the Bill of Sales for the vehicle that was in the dealership or any document mentioning about the purchase of the vehicle and the amount. Also if you have any documents for the second one you bought, please send those as well. I will contact you within 2 business days once i receive the documents. Please send it in 3 days or else I have to close the case. I would greatly appreciate if you could sent it in the mentioned time frame.

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Thanks and Regards,
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Case Management
844-827-1999 EXT:5140530

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/5/2024 5:50 PM
To: uscustomercare@cac.stellantis.com
Cc [redacted]
Subject: RE: Vehicle Concern

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Can you please give me an update for the below thread and also the documents needed.

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I am happy to help! Thank you for working with Ram, and I look forward to helping to resolve this case for you.

Enjoy your afternoon,

Natalie
Case Manager

Ram Customer Care

[redacted]

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

VIN	3 RN L0K [redacted]	*Model Year*	2019	*Brand*	R M
Body	DP0L63	*Vehicle*	R M 5500 RE B H SSIS		
Customer Pro ided VIN		*Line of Business*		u t m r i tan nt r	
Batch Case Information					
Open Date	06 01 2023	*CAIR Type*	R gular	*Status*	l d
Close Date	06 01 2023	*Origin*	R ad id i tan	*Reason*	
Mileage	20 801 Mil	*Market*	U	*Language*	Engli h
Contact Email	[redacted]	*Contact Phone*		*Contact Mobile*	
Caller Address	P B X 1			*Source*	F
City State Country Zip	LLI N TR		N	12 240001012	US
Customer	KRIS S ULLI N				
Customer Address	P B X 1				
City State Country Zip	LLI N TR		N	12 240001012	US
Dealer				*Dealer Phone*	
Dealer Address					
Dealer Zone		*Sales District*		*Ser ice District*	
Subject	T				
Synopsis	R ad id T mpl t d				
Customer Anomaly	R ad id				
	M hani al Malfun ti n				
Contact Reason	88	R ad id E nt	*Customer Anomaly*	223	R ad id M hani al Malfun ti n
Reason Code	ft r Sal Inf rmati n & i tan r qu t R ad id i tan N a ti n n d d l d				

Case Status History

reate Date	Status
06 01 2023 11 31 M	l d

Initial Description

R b rt r n hr l r D dg
Fr m u t m r Tru k l t all p r limp d ba k in dri a

Case Comments

Date	omment
06 01 2023	D al r d null R f r n Numb r R [redacted] Subj t T R a n at g r M hani al Malfun ti n

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

VIN	3C RNFL1P[redacted]	Model Year	2023	Brand	R M
Body	DP0L94	Vehicle	R M 5500 CRE C B CH SSIS		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	0 /1 /2023	CAIR Type	Regular	Status	Closed
Close Date	08/03/2023	Origin	Telephone	Reason	
Mileage	1 300 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					US
Customer	MNG L GISTICS LLC				
Customer Address	406 CED R HILL RD				
City State/Country Zip	FISHKILL		N	125242438063	US
Dealer	26 2	CR T N UT P RK		Dealer Phone	9142 15100
Dealer Address	1 MUNICIP L PL CE				
	CR T N N HUDS N		N	10520 2649	US
Dealer Zone	Northeast	Sales District		Service District	
Subject	SSI Roadside To				
Synopsis	check appro ed				
Customer Anomaly	Roadside				
	Batter Died Jump Start nl				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	136	Roadside Batter Jump
Reason Code	fter Sales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
0 /1 /2023 12 59 PM	pen
08/03/2023 06 29 PM	Closed

Initial Description

Follo up ith customer regarding recent roadside to

Case Comments

Date	Comment
0 /1 /2023	S states ehicle is not at the dealership currentl
0 /1 /2023	B C LL T 914 154988 left oicemail follo ing up on ehicle performance and sent email
0 /19/2023	B C LL T 914 154988 left oicemail follo ing up on ehicle performance
0 /19/2023	cx called back in to speak ith his cm told the cx that his cm is on a call at this time but ill be lea ing a message for a call back
0 /21/2023	BC to cst spoke ith Miguel Britos o ner of the ehicle Cst states the just got the ehicle esterda Cst states it as a transmission issue Cst states the replaced an electronic component a al e The part failed and had to get it replaced Cst ehicle as do n for t o eeks at Heale Brothers CDJR in Beacon N Cst paid cash but ill send bill of sale and R and cm ill see hat can be done
0 /24/2023	sent email to cst
0 /25/2023	Total 690 03 Breakdo n 96 4 1 13 / 2 months on lease 1 339 8 x 03 tax 40 19 total monthl pa ment ould be 1380 06 Di ide b 2 is 690 03 Documents D C 8134909 R sho ing ehicle do n from / /21 D C 812869 Bill of sale sho ing customer paid cash for ehicle Reasoning Customers brand ne Ram broke do n for t o eeks due to issues ith the transmission Justification Ne ehicle original o ner lo miles
0 /25/2023	BC to cst gent called customer informed check as submitted and ad ised ill follo up on Frida to confirm check as submitted
0 /28/2023	sent email to cst
08/01/2023	resubmitting check Check Request Template Total 690 03 Breakdo n 96 4 1 13 / 2 months on lease 1 339 8 x 03 tax 40 19 total monthl pa ment ould be 1380 06 Di ide b 2 is 690 03 Documents [redacted] R sho ing ehicle do n from / /21[redacted] Bill of sale sho ing customer paid cash for ehicle Reasoning Customers brand ne Ram broke do n for t o eeks due to issues ith the transmission Justification Ne ehicle original o ner lo miles
08/01/2023	BC to cst informed still aiting for check to be appro ed
08/03/2023	BC to cst let customer kno check as appro ed ad ised if he does not get it b the end of this month to gi e us a call back usuall takes 2 4 eeks

Email(s)

Date	0 /1 /2023	Subject	Ram has been tr ing to reach ou!		
From	uscustomercare@cac stellantis com	To	[redacted]	Sent Date/Time	0 /1 /2023 1 53 PM

Hello

M name is Brenda and I m a specialist ith Stellantis I ha e been tr ing to reach ou to talk about our 2023 Ram 5500

I kno that ou ha e recentl had our ehicle to ed to our nearest dealership and I anted to follo up ith ou to see ho things are going ith our Ram our o nership experience is er important to us so I anted to check in and see if there is an thing e can do for ou

If ou ould like to chat about our ehicle please contact us right a a at 866 26 4636 extension 4062168 If ou are experiencing a problem e can ork ith our dealership and corporate technical resources to resol e our concerns quickl and to our satisfaction

e alue ou as a Ram customer Thank ou for dri ing a Ram!

Respectfull
Brenda
Stellantis Specialist
[redacted]

Date	0 /21/2023	Subject	RE Ram has been tr ing to reach ou!		
From	uscustomercare@cac stellantis com	To	[redacted]	Sent Date/Time	0 /21/2023 19 21 PM

Hello,

My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.

I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.

If you would like to chat about your vehicle please contact us right away at 866-726- 4636 extension 4062168. If you are experiencing a problem, we can work with your dealership and corporate technical resources to resolve your concerns quickly and to your satisfaction.

We value you as a Ram customer . Thank you for driving a Ram!

Respectfully,
Brenda
Stellantis Specialist

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 7/17/2023 5:53 PM
To: [redacted]
Subject: Ram has been trying to reach you!

Hello,

My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.

I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.

If you would like to chat about your vehicle please contact us right away at 866-726- 4636 extension 4062168. If you are experiencing a problem, we can work with your dealership and corporate technical resources to resolve your concerns quickly and to your satisfaction.

We value you as a Ram customer . Thank you for driving a Ram!

Respectfully,
Brenda
Stellantis Specialist
[redacted]

Date	07/21/2023	***Subject***	Re: Ram has been trying to reach you!		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	07/21/2023 19:52 PM

Brenda,

Please find attached my truck□s purchase receipt .
I will send you the repair receipt

Thank you,

[redacted]

Sent from my iPhone

> On Jul 21, 2023, at 3:21 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
>
> My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.
>
> I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.
>
> If you would like to chat about your vehicle please contact us right away at 866-726- 4636 extension 4062168. If you are experiencing a problem, we can work with your dealership and corporate technical resources to resolve your concerns quickly and to your satisfaction.
>
> We value you as a Ram customer . Thank you for driving a Ram!
>
> Respectfully,
> Brenda
> Stellantis Specialist
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 7/17/2023 5:53 PM
> To: [redacted]
> Subject: Ram has been trying to reach you!
>
> Hello,
>
> My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.
>
> I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.
>
> If you would like to chat about your vehicle please contact us right away at 866-726- 4636 extension 4062168. If you are experiencing a problem, we can work with your dealership and corporate technical resources to resolve your concerns quickly and to your satisfaction.
>
> We value you as a Ram customer . Thank you for driving a Ram!
>
> Respectfully,
> Brenda
> Stellantis Specialist
>

[redacted]

Date	07/21/2023	***Subject***	Re: Ram has been trying to reach you!		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	07/21/2023 20:00 PM

Please find here the repair receipt.
Thank you for contacting me.
I will wait for your call on Monday afternoon.
Thanks again,

[redacted]

Sent from my iPhone

On Jul 21, 2023, at 3:50 PM, Miguel Britos <mbritevhs@hotmail.com> wrote:

□Brenda,

Please find attached my truck□s purchase receipt .
I will send you the repair receipt

Thank you,

[redacted]

Sent from my iPhone

On Jul 21, 2023, at 3:21 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

□ Hello,

My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.

I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.

If you would like to chat about your vehicle please contact us right away at 866-726- 4636 extension 4062168. If you are experiencing a problem, we can work with your dealership and corporate technical resources to resolve your concerns quickly and to your satisfaction.

We value you as a Ram customer . Thank you for driving a Ram!

Respectfully,
Brenda
Stellantis Specialist [redacted]

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 7/17/2023 5:53 PM
To: [redacted]
Subject: Ram has been trying to reach you!

Hello,

My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.

I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.

If you would like to chat about your vehicle please contact us right away at 866-726- 4636 extension 4062168. If you are experiencing a problem, we can work with your dealership and corporate technical resources to resolve your concerns quickly and to your satisfaction.

We value you as a Ram customer . Thank you for driving a Ram!

Respectfully,
Brenda
Stellantis Specialist [redacted]

[redacted]

Date	07/21/2023	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	07/21/2023 20:00 PM

Dear MNG LOGISTICS LLC,

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

Date	07/21/2023	***Subject***	Re: Ram has been trying to reach you!		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	07/21/2023 20:26 PM

Brenda,

Could you confirm if you received both the purchase and repair receipts please.
Thank you,

[redacted]

Sent from my iPhone

> On Jul 21, 2023, at 3:50 PM, Miguel Britos <mbritevhs@hotmail.com> wrote:
>
> □Brenda,
>
> Please find attached my truck□s purchase receipt .
> I will send you the repair receipt
>
> Thank you,
>
[redacted]
>
> Sent from my iPhone
>
>>> On Jul 21, 2023, at 3:21 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>>>
>> □ Hello,
>>
>> My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.
>>
>> I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.
>>
>> If you would like to chat about your vehicle please contact us right away at 866-726- 4636 extension 4062168. If you are experiencing a problem, we can work with your dealership and corporate technical resources to resolve your concerns quickly and to your satisfaction.
>>
>> We value you as a Ram customer . Thank you for driving a Ram!
>>
>> Respectfully,
>> Brenda
>> Stellantis Specialist
>>
>>
>> ---------- Original Message ----------
>> From: US Customer Care [uscustomercare@cac.stellantis.com]
>> Sent: 7/17/2023 5:53 PM
>> To[redacted]
>> Subject: Ram has been trying to reach you!
>>
>> Hello,
>>
>> My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.
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>> I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.
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>> If you would like to chat about your vehicle please contact us right away at 866-726- 4636 extension 4062168. If you are experiencing a problem, we can work with your dealership and corporate technical resources to resolve your concerns quickly and to your satisfaction.
>>
>> We value you as a Ram customer . Thank you for driving a Ram!
>>
>> Respectfully,
>> Brenda
>> Stellantis Specialist
>>
>> ref:_00Dj01qsDF._5003Z1bAqh7:ref
>>

Date	07/24/2023	***Subject***	Re: Ram has been trying to reach you!		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	07/24/2023 19:46 PM

Good afternoon,

Yes I did receive the bill of sale , do you have the repair order?

If not I will contact the dealership and get a copy.

Thank you,
Brenda

---------- Original Message ----------
From: [redacted]
Sent: 7/21/2023 8:26 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram has been trying to reach you!

Brenda,
Could you confirm if you received both the purchase and repair receipts please.
Thank you
[redacted]
Sent from my iPhone
On Jul 21, 2023, at 3:50 PM, [redacted] wrote:
□Brenda,
Please find attached my truck□s purchase receipt .
I will send you the repair receipt
Thank you
[redacted]
Sent from my iPhone
On Jul 21, 2023, at 3:21 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hello,

My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.

I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.

If you would like to chat about your vehicle please contact us right away at 866-726- 4636 extension 4062168. If you are experiencing a problem, we can work with your dealership and corporate technical resources to resolve your concerns quickly and to your satisfaction.

We value you as a Ram customer . Thank you for driving a Ram!

Respectfully,
Brenda
Stellantis Specialist

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 7/17/2023 5:53 PM
To: [redacted]
Subject: Ram has been trying to reach you!

Hello,

My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.

I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.

If you would like to chat about your vehicle please contact us right away at 866-726- 4636 extension 4062168. If you are experiencing a problem, we can work with your dealership and corporate technical resources to resolve your concerns quickly and to your satisfaction.

We value you as a Ram customer . Thank you for driving a Ram!

Respectfully,
Brenda
Stellantis Specialist

[redacted]

Date	07/24/2023	***Subject***	Fwd: Ram has been trying to reach you!		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	07/24/2023 23:48 PM

Hopefully now you can find the attachment.
My wife helped me.
Her name is in the forwarded email.
Thank you Brenda,

[redacted]
Begin forwarded message:

From: [redacted]
Date: July 24, 2023 at 7:08:39 PM EDT
To: [redacted]
Subject: Re: Ram has been trying to reach you!

Best Regards,
[redacted]

On Mon, Jul 24, 2023 at 6:56 PM [redacted] wrote:

Sent from my iPhone

Begin forwarded message:

From: US Customer Care <uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>>
Date: July 24, 2023 at 3:46:10 PM EDT
To: [redacted]
Subject: Re: Ram has been trying to reach you!

Good afternoon,

Yes I did receive the bill of sale , do you have the repair order?

If not I will contact the dealership and get a copy.

Thank you,
Brenda

---------- Original Message ----------
From: [redacted]
Sent: 7/21/2023 8:26 PM
To: uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>
Subject: Re: Ram has been trying to reach you!

Brenda,

Could you confirm if you received both the purchase and repair receipts please.
Thank you,

[redacted]

Sent from my iPhone

On Jul 21, 2023, at 3:50 PM, [redacted] wrote:

Brenda,

Please find attached my truck s purchase receipt .
I will send you the repair receipt

Thank you,

[redacted]
<4.27.23 - [redacted]

Sent from my iPhone

On Jul 21, 2023, at 3:21 PM, US Customer Care <uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>> wrote:

Hello,

My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.

I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.

If you would like to chat about your vehicle please contact us right away at 866-726- 4636 extension 4062168. If you are experiencing a problem, we can work with your dealership and corporate technical resources to resolve your concerns quickly and to your satisfaction.

We value you as a Ram customer . Thank you for driving a Ram!

Respectfully,
Brenda
Stellantis Specialis [redacted]

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 7/17/2023 5:53 PM
To [redacted]
Subject: Ram has been trying to reach you!

Hello,

My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.

I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.

If you would like to chat about your vehicle please contact us right away at 866-726- 4636 extension 4062168. If you are experiencing a problem, we can work with your dealership and corporate technical resources to resolve your concerns quickly and to your satisfaction.

We value you as a Ram customer . Thank you for driving a Ram!

Respectfully,
Brenda
Stellantis Specialist [redacted]

[redacted]

Date	07/24/2023	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	07/24/2023 23:48 PM

Dear MNG LOGISTICS LLC,

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

Date	07/25/2023	***Subject***	Re: Ram has been trying to reach you!		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	07/25/2023 00:05 AM

Please find the repair order page 1

Sent from my iPhone

On Jul 24, 2023, at 7:46 PM, [redacted] wrote:

Hopefully now you can find the attachment.
My wife helped me.
Her name is in the forwarded email.
Thank you Brenda,

[redacted]
Begin forwarded message:

From: [redacted]
Date: July 24, 2023 at 7:08:39 PM EDT
To: [redacted]
Subject: Re: Ram has been trying to reach you!

Best Regards,
[redacted]

On Mon, Jul 24, 2023 at 6:56 PM [redacted] wrote:

Sent from my iPhone

Begin forwarded message:

From: US Customer Care <uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>>
Date: July 24, 2023 at 3:46:10 PM EDT
To: [redacted]
Subject: Re: Ram has been trying to reach you!

Good afternoon,

Yes I did receive the bill of sale , do you have the repair order?

If not I will contact the dealership and get a copy.

Thank you,
Brenda

---------- Original Message ----------
From: [redacted]
Sent: 7/21/2023 8:26 PM
To: uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>
Subject: Re: Ram has been trying to reach you!

Brenda,

Could you confirm if you received both the purchase and repair receipts please.
Thank you,

[redacted]

Sent from my iPhone

On Jul 21, 2023, at 3:50 PM, [redacted] wrote:

Brenda,

Please find attached my truck s purchase receipt .
I will send you the repair receipt

Thank you,

[redacted]
<4.27.23 - [redacted]

Sent from my iPhone

On Jul 21, 2023, at 3:21 PM, US Customer Care <uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>> wrote:

Hello,

My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.

I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.

If you would like to chat about your vehicle please contact us right away at 866-726- 4636 extension 4062168. If you are experiencing a problem, we can work with your dealership and corporate technical resources to resolve your concerns quickly and to your satisfaction.

We value you as a Ram customer . Thank you for driving a Ram!

Respectfully,
Brenda
Stellantis Specialist [redacted]

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 7/17/2023 5:53 PM
To: [redacted]
Subject: Ram has been trying to reach you!

Hello,

My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.

I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.

If you would like to chat about your vehicle please contact us right away at 866-726- 4636 extension 4062168. If you are experiencing a problem, we can work with your dealership and corporate technical resources to resolve your concerns quickly and to your satisfaction.

We value you as a Ram customer . Thank you for driving a Ram!

Respectfully,
Brenda
Stellantis Specialist [redacted]

[redacted]

Date	07/25/2023	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	07/25/2023 00:05 AM

Dear MNG LOGISTICS LLC,

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

Date	07/25/2023	***Subject***	Re: Ram has been trying to reach you!		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	07/25/2023 00:07 AM

Please find page 2 of the repair order attached
Thank you Brenda

Sent from my iPhone

On Jul 24, 2023, at 7:46 PM, Miguel Britos <mbritevhs@hotmail.com> wrote:

□
Hopefully now you can find the attachment.
My wife helped me.
Her name is in the forwarded email.
Thank you Brenda,

[redacted]
Begin forwarded message:

From: [redacted]
Date: July 24, 2023 at 7:08:39 PM EDT
To: [redacted]
Subject: Re: Ram has been trying to reach you!

□

Best Regards,
Gabriela

On Mon, Jul 24, 2023 at 6:56□PM [redacted]

Sent from my iPhone

Begin forwarded message:

From: US Customer Care <uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>>
Date: July 24, 2023 at 3:46:10 PM EDT
To [redacted]
Subject: Re: Ram has been trying to reach you!

□ Good afternoon,

Yes I did receive the bill of sale , do you have the repair order?

If not I will contact the dealership and get a copy.

Thank you,
Brenda

---------- Original Message ----------
From: [redacted]
Sent: 7/21/2023 8:26 PM
To: uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>
Subject: Re: Ram has been trying to reach you!

Brenda,

Could you confirm if you received both the purchase and repair receipts please.
Thank you,

[redacted]

Sent from my iPhone

On Jul 21, 2023, at 3:50 PM, [redacted]

□Brenda,

Please find attached my truck□s purchase receipt .
I will send you the repair receipt

Thank you,

[redacted]
<4.27.23 - [redacted].jpg>

Sent from my iPhone

On Jul 21, 2023, at 3:21 PM, US Customer Care <uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>> wrote:

□
Hello,

My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.

I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.

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We value you as a Ram customer . Thank you for driving a Ram!

Respectfully,
Brenda
Stellantis Specialist [redacted]

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 7/17/2023 5:53 PM
To: [redacted]
Subject: Ram has been trying to reach you!

Hello,

My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.

I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.

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We value you as a Ram customer . Thank you for driving a Ram!

Respectfully,
Brenda
Stellantis Specialist [redacted]

[redacted]

Date	07/28/2023	***Subject***	Re: Ram has been trying to reach you!		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	07/28/2023 13:11 PM

Good morning Mr[redacted]

The check still has not been approved yet, I will call you when it does.

Let me know if you need anything.

Thank you,
Brenda

---------- Original Message ----------
From: [redacted]
Sent: 7/25/2023 12:07 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram has been trying to reach you!

Please find page 2 of the repair order attached
Thank you Brenda
Sent from my iPhone
On Jul 24, 2023, at 7:46 PM, [redacted] e:

Hopefully now you can find the attachment.
My wife helped me.
Her name is in the forwarded email.
Thank you Brenda,
[redacted]
Begin forwarded message:
From: [redacted]
Date: July 24, 2023 at 7:08:39 PM EDT
To: [redacted]
Subject: Re: Ram has been trying to reach you!

Best Regards,
Gabriela
On Mon, Jul 24, 2023 at 6:56 PM Miguel Britos <mbritevhs@hotmail.com> wrote:
Sent from my iPhone

Begin forwarded message:
From: US Customer Care <uscustomercare@cac.stellantis.com>
Date: July 24, 2023 at 3:46:10 PM EDT
To: [redacted]
Subject: Re: Ram has been trying to reach you!
Good afternoon,

Yes I did receive the bill of sale , do you have the repair order?

If not I will contact the dealership and get a copy.

Thank you,
Brenda

---------- Original Message ----------
From: [redacted]
Sent: 7/21/2023 8:26 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Ram has been trying to reach you!

Brenda,
Could you confirm if you received both the purchase and repair receipts please.
Thank you,
[redacted]
Sent from my iPhone
On Jul 21, 2023, at 3:50 PM, [redacted] wrote:
Brenda,
Please find attached my truck s purchase receipt .
I will send you the repair receipt
Thank you,
[redacted]
<4.27.23 - [redacted]
Sent from my iPhone
On Jul 21, 2023, at 3:21 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:

Hello,

My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.

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We value you as a Ram customer . Thank you for driving a Ram!

Respectfully,
Brenda
Stellantis Specialist

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 7/17/2023 5:53 PM
To [redacted]
Subject: Ram has been trying to reach you!

Hello,

My name is Brenda and I'm a specialist with Stellantis. I have been trying to reach you to talk about your 2023 Ram 5500.

I know that you have recently had your vehicle towed to your nearest dealership and I wanted to follow up with you to see how things are going with your Ram. Your ownership experience is very important to us- so I wanted to check in and see if there is anything we can do for you.

If you would like to chat about your vehicle please contact us right away at 866-726- 4636 extension 4062168. If you are experiencing a problem, we can work with your dealership and corporate technical resources to resolve your concerns quickly and to your satisfaction.

We value you as a Ram customer . Thank you for driving a Ram!

Respectfully,
Brenda
Stellantis Specialist

[redacted]

<7.19.23 - [redacted]

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

VIN	3C63R3CL1L[redacted]	Model Year	0 0	Brand	R M
Body	D 8L91	Vehicle	R M 3500 TR DE M N CRE C B 4 4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	08/14/ 0 3	CAIR Type	Regular	Status	Closed
Close Date	08/ 8/ 0 3	Origin	Telephone	Reason	
Mileage	39 000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	3035949419	Contact Mobile	3035949419
Caller Address				Source	Customer
City State/Country Zip					
Customer	[redacted]				
Customer Address	[redacted]				
City State/Country Zip	R D		CO	8000313 4 61	U
Dealer	4406	CHRI TOPHER DODGE R M INC		Dealer Phone	303 38 311
Dealer Address	16655 E T COLF E				
	GOLDEN		CO	80401 3866	U
Dealer Zone	Den er	Sales District		Service District	D
Subject	Back ordered part				
Synopsis	repair completed cx didn t get in touch ithin 1 business da s				
Customer Anomaly					
Contact Reason	C 5	Part Not ailable/Backordered	Customer Anomaly		
Reason Code	fter ales Complaint Parts Parts Part in backorder/not a ailable				

Case Status History

Create Date	Status
08/14/ 0 3 03 08 PM	Open
08/ 8/ 0 3 0 16 PM	Closed

Initial Description

Refer to pre ious case transmission is do n again

Case Comments

Date	Comment
08/14/ 0 3	oice of customer ehicle is back in the shop due to transmission failure Trans as replaced last ear and no it needs to be replaced again riter reached out to dealer parts to obtain part info for expediting so CM of case can proceed ith assistance poke to Kenn in parts and all parts are in ho e er ser ice states that there are parts on order for him
08/14/ 0 3	outbound call to dlr led to m left a m explaining the situation and pro iding m contact for call back
08/14/ 0 3	outbound call to dlr part Matt s at the part dept pro ided the part #- 68498560ab and transferred cm to the sm to get the order # sm transferred cm back to part checking dlr connect part is not et ordered cm to call dlr to ask them to order for part cm to call cx
08/14/ 0 3	outbound call to dr led to m drop m
08/14/ 0 3	outbound call to cx led to m
08/14/ 0 3	first contact email to cx Good Da [redacted] Thank ou for allo ing Ram Customer Care an opportunit to address our concern Our primar focus is our satisfaction M name is Dorcas and I ill be our Case Manager to ensure all questions and issues are addressed Here is some information that ill be helpful for ou to ha e Your case number is [redacted] The Ram Case Management telephone number is 1 844 8 19 6 M direct extension 5140344 If I am not a ailable please lea e a message or dial 1 to speak ith another manager on the team Our hours are 8am 10pm Eastern tandard Time Monda Frida In regards to our ehicle 3C63R3CL1L[redacted] 0 0 R M 3500 TR DE M N CRE C B 4 4 e got in contact ith the dealership to pro ide parts and order number so e can assist ith expediting process from our end The ere able to pro ide just the parts number e alread told them to order the part if the ha en t e emplo ou to get in touch ith them to confirm if the ha e ordered the parts e ill contact them again to check also if the ha e ordered pologies for an incon enience ou might be going through Please don t hesitate to make contact if ou ha e an questions or concerns Thank ou for our patience and co operation! Customer er ice is er important to us at ram I ould like to thank ou for orking ith me to resol e our concerns Just as a reminder ou ill recei e a short sur e b email hen our case is resol ed to rate the ser ice that I pro ided and I ould appreciate if ou ould take a fe moments complete the sur e Our short sur e ill onl take a fe minutes to complete e appreciate our feedback Dorcas|Ram customer ser ices 1 8448 19 6 Ext 5140344
08/14/ 0 3	IBC from Customer Cx contacted FC to speak to Cm Cm una ailable sent alert for CM to contact customer
08/15/ 0 3	outbound call to dlr led to m left m
08/15/ 0 3	outbound call to cx led to m left m
08/18/ 0 3	outbound call to dlr dlr sa s ehicle is repaired and picked up cm to confirm from cx
08/18/ 0 3	outbound call to cx led to m left m for cx to call back to confirm repair and if he has an other concern
08/ 8/ 0 3	outbound call to cx [redacted] Led to m left m stating that case ill be closed no and that cx can call if an concern after closure close case

Email(s)

Date	08/14/ 0 3	Subject	Back ordered part		
From	uscustomercare@cac stellantis com	To	[redacted]	Sent Date/Time	08/14/ 0 3 18 38 PM

Good Day [redacted]

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is Dorcas and I will be your Case Manager to ensure all questions and issues are addressed.

Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Ram Case Management telephone number is: 1-844-827-1926
My direct extension: 5140344
If I am not available, please leave a message or dial 1 to speak with another manager on the team
Our hours are: 8am - 10pm Eastern Standard Time Monday-Friday.

In regards to your vehicle- 3C63R3CL1L[redacted] 2020 RAM 3500 TRADESMAN CREW CAB 4X4, we got in contact with the dealership to provide parts and order number so we can assist with expediting process from our end. They were able to provide just the parts number. we already told them to order the part if they haven't. We employ you to get in touch with them to confirm if they have ordered the parts. we will contact them again to check also if they have ordered.

Apologies for any inconvenience you might be going through.

Please don't hesitate to make contact if you have any questions or concerns.

Thank you for your patience and co-operation!

Customer Service is very important to us at ram . I would like to thank you for working with me to resolve your concerns. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey. Our short survey will only take a few minutes to complete.
We appreciate your feedback.

Dorcas|Ram customer services
1-8448271926, Ext- 5140344
[redacted]

Date	08/14/2023	***Subject***	Back ordered part		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	08/14/2023 18:38 PM

Good Day Jeffery,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is Dorcas and I will be your Case Manager to ensure all questions and issues are addressed.

Here is some information that will be helpful for you to have:

Your case number is [redacted]
The Ram Case Management telephone number is: 1-844-827-1926
My direct extension: 5140344
If I am not available, please leave a message or dial 1 to speak with another manager on the team
Our hours are: 8am - 10pm Eastern Standard Time Monday-Friday.

In regards to your vehicle- 3C63R3CL1L[redacted] 2020 RAM 3500 TRADESMAN CREW CAB 4X4, we got in contact with the dealership to provide parts and order number so we can assist with expediting process from our end. They were able to provide just the parts number. we already told them to order the part if they haven't. We employ you to get in touch with them to confirm if they have ordered the parts. we will contact them again to check also if they have ordered.

Apologies for any inconvenience you might be going through.

Please don't hesitate to make contact if you have any questions or concerns.

Thank you for your patience and co-operation!

Customer Service is very important to us at ram . I would like to thank you for working with me to resolve your concerns. Just as a reminder, you will receive a short survey by email when your case is resolved to rate the service that I provided, and I would appreciate if you would take a few moments complete the survey. Our short survey will only take a few minutes to complete.
We appreciate your feedback.

Dorcas|Ram customer services
1-8448271926, Ext- 5140344
[redacted]

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

VIN	3C63R3KL L[redacted]	Model Year	2020	Brand	R M
Body	D28R92	Vehicle	R M 3500 L NGH RN CRE C B 4X4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	08/16/2023	CAIR Type	Regular	Status	Closed
Close Date	11/13/2023	Origin	Telephone	Reason	
Mileage	66 500 Miles	Market	U	Language	English
Contact Email		Contact Phone	314850 044	Contact Mobile	314850 044
Caller Address				Source	Customer
City State/Country Zip					
Customer	[redacted]				
Customer Address	[redacted]				
City State/Country Zip	HILLSB R		M	[redacted]	US
Dealer	26940	Pettus Chr sler Dodge Jeep R M DeS		Dealer Phone	63633
Dealer Address	12830 HIGH 21				
	DE S T		M	63020 3351	US
Dealer Zone	Mid est	Sales District		Service District	L
Subject	Delaminating or Bubbling Dash Pad				
Synopsis	REP IR IS D NE				
Customer Anomaly	Interior				
	Dashboard Trim				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	8	Interior dashboard issue
Reason Code	fter Sales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
08/16/2023 01 36 PM	pen
11/13/2023 04 13 PM	Closed

Initial Description

2020 R M 3500 L NGH RN CRE C B 4X4

Case Comments

Date	Comment
08/16/2023	C cx called concerning ehicle as purchased used at dealership Cx had also purchased arrant no dashboard leather trim is separating from dash and starting to peel up from the dri ers seat Cx ehicle is at the dealership and the sa s dashboard is not co ered CX is orking along ith dealership to get pictures to send and a ehicle diagnosis test DE LERSHIP N ME Pettus Chr sler Dodge Jeep R M Far DE LERSHIP NUMBER 63633 77 SER ICE D ISOR Ra gent escalate case to specialist for assistance
08/16/2023	B call to the cx C the leather on the dash is dr ing out from the dri er s side the most and has started to happen from the passenger side as ell it has been happening from 2 3 months no He bought a bumper arrant and he as told that it ill co er e er thing Cx confirmed that ill it co er the interior and as told es but no the dealer told him that it s not co ered Cx mentioned that the dealer has also uploaded the photos of the issue Next step Confirm from dealer is it a delamination issue
08/1 /2023	b call to the dlr spoke to Haither she said she doesn t ha e an latest open repair orders and suggested that it might be at a different dealership postal code 63020
08/21/2023	B call to the dlr 636 33 not able to reach the ser ice department Confirm if it s ith that dealership and is it a delamination issue ill callback again
08/23/2023	b call to the dealer spoke to Sindi Dlr funnel issue delamination issue the ha e taken the pictures and uploaded it could the cx ha e caused or pre ented it no not related to the age or milage dealer ill not pro ide an assistance and ha e not et pro ided an discounts Maintained not sure about that Dealer s opinion the don t ha e an thing to sa about it Do ou accept DM notes es
08/24/2023	Cx stated that he called in for an update on a case and said cx needs more information on this so tried to reach the case manager but as cm as not a ailable so ad ised the cx that he be getting a call back an time shortl
08/25/2023	□ B T CST Cx called in to check out if there is an update on the case as he has not heard back from the cm
08/25/2023	IB call from the cx informed him that still orking on the case and ill update the cx about the same
08/25/2023	Good ill Qualifier Initial Research 3C63R3KL LG[redacted] 2020 R M 3500 L NGH RN CRE C B 4X4 Mr CH R SEPER Pettus Chr sler Dodge Jeep Ram Farmington 4569 In Ser ice Date 1/4/2021 riginal ner No Mileage 66500 Ne /Used ehicle Purchase Histor No Lo alt Score 506 Case Critical 15 Multiple Repairs/ Pre ious related repairs No Basic arrant Januar 3 2024/ Expired dometer Po ertrain arrant Januar 3 2026/ 28 Months or 33 500 Miles M P plans No Open Recalls 1 B8
08/31/2023	customer called in for case updated d ised as per CM the case is still under process CM ould gi e a CB ith more information
08/31/2023	b call to the dlr no ans
09/01/2023	B call to the dlr no ans 636 33
09/01/2023	636 33 outbound call to dlr t ice keeps ringing the first time and second time someone picked up kept on hold for minutes Still no contact ith dlr
09/05/2023	B call to dlr as put on hold for 10 minutes and still no contact
09/05/2023	B call to the dlr as put on hold again and still no contact for 5 minutes
09/05/2023	E mailed cx requesting the cost breakdo n
09/05/2023	IB email from the dlr part price is $6 4 00 and labor is $ 29 16 Total $1403 16
09/05/2023	B call to the cx anted to confirm ho much cx is pa cx said that he s not illing to pa an thing He ill not be getting it repaired from this dealership and ill take it to a different certified dealership He said he doesn t trust that dlrship a lot and as sold a arrant that did not co er it Requested cx to inform us once he changes the dlrship
09/12/2023	IND C LL CX riter recei ed INB call from cx checked assigned CM just done b the shift for toda and asked to call back tomorro Cx said ok
09/13/2023	B call to the cx cx as looking for the part information informed I don t ha e that at the moment onl got the estimate from the dealership Informed cx to decide the dealership first so that can talk to the ne dealer and then see hat can be done cx agreed ill callback once decided ith that
09/23/2023	B call to the cx to confirm if he has changed dealership he said he ll ork ith the old one onl f the are orking on the correct part and not ripping e er thing off He ants to make sure that the change the right part and quote it perfectl Informed cx ill get back to the dealer to check the status and ill update the cx about the same
09/25/2023	B call to the dlr not a ailable left a oicemail requesting a callback
09/29/2023	B call to the dlr spoke to Jason he said h didn t kno an thing about it and ill gi e us a callback
10/02/2023	B call to dlr ser ice department as not sure about the status so transferred to the arrant administrator spoke to Cind she said she s not orking on it as ell Noted m contact and said someone ill call me regarding that
10/06/2023	B call to the dlr spoke to Nathon he said that the dash is delaminating and he s sent some pictures esterda for the re ie He s orking ith the M on it and ill gi e an update on Monda
10/09/2023	B call to the dlr spoke to Nathon he said he got the repl from the M she s gi e the appro al to do the complete the repair in $100 and no the are just aiting for the radio to come in

Date	Comment
10/09/2023	OB call to the cx- disconnected first time. called second time - informed him that AM approved it and it'll be $100 for the complete repair. Also, that we're just waiting for the part to come in nd might be early next week. Will keep the cx updated.
10/16/2023	OB call to dlr - spoke to Amy in parts and she said it's not here, not sure of an ETA.
10/17/2023	Customer states his vehicle was towed to the dealership on October 12, 2023 because his transmission went out. Customer states the vehicle does not have 1,2 or 3 gear. Customer states the transmission smelt burnt and he's seeking to have that repaired as well. Customer ask about a rental. Advise the customer that I can only approve rental for 3 days @ $40 a day. If he needs an extension he will need to contact us back. Advise the customer that notes was left non the case in regards to the transmission and someone will be reaching out to further assist.
10/23/2023	OB call to the dlr - spoke to Nathon - He said now there is a pump failure and it needs a new transmission. It's covered under warranty and they've already raised the request, now just waiting for the approval from Mopar. He said the radio is still on in.
10/31/2023	CLOSED ONE CASE AND CONTINUING THIS ONE OB TO DLR Dlr said that one from service got sick and they are waiting for warranty. maybe tomorrow she will give them any update ***NEXT STEP*** Calling dlr again
11/04/2023	OB TO DLR No answer Calling again
11/07/2023	OB TO DLR DLR said that they have received the approval and work has already been started on the vehicle. ***NEXT STEP*** CALLING DEALER AGAIN
11/13/2023	OB TO DLR JASON SVC DLR stated that the repair is done, and the vehicle is already picked up. ***Next Step*** Calling Cx & Closing Case
11/13/2023	OB TO CX Cx stated the repair is done for the transmission and he picked the vehicle last Friday. CM asked if he could close the case for now. Cx agreed but wandering he was having one more case opened for reimbursement. CM took the number and checked if the CM for that case is available. CM told the Cx that he will let her know to call you. CX agreed to close this case. ***NEXT STEP*** Closing this case and posting a comment on another case for reimbursement [redacted]

Email(s)

Date	10/31/2023	***Subject***	Delaminating or Bubbling Dash Pad		
From	uscustomercare@cac.stellantis.com	***To***		***Sent Date/Time***	10/31/2023 22:03 PM

Hello,
My name is Divyanshu and I have been assigned as your Case Manager. There were two cases under same issue. So, we are closing one of the cases but don't worry, this case remains open until the issue is resolved.
Here is some information that will be helpful for you to have:
Your case number is [redacted]
The Case Management telephone number is: 844-827-2003
My direct extension: 5140702
My work hours are: 9:30-6:30pm Eastern Standard Time Monday-Friday.
I will contact you within 1-2 business day to review your case with you.
Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Divyanshu
Ram case manager
[redacted]

Date	11/13/2023	***Subject***	RE: Delaminating or Bubbling Dash Pad		
From	uscustomercare@cac.stellantis.com	***To***		***Sent Date/Time***	11/13/2023 16:12 PM

Hello,

This is Divyanshu from Ram Case Manager. As per our conversation earlier, I will be closing the case. If you need any further assistance, you can always call back and a case will be opened for you. After the case is closed, you will receive a survey email. We would really appreciate it if you could provide your valuable feedback.

Thank you for your patience and kind co-operation! Have a great day ahead!

Regards,
Divyanshu
Ram Case Manager
[redacted]

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

VIN	3C RL J5P[redacted]	Model Year	2023	Brand	D DGE
Body	DP9L63	Vehicle	R M 4500 REG C B CH SSIS		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	08/24/2023	CAIR Type	Regular	Status	Closed
Close Date	11/03/2023	Origin	Telephone	Reason	
Mileage	5 000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City State/Country Zip					US
Customer	L ND L T ING INC				
Customer Address	1003 KINGS PL				
City State/Country Zip	M H		NE	68122104 3 9	US
Dealer	2 321	H&H Chr sler Dodge Jeep R M Fiat		Dealer Phone	4023393131
Dealer Address	14920 CREST RD				
	M H		NE	68138 4432	US
Dealer Zone	Den er	Sales District		Service District	G
Subject	ehicle Concern/Parts No ailable Backordered				
Synopsis	no response to closure email				
Customer Anomaly					
Contact Reason	C 5	Part Not ailable/Backordered	Customer Anomaly		
Reason Code	fter Sales Complaint Parts Parts Part in backorder/not a ailable				

Case Status History

Create Date	Status
08/24/2023 05 29 PM	pen
11/03/2023 04 0 PM	Closed

Initial Description

Cx dropped off her truck at the DLR in maha a couple of eeks ago because it broke do n the got a callback from the DLR to contact us because the ha e a snap ring failed and the need the part

Case Comments

Date	Comment
08/24/2023	C Cx dropped off her truck at the DLR in maha a couple of eeks ago because it broke do n the got a callback from the DLR to contact us because the ha e a snap ring failed and the need the part customer is looking for assisatance ith getting the part for the ehicle Dealer H&H Chr sler Dodge Jeep Ram FI T ddress 14920 Crest Rd maha NE 68138 Phone # 4023393131 T d ised the customer that someone ill contact her ithin 1 2 da s NS Reassigned
08/29/2023	Customer oice Cx ants an update and pro ided case number [redacted] about a ehicle because it broke do n the got a callback from the DLR to contact us because the ha e a snap ring failed and the need the part ction Taken as per ah ad ised cx that the ill need to ait for an email if parts become a ailable H 1146 Recalls 0 DLR X8450 * Next Steps Close
08/31/2023	UTB UND DE LERSHIP C NT CT 5 48482185 | Dealer phone engaged all the time
09/19/2023	inbound call riter recei ed inbound call and this case # populated but there as no sound and call had to be disconnected

Email(s)

Date	08/31/2023	Subject	ehicle Concern/Parts No ailable Backordered		
From	ramcustomercare@cac stellantis com	To	[redacted]	Sent Date Time	08/31/2023 20 21 PM

Good fternoon

M name is Noel and I am one of the Case Managers here

e ha e not been able to get in touch ith the dealerships and e apologize for the incon enience caused e ill continue to tr the dealership to get a response from them and reach out to ou as soon as e ha e more information

Here is some additional information that ill be helpful for ou to ha e

our Case# is [redacted]

Case Management Contact# 1 844 82 2003

e are open to take calls 8am 8pm EST Monda to Frida

Please don t hesitate to make contact if ou ha e an questions or concerns Thank ou for our patience and co operation!

Best Regards

Noel Pious Fleet Case Management
[redacted]

Date	08/31/2023	Subject	ehicle Concern/Parts No ailable Backordered		
From	ramcustomercare@cac stellantis com	To	[redacted]	Sent Date Time	08/31/2023 20 21 PM

Good Afternoon,

My name is Noel, and I am one of the Case Managers here.

We have not been able to get in touch with the dealerships and we apologize for the inconvenience caused. We will continue to try the dealership to get a response from them and reach out to you as soon as we have more information.

Here is some additional information that will be helpful for you to have.

Your Case# is: [redacted]

Case Management Contact#: 1-844-827-2003

We are open to take calls: 8am - 8pm EST Monday to Friday

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Best Regards,

Noel Pious - Fleet Case Management
ref:_00Dj01qsDF._5003Z1cTwRC:ref

Date	09/18/2023	***Subject***	RE: Vehicle Concern/Parts No Available - Backordered		
From	uscustomercare@cac.stellantis.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	09/18/2023 17:14 PM

Hi Karlee,
Good Afternoon

This is Ricky from FCA Fleet Case Management and have assigned to this case [redacted] and Vehicle is 2023 RAM 4500 REG CAB CHASSIS & VIN :- 3C7WRLAJ5PG[redacted] and you have some issues are in vehicle for Snap ring failed and some parts are on backorder and I do apologize for these Concerns and I just want to know that did you have diagnosis from the servicing dealership.

Please advise me the name of dealership/ Service Advisor / contact details and we will work with dealership for resolve the issues asap.

Please don't hesitate to contact me if you have any questions or -concerns please feel free to reach me out on my Email/Phone Number :- (Phone 844-827-1999 ext. 5140038) from Mon- Fri 08:00 AM to 04:30 PM

Thanks and Regards.
Ricky
FCA Fleet Case Manager

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 8/31/2023 4:21 PM
To: [redacted]
Subject: Vehicle Concern/Parts No Available - Backordered

Good Afternoon,

My name is Noel, and I am one of the Case Managers here.

We have not been able to get in touch with the dealerships and we apologize for the inconvenience caused. We will continue to try the dealership to get a response from them and reach out to you as soon as we have more information.

Here is some additional information that will be helpful for you to have.

Your Case# is: [redacted]

Case Management Contact#: 1-844-827-2003

We are open to take calls: 8am - 8pm EST Monday to Friday

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Best Regards,

Noel Pious - Fleet Case Management

[redacted]

Date	09/18/2023	***Subject***	RE: Vehicle Concern/Parts No Available - Backordered		
From	uscustomercare@cac.stellantis.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	09/18/2023 17:14 PM

Hi Karlee,
Good Afternoon

This is Ricky from FCA Fleet Case Management and have assigned to this cas[redacted]and Vehicle is 2023 RAM 4500 REG CAB CHASSIS & VIN :- 3C7WRLAJ5PG[redacted] and you have some issues are in vehicle for Snap ring failed and some parts are on backorder and I do apologize for these Concerns and I just want to know that did you have diagnosis from the servicing dealership.

Please advise me the name of dealership/ Service Advisor / contact details and we will work with dealership for resolve the issues asap.

Please don't hesitate to contact me if you have any questions or -concerns please feel free to reach me out on my Email/Phone Number :- (Phone 844-827-1999 ext. 5140038) from Mon- Fri 08:00 AM to 04:30 PM

Thanks and Regards.
Ricky
FCA Fleet Case Manager

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 8/31/2023 4:21 PM
To: [redacted]
Subject: Vehicle Concern/Parts No Available - Backordered

Good Afternoon,

My name is Noel, and I am one of the Case Managers here.

We have not been able to get in touch with the dealerships and we apologize for the inconvenience caused. We will continue to try the dealership to get a response from them and reach out to you as soon as we have more information.

Here is some additional information that will be helpful for you to have.

Your Case# is: [redacted]

Case Management Contact#: 1-844-827-2003

We are open to take calls: 8am - 8pm EST Monday to Friday

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Best Regards,

Noel Pious - Fleet Case Management
[redacted]

Date	09/18/2023	***Subject***	RE: Vehicle Concern/Parts No Available - Backordered		
From	uscustomercare@cac.stellantis.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	09/18/2023 17:14 PM

[redacted]

Good Afternoon

This is Ricky from FCA Fleet Case Management and have assigned to this case[redacted]nd Vehicle is 2023 RAM 4500 REG CAB CHASSIS & VIN :- 3C7WRLAJ5PG[redacted] and you have some issues are in vehicle for Snap ring failed and some parts are on backorder and I do apologize for these Concerns and I just want to know that did you have diagnosis from the servicing dealership.

Please advise me the name of dealership/ Service Advisor / contact details and we will work with dealership for resolve the issues asap.

Please don't hesitate to contact me if you have any questions or -concerns please feel free to reach me out on my Email/Phone Number :- (Phone 844-827-1999 ext. 5140038) from Mon- Fri 08:00 AM to 04:30 PM

Thanks and Regards.
Ricky
FCA Fleet Case Manager

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 8/31/2023 4:21 PM
To: [redacted]
Subject: Vehicle Concern/Parts No Available - Backordered

Good Afternoon,

My name is Noel, and I am one of the Case Managers here.

We have not been able to get in touch with the dealerships and we apologize for the inconvenience caused. We will continue to try the dealership to get a response from them and reach out to you as soon as we have more information.

Here is some additional information that will be helpful for you to have.

Your Case# is: [redacted]

Case Management Contact#: 1-844-827-2003

We are open to take calls: 8am - 8pm EST Monday to Friday

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Best Regards,

Noel Pious - Fleet Case Management
[redacted]

Date	09/18/2023	***Subject***	Re: Vehicle Concern/Parts No Available - Backordered		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	09/18/2023 17:21 PM

H&H Chrysler Dodge Jeep Ram 14920 Crest Rd, Papillion, NE 68138

[redacted]

,
Service Advisor's name is Dan and his phone number is 402-507-4749.
We NEED this part ASAP.

Karlee Rosenthal
Office Manager
L&I Towing and Recovery, Inc
*Cell: [redacted]

On Mon, Sep 18, 2023 at 12:14□PM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Hi Karlee,
> Good Afternoon
>
> This is Ricky from FCA Fleet Case Management and have assigned to this
> cas[redacted]and Vehicle is 2023 RAM 4500 REG CAB CHASSIS & VIN
> :- 3C7WRLAJ5PG[redacted] and you have some issues are in vehicle for Snap
> ring failed and some parts are on backorder and I do apologize for these
> Concerns and I just want to know that did you have diagnosis from the
> servicing dealership.
>
> Please advise me the name of dealership/ Service Advisor / contact details
> and we will work with dealership for resolve the issues asap.
>
> Please don't hesitate to contact me if you have any questions or -concerns
> please feel free to reach me out on my Email/Phone Number :- (Phone
> 844-827-1999 ext. 5140038) from Mon- Fri 08:00 AM to 04:30 PM
>
> Thanks and Regards.
> Ricky
> FCA Fleet Case Manager
>
>
>
> ---------- Original Message ----------
> *From:* RAM Customer Care [ramcustomercare@cac.stellantis.com]
> *Sent:* 8/31/2023 4:21 PM
> *To:* karlee@towomaha.com
> *Subject:* Vehicle Concern/Parts No Available - Backordered
>
> Good Afternoon,
>
> My name is Noel, and I am one of the Case Managers here.
>
> We have not been able to get in touch with the dealerships and we
> apologize for the inconvenience caused. We will continue to try the
> dealership to get a response from them and reach out to you as soon as we
> have more information.
>
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> concerns. Thank you for your patience and co-operation!
>
>
> Best Regards,
>
> Noel Pious - Fleet Case Management
>
> [redacted]
>
>

Date	11/01/2023	***Subject***	Re: Vehicle Concern/Parts No Available - Backordered		
From	uscustomercare@cac.stellantis.com	***To***	karlee@towomaha.com	***Sent Date/Time***	11/01/2023 17:17 PM

Hi There,
Good Afternoon,

I wanted to ensure that everything is resolved and completed to your satisfaction. I would greatly appreciate it if you could reply to this email once you have collected VIN: 3C7WRLA J5PG[redacted] so I can confirm whether your vehicle is fully operational or in need of further repair.
Your Case:[redacted] will automatically close in 2 business days if I do not receive a response from you. Of course, if further assistance is needed after the 2 days have lapsed.

Please don□t hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,
Ricky|| Fleet Case Management
1-844-827-2006 Ext # 5140038

---------- Original Message ----------
From: Karlee Rosenthal [karlee@towomaha.com]
Sent: 9/18/2023 1:21 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern/Parts No Available - Backordered
H&H Chrysler Dodge Jeep Ram 14920 Crest Rd, Papillion, NE 68138 , Service Advisor's name is Dan and his phone number is 402-507-4749.
We NEED this part ASAP.
Karlee Rosenthal
Office Manager
L&I T[redacted]ery, Inc
Cell:[redacted]
On Mon, Sep 18, 2023 at 12:14□PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hi Karlee,
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Please advise me the name of dealership/ Service Advisor / contact details and we will work with dealership for resolve the issues asap.

Please don't hesitate to contact me if you have any questions or -concerns please feel free to reach me out on my Email/Phone Number :- (Phone 844-827-1999 ext. 5140038) from Mon- Fri 08:00 AM to 04:30 PM

Thanks and Regards.
Ricky
FCA Fleet Case Manager

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 8/31/2023 4:21 PM
To: karlee@towomaha.com
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Noel Pious - Fleet Case Management

[redacted]

Date	11/01/2023	***Subject***	Re: Vehicle Concern/Parts No Available - Backordered		
From	uscustomercare@cac.stellantis.com	***To***	karlee@towomaha.com	***Sent Date/Time***	11/01/2023 17:17 PM

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Sent: 9/18/2023 1:21 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern/Parts No Available - Backordered
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Thanks and Regards.
Ricky
FCA Fleet Case Manager

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To: karlee@towomaha.com
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Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Best Regards,

Noel Pious - Fleet Case Management

[redacted]

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

VIN	3C RL J5P[redacted]	Model Year	2023	Brand	D DGE
Body	DP9L63	Vehicle	R M 4500 REG C B CH SSIS		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	08/29/2023	CAIR Type	Regular	Status	Closed
Close Date	08/29/2023	Origin	Telephone	Reason	
Mileage	5 000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City State/Country Zip					US
Customer	L ND L T ING INC				
Customer Address	1003 KINGS PL				
City State/Country Zip	M H		NE	68122104 3 9	US
Dealer	X8450	Utilimaster Ser ices LLC		Dealer Phone	5 48482185
Dealer Address	603 Earth a Dri e				
	Bristol		IN	4650 9182	US
Dealer Zone		Sales District		Service District	
Subject	ehicle concern				
Synopsis	cx ill need to ait to get notification for hen parts become a ailable				
Customer Anomaly	Steering / Suspension				
	Springs				
Contact Reason	C 5	Part Not ailable/Backordered	Customer Anomaly	88	Steering/Suspension springs issue
Reason Code	fter Sales Complaint Parts Parts Part in backorder/not a ailable				

Case Status History

Create Date	Status
08/29/2023 04 18 PM	pen
08/29/2023 04 22 PM	Closed

Initial Description

follo up about parts

Case Comments

Date	Comment
08/29/2023	Customer oice Cx ants an update and pro ided case number [redacted] about a ehicle because it broke do n the got a callback from the DLR to contact us because the ha e a snap ring failed and the need the part ction taken as per ah ad ised cx that the ill need to ait for an email if parts become a ailable H 1146 Recalls 0 DLR X8450 * Next Steps Close

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

VIN	3C63RRKL PG[redacted]	Model Year	2023	Brand	R M
Body	D28R92	Vehicle	R M 3500 L NGH RN CRE C B 4X4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	08/30/2023	CAIR Type	Regular	Status	Closed
Close Date	11/21/2023	Origin	Telephone	Reason	
Mileage	14 900 Miles	Market	U	Language	English
Contact Email	j barcla @barcla roofingcompan com	Contact Phone	9 039 4046	Contact Mobile	9 039 4046
Caller Address				Source	Customer
City State/Country Zip					US
Customer	B RCL R FING C MP N				
Customer Address	340 S ELM E				
City State/Country Zip	E T N		C	8061582 402	US
Dealer	60415	F RT C LLINS D DGE CHR SLER JEEP		Dealer Phone	9 02265340
Dealer Address	3835 S C LLEGE E				
	F RT C LLINS		C	80525 3013	US
Dealer Zone	Den er	Sales District		Service District	D
Subject	Rental Request				
Synopsis	ehicle has been repaired and rental check has been sent				
Customer Anomaly					
Contact Reason	C184	Request For Rental ehicle	Customer Anomaly		
Reason Code	fter Sales Complaint Product Rental Request Rental				

Case Status History

Create Date	Status
08/30/2023 09 45 PM	pen
11/21/2023 02 22 PM	Closed

Initial Description

Cx stated that the ehicle is in the shop hich ma be for transmission and he needs a rental equi alent to the ehicle

Case Comments

Date	Comment
08/30/2023	C Cx stated that the ehicle is in the shop hich ma be for transmission and he needs a rental equi alent to the ehicle Dealer Fort Collins Dodge Chr sler Jeep ddress 835 S College e FortCollins C 80525 Phone # 9 02265340 t d ised the customer that he ill be contacted ithin 24 hours NS reassigned
09/06/2023	Inbound cx call sked cx to send rental documents for good ill
09/12/2023	utbound cx e mail sked cx to send rental documents for good ill
09/21/2023	utbound cx call No response The rental bill sent is not from a alid rental agenc Please confirm if this bill as generated from the customer s o n compan If so e cannot pro ide an rental good ill
09/2 /2023	GQ Qualifier In Ser ice Date 5/9/2023 riginal ner es Mileage 14 38 Ne /Used ehicle Purchase Histor ne Lo alt Score 0000 Case Critical 0 Multiple Repairs/ Pre ious related repairs es Basic arrant Yes Po ertrain arrant es M P plans No pen Recalls 0 RENT L REIMBURSEMENT [redacted] B RCL R FING C MP N / 2023 R M 3500 L NGH RN / Fort Collins Dodge Chr sler Jeep 60415 9 [redacted] Good ill ssistance B RCL R FING C MP N has submitted RENT L REIMBURSEMENT request riter is suggesting reimbursement as a good ill gesture per customer satisfaction Customer□s proof of pa ment is Date 9/08/2023 In Ser ice Date 5/9/2023 Mileage 14 738 mount per da $350 Number of da s □ 5 Tax $ 0 Total $ 1 50 riter is submitting check for appro al in the amount of $1 50 In Ser ice Date 5/9/2023 riginal ner es Mileage 14 38 Lo alt 0000 Multiple Repairs 1st repair on this concern uthorized Chr sler Dealership Fort Collins Dodge Chr sler Jeep 60415 Dealer RENT L option DLR 60415 does not ha e loaners or rental option Customer accepts and erifies the check should be mailed to the follo ing name and address B RCL R FING C MP N 340 S ELM E E T N C 8061582 402 US
10/06/2023	utbound cx call No response sent an email stating the g is still under re ie
10/11/2023	GQ Qualifier In Ser ice Date 5/9/2023 riginal ner es Mileage 14 38 Ne /Used ehicle Purchase Histor ne Lo alt Score 0000 Case Critical 0 Multiple Repairs/ Pre ious related repairs es Basic arrant Yes Po ertrain arrant es M P plans No pen Recalls 0 RENT L REIMBURSEMENT [redacted] B RCL R FING C MP N / 2023 R M 3500 L NGH RN / Fort Collins Dodge Chr sler Jeep 60415 9 [redacted] Good ill ssistance B RCL R FING C MP N has submitted RENT L REIMBURSEMENT request riter is suggesting reimbursement as a good ill gesture per customer satisfaction Customer□s proof of pa ment is Date 9/08/2023 In Ser ice Date 5/9/2023 Mileage 14 738 mount per da $350 e are co ering 40 per da Number of da s □ 5 Tax $ 0 Total $ 1 50 riter is submitting check for appro al in the amount of $200 In Ser ice Date 5/9/2023 riginal ner es Mileage 14 738 Lo alt 0000 Multiple Repairs 1st repair on this concern uthorized Chr sler Dealership Fort Collins Dodge Chr sler Jeep 60415 Dealer RENT L option DLR 60415 does not ha e loaners or rental option Customer accepts and erifies the check should be mailed to the follo ing name and address B RCL R FING C MP N 340 S ELM E E T N C 8061582 402 US
10/11/2023	utbound cx call No response Left a mail to cx stating that e can onl co er upto $40 a da so for 5 da s e can co er 200 rental costs
10/1 /2023	GQ Qualifier In Ser ice Date 5/9/2023 riginal ner es Mileage 14 38 Ne /Used ehicle Purchase Histor ne Lo alt Score 0000 Case Critical 0 Multiple Repairs/ Pre ious related repairs es Basic arrant Yes Po ertrain arrant es M P plans No pen Recalls 0 RENT L REIMBURSEMENT [redacted] B RCL R FING C MP N / 2023 R M 3500 L NGH RN / Fort Collins Dodge Chr sler Jeep 60415 9 [redacted] Good ill ssistance B RCL R FING C MP N has submitted RENT L REIMBURSEMENT request riter is suggesting reimbursement as a good ill gesture per customer satisfaction Customer□s proof of pa ment is D C [redacted] Date 9/08/2023 In Ser ice Date 5/9/2023 Mileage 14 38 mount per da $350 e are co ering 40 per da Number of da s □ 5 Tax $ 0 Total $ 1 50 riter is submitting check for appro al in the amount of $200 In Ser ice Date 5/9/2023 riginal ner es Mileage 14 38 Lo alt 0000 Multiple Repairs 1st repair on this concern uthorized Chr sler Dealership Fort Collins Dodge Chr sler Jeep 60415 Dealer RENT L option DLR 60415 does not ha e loaners or rental option Customer accepts and erifies the check should be mailed to the follo ing name and address B RCL R FING C MP N 340 S ELM E E T N C 8061582 402 US
10/23/2023	utbound cx call CX ants 1 40 nothing less
10/24/2023	First ttempt Super isor Callback 9 0 888 2613 oicemail left This is Sandra calling from Ram at our request to speak ith a super isor sorr that I missed ou e ill be processing the reimbursement in full
10/24/2023	GQ Qualifier In Ser ice Date 5/9/2023 riginal ner es Mileage 14 38 Ne /Used ehicle Purchase Histor ne Lo alt Score 0000 Case Critical 0 Multiple Repairs/ Pre ious related repairs es Basic arrant Yes Po ertrain arrant es M P plans No pen Recalls 0 RENT L REIMBURSEMENT [redacted] B RCL R FING C MP N / 2023 R M 3500 L NGH RN / Fort Collins Dodge Chr sler Jeep 60415 9 [redacted] Good ill ssistance B RCL R FING C MP N has submitted RENT L REIMBURSEMENT request riter is suggesting reimbursement as a good ill gesture per customer satisfaction Customer□s proof of pa ment is D C [redacted] ate 9/08/2023 In Ser ice Date 5/9/2023 Mileage 14 38 mount per da $350 e are co ering 40 per da Number of da s □ 5 Tax $ 0 Total $ riter is submitting check for appro al in the amount of $1 50 In Ser ice Date 5/9/2023 riginal ner es Mileage 14 38 Lo alt 0000 Multiple Repairs 1st repair on this concern uthorized Chr sler Dealership Fort Collins Dodge Chr sler Jeep 60415 Dealer RENT L option DLR 60415 does not ha e loaners or rental option Customer accepts and erifies the check should be mailed to the follo ing name and address B RCL R FING C MP N 340 S ELM E E T N C 8061582 402 US
11/03/2023	outbound to cx oc cx states he ill send in the R cx ants to confirm here he can send the R GENT D ICE CM ad ice cx that cm ill send email and cx can repl to that email ith R attached NEXT STEP SEND EM IL T CX

Date	Comment
11/15/2023	GQ Qualifier In-Service Date: 5/9/2023 Original Owner: yes Mileage: 14,738 New/Used Vehicle Purchase History: new Loyalty Score: 0000 Case Critical: 0 Multiple Repairs/ Previous related repairs: yes Basic Warranty: Yes Powertrain Warranty: Yes MVP plans: No Open Recalls: 0 RENTAL REIMBURSEMENT [redacted] BARCLAY ROOFING COMPANY/ 2023 RAM 3500 LONGHORN / Fort Collins Dodge Chrysler Jeep - 60415- [redacted] / Goodwill Assistance. BARCLAY ROOFING COMPANY has submitted RENTAL REIMBURSEMENT request. Writer is suggesting reimbursement as a goodwill gesture per customer satisfaction. Customer□s proof of payment is: [redacted] Date: 9/08/2023 In-Service Date: 5/9/2023 Mileage: 14,738 Amount per day $350(we are covering the whole amount) Number of days □ 5 Tax $ 0 Total $ 1750 Writer is submitting check for approval in the amount of $1750. In-Service Date: 5/9/2023 Original Owner: yes Mileage: 14,738 Loyalty: 0000 Multiple Repairs: 1st repair on this concern Authorized Chrysler Dealership: Fort Collins Dodge Chrysler Jeep - 60415 Dealer RENTAL option: DLR 60415 does not have loaners or rental option. Customer accepts and verifies the check should be mailed to the following name and address: BARCLAY ROOFING COMPANY 340 S ELM AVE EATON, CO 806158277402 USA
11/20/2023	A new case [redacted] has been opened related to this case
11/21/2023	Check has been aprroved and sent under the name of Caller. Amount $1750. **next step** close case

Email(s)

Date	09/06/2023	***Subject***	Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	09/06/2023 16:54 PM

Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger
[redacted]

Date	09/06/2023	***Subject***	Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	09/06/2023 16:55 PM

Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger
[redacted]

Date	09/12/2023	***Subject***	RE: Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	09/12/2023 23:29 PM

Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/6/2023 12:55 PM
To: bradbetsworth@gmail.com
Subject: Rental Request

Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger
[redacted]

Date	09/12/2023	***Subject***	RE: Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	09/12/2023 23:29 PM

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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/6/2023 12:55 PM
To: [redacted]
Subject: Rental Request

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Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

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[redacted]

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From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	09/12/2023 23:29 PM

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Sent: 9/6/2023 12:55 PM
To: [redacted]
Subject: Rental Request

Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger

[redacted]

Date	09/18/2023	***Subject***	Re: Rental Request		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	09/18/2023 17:27 PM

Good Morning! Here is the Rental Agreement/Invoice and my bank statement
with proof of payment to KZ Holdings Inc.

Thanks!

[redacted]

On Tue, Sep 12, 2023 at 5:29 PM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Hi BARCLAY,
> Please hit reply to this mail and forward the attachments of the rental
> agreement and bank statements with proof of payment.
>
>
> Regards
> Ayushmaan Srinivasa | RAM Case manger
>
>
> ---------- Original Message ----------
> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
> *Sent:* 9/6/2023 12:55 PM
> *To:* [redacted]
> *Subject:* Rental Request
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> agreement and bank statements with proof of payment.
>
>
> Regards
> Ayushmaan Srinivasa | RAM Case manger
>
> [redacted]
>
>

Date	10/06/2023	***Subject***	Re: Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	10/06/2023 18:32 PM

Hi [redacted]

Your goodwill request for rental for an amount $1,750.00 is still under review. I will keep you posted when I have an update.

Regards
Ayushmaan| Case Manager

---------- Original Message ----------
From: [redacted]
Sent: 9/18/2023 1:27 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Good Morning! Here is the Rental Agreement/Invoice and my bank statement with proof of payment to KZ Holdings Inc.
Thanks!
[redacted]
On Tue, Sep 12, 2023 at 5:29 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Sent: 9/6/2023 12:55 PM
To: [redacted]
Subject: Rental Request

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Regards
Ayushmaan Srinivasa | RAM Case manger
[redacted]

Date	10/06/2023	***Subject***	Re: Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	10/06/2023 18:32 PM

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Ayushmaan| Case Manager

---------- Original Message ----------
From: [redacted]
Sent: 9/18/2023 1:27 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Good Morning! Here is the Rental Agreement/Invoice and my bank statement with proof of payment to KZ Holdings Inc.
Thanks!
Brad Betsworth
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Regards
Ayushmaan Srinivasa | RAM Case manger

---------- Original Message ----------
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Sent: 9/6/2023 12:55 PM
To: [redacted]
Subject: Rental Request

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Regards
Ayushmaan Srinivasa | RAM Case manger
[redacted]

Date	10/06/2023	***Subject***	Re: Rental Request		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	10/06/2023 18:41 PM

Ok thank you!

On Fri, Oct 6, 2023 at 12:32 PM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Hi [redacted]
>
> Your goodwill request for rental for an amount $1,750.00 is still under
> review. I will keep you posted when I have an update.
>
> Regards
> Ayushmaan| Case Manager
>
>
> ---------- Original Message
> *From:* [redacted]
> *Sent:* 9/18/2023 1:27 PM
> *To:* uscustomercare@cac.stellantis.com
> *Subject:* Re: Rental Request
>
> Good Morning! Here is the Rental Agreement/Invoice and my bank statement
> with proof of payment to KZ Holdings Inc.
>
> Thanks!
>
> [redacted]
>
>
> On Tue, Sep 12, 2023 at 5:29 PM US Customer Care <
> uscustomercare@cac.stellantis.com> wrote:
>
>> Hi BARCLAY,
>> Please hit reply to this mail and forward the attachments of the rental
>> agreement and bank statements with proof of payment.
>>
>>
>> Regards
>> Ayushmaan Srinivasa | RAM Case manger
>>
>>
>> ---------- Original Message ----------
>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>> *Sent:* 9/6/2023 12:55 PM
>> *To:* [redacted]
>> *Subject:* Rental Request
>>
>> Hi BARCLAY,
>> Please hit reply to this mail and forward the attachments of the rental
>> agreement and bank statements with proof of payment.
>>
>>
>> Regards
>> Ayushmaan Srinivasa | RAM Case manger
>>
>> [redacted]
>>
>>
>
>
>

Date	10/11/2023	***Subject***	Re: Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	10/11/2023 14:18 PM

Hi BARCLAY,

Your rental re-imbursement for 1750 has been declined. We are able to only cover up to $40 a day. So, for 5 days we can only cover - 200. I would keep you posted further with the goodwill updates.

Regards
Ayushmaan | Case Manager

———— Original Message ————
From: brad betsworth [redacted]
Sent: 10/6/2023 2:41 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Ok thank you!
On Fri, Oct 6, 2023 at 12:32 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hi BRAD BETSWORTH,

Your goodwill request for rental for an amount $1,750.00 is still under review. I will keep you posted when I have an update.

Regards
Ayushmaan| Case Manager

———— Original Message ————
From: brad betsworth [redacted]
Sent: 9/18/2023 1:27 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Good Morning! Here is the Rental Agreement/Invoice and my bank statement with proof of payment to KZ Holdings Inc.
Thanks!
Brad Betsworth
On Tue, Sep 12, 2023 at 5:29 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/6/2023 12:55 PM
To: [redacted]
Subject: Rental Request

Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger
[redacted]

Date	10/11/2023	***Subject***	Re: Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	10/11/2023 14:18 PM

Hi BARCLAY,

Your rental re-imbursement for 1750 has been declined. We are able to only cover up to $40 a day. So, for 5 days we can only cover - 200. I would keep you posted further with the goodwill updates.

Regards
Ayushmaan | Case Manager

———— Original Message ————
From: brad betsworth [redacted]
Sent: 10/6/2023 2:41 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Ok thank you!
On Fri, Oct 6, 2023 at 12:32 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Ayushmaan| Case Manager

———— Original Message ————
From: brad betsworth [redacted]
Sent: 9/18/2023 1:27 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
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Thanks!
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On Tue, Sep 12, 2023 at 5:29 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hi BARCLAY,
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Regards
Ayushmaan Srinivasa | RAM Case manger

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/6/2023 12:55 PM
To: [redacted]
Subject: Rental Request

Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger
ref:_00Dj01qsDF._5003Z1cUrOy:ref

Date	10/20/2023	***Subject***	Re: Rental Request		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	10/20/2023 16:02 PM

If you can prove to me where I could rent a 1 ton pickup like the
$100,000.00 pickup I bought for $40/day that would be great and I will
retract my request for the $1750.00. I can□t believe RAM won□t cover an
expense incurred because of a failure on a top of the line truck.

On Wed, Oct 11, 2023 at 8:18 AM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Hi BARCLAY,
>
> Your rental re-imbursement for 1750 has been declined. We are able to only
> cover up to $40 a day. So, for 5 days we can only cover - 200. I would
> keep you posted further with the goodwill updates.
>
>
> Regards
> Ayushmaan | Case Manager
>
>
> ---------- Original Message ----------
> *From:* brad betsworth [redacted]
> *Sent:* 10/6/2023 2:41 PM
> *To:* uscustomercare@cac.stellantis.com
> *Subject:* Re: Rental Request
>
> Ok thank you!
>
> On Fri, Oct 6, 2023 at 12:32 PM US Customer Care <
> uscustomercare@cac.stellantis.com> wrote:
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>> Your goodwill request for rental for an amount $1,750.00 is still under
>> review. I will keep you posted when I have an update.
>>
>> Regards
>> Ayushmaan| Case Manager
>>
>>
>> ---------- Original Message ----------
>> *From:* brad betsworth [redacted]
>> *Sent:* 9/18/2023 1:27 PM
>> *To:* uscustomercare@cac.stellantis.com
>> *Subject:* Re: Rental Request
>>
>> Good Morning! Here is the Rental Agreement/Invoice and my bank statement
>> with proof of payment to KZ Holdings Inc.
>>
>> Thanks!
>>
>> Brad Betsworth
>>
>>
>> On Tue, Sep 12, 2023 at 5:29 PM US Customer Care <
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>>> Please hit reply to this mail and forward the attachments of the rental
>>> agreement and bank statements with proof of payment.
>>>
>>>
>>> Regards
>>> Ayushmaan Srinivasa | RAM Case manger
>>>
>>>
>>> ---------- Original Message ----------
>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>> *Sent:* 9/6/2023 12:55 PM
>>> *To:* [redacted]
>>> *Subject:* Rental Request
>>>
>>> Hi BARCLAY,
>>> Please hit reply to this mail and forward the attachments of the rental
>>> agreement and bank statements with proof of payment.
>>>
>>>
>>> Regards
>>> Ayushmaan Srinivasa | RAM Case manger
>>> [redacted]
>>>
>>
>>
>>
>>
>
>
>

Date	10/31/2023	***Subject***	Re: Rental Request		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	10/31/2023 18:16 PM

Good afternoon!

I received a phone call last week that my reimbursement would be paid in full. I was just wondering when I should be receiving that and where it was going to be sent.

Thanks!

On Fri, Oct 6, 2023 at 12:32 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:

> Hi BRAD BETSWORTH,
>
> Your goodwill request for rental for an amount $1,750.00 is still under
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> Regards
> Ayushmaan| Case Manager
>
>
> ---------- Original Message ----------
> *From:* brad betsworth [redacted]
> *Sent:* 9/18/2023 1:27 PM
> *To:* uscustomercare@cac.stellantis.com
> *Subject:* Re: Rental Request
>
> Good Morning! Here is the Rental Agreement/Invoice and my bank statement
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> Brad Betsworth
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> On Tue, Sep 12, 2023 at 5:29 PM US Customer Care <
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>> Regards
>> Ayushmaan Srinivasa | RAM Case manger
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>>
>> ---------- Original Message ----------
>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>> *Sent:* 9/6/2023 12:55 PM
>> *To:* [redacted]
>> *Subject:* Rental Request
>>
>> Hi BARCLAY,
>> Please hit reply to this mail and forward the attachments of the rental
>> agreement and bank statements with proof of payment.
>>
>>
>> Regards
>> Ayushmaan Srinivasa | RAM Case manger
>>
>> [redacted]
>>
>>
>>
>
>
>

Date	11/03/2023	***Subject***	Re: Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	11/03/2023 17:44 PM

Good Afternoon ,

My name is Smriti and I tried calling you about your 2023 RAM 3500 LONGHORN CREW CAB 4X4. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The RAM Resolution Team phone number is 18448271926

My direct extension is 5140690

My work hours are 8:30am-5:30pm EST Monday-Friday (Subject to change)

Please don□t hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

Thank you for choosing RAM !

Smriti |Case Manager

RAM Resolution Team

Phone - 8448271926 | Ext - 5140690

---------- Original Message ----------
From: brad betsworth [redacted]
Sent: 10/31/2023 2:16 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Good afternoon!
I received a phone call last week that my reimbursement would be paid in full. I was just wondering when I should be receiving that and where it was going to be sent.
Thanks!
On Fri, Oct 6, 2023 at 12:32 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hi BRAD BETSWORTH,

Your goodwill request for rental for an amount $1,750.00 is still under review. I will keep you posted when I have an update.

Regards
Ayushmaan| Case Manager

---------- Original Message ----------
From: brad betsworth [redacted]
Sent: 9/18/2023 1:27 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Good Morning! Here is the Rental Agreement/Invoice and my bank statement with proof of payment to KZ Holdings Inc.
Thanks!
Brad Betsworth
On Tue, Sep 12, 2023 at 5:29 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/6/2023 12:55 PM
To: [redacted]
Subject: Rental Request

Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger
[redacted]

Date	11/03/2023	***Subject***	Re: Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	11/03/2023 17:44 PM

Good Afternoon ,

My name is Smriti and I tried calling you about your 2023 RAM 3500 LONGHORN CREW CAB 4X4. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The RAM Resolution Team phone number is 18448271926

My direct extension is 5140690

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Thank you for choosing RAM !

Smriti |Case Manager

RAM Resolution Team

Phone - 8448271926 | Ext - 5140690

---------- Original Message
From: brad betsworth [redacted]
Sent: 10/31/2023 2:16 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Good afternoon!
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Regards
Ayushmaan| Case Manager

---------- Original Message ----------
From: brad betsworth [redacted]
Sent: 9/18/2023 1:27 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Good Morning! Here is the Rental Agreement/Invoice and my bank statement with proof of payment to KZ Holdings Inc.
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Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/6/2023 12:55 PM
To: bradbetsworth@gmail.com
Subject: Rental Request

Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger
[redacted]

Date	11/07/2023	***Subject***	Re: Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	11/07/2023 19:19 PM

Good Afternoon,

I am Smriti from Ram customer care. As requested please attach the Repair order by replying this email. You will get the repair order from dealer where the vehicle was repaired.

Please don□t hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

Thank you for choosing RAM!

Smriti |Case Manager

Ram Resolution Team

Phone - 8448271926 | Ext □ 5140690

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 11/3/2023 1:44 PM
To: [redacted]
Subject: Re: Rental Request

Good Afternoon ,

My name is Smriti and I tried calling you about your 2023 RAM 3500 LONGHORN CREW CAB 4X4. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The RAM Resolution Team phone number is 18448271926

My direct extension is 5140690

My work hours are 8:30am-5:30pm EST Monday-Friday (Subject to change)

Please don□t hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

Thank you for choosing RAM !

Smriti |Case Manager

RAM Resolution Team

Phone - 8448271926 | Ext - 5140690

---------- Original Message ----------
From: brad betsworth [redacted]
Sent: 10/31/2023 2:16 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Good afternoon!
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Regards
Ayushmaan| Case Manager

---------- Original Message ----------
From: brad betsworth [redacted]
Sent: 9/18/2023 1:27 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
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Regards
Ayushmaan Srinivasa | RAM Case manger

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/6/2023 12:55 PM
To: [redacted]
Subject: Rental Request

Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

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Ayushmaan Srinivasa | RAM Case manger
[redacted]

Date	11/07/2023	***Subject***	Re: Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	11/07/2023 19:19 PM

Good Afternoon,

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Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

Thank you for choosing RAM!

Smriti |Case Manager

Ram Resolution Team

Phone - 8448271926 | Ext – 5140690

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 11/3/2023 1:44 PM
To: [redacted]
Subject: Re: Rental Request

Good Afternoon ,

My name is Smriti and I tried calling you about your 2023 RAM 3500 LONGHORN CREW CAB 4X4. Here is some information that will be helpful for you to have:

Your case number i[redacted]

The RAM Resolution Team phone number is 18448271926

My direct extension is 5140690

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Thank you for choosing RAM !

Smriti |Case Manager

RAM Resolution Team

Phone - 8448271926 | Ext - 5140690

---------- Original M[redacted]
From: brad betsworth[redacted]
Sent: 10/31/2023 2:16 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Good afternoon!
I received a phone call last week that my reimbursement would be paid in full. I was just wondering when I should be receiving that and where it was going to be sent.
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Regards
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---------- Original M[redacted]
From: brad betsworth[redacted]
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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/6/2023 12:55 PM
To: [redacted]
Subject: Rental Request

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Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger
[redacted]

Date	11/07/2023	***Subject***	Re: Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	11/07/2023 19:19 PM

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Thank you for choosing RAM!

Smriti |Case Manager

Ram Resolution Team

Phone - 8448271926 | Ext – 5140690

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 11/3/2023 1:44 PM
To: [redacted]
Subject: Re: Rental Request

Good Afternoon ,

My name is Smriti and I tried calling you about your 2023 RAM 3500 LONGHORN CREW CAB 4X4. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The RAM Resolution Team phone number is 18448271926

My direct extension is 5140690

My work hours are 8:30am-5:30pm EST Monday-Friday (Subject to change)

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Thank you for choosing RAM !

Smriti |Case Manager

RAM Resolution Team

Phone - 8448271926 | Ext - 5140690

---------- Original Message ----------
From: brad betsworth [redacted]
Sent: 10/31/2023 2:16 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Good afternoon!
I received a phone call last week that my reimbursement would be paid in full. I was just wondering when I should be receiving that and where it was going to be sent.
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Regards
Ayushmaan| Case Manager

---------- Original Message ----------
From: brad betsworth [redacted]
Sent: 9/18/2023 1:27 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Good Morning! Here is the Rental Agreement/Invoice and my bank statement with proof of payment to KZ Holdings Inc.
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Regards
Ayushmaan Srinivasa | RAM Case manger

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/6/2023 12:55 PM
To: [redacted]
Subject: Rental Request

Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger
[redacted]

Date	11/08/2023	***Subject***	Re: Rental Request		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	11/08/2023 19:41 PM

Attached is the requested Repair Order.

Thanks!

On Tue, Nov 7, 2023 at 12:19 PM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Good Afternoon,
>
> I am Smriti from Ram customer care. As requested please attach the Repair
> order by replying this email. You will get the repair order from dealer
> where the vehicle was repaired.
>
> Please don□t hesitate to make contact if you have any questions or
> concerns. Thank you for your patience and co-operation, it is much
> appreciated.
>
>
>
> Thank you for choosing RAM!
>
>
>
> Smriti |Case Manager
>
> Ram Resolution Team
>
> Phone - 8448271926 | Ext □ 5140690
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> ---------- Original Message ----------
> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
> *Sent:* 11/3/2023 1:44 PM
> *To:* [redacted]
> *Subject:* Re: Rental Request
>
>
> Good Afternoon ,
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> My name is Smriti and I tried calling you about your 2023 RAM 3500
> LONGHORN CREW CAB 4X4. Here is some information that will be helpful for
> you to have:
>
> Your case number is [redacted]
>
> The RAM Resolution Team phone number is 18448271926
>
> My direct extension is 5140690
>
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> Please don□t hesitate to make contact if you have any questions or
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> Smriti |Case Manager
>
> RAM Resolution Team
>
> Phone - 8448271926 | Ext - 5140690
>
>
>
> ---------- Original Message ----------
> *From:* brad betsworth[redacted]
> *Sent:* 10/31/2023 2:16 PM
> *To:* uscustomercare@cac.stellantis.com
> *Subject:* Re: Rental Request
>
> Good afternoon!
>
> I received a phone call last week that my reimbursement would be paid in
> full. I was just wondering when I should be receiving that and where it was
> going to be sent.
>
> Thanks!
>
> On Fri, Oct 6, 2023 at 12:32 PM US Customer Care <
> uscustomercare@cac.stellantis.com> wrote:
>
>> Hi BRAD BETSWORTH,
>>
>> Your goodwill request for rental for an amount $1,750.00 is still under
>> review. I will keep you posted when I have an update.
>>
>> Regards
>> Ayushmaan| Case Manager
>>
>>
>> ---------- Original Message ----------
>> *From:* brad betsworth[redacted]
>> *Sent:* 9/18/2023 1:27 PM
>> *To:* uscustomercare@cac.stellantis.com
>> *Subject:* Re: Rental Request
>>

>> Good Morning! Here is the Rental Agreement/Invoice and my bank statement
>> with proof of payment to KZ Holdings Inc.
>>
>> Thanks!
>>
>> Brad Betsworth
>>
>>
>> On Tue, Sep 12, 2023 at 5:29 PM US Customer Care <
>> uscustomercare@cac.stellantis.com> wrote:
>>
>>> Hi BARCLAY,
>>> Please hit reply to this mail and forward the attachments of the rental
>>> agreement and bank statements with proof of payment.
>>>
>>>
>>> Regards
>>> Ayushmaan Srinivasa | RAM Case manger
>>>
>>>
>>> ---------- Original Message ----------
>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>> *Sent:* 9/6/2023 12:55 PM
>>> *To:* [redacted]
>>> *Subject:* Rental Request
>>>
>>> Hi BARCLAY,
>>> Please hit reply to this mail and forward the attachments of the rental
>>> agreement and bank statements with proof of payment.
>>>
>>>
>>> Regards
>>> Ayushmaan Srinivasa | RAM Case manger
>>>
>>> [redacted]
>>>
>>>
>>>
>>
>>
>>
>
>
>
>

Date	11/08/2023	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	11/08/2023 19:41 PM

Dear BARCLAY ROOFING COMPANY,

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

Date	11/08/2023	***Subject***	Re: Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	11/08/2023 20:08 PM

Good Afternoon,

Thankyou for your email
This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

---------- Original Message ----------
From: brad betsworth [redacted]
Sent: 11/8/2023 2:41 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Attached is the requested Repair Order.
Thanks!
On Tue, Nov 7, 2023 at 12:19 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Good Afternoon,

I am Smriti from Ram customer care. As requested please attach the Repair order by replying this email. You will get the repair order from dealer where the vehicle was repaired.

Please don□t hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

Thank you for choosing RAM!

Smriti |Case Manager

Ram Resolution Team

Phone - 8448271926 | Ext □ 5140690

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 11/3/2023 1:44 PM
To: [redacted]
Subject: Re: Rental Request

Good Afternoon ,

My name is Smriti and I tried calling you about your 2023 RAM 3500 LONGHORN CREW CAB 4X4. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The RAM Resolution Team phone number is 18448271926

My direct extension is 5140690

My work hours are 8:30am-5:30pm EST Monday-Friday (Subject to change)

Please don□t hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

Thank you for choosing RAM !

Smriti |Case Manager

RAM Resolution Team

Phone - 8448271926 | Ext - 5140690

---------- Original Message ----------
From: brad betsworth [redacted]
Sent: 10/31/2023 2:16 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Good afternoon!
I received a phone call last week that my reimbursement would be paid in full. I was just wondering when I should be receiving that and where it was going to be sent.
Thanks!
On Fri, Oct 6, 2023 at 12:32 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hi BRAD BETSWORTH,

Your goodwill request for rental for an amount $1,750.00 is still under review. I will keep you posted when I have an update.

Regards
Ayushmaan| Case Manager

---------- Original Message ----------
From: brad betsworth [redacted]
Sent: 9/18/2023 1:27 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
Good Morning! Here is the Rental Agreement/Invoice and my bank statement with proof of payment to KZ Holdings Inc.
Thanks!
Brad Betsworth
On Tue, Sep 12, 2023 at 5:29 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/6/2023 12:55 PM
To: [redacted]
Subject: Rental Request

Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger
[redacted]

Date	11/08/2023	***Subject***	Re: Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	11/08/2023 20:08 PM

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Thank you for choosing RAM!

Smriti |Case Manager

Ram Resolution Team

Phone - 8448271926 | Ext – 5140690

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 11/3/2023 1:44 PM
To: [redacted]
Subject: Re: Rental Request

Good Afternoon ,

My name is Smriti and I tried calling you about your 2023 RAM 3500 LONGHORN CREW CAB 4X4. Here is some information that will be helpful for you to have:

Your case number is [redacted]

The RAM Resolution Team phone number is 18448271926

My direct extension is 5140690

My work hours are 8:30am-5:30pm EST Monday-Friday (Subject to change)

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

Thank you for choosing RAM !

Smriti |Case Manager

RAM Resolution Team

Phone - 8448271926 | Ext - 5140690

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From: brad betsworth [redacted]
Sent: 10/31/2023 2:16 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
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From: brad betsworth [redacted]
Sent: 9/18/2023 1:27 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Rental Request
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Thanks!
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On Tue, Sep 12, 2023 at 5:29 PM US Customer Care <uscustomercare@cac.stellantis.com> wrote:
Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 9/6/2023 12:55 PM
To: [redacted]
Subject: Rental Request

Hi BARCLAY,
Please hit reply to this mail and forward the attachments of the rental agreement and bank statements with proof of payment.

Regards
Ayushmaan Srinivasa | RAM Case manger
[redacted]

Date	11/08/2023	***Subject***	Re: Rental Request		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	11/08/2023 23:44 PM

On Tue, Nov 7, 2023 at 12:19□PM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Good Afternoon,
>
> I am Smriti from Ram customer care. As requested please attach the Repair
> order by replying this email. You will get the repair order from dealer
> where the vehicle was repaired.
>
> Please don□t hesitate to make contact if you have any questions or
> concerns. Thank you for your patience and co-operation, it is much
> appreciated.
>
>
>
> Thank you for choosing RAM!
>
>
>
> Smriti |Case Manager
>
> Ram Resolution Team
>
> Phone - 8448271926 | Ext □ 5140690
>
>
>
>
>
> ---------- Original Message ----------
> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
> *Sent:* 11/3/2023 1:44 PM
> *To:* [redacted]
> *Subject:* Re: Rental Request
>
>
> Good Afternoon ,
>
> My name is Smriti and I tried calling you about your 2023 RAM 3500
> LONGHORN CREW CAB 4X4. Here is some information that will be helpful for
> you to have:
>
> Your case number is [redacted]
>
> The RAM Resolution Team phone number is 18448271926
>
> My direct extension is 5140690
>
> My work hours are 8:30am-5:30pm EST Monday-Friday (Subject to change)
>
> Please don□t hesitate to make contact if you have any questions or
> concerns. Thank you for your patience and co-operation, it is much
> appreciated.
>
>
>
> Thank you for choosing RAM !
>
>
>
> Smriti |Case Manager
>
> RAM Resolution Team
>
> Phone - 8448271926 | Ext - 5140690
>
>
>
> ---------- Original Message ----------
> *From:* brad betsworth [redacted]
> *Sent:* 10/31/2023 2:16 PM
> *To:* uscustomercare@cac.stellantis.com
> *Subject:* Re: Rental Request
>
> Good afternoon!
>
> I received a phone call last week that my reimbursement would be paid in
> full. I was just wondering when I should be receiving that and where it was
> going to be sent.
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>>
>> Regards
>> Ayushmaan| Case Manager
>>
>>
>> ---------- Original Message ----------
>> *From:* brad betsworth [redacted]
>> *Sent:* 9/18/2023 1:27 PM
>> *To:* uscustomercare@cac.stellantis.com
>> *Subject:* Re: Rental Request
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>> Good Morning! Here is the Rental Agreement/Invoice and my bank statement
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>> Thanks!

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>> Brad Betsworth
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>>> Regards
>>> Ayushmaan Srinivasa | RAM Case manger
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>>>
>>> ---------- Original Message ----------
>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>>> *Sent:* 9/6/2023 12:55 PM
>>> *To:* [redacted]
>>> *Subject:* Rental Request
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>>> Hi BARCLAY,
>>> Please hit reply to this mail and forward the attachments of the rental
>>> agreement and bank statements with proof of payment.
>>>
>>>
>>> Regards
>>> Ayushmaan Srinivasa | RAM Case manger
>>>
>>> [redacted]
>>>
>>>
>>
>>
>>
>
>
>
>

Date	11/08/2023	***Subject***	Regarding your Case 87179230		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	11/08/2023 23:44 PM

Dear BARCLAY ROOFING COMPANY,

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

Date	11/08/2023	***Subject***	Re: Rental Request		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	11/08/2023 23:51 PM

On Tue, Nov 7, 2023 at 12:19□PM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Good Afternoon,
>
> I am Smriti from Ram customer care. As requested please attach the Repair
> order by replying this email. You will get the repair order from dealer
> where the vehicle was repaired.
>
> Please don□t hesitate to make contact if you have any questions or
> concerns. Thank you for your patience and co-operation, it is much
> appreciated.
>
>
>
> Thank you for choosing RAM!
>
>
>
> Smriti |Case Manager
>
> Ram Resolution Team
>
> Phone - 8448271926 | Ext □ 5140690
>
>
>
>
>
> ---------- Original Message ----------
> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
> *Sent:* 11/3/2023 1:44 PM
> *To:* [redacted]
> *Subject:* Re: Rental Request
>
>
> Good Afternoon ,
>
> My name is Smriti and I tried calling you about your 2023 RAM 3500
> LONGHORN CREW CAB 4X4. Here is some information that will be helpful for
> you to have:
>
> Your case number is [redacted]
>
> The RAM Resolution Team phone number is 18448271926
>
> My direct extension is 5140690
>
> My work hours are 8:30am-5:30pm EST Monday-Friday (Subject to change)
>
> Please don□t hesitate to make contact if you have any questions or
> concerns. Thank you for your patience and co-operation, it is much
> appreciated.
>
>
>
> Thank you for choosing RAM !
>
>
>
> Smriti |Case Manager
>
> RAM Resolution Team
>
> Phone - 8448271926 | Ext - 5140690
>
>
>
> ---------- Original Message ----------
> *From:* brad betsworth [redacted]
> *Sent:* 10/31/2023 2:16 PM
> *To:* uscustomercare@cac.stellantis.com
> *Subject:* Re: Rental Request
>
> Good afternoon!
>
> I received a phone call last week that my reimbursement would be paid in
> full. I was just wondering when I should be receiving that and where it was
> going to be sent.
>
> Thanks!
>
> On Fri, Oct 6, 2023 at 12:32 PM US Customer Care <
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>
>> Hi BRAD BETSWORTH,
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>> Your goodwill request for rental for an amount $1,750.00 is still under
>> review. I will keep you posted when I have an update.
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>> Regards
>> Ayushmaan| Case Manager
>>
>>
>> ---------- Original Message ----------
>> *From:* brad betsworth [redacted]
>> *Sent:* 9/18/2023 1:27 PM
>> *To:* uscustomercare@cac.stellantis.com
>> *Subject:* Re: Rental Request
>>
>> Good Morning! Here is the Rental Agreement/Invoice and my bank statement
>> with proof of payment to KZ Holdings Inc.
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>> Thanks!

>>
>> Brad Betsworth
>>
>>
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>>> Hi BARCLAY,
>>> Please hit reply to this mail and forward the attachments of the rental
>>> agreement and bank statements with proof of payment.
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>>> Regards
>>> Ayushmaan Srinivasa | RAM Case manger
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>>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
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>>> *Subject:* Rental Request
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>>> agreement and bank statements with proof of payment.
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>>>
>>> Regards
>>> Ayushmaan Srinivasa | RAM Case manger
>>>
>>> [redacted]
>>>
>>>
>>
>>
>>
>
>
>
>

Date	11/08/2023	***Subject***	Re: Rental Request		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	11/08/2023 23:53 PM

On Tue, Nov 7, 2023 at 12:19□PM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Good Afternoon,
>
> I am Smriti from Ram customer care. As requested please attach the Repair
> order by replying this email. You will get the repair order from dealer
> where the vehicle was repaired.
>
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> concerns. Thank you for your patience and co-operation, it is much
> appreciated.
>
>
>
> Thank you for choosing RAM!
>
>
>
> Smriti |Case Manager
>
> Ram Resolution Team
>
> Phone - 8448271926 | Ext □ 5140690
>
>
>
>
>
> ---------- Original Message ----------
> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
> *Sent:* 11/3/2023 1:44 PM
> *To:* [redacted]
> *Subject:* Re: Rental Request
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> My name is Smriti and I tried calling you about your 2023 RAM 3500
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> Smriti |Case Manager
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> RAM Resolution Team
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> Phone - 8448271926 | Ext - 5140690
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> ---------- Original Message ----------
> *From:* brad betsworth [redacted]
> *Sent:* 10/31/2023 2:16 PM
> *To:* uscustomercare@cac.stellantis.com
> *Subject:* Re: Rental Request
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> Good afternoon!
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>>> [redacted]
>>> [redacted]
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Date	11/08/2023	***Subject***	Re: Rental Request		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	11/08/2023 23:54 PM

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> Smriti |Case Manager
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> Ram Resolution Team
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> Phone - 8448271926 | Ext □ 5140690
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>>> *Subject:* Rental Request
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>>> Hi BARCLAY,
>>> Please hit reply to this mail and forward the attachments of the rental
>>> agreement and bank statements with proof of payment.
>>>
>>>
>>> Regards
>>> Ayushmaan Srinivasa | RAM Case manger
>> [redacted]
>>>
>>
>>
>>
>
>
>
>

Date	11/15/2023	***Subject***	Re: Rental Request		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	11/15/2023 18:17 PM

Good Afternoon,

Thankyou for getting back to me, I did receive the document. Once the check will be issued, it will take 30 days to reach.
I will inform you once the check will be issued.

Smriti |Case Manager

RAM Resolution Team

Phone - 8448271926 | Ext - 5140690

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From: brad betsworth [redacted]
Sent: 11/8/2023 6:54 PM
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Subject: Re: Rental Request
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Sent: 11/3/2023 1:44 PM
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Your case number is [redacted]

The RAM Resolution Team phone number is 18448271926

My direct extension is 5140690

My work hours are 8:30am-5:30pm EST Monday-Friday (Subject to change)

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

VIN	3C63RRGL9L[redacted]	Model Year	2020	Brand	R M
Body	D28L92	Vehicle	R M 3500 TR DESM N CRE C B 4X4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	10/24/2023	CAIR Type	Regular	Status	Closed
Close Date	12/22/2023	Origin	Telephone	Reason	
Mileage	8 602 Miles	Market	U	Language	English
Contact Email	centralcoastosc@gmail com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	[redacted]				
Customer Address	[redacted]				
City State/Country Zip	[redacted]		[redacted]	93465844145	US
Dealer	2 284	Cardinale a Chr sler Dodge Jeep R		Dealer Phone	0 5423331
Dealer Address	2 2 D D DR				
	S NT R S		C	9540 818	US
Dealer Zone	California	Sales District		Service District	H
Subject	rental assistance				
Synopsis	g cannot be pro ided on brakes as its ear and tear				
Customer Anomaly					
Contact Reason	C184	Request For Rental ehicle	Customer Anomaly		
Reason Code	fter Sales Complaint Product Rental Request Rental				

Case Status History

Create Date	Status
10/24/2023 06 1 PM	pen
12/22/2023 11 09 PM	Closed

Initial Description

recall on the fuel pump at the St Luis dealership the placed a sensor and the truck hasn t ran from some time the truck broke do n its no at a shop at Cordell for a ne transmission no he is seeking rental

Case Comments

Date	Comment
10/24/2023	recall on the fuel pump at the St Luis dealership the placed a sensor and the truck hasn t ran from some time the truck broke do n its no at a shop at Cordell for a ne transmission so no he is seeking rental ssisted the cst b researching his in information as per ns hub 00000126 for some good ill assistance for rental reassigning o er to specialist 1 2 business da s
10/24/2023	ob call to the dlr>>spoke to the SM Michael sa s the ehicle came in toda check engine lights ere on no notes a ailable on it et
10/26/2023	ob to the cx>> no contact left m ith first contact info and first contact email also sent
11/02/2023	ob to the dlr>> someone from corporate office ans ered SM Michael not a ailable asked for the ser ice deptt and no one ans ered
11/10/2023	ob to the dlr>> call dropped after being on hold for 5 minutes
11/15/2023	ob to the dl>> no contact
11/22/2023	ob to the cx>> C cx sa s im er upset m ehicle as in Cole cd dealership first bcz of the recall the changed the fuel pump the finished m recall and I told them that I am dri ing some here hours a a for a job but e en after telling me that the found a glitch ith m transmission the sent me on m a ithout sho ing an concern The handed it back to ithout fixing the ehicle The ehicle seemed ok but the ga e me back hen the issue as still there and the transmission ble up hile I as dri ing bcz the issue as not fixed the sent me for a trip hours a a ithout fixing it I could ha e been in a serious accident bcz the dealership failed to fix it I had to rent a ehicle and I had to pa for it I m thinking this is ho ou treat me after bu ing 4 dodges I m going to go to court ith this i could ha e been in a reck on the free a The should ha e put m truck on a diagnostic machine fter this I took m car to the cardinale a cdjr the told me 3 da s later after doing the entire thing ith the arrant etc The called me toda to sa that the transmission as done but the brakes in the back still need to be done S lejandra the estimate for the brakes is1200 usd I ha e had a bad experience there are a couple of things to be fixed Plz note that i ha e lost 15000 usd bcz of the truck being do n for so long i ha e had to pa for rental hotel etc on top of that Its a ne truck i think the repairs cost less than hat I ha e I lost Cm tried to pacif the cx and told him that e ill tr to make it better for ou cm told the cx that e ill follo back ith him ithin 2 da s and tr to assist ith the cost of repairs
11/22/2023	ob to the dlr>> no contact left m for the S lejandra to call back or gi e update ia email email sent for details to S
11/28/2023	email estimate recei ed from the S >> part $ 1536 86 Labor $ 2511 tax $142 16 Total $4190 02
11/28/2023	DM Note Request ehicle 2020 R M 3500 TR DESM N Mileage 8 602 ISD 4/24/2020 riginal ner es Lo alt Information 338 arrant Status Basic expired b time pril 2023 Mechanical SC Cost of Part $1536 86 Cost of Labor $2511 Tax $142 16 Total Price $4190 02 Customer Co Pa $142 16 Stellantis Pa $404 84 Transmission/Engine If es PTSC pre auth T hat is the repair The brakes and calipers are to be changed Rationale for assistance cx lo al ut of basic b time qualifies for g under 24/24 rule Dealer opinion ehicle maintained not the cx s fault Specialist is seeking cost assistance of $404 84
12/01/2023	email sent to the S lejandra for the DLR funnel questions
12/05/2023	follo up email sent on the last email to the S
12/0 /2023	no re ert from the S lejandra email sent to SM Michael ith TL in loop ith the DLR funnel questions
12/11/2023	another email sent to the SM Michael for DLR funnel questions
12/13/2023	no proper re ert recei ed from the SM on the DLR funnel questions sent another email sent to the SM>>> These are just es/ No questions and ill not take much of our aluable time I need to ha e ans ers to these questions in order to proceed ith the case and pro ide cost assistance to the customer ther ise I ill ha e to just close the case and den assistance to the customer
12/19/2023	email re ert from SM>>No the brakes being lo on pads life is due to a fault brake caliper not a transmission concern
12/19/2023	ob to the cx>> no contact left m to tell that e cannot pro ide cost assistance on the brakes and calipers as the are ear and tear items and the concern is not due to the transmission cx as told that if he does not ha e an other requests the case ill be closed

Email(s)

Date	10/26/2023	Subject	rental assistance		
From	uscustomercare@cac stellantis com	To	centralcoastosc@gmail com	Sent Date Time	10/26/2023 15 01 PM

Hello Mr. Timothy,

I hope this email finds you well. I called you today but could not reach you.

My name is Vindhya and I have been assigned as your Case Manager. I will be working on your case with the dealership and will keep updating you as the case progresses.

Meanwhile, here is some information that will be helpful for you to have:
Your case number is [redacted]
Chrysler Case Management telephone number is: 844-888-0601
My direct extension: 5140538
My work hours are: 10:30am- 7:30pm Eastern Standard Time Monday-Friday.

Please do not hesitate to contact us if you have any questions or concerns. Thank you for your patience and co-operation!

Best,
Vindhya
Chrysler Case Management Specialist
[redacted]

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

VIN	3C RMDL4M[redacted]	Model Year	2021	Brand	R M
Body	DP5L66	Vehicle	R M 5500 REG C B CH SSIS		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	10/25/2023	CAIR Type	Regular	Status	Closed
Close Date	11/08/2023	Origin	Telephone	Reason	
Mileage	83 000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	[redacted]				
Customer Address	[redacted]				
City State/Country Zip	GE RGET N		K	[redacted]	US
Dealer	2 095	Dan Cummins Chr sler Dodge Jeep Ra		Dealer Phone	85998 5669
Dealer Address	2021 L ERS N DRI E				
	P RIS		K	40361 220	US
Dealer Zone	Great Lakes	Sales District		Service District	
Subject	ehicle Concern To ing Reimbursement				
Synopsis	closed				
Customer Anomaly	Engine				
	THER				
Contact Reason	C8	arrant Repair Reimbursement	Customer Anomaly	30	General engine issues
Reason Code	fter Sales Complaint arrant Reimbursement request Repair carried out and paid b Customer				

Case Status History

Create Date	Status
10/25/2023 02 2 PM	pen
10/25/2023 02 40 PM	Suspended
11/01/2023 04 01 M	pen
11/01/2023 02 01 PM	Suspended
11/06/2023 05 02 M	pen
11/06/2023 12 05 PM	Closed
11/06/2023 05 02 PM	pen
11/06/2023 05 02 PM	pen
11/0 /2023 01 19 PM	Closed
11/0 /2023 01 35 PM	pen
11/0 /2023 02 06 PM	Closed
11/0 /2023 02 08 PM	pen
11/0 /2023 02 46 PM	Closed
11/0 /2023 03 12 PM	pen
11/0 /2023 03 18 PM	Closed
11/08/2023 11 26 M	pen
11/08/2023 12 43 PM	Closed
11/08/2023 12 55 PM	pen
11/08/2023 01 10 PM	Closed
11/08/2023 01 21 PM	pen
11/08/2023 01 24 PM	Closed

Initial Description

To ing Reimbursement

Case Comments

Date	Comment
10/25/2023	Customer s oice Customer called and said that he as charged for the to e er time he had to to his ehicle first to ing as done in September in Georgeto n Kentuck and then to other places so e er time he as charged herein the dealership has mentioned that he has the to ing assistance co erage so it ill be reimbursed from the R M nd the er first time he got the ehicle to ed he got assistance after 2 hours and he as stranded on the roadside here he also mentioned that he as not at his best health because he had an heart attack before that and then he aited 2 hours for just getting the ehicle to ed The total to ing cost as $1023 20 First time hen the to ed to the nearest dealership in Georgeto n he said he on t be able to assist customer ill ha e to take the ehicle to another dealership hich as again 18 miles a a and then he got charged and then same happened one more time Dealership mentioned e er thing ould be co ered because all this is in arrant He had to take his ehicle again to the dealership because the truck broke do n again after the repair so currentl it s there at the dealership and the repair is been going on The issue ith the truck is that the pressure plate had a crack in it and due to hich truck broke do n and second time the transmission fluid leaked out of it So dealership said the ould either repair or change the transmission itself DLR Name Dan Cummins Chr sler Dodge Jeep Ram ction Taken Informed the customer that the case has been created and the case specialist ill reach out in 1 2 business da s Case Number has been pro ided Customer has the to ing assistance co erage and e also informed him that the co erage is onl for the first to from the place of incident to the nearest dealership but it as not his fault if the dealership as unable to help him out ith the repair He also mentioned he ould put up a complaint for R M on the ebsite that he has been facing all these issues for almost a month no H Recall N DLR Code 27095 Next Steps Reassigned
10/25/2023	Summar of Con ersation Does Caller ha e these documents es Select the address of the Repair Pa er ner Mailing address Street 1808 LEXINGT N RD Cit [redacted] ip [redacted] Countr US Mileage at the time of Repair 83 000 Date of Repair September 23 2023 Repair Facilit To ing mount of Reimbursement Request $1 023 Does the caller currentl o n the ehicle es Ho Caller paid for the repairs Credit Card Ho ill Caller submit the docuents Email Select the email address of Repair Pa er ner
11/01/2023	The case is no being re ie ed for possible reimbursement If the customer calls in please ad ise them that additional document/s Repair rder & Proof of Pa ment is needed for se eral to ing reimb requests
11/06/2023	No document/ response recei ed
11/0 /2023	Case has reopened due to customer email repl ithin 14 da s period reassigning case back to the pre ious CM for further re ie and assistance
11/0 /2023	No document/ response recei ed
11/0 /2023	Reimbursement ill be denied due to insufficient documents Customer said he has no R for the to ing reimb request closing this case

Email(s)

Date	11/01/2023	Subject	RE Documents required for Reimbursement Request [redacted]

From	uscustomercare@cac.stellantis.com	To	[redacted]	Sent Date/Time	11/01/2023 14:00 PM

Dear CHARLES HAYS,

Good day! Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

This is to inform you that we have reviewed your case and for us to to move forward reviewing your request for reimbursement, please submit the following documents:

All copies of the Repair Order from the dealer.

2) Please provide the necessary proof of payments along with the Towing invoices. Documents acceptable as proof of payment are as follows:

Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Your case number is [redacted] Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Regards,

Nette
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/25/2023 2:40 PM
To: [redacted]
Subject: Documents required for Reimbursement Request [redacted]

Case [redacted]
Dear CHARLES HAYS,
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.
Please forward your original repair order and proof of payment receipt by replying to this email.
Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
Jaya
Customer Care, FCA

Date	11/06/2023	Subject	Re: Documents required for Reimbursement Request ref:!00Dj001qsDF.!5003Z01di4tb:ref		
From	[redacted]	To	uscustomercare@cac.stellantis.com	Sent Date/Time	11/06/2023 17:02 PM

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 1, 2023 10:00:48 AM
To: [redacted]
Subject: RE: Documents required for Reimbursement Request [redacted]

Dear CHARLES HAYS<[redacted]

Good day! Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

This is to inform you that we have reviewed your case and for us to to move forward reviewing your request for reimbursement, please submit the following documents:

1. All copies of the Repair Order from the dealer.

2) Please provide the necessary proof of payments along with the Towing invoices. Documents acceptable as proof of payment are as follows:

* Credit card receipt
* Credit card or bank statement
* Cancelled check (both sides)
* Cash register receipt (if paid cash)

Your case number is [redacted] Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Regards,

Nette
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/25/2023 2:40 PM
To: [redacted]
Subject: Documents required for Reimbursement Request [redacted]

[redacted]

Case [redacted]
Dear CHARLES HAYS,
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.

Please forward your original repair order and proof of payment receipt by replying to this email.

Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.

We will review the matter when we receive the documents and contact you with the response.
Sincerely,

Jaya
Customer Care, FCA

[redacted]

Date	11/07/2023	***Subject***	Re: Documents required for Reimbursement Request [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	11/07/2023 13:18 PM

Kindly submit the 3 Repair Orders for the 3 different towing reimbursement requests that matches the 3 towing dates. Also for the Agero towing request , kindly submit the actual towing invoice. Proof of payments of $ 343.20 & $ 250.00

---------- Original Message
From: Greg Hays [redacted]
Sent: 11/6/2023 5:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 1, 2023 10:00:48 AM
To: [redacted]
Subject: RE: Documents required for Reimbursement Request [redacted]

Dear CHARLES HAYS,

Good day! Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

This is to inform you that we have reviewed your case and for us to to move forward reviewing your request for reimbursement, please submit the following documents:

All copies of the Repair Order from the dealer.

2) Please provide the necessary proof of payments along with the Towing invoices. Documents acceptable as proof of payment are as follows:

Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Your case number is [redacted] Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Regards,

Nette
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/25/2023 2:40 PM
To: [redacted]
Subject: Documents required for Reimbursement Request [redacted]

Case # [redacted]
Dear CHARLES HAYS,
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.
Please forward your original repair order and proof of payment receipt by replying to this email.
Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
Jaya
Customer Care, FCA

Date	11/07/2023	***Subject***	Re: Documents required for Reimbursement Reques[redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	11/07/2023 13:35 PM

I don't have that actual invoice. It was through MOPAR ROADSIDE AND THEY DIDN'T SEND AN INVOICE.

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 8:18:51 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

Kindly submit the 3 Repair Orders for the 3 different towing reimbursement requests that matches the 3 towing dates. Also for the Agero towing request , kindly submit the actual towing invoice. Proof of payments of $ 343.20 & $ 250.00

----------Original Message----------
From: Greg Hays [redacted]
Sent: 11/6/2023 5:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 1, 2023 10:00:48 AM
To: [redacted]
Subject: RE: Documents required for Reimbursement Request [redacted]

Dear CHARLES HAYS [redacted]

Good day! Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

This is to inform you that we have reviewed your case and for us to to move forward reviewing your request for reimbursement, please submit the following documents:

1. All copies of the Repair Order from the dealer.

2) Please provide the necessary proof of payments along with the Towing invoices. Documents acceptable as proof of payment are as follows:

* Credit card receipt
* Credit card or bank statement
* Cancelled check (both sides)
* Cash register receipt (if paid cash)

Your case number is [redacted] Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Regards,

Nette
Ram Customer Care

----------Original Message----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/25/2023 2:40 PM
To: [redacted]
Subject: Documents required for Reimbursement Request [redacted]

[redacted]

Case #87765838
Dear CHARLES HAYS,
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.

Please forward your original repair order and proof of payment receipt by replying to this email.

Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.

We will review the matter when we receive the documents and contact you with the response.
Sincerely,

Jaya
Customer Care, FCA

[redacted]

Date	11/07/2023	***Subject***	Re: Documents required for Reimbursement Reques[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	11/07/2023 14:04 PM

We need the Repair Orders in order to show why vehicle was being towed; to prove that vehicle was being repaired for you to need to tow the vehicle.

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/7/2023 1:35 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

I don't have that actual invoice. It was through MOPAR ROADSIDE AND THEY DIDN'T SEND AN INVOICE.
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 8:18:51 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

Kindly submit the 3 Repair Orders for the 3 different towing reimbursement requests that matches the 3 towing dates. Also for the Agero towing request , kindly submit the actual towing invoice. Proof of payments of $ 343.20 & $ 250.00

---------- Original Message ----------
From: Greg Hays [ggreghays1@hotmail.com]
Sent: 11/6/2023 5:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 1, 2023 10:00:48 AM
To: [redacted]
Subject: RE: Documents required for Reimbursement Request [redacted]

Dear CHARLES HAYS,

Good day! Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

This is to inform you that we have reviewed your case and for us to to move forward reviewing your request for reimbursement, please submit the following documents:

All copies of the Repair Order from the dealer.

2) Please provide the necessary proof of payments along with the Towing invoices. Documents acceptable as proof of payment are as follows:

Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Your case number is [redacted] hould you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Regards,

Nette
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/25/2023 2:40 PM
To: [redacted]
Subject: Documents required for Reimbursement Request [redacted]

Case [redacted]
Dear CHARLES HAYS,
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.
Please forward your original repair order and proof of payment receipt by replying to this email.
Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
Jaya
Customer Care, FCA

Date	11/07/2023	***Subject***	Re: Documents required for Reimbursement Reques[redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	11/07/2023 14:08 PM

Contact Dan Cummins dealership in Paris Ky. Speak to Christine in the Service Department 859.327.3213

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 9:04:53 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

We need the Repair Orders in order to show why vehicle was being towed; to prove that vehicle was being repaired for you to need to tow the vehicle.

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/7/2023 1:35 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

I don't have that actual invoice. It was through MOPAR ROADSIDE AND THEY DIDN'T SEND AN INVOICE.

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 8:18:51 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

Kindly submit the 3 Repair Orders for the 3 different towing reimbursement requests that matches the 3 towing dates. Also for the Agero towing request , kindly submit the actual towing invoice. Proof of payments of $ 343.20 & $ 250.00

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/6/2023 5:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 1, 2023 10:00:48 AM
To: [redacted]
Subject: RE: Documents required for Reimbursement Request [redacted]

Dear CHARLES [redacted]

Good day! Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

This is to inform you that we have reviewed your case and for us to to move forward reviewing your request for reimbursement, please submit the following documents:

1. All copies of the Repair Order from the dealer.

2) Please provide the necessary proof of payments along with the Towing invoices. Documents acceptable as proof of payment are as follows:

* Credit card receipt
* Credit card or bank statement
* Cancelled check (both sides)
* Cash register receipt (if paid cash)

Your case number is [redacted] Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Regards,

Nette
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/25/2023 2:40 PM
To: [redacted]
Subject: Documents required for Reimbursement Request [redacted]

[redacted]

Case # [redacted]
Dear CHARLES HAYS,
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.

Please forward your original repair order and proof of payment receipt by replying to this email.

Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.

We will review the matter when we receive the documents and contact you with the response.
Sincerely,

Jaya
Customer Care, FCA

[redacted]

[redacted]

Date	11/07/2023	Subject	Re: Documents required for Reimbursement Request [redacted]		
From	uscustomercare@cac.stellantis.com	To	[redacted]	Sent Date/Time	11/07/2023 14:44 PM

Please be advise that its' the customer's responsibility to submit all the documents reqired in order for the case to be reviewed for reimbursement request.

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/7/2023 2:08 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

Contact Dan Cummins dealership in Paris Ky. Speak to Christine in the Service Department 859.327.3213
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 9:04:53 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

We need the Repair Orders in order to show why vehicle was being towed; to prove that vehicle was being repaired for you to need to tow the vehicle.

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/7/2023 1:55 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]
I don't have that actual invoice. It was through MOPAR ROADSIDE AND THEY DIDN'T SEND AN INVOICE.
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 8:18:51 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

Kindly submit the 3 Repair Orders for the 3 different towing reimbursement requests that matches the 3 towing dates. Also for the Agero towing request , kindly submit the actual towing invoice. Proof of payments of $ 343.20 & $ 250.00

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/6/2023 5:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 1, 2023 10:00:48 AM
To: [redacted]
Subject: RE: Documents required for Reimbursement Request [redacted]

Dear CHARLES HAYS,

Good day! Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

This is to inform you that we have reviewed your case and for us to to move forward reviewing your request for reimbursement, please submit the following documents:

All copies of the Repair Order from the dealer.

2) Please provide the necessary proof of payments along with the Towing invoices. Documents acceptable as proof of payment are as follows:

Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Your case number is [redacted] Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Regards,

Nette
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/25/2023 2:40 PM
To: [redacted]
Subject: Documents required for Reimbursement Request [redacted]

Case [redacted]
Dear CHARLES HAYS,
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.
Please forward your original repair order and proof of payment receipt by replying to this email.
Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
Jaya
Customer Care, FCA

Date	11/07/2023	Subject	Re: Documents required for Reimbursement Request ref:!00Dj001qsDF.!5003Z01di4tb:ref

From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	11/07/2023 14:45 PM

Dear CHARLES HAYS,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is Nette and we appreciate your time and effort in bringing this matter to us. Upon thorough review and consideration, we regret to inform you that your request for reimbursement has been denied due to the following reason/s:

-Insufficient Document/s

As much as quality service is our concern, please be informed that there are certain guidelines and qualifications that we need to meet in order to grant your request.

Thank you for your utmost understanding. We look forward to your continued business with us, and we appreciate you reaching out to us today.

Should you have further questions or concerns please don't hesitate to give us a call back at 800-992-1997.

Sincerely,

Nette
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 11/7/2023 2:44 PM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

Please be advise that its' the customer's responsibility to submit all the documents reqired in order for the case to be reviewed for reimbursement request.

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/7/2023 2:08 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

Contact Dan Cummins dealership in Paris Ky. Speak to Christine in the Service Department 859.327.3213
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 9:04:53 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

We need the Repair Orders in order to show why vehicle was being towed; to prove that vehicle was being repaired for you to need to tow the vehicle.

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/7/2023 1:35 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]
I don't have that actual invoice. It was through MOPAR ROADSIDE AND THEY DIDN'T SEND AN INVOICE.
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 8:18:51 AM
To [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

Kindly submit the 3 Repair Orders for the 3 different towing reimbursement requests that matches the 3 towing dates. Also for the Agero towing request , kindly submit the actual towing invoice. Proof of payments of $ 343.20 & $ 250.00

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/6/2023 5:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 1, 2023 10:00:48 AM
To: [redacted]
Subject: RE: Documents required for Reimbursement Request [redacted]

Dear CHARLES HAYS,

Good day! Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

This is to inform you that we have reviewed your case and for us to to move forward reviewing your request for reimbursement, please submit the following documents:

All copies of the Repair Order from the dealer.

2) Please provide the necessary proof of payments along with the Towing invoices. Documents acceptable as proof of payment are as follows:

Credit card receipt
Credit card or bank statement
Cancelled check (both sides)
Cash register receipt (if paid cash)

Your case number is 87765838. Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Regards,

Nette
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/25/2023 2:40 PM
To: [redacted]
Subject: Documents required for Reimbursement Request [redacted]

Case [redacted]
Dear CHARLES HAYS,
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.
Please forward your original repair order and proof of payment receipt by replying to this email.
Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
Jaya
Customer Care, FCA

Date	11/07/2023	***Subject***	Re: Documents required for Reimbursement Request [redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	11/07/2023 15:11 PM

Please be advised you are Mopar and you should have the invoices or can get them. I have requested and have not received

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 9:45:29 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

Dear CHARLES [redacted]

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is Nette and we appreciate your time and effort in bringing this matter to us. Upon thorough review and consideration, we regret to inform you that your request for reimbursement has been denied due to the following reason/s:

-Insufficient Document/s

As much as quality service is our concern, please be informed that there are certain guidelines and qualifications that we need to meet in order to grant your request.

Thank you for your utmost understanding. We look forward to your continued business with us, and we appreciate you reaching out to us today.

Should you have further questions or concerns please don't hesitate to give us a call back at 800-992-1997.

Sincerely,

Nette
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 11/7/2023 2:44 PM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

Please be advise that its' the customer's responsibility to submit all the documents reqired in order for the case to be reviewed for reimbursement request.

---------- Original Message ----------
From: Greg Hays [ggreghays1@hotmail.com]
Sent: 11/7/2023 2:08 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

Contact Dan Cummins dealership in Paris Ky. Speak to Christine in the Service Department 859.327.3213

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 9:04:53 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

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---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/7/2023 1:35 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

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Sent from my Verizon, Samsung Galaxy smartphone
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From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 8:18:51 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

Kindly submit the 3 Repair Orders for the 3 different towing reimbursement requests that matches the 3 towing dates. Also for the Agero towing request , kindly submit the actual towing invoice. Proof of payments of $ 343.20 & $ 250.00

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/6/2023 5:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request ref: [redacted]

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 1, 2023 10:00:48 AM
To: [redacted]
Subject: RE: Documents required for Reimbursement Reques [redacted]

Dear CHARLES [redacted]

Good day! Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

This is to inform you that we have reviewed your case and for us to to move forward reviewing your request for reimbursement, please submit the following documents:

1. All copies of the Repair Order from the dealer.

2) Please provide the necessary proof of payments along with the Towing invoices. Documents acceptable as proof of payment are as follows:

* Credit card receipt
* Credit card or bank statement
* Cancelled check (both sides)
* Cash register receipt (if paid cash)

Your case number is [redacted] Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Regards,

Nette
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/25/2023 2:40 PM
To: [redacted]
Subject: Documents required for Reimbursement Request [redacted]

[redacted]

Case [redacted]
Dear CHARLES HAYS,
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.

Please forward your original repair order and proof of payment receipt by replying to this email.

Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.

We will review the matter when we receive the documents and contact you with the response.
Sincerely,

Jaya
Customer Care, FCA

[redacted]

Date	11/08/2023	***Subject***	Re: Documents required for Reimbursement Request [redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	11/08/2023 11:26 AM

When can I expect full payment?

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: Greg Hays [redacted]
Sent: Tuesday, November 7, 2023 10:11:44 AM
To: US Customer Care <uscustomercare@cac.stellantis.com>
Subject: Re: Documents required for Reimbursement Request [redacted]

Please be advised you are Mopar and you should have the invoices or can get them. I have requested and have not received

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From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 9:45:29 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

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Sincerely,

Nette
Ram Customer Care

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 11/7/2023 2:44 PM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

Please be advise that its' the customer's responsibility to submit all the documents reqired in order for the case to be reviewed for reimbursement request.

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From: Greg Hays [redacted]
Sent: 11/7/2023 2:08 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

Contact Dan Cummins dealership in Paris Ky. Speak to Christine in the Service Department 859.327.3213

Sent from my Verizon, Samsung Galaxy smartphone
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From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 9:04:53 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

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---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/7/2023 1:35 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

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Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 8:18:51 AM
To [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

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---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/6/2023 5:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 1, 2023 10:00:48 AM
To [redacted]
Subject: RE: Documents required for Reimbursement Request [redacted]

Dear CHARLES HAYS< [redacted]

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* Cancelled check (both sides)
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Your case number [redacted] hould you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Regards,

Nette
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/25/2023 2:40 PM
To: [redacted]
Subject: Documents required for Reimbursement Request [redacted]

[redacted]

Case # [redacted]
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We will review the matter when we receive the documents and contact you with the response.
Sincerely,

Jaya
Customer Care, FCA

[redacted]

Date	11/08/2023	***Subject***	Re: Documents required for Reimbursement Request [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	11/08/2023 12:43 PM

Dear CHARLES HAYS,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is Nette and we appreciate your time and effort in bringing this matter to us. Upon thorough review and consideration, we regret to inform you that your request for reimbursement has been denied due to the following reason/s:

-Insufficient Document/s

As much as quality service is our concern, please be informed that there are certain guidelines and qualifications that we need to meet in order to grant your request.

Thank you for your utmost understanding. We look forward to your continued business with us, and we appreciate you reaching out to us today.

Should you have further questions or concerns please don't hesitate to give us a call back at 800-992-1997.

Sincerely,

Nette
Ram Customer Care

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/8/2023 11:26 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Reques[redacted]

When can I expect full payment?
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: Greg Hays [redacted]
Sent: Tuesday, November 7, 2023 10:11:44 AM
To: US Customer Care <uscustomercare@cac.stellantis.com>
Subject: Re: Documents required for Reimbursement Request[redacted]
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Sent from my Verizon, Samsung Galaxy smartphone
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From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 9:45:29 AM
To [redacted]
Subject: Re: Documents required for Reimbursement Request[redacted]

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Sincerely,

Nette
Ram Customer Care

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 11/7/2023 2:44 PM
To [redacted]
Subject: Re: Documents required for Reimbursement Request[redacted]

Please be advise that its' the customer's responsibility to submit all the documents reqired in order for the case to be reviewed for reimbursement request.

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/7/2023 2:08 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request[redacted]
Contact Dan Cummins dealership in Paris Ky. Speak to Christine in the Service Department 859.327.3213
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 9:04:53 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request[redacted]

We need the Repair Orders in order to show why vehicle was being towed; to prove that vehicle was being repaired for you to need to tow the vehicle.

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/7/2023 1:35 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request[redacted]
I don't have that actual invoice. It was through MOPAR ROADSIDE AND THEY DIDN'T SEND AN INVOICE.
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>

Sent: Tuesday, November 7, 2023 8:18:51 AM
To: ggreghays1@hotmail.com <[redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

Kindly submit the 3 Repair Orders for the 3 different towing reimbursement requests that matches the 3 towing dates. Also for the Agero towing request , kindly submit the actual towing invoice. Proof of payments of $ 343.20 & $ 250.00

———— Original Message ————
From: Greg Hays [redacted]
Sent: 11/6/2023 5:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Reques[redacted]
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 1, 2023 10:00:48 AM
To:[redacted]
Subject: RE: Documents required for Reimbursement Request[redacted]

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Your case number i[redacted]Should you have any more questions or concerns, please don't hesitate to make contact and we would be more than willing to assist you. Thank you for your patience and cooperation!

Regards,

Nette
Ram Customer Care

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/25/2023 2:40 PM
To[redacted]
Subject: Documents required for Reimbursement Request [redacted]

Case [redacted]
Dear CHARLES HAYS,
Thank you for your recent inquiry regarding reimbursement consideration for repairs made on your VIN.
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We will review the matter when we receive the documents and contact you with the response.
Sincerely,
Jaya
Customer Care, FCA

Date	11/08/2023	***Subject***	Re: Documents required for Reimbursement Request [redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	11/08/2023 12:55 PM

Documents have been sent. The only one missing is from Mopar, that I have requested and have failed to provide. Dening this will result in a law suit against your company. I suggest you reopen this claim or an attorney will be contacting you. I suggest you escalate this matter to your management team, since it is above your pay grade.

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

_____
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 8, 2023 7:43:20 AM
To [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

Dear CHARLES HAYS[redacted]

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is Nette and we appreciate your time and effort in bringing this matter to us. Upon thorough review and consideration, we regret to inform you that your request for reimbursement has been denied due to the following reason/s:

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From: Greg Hays [redacted]
Sent: 11/8/2023 11:26 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

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Sent from my Verizon, Samsung Galaxy smartphone
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To: US Customer Care <uscustomercare@cac.stellantis.com>
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Sent: Tuesday, November 7, 2023 9:45:29 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

Dear CHARLES[redacted]

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Sent from my Verizon, Samsung Galaxy smartphone
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To: [redacted]
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From: Greg Hays[redacted]
Sent: 11/6/2023 5:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

Sent from my Verizon, Samsung Galaxy smartphone
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From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 1, 2023 10:00:48 AM
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Nette
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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 10/25/2023 2:40 PM
To: [redacted]
Subject: Documents required for Reimbursement Request[redacted]

[redacted]]

Case #[redacted]
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Sincerely,

Jaya
Customer Care, FCA

[redacted]

[redacted]

Date	11/08/2023	***Subject***	Re: Documents required for Reimbursement Request [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	11/08/2023 13:09 PM

We did not receive all the Repair Orders for the 3 towing requests

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/8/2023 12:55 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

Documents have been sent. The only one missing is from Mopar, that I have requested and have failed to provide. Dening this will result in a law suit against your company. I suggest you reopen this claim or an attorney will be contacting you. I suggest you escalate this matter to your management team, since it is above your pay grade.
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 8, 2023 7:43:20 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]
Dear CHARLES HAYS,

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is Nette and we appreciate your time and effort in bringing this matter to us. Upon thorough review and consideration, we regret to inform you that your request for reimbursement has been denied due to the following reason/s:

-Insufficient Document/s

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Thank you for your utmost understanding. We look forward to your continued business with us, and we appreciate you reaching out to us today.

Should you have further questions or concerns please don't hesitate to give us a call back at 800-992-1997.

Sincerely,

Nette
Ram Customer Care

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/8/2023 11:26 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]
When can I expect full payment?
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: Greg Hays [redacted]
Sent: Tuesday, November 7, 2023 10:11:44 AM
To: US Customer Care <uscustomercare@cac.stellantis.com>
Subject: Re: Documents required for Reimbursement Request [redacted]
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Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 9:45:29 AM
To: [redacted]>
Subject: Re: Documents required for Reimbursement Reques [redacted]

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Sent: 11/7/2023 2:44 PM
To [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

Please be advise that its' the customer's responsibility to submit all the documents reqired in order for the case to be reviewed for reimbursement request.

---------- Original Message ----------
From: Greg Hays [redacted]
Sent: 11/7/2023 2:08 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]
Contact Dan Cummins dealership in Paris Ky. Speak to Christine in the Service Department 859.327.3213
Sent from my Verizon, Samsung Galaxy smartphone

Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, November 7, 2023 9:04:53 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

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Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
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To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

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Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 1, 2023 10:00:48 AM
To: [redacted]
Subject: RE: Documents required for Reimbursement Request [redacted]

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From: US Customer Care [uscustomercare@cac.stellantis.com]
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To: [redacted]
Subject: Documents required for Reimbursement Request [redacted]

Case [redacted]
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Proof of payment consists of credit card receipt, front and back of cancelled check, repair order stamped "paid in full", credit card/bank statement, or cash register receipt if cash was paid.
We will review the matter when we receive the documents and contact you with the response.
Sincerely,
Jaya
Customer Care, FCA

Date	11/08/2023	***Subject***	Re: Documents required for Reimbursement Request [redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	11/08/2023 13:21 PM

I sent you the contact information on how to get what you need. I suggest you contact them.

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 8, 2023 8:09:54 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

We did not receive all the Repair Orders for the 3 towing requests

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From: Greg Hays [redacted]
Sent: 11/8/2023 12:55 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Documents required for Reimbursement Request [redacted]

Documents have been sent. The only one missing is from Mopar, that I have requested and have failed to provide. Dening this will result in a law suit against your company. I suggest you reopen this claim or an attorney will be contacting you. I suggest you escalate this matter to your management team, since it is above your pay grade.

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 8, 2023 7:43:20 AM
To: [redacted]
Subject: Re: Documents required for Reimbursement Request [redacted]

Dear CHARLES HAYS<[redacted]

Thank you for allowing Ram Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

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Subject: Re: Documents required for Reimbursement Request [redacted]

Sent from my Verizon, Samsung Galaxy smartphone
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From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, November 1, 2023 10:00:48 AM
To: ggreghays1@hotmail.com [redacted]
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[redacted]

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[redacted]

Date	11/08/2023	***Subject***	Re: Documents required for Reimbursement Request [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	11/08/2023 13:23 PM

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Get Outlook for Android
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Case # [redacted]
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We will review the matter when we receive the documents and contact you with the response.
Sincerely,
Jaya
Customer Care, FCA

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

VIN	3C RMDL4M[redacted]	Model Year	2021	Brand	R M
Body	DP5L66	Vehicle	R M 5500 REG C B CH SSIS		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	11/1 /2023	CAIR Type	Regular	Status	Closed
Close Date	11/1 /2023	Origin	Telephone	Reason	
Mileage	83 081 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	CH RLES H S				
Customer Address	1808 LEXINGT N RD				
City State/Country Zip	GE RGET N		K	403249331083	US
Dealer	2 095	Dan Cummins Chr sler Dodge Jeep Ra		Dealer Phone	85998 5669
Dealer Address	2021 L ERS N DRI E				
	P RIS		K	40361 220	US
Dealer Zone	Great Lakes	Sales District		Service District	
Subject	To reimbursement Request				
Synopsis	Reimbursement has been appro ed and processed				
Customer Anomaly	Gears & Transmission				
	utomatic Gearbox				
Contact Reason	C83	Request For Good ill Reimbursement	Customer Anomaly	45	utomatic Gearbox issue
Reason Code	fter Sales Complaint Product Reimbursement request Compensation/Good ill				

Case Status History

Create Date	Status
11/1 /2023 05 18 PM	pen
11/1 /2023 05 23 PM	Closed

Initial Description

Dealership reached out to M for further customer support on reimbursement of ehicle to due to 2nd transmission failure SM sent M copies of reciepts of the to bills Refer to C IR case[redacted] for additional information

Case Comments

Date	Comment
11/1 /2023	The dealership reached out to M for further customer support on reimbursement of ehicle to due to 2nd transmission failure SM sent M copies of receipts of the to bills Refer to C IR case[redacted] r additional information pertaining to ehicle to s Bills ha e been attached to case T T L M UNT REQUEST REIMBURSEMENT $593 20

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

VIN	3C63R3KL4M[redacted]	Model Year	2021	Brand	R M
Body	D28R92	Vehicle	R M 3500 L NGH RN CRE C B 4X4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	11/2 /2023	CAIR Type	Regular	Status	Closed
Close Date	01/08/2024	Origin	Telephone	Reason	
Mileage	53 313 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	D NIEL L S N				
Customer Address	2064 226TH CT				
City State/Country Zip	INTERSET		I	502 38388646	US
Dealer	65191	DEER CHR SLER D DGE JEEP R M F		Dealer Phone	5155001000
Dealer Address	1000 HICKM N RD				
	UKEE		I	50263 5069	US
Dealer Zone	Mid est	Sales District		Service District	E
Subject	ehicle Concern				
Synopsis	Cx happ				
Customer Anomaly	Dri abilit				
	Product Handling Poor Ride				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	120	Poor Handling or Rough Ride
Reason Code	fter Sales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
11/2 /2023 04 42 PM	pen
12/20/2023 09 34 PM	Suspended
12/22/2023 03 3 PM	pen
12/22/2023 03 38 PM	Suspended
12/2 /2023 05 00 M	pen
01/08/2024 0 5 PM	Closed

Initial Description

Check Engine Light

Case Comments

Date	Comment
11/2 /2023	IB CX C LL Cx has ehicle Check engine light issues Cx stated it come on and off Sept 26th DLR reset check engine light DLR could not make sense of codes ehicle been to shop on 4 different occasions Issue had to deal ith Injectors being retorped Cx stated it as co ered under po ertrain arrant DLR informed Cx if the engine light came on again DLR ould need to deep di e Cx reset appointment for No ember 24th Light goes on an off 3 different times rediagnosed for fuel lift pump DLR informed Cx it is not co ered under arrant Ram pp indicated engine malfunction under po ertrain Code stated injector s stem failure gent informed Cx part is co ered under basic arrant DLR informed Cx there is no eta on part DLR informed Cx there is no a to get part Cx stated it is Cx onl ehicle Doctor appointment mid Januar out of state Cx stated Cx needs to be pro ided ith a loaner gent informed Cx if DLR has no loaners the next option ould be rental at customer pa and possibl reimbursed at the back end Diagnosed 11/25 agent informed Cx an agent ill reach out ithin the next 1 2 business da s
11/28/2023	B T DLR Got transferred to J S Sent M calling Cx
11/28/2023	B T CX Cx stated the problem as started on 25th of No ember Cx brought the ehicle to dealership and the sa check engine light is on and the updated PCM and reset the engine light since that point it come on and off He had a appointment on 25th of ctober the da before that light ent off and hen he called the dealership the said that the can t do an thing The light comes up again later and he scheduled a ne app for 30 oct The said this issue is ongoing so the sat an appt for 15th No ember and the light came back again Dlr said this is the same code since September Cx stated he didn t dri e the ehicle more than 30 40 miles the light came back he Had a ne appt on 25 No ember from S Ja ho as co ering Josh that da The told Cx the ha e to replace the fuel lift port because it is triggering the air Cx as andering as it as co ered under basic so he had to pa Cx s main issue as dealership is sa ing the parts going to take time the don t ha e an ET he has to go to doctors appt ith his ife and he needs ehicle to be fixed CM told the cx that he ill call the dealership again and get the Part Number and order number and put the request to expedite them Next SteP Calling Dealership
11/30/2023	B T DLR No response Sent M Calling again
12/04/2023	B T DLR J S stated the are er bus right no CM asked if he could call back S agreed next Step calling again second attempt
12/04/2023	B T DLR Second time toda No ans er from Ja Calling again
12/05/2023	B T DLR N RESP NSE SENT EM IL T SM ITING F R REPL
12/0 /2023	IBC from Customer Customer called in requesting update cm pro ided last update on case notes
12/0 /2023	B T DLR No response Sent Email to M ITING F R REPL
12/08/2023	EM IL FR M SM Technician diagnosed the fuel lift pump in tank part# 68490266 e also sho no eta on this part He is expecting cost assistance on this Next Step Sending email to dlr again for update
12/14/2023	B T S J Ja stated the parts came in the tr to call the cx and he Didn t pick CM stated that e ill call the cx from our end and see ho s it go S agreed next Step calling cx
12/14/2023	B T CX Cx stated he got the call from Dlr and the ill schedule him for appointment CM told Cx that the ork is probabl for 1 business da Cx agreed next Step calling dlr if the scheduled cx for appointment
12/19/2023	B T CX CM sked if the appointment is fixed for the repair Cx stated he is going to dlr tomorro for appointment and it ill be done tomorro or next da CM asked if e can gi e ou a call back Cx agreed next Step Calling cx again
12/20/2023	ehicle has arri ed at dealership Deer Chr sler Dodge Jeep Ram of aukee and attended b dealer emplo ee
12/20/2023	INB UND C LL FR M DEER CH RSLER Dealer seeking DM N TES I transferred the phone call to the case manager
12/20/2023	IB FR M DLR DLR stated that he hasn t recei ed an DM Notes for Cx and Cx is at the dealership right no CM told that i didn t get an response on that if ou can send me the arrant cost estimation S Ja agreed next Step aiting for repl from Ja
12/20/2023	EM IL FR M DLR Here is the info ou requested in# 3C63R3KL4MG6 1515 the 201 Ram 2500 1 68490266 Fuel Lift Pump $332 94 2 6815 241 Fuel Filter $16 50 3 68436631 External Fuel Filter $113 51 4 Total Labor 4 9 hours of labor $9 9 95 T T L $1 593 90
12/20/2023	IB C LL FR M DLR J S stated that the repair is done the ha en t called the cx the ill call just aiting for DM Notes CM asked if it should be co ered under arrant S said es it should be but he also doesn t kno h the didn t co er S Stated L P Code is not co ering next Step Sending DM Notes
12/20/2023	3C63R3KL4M[redacted]2021 R M 3500 L NGH RN CRE C B 4X4 Daniel La son Deer Chr sler Dodge Jeep Ram of aukee In Ser ice Date 6/25/2021 riginal ner Mileage 53 313 Ne /Used ehicle Purchase Histor Ne Lo alt Score 941 Case Critical 15 Multiple Repairs/ Pre ious related repairs 1st Basic arrant June 24 2024 Expired dometer Po ertrain arrant June 24 2026 30 Months or 46 68 Miles M P plans N pen Recalls 0

Date	Comment
12/20/2023	3C63R3KL4M[redacted] 2021 RAM 3500 LONGHORN CREW CAB 4X4/ Deery Chrysler Dodge Jeep Ram of Waukee/□Goodwill□Assistance. Requesting review of cost assistance for repair □ Writer is suggesting the following as a□goodwill□gesture based on dealer input and for customer satisfaction. Customer□s proof of payment is: □ Date of Repair: 9/26/2023 In-Service Date: 6/25/2021 Original Owner: Y Mileage: 53313 Loyalty: 941 Multiple Repairs: 1st □ Authorized Chrysler Dealership: Deery Chrysler Dodge Jeep Ram of Waukee Dealer Opinion:□ Should be covered under warranty but they didn't covered □ BREAK DOWN□ 1) 68490266AA Fuel Lift Pump $332.94 2) 68157241AA Fuel Filter $167.50 3) 68436631AA External Fuel Filter $113.51 4) Total Labor 4.9 hours of labor $979.95 TOTAL= $1,593.90 □ Total $ 15993.90 Co-Pay- $ 0
12/20/2023	OB TO CX CX Said that he got a call that the vehicle is repaired he will pick it up tomorrow. Cx asked if we can leave case open for some time till next week CM told cx that he will call you back again on next week to get update. Cx agreed. ***next Step*** Calling cx vehicle working good
01/08/2024	OB TO CX Cx has vehcile and everything is fine. Cx agreed on closing case and appreciated the help.

Email(s)

Date	01/08/2024	***Subject***	closing case		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/08/2024 19:57 PM

Good afternoon,

As discussed over call, I will be closing this case as of now as you are happy with repairs assistance.

There is no need to reply to this email if you don't need any further assistance from us.

We also wanted to let you know that we attempt to conduct a satisfaction survey upon closure of a case; therefore, you could potentially receive a survey by email. 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, patience and choosing RAM !

Freny
RAM Customer Care
[redacted]

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

VIN	3C RNBL9PG[redacted]	Model Year	2023	Brand	R M
Body	DP0L64	Vehicle	R M 5500 REG C B CH SSIS		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	11/30/2023	CAIR Type	Regular	Status	Closed
Close Date	12/18/2023	Origin	Telephone	Reason	
Mileage	2 542 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	CG EQUIPMENT RENT L & LE SING				
Customer Address	1210 N JEFFERS N ST STE				
City State/Country Zip	N HEIM	C	9280 1630 34	US	
Dealer	61595	MCPEEK S CHR SLER D DGE JEEP R M		Dealer Phone	146352340
Dealer Address	1221 S UT CENTER DR				
	N HEIM	C	92806 5634	US	
Dealer Zone	California	Sales District		Service District	M
Subject	Reimbursement				
Synopsis	Check Issued				
Customer Anomaly					
Contact Reason	C169	Request For Rental Reimbursement	Customer Anomaly		
Reason Code	fter Sales Complaint Product Reimbursement request Repair/Rental				

Case Status History

Create Date	Status
11/30/2023 03 51 PM	pen
12/18/2023 06 22 PM	Closed

Initial Description

To ing

Case Comments

Date	Comment
11/30/2023	am authorized to ing reimbursement to McPeek of naheim of $285 Roadside could not to truck as too large ith transmission failure

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

VIN	3C63R3EL0[redacted]	Model Year	2020	Brand	R M
Body	D28P91	Vehicle	R M 3500 L R MIE CRE C B 4X4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	12/01/2023	CAIR Type	Regular	Status	Closed
Close Date	01/29/2024	Origin	Telephone	Reason	
Mileage	60 000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	S MUEL ILLI MS				
Customer Address	1904 KINGS GR NT DR				
City State/Country Zip	UGUST		G	309063626041	US
Dealer	2 232	Patriot Chr sler Dodge Jeep Ram of		Dealer Phone	9188254090
Dealer Address	5425 S MILL ST				
	PR R		K	4361 9511	US
Dealer Zone	South est	Sales District		Service District	M
Subject	ehicle Concern				
Synopsis	CX H PP				
Customer Anomaly	Gears & Transmission				
	Differential				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	50	Differential gears issue
Reason Code	fter Sales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
12/01/2023 05 39 PM	pen
12/18/2023 0 34 PM	Suspended
12/21/2023 05 00 M	pen
12/21/2023 05 13 PM	Suspended
12/26/2023 05 01 M	pen
12/29/2023 05 31 PM	Suspended
01/03/2024 11 12 PM	pen
01/29/2024 0 53 PM	Closed

Initial Description

Cx ehicle is do n due to transmission issue

Case Comments

Date	Comment
12/01/2023	Cx called sa ing he is originall from Georgia ho e er he is stranded in klahoma here he as for ork ho e er is stranded ith transmission issues on ehicle Cx is seeking assistance ith getting a replacement transmission in order to make his a home Customer name S MUEL ILLI MS Customer number 06 450 538 Customer email [redacted] Dealership name Patriot Chr sler Dodge Jeep Ram of Pr or k 2 232 Dealership number 918 825 4090 gent spoke to dealership ho informed that the kno for like 90% the issue is ith the transmission but to get a full diagnosis transmission ha e to be teared do n and pulled apart unfortunatel doing so can ha e the cx stuck for months as some parts are in backorder and una ailable some parts for the transmission are not et manufactured as the are under manufactures re ie Dealership is unable to get full diagnosis and informed cx can take ehicle and risk a blo and get stranded some here else or lea e the ehicle there ha e the transmission tear do n and looked into and be ithout ehicle for a couple of months ho e er cx is requesting assistance for a ne transmission replacement to be on his a home as his ork reason ha e been fulfilled d ised cx that a case ill be created for further assistance but is not guaranteed and ill be contacted ithin 1 2 business da s to determine hat can be done to assist Reassign
12/05/2023	the cx called in to speak to the CM got appro al from the CM the cx as transferred to the CM
12/06/2023	IBC CX CX states that he is stranded and in about three eeks he ill not ha e a a to mo e around CX states DLR is informing him he needs transmission repair ith a tear do n but CX states if he has a tear do n completed his ehicle ill be stuck for 2 months + and he states he needs to get back home Cm ill look into his ehicle needs ith the DLR and get back to him
12/06/2023	UTB UND DLR S K LE ST TES EHICLE NEEDS T BE TE RED D N H E ER CX C N T KE HIS EHICLE T NE R B DLR T HIS H ME TH SE RE 2 PTI N CX H S the kno the issue is ith the transmission but to get a full diagnosis transmission ha e to be teared do n and pulled apart unfortunatel doing so can ha e the cx stuck for months as some parts are in backorder and una ailable
12/06/2023	UTB UNDC LL/ CX CX IS FRUSTR TED ND HE IS ST TING HE ILL N T BE ITING THE TIME HE NEEDS T IT F R THE TE R D N PLUS THE P RT EXPEDITING PR CESS CX S FRUSTR TED ND S N T UNDERST NDING CM informed the CX e represent the factor arrant hich the PT is still acti e and should co er this repair as long as the DLR is able to follo the steps that the need to follo to repair this concern In order for us to assist ith this repair it must be done at a certified Chr sler DLR If the need to tear do n the transmission that is the process that must be follo ed in order to allo the arrant to co er this repair During the teardo n the DLR ma find that onl one internal component failed therefore onl that component needing to be replaced therefore the repairs ma not take long at all Ho e er the ma find that the hole transmission needs to be replaced in hich this case e can expedite those parts to get them deli ered as quickl as possible lso if the entire transmission needs to be replaced e definitel ant to do that at a Certified Chr sler DLR because that ensures that this transmission replacement ill be co ered under arrant unless diagnosed as an outside influence This ma take some time but e are illing to ork ith ou and assist ou ith an thing ou need during this process that is ithin our po er Cx states he is no understanding ho e er he ill need rental assistance in the mean time since he ill not ha e a a to mo e around lso he asked if he ill be able to ha e a a to pick up his ehicle after ehicle is completed from rental compan to DLR CM informed the CX e could also see if the DLR has a shuttle ser ice to bring him to the DLR from the rental agenc CM ill pro ide consistent updates on the teardo n and repair
12/06/2023	Good afternoon ou are appro ed for Rental Reimbursement at an a erage dail rate of $60 including Sales Tax Rental reimbursement is based strictl on arrant repairs Remember that accepting a eekl Rate can dri e do n the a erage dail rate significantl No ptional Ser ices such as insurance gasoline tolls tips or underage fees can be reimbursed b Ram?Care nce the ehicle is repaired our rental is returned and ou ha e pro ided us the rental agreement and receipt s stating the rental has been paid in full e ill then start the re ie for reimbursement of the rental If ou ha e an questions about the process please don t hesitate to contact us at an time
12/12/2023	BC dlr CM spoke to S K le and the tech has been out sick so the ha e not been able to pull ehicle in CM ill follo up on Thursda for updates
12/12/2023	BE cx Good afternoon This is Rosa ith Ram Care I anted to follo up ith ou to inform ou that our ehicle has not had an progress since the pass couple da s the technician has been out sick I ill be follo ing up ith our ser icing DLR to obtain updates If ou ha e an questions feel free to reach back out to me or our S at our ser icing DLR Thanks
12/14/2023	IBC CX CX called in stating he need a ehicle to mo e around as his budd left to n and has no a to mo e around CM offered the rental reimbursement as it is the onl compensation e ma offer or the DLR can offer a loaner ehicle if a ailable CX states he ill look into the DLR pro iding a rental or look into the reimbursment
12/14/2023	BC DLR CM spoke to K le and he stated the tech as in esterda and out toda again CM ill be looking into ehicle status next eek S K le also asked about our rental options as the CX contacted them for a loaner ehicle and unfortunatel the do not ha e one to pro ide at this time CM informed the DLR e can onl reimburse the CX and that s all

Date	Comment
12/14/2023	IBC CX*** CX called in right after when CM was about to make the call for the CX and he is stating the DLR is not able to provide a rental and he needs a vehicle now. CX was being very persistent in stating we had to provide a vehicle if not we had to trade in his vehicle for another in which is not going to affect him financially and it's not going to affect his credit or pay off his camper. CM informed the CX we do not have the availability to do so in any requests he has made. No trade in and we cannot pay off his camper. Rental reimbursement is the only compensation we can offer. CX is upset but I CAN ONLY ASSIST WITH BEING A MEDEATOR AND HELPING WITH WARRANTABLE REPAIRS.
12/18/2023	***OBC DLR*** CM spoke to SA Kyle and he stated they have already started the tear down. Hopefully by Wednesday, Thursday they can already have the complete diagnostics on tear down.
12/18/2023	****OBC cx*** CM spoke to the CX and informed him the vehicle has already started the tear down. Transmission is being pulled out. CM will now follow up n Thursday for a diagnostics update.
12/20/2023	***Customer's Voice*** Cx wants to talk to the case manager. Cx wanted an update to this case. Cx wanted rental car. Cx said that they need a rental car without their own money to be spent since they don't have enough to pay. ***Action Taken*** Informed that I will ping the CM about the current issue. Informed the status of his vehicle. AH: [redacted]Recalls: 0 DLR: 27232 ***Next Steps*** Pinged the CM
12/21/2023	***OBC DLR** CM spoke to SA Kyle and he stated that STAR has informed them they have to contact the warranty administrator to get approval to either replaced or repaired the transmission. Transmission has failed. Once they have an answer they will have to follow up if any parts are needed.
12/21/2023	***OBC cx*** CM called the CX and informed him that the transmission has failed and the DLR has been in contact with engineering. DLR has to contact warranty admin to get approval on repairs and to know if they have to repair or replace the transmission. CX states he was able to get things together to get a renatl vehicle so at this time CM will be sending a rental agreement through email.
12/26/2023	***OBC DLR CM spoke to SA Kyle and he stated all has to go through the powertrain warranty nothing to due with warranty admin. No answers as of yet as we just went through the festive days.
12/26/2023	***OBE cx CM sent an update to the CX through email.
12/29/2023	***OBC DLR CM called and was informed the DLR has submitted the claims just waiting on an approval.
12/29/2023	***OBE CX Good afternoon,? I am reaching out to inform you your servicing DLR has submitted claims to warranty, however warranty keeps asking for additional information in order to continue with the process of the claim. Once I have further information I will update you on it.
01/04/2024	[IB CX] CX called to speak with CM. CM was not available. CX would like a call back. CX also stated he is sending in documents to do a hardship reimbursement for rental.
01/08/2024	***OBC DLR** SA Kyle stated he has ordered a transmission o Wednesday which was 12 days out. Cm was transferred to parts department. PA Bryce and he provided the PN- 68498560AB for the transmission needed. With O#[redacted]Part has been shipped. Has a tracking number but does not show and arrival date.
01/08/2024	***OBC CX** CM spoke to Mr. Williams and informed him on part ETA. CM has also requested a formal receipt on the rental and then CM can start the process on the reimbursement.
01/11/2024	PER RESOURCES - tracking shows still in transit.
01/11/2024	***OBC CX** CM spoke to the CX and updated him on part. CM will also just submit the whole rental in whole as CX request.
01/16/2024	Per resources part is still n transit. Tracking #[redacted]
01/16/2024	**OBE CX** Good morning Mr. Williams, I am reaching out to inform you the part shows to still be in transit. I will follow up in the next 2 business days to obtain status of part delivery. If you have any questions feel free to reach out.
01/19/2024	***OBC DLR** CM has informed the DLR part should be arriving some time today.
01/19/2024	***OBC CX** CM has informed the CX part should be arriving some time today.
01/23/2024	***OBC DLR** CM spoke to the DLR and they have stated vehicle has been completed and picked up Saturday.
01/23/2024	***IBE CX** Here is the rental agreement. Please process as soon as possible. Thank you and I need compensation for at least the fraction of the money I have lost. Please help. I'm in a very bad spot right now
01/23/2024	**OBE CX** Good afternoon Williams, Reimbursement is now being processed. Upon doing my research, I am missing the repair order stating the day you brought in the vehicle, and received the vehicle back. Once I have that documentation that the DLR has provided you we may continue. Also please send me a good mailing address. Thanks,
01/23/2024	GW CASE PREP Check Request: $1,410.15 Rental Breakdown: TIME AND DISTANCE- 12/22/23- 01/20/24 (29 days) 41.96 per day = $1216.94 TAXES AN SURCHARGES $193.21 Documents: [redacted]nterprise receipt Justification: Vehicle was in the shop under warrantable transmission repair. ***Case Prep*** Warranty/SC: YES In Warranty: YES Oil Change SC: NO Current Mileage: 60000 ISD: 11/23/2020 Original Owner: NO Vehicle Location: REPAIRED Vehicle Concern: CX got stranded and needed a transmission repair.
01/24/2024	***OBC CX** CM has requested the RO to be sent in to attach to docs.
01/29/2024	*OBE CX**Hello Mr. Williams, This is XXX with Ram?Care. At this moment I will be closing this case, as your check has been approved for?$1410.15. You should receive the reimbursement check within the next 3 weeks. If you have any questions, concerns or require further assistance, feel free to contact me. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated. Thank you for being a loyal Ram?customer!

Email(s)

Date	12/06/2023	***Subject***	Rental agreement		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	12/06/2023 20:31 PM

Good afternoon,

You are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
Once the vehicle is repaired, your rental is returned and you have provided us the rental agreement and receipt(s) stating the rental has been paid in full, we will then start the review for reimbursement of the rental. If you have any questions about the process, please don't hesitate to contact us at any time.

Rosa Ram Care Specialist
[redacted]

Date	12/12/2023	***Subject***	RE: Rental agreement		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	12/12/2023 20:30 PM

Good afternoon,

This is Rosa with Ram Care,
I wanted to follow up with you to inform you that your vehicle has not had any progress since the pass couple days the technician has been out sick. I will be following up with your servicing DLR to obtain updates. If you have any questions feel free to reach back out to me or your SA at your servicing DLR.

Thanks,
Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/6/2023 3:31 PM
To: [redacted]
Subject: Rental agreement

Good afternoon,

You are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
Once the vehicle is repaired, your rental is returned and you have provided us the rental agreement and receipt(s) stating the rental has been paid in full, we will then start the review for reimbursement of the rental. If you have any questions about the process, please don't hesitate to contact us at any time.

Rosa Ram Care Specialist

[redacted]

Date	12/12/2023	***Subject***	RE: Rental agreement		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	12/12/2023 20:30 PM

Good afternoon,

This is Rosa with Ram Care,
I wanted to follow up with you to inform you that your vehicle has not had any progress since the pass couple days the technician has been out sick. I will be following up with your servicing DLR to obtain updates. If you have any questions feel free to reach back out to me or your SA at your servicing DLR.

Thanks,
Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/6/2023 3:31 PM
To: [redacted]
Subject: Rental agreement

Good afternoon,

You are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
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Rosa Ram Care Specialist

[redacted]

Date	12/21/2023	***Subject***	RE: Rental agreement		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	12/21/2023 17:12 PM

Good day,

As discussed, you are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
Once the vehicle is repaired, your rental is returned and you have provided us the rental agreement and receipt(s) stating the rental has been paid in full, we will then start the review for reimbursement of the rental. If you have any questions about the process, please don't hesitate to contact us at any time.

Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/12/2023 3:30 PM
To: [redacted]
Subject: RE: Rental agreement

Good afternoon,

This is Rosa with Ram Care,
I wanted to follow up with you to inform you that your vehicle has not had any progress since the pass couple days the technician has been out sick. I will be following up with your servicing DLR to obtain updates. If you have any questions feel free to reach back out to me or your SA at your servicing DLR.

Thanks,
Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/6/2023 3:31 PM
To: [redacted]
Subject: Rental agreement

Good afternoon,

You are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
Once the vehicle is repaired, your rental is returned and you have provided us the rental agreement and receipt(s) stating the rental has been paid in full, we will then start the review for reimbursement of the rental. If you have any questions about the process, please don't hesitate to contact us at any time.

Rosa Ram Care Specialist

[redacted]

Date	12/26/2023	***Subject***	RE: Case update		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	12/26/2023 19:57 PM

Good day Mr. Williams,

I just wanted to inform you no updates as of yet, since we just came back from a couple days off due to the holidays. I will be following up with you once I have more updated information from your servicing DLR.

Rosa
Ram Care Specialist

———— Original Message ————
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/21/2023 12:12 PM
To: [redacted]
Subject: RE: Rental agreement

Good day,

As discussed, you are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
Once the vehicle is repaired, your rental is returned and you have provided us the rental agreement and receipt(s) stating the rental has been paid in full, we will then start the review for reimbursement of the rental. If you have any questions about the process, please don't hesitate to contact us at any time.

Rosa

———— Original Message ————
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/12/2023 3:30 PM
To: [redacted]
Subject: RE: Rental agreement

Good afternoon,

This is Rosa with Ram Care,
I wanted to follow up with you to inform you that your vehicle has not had any progress since the pass couple days the technician has been out sick. I will be following up with your servicing DLR to obtain updates. If you have any questions feel free to reach back out to me or your SA at your servicing DLR.

Thanks,
Rosa

———— Original Message ————
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/6/2023 3:31 PM
To: [redacted]
Subject: Rental agreement

Good afternoon,

You are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
Once the vehicle is repaired, your rental is returned and you have provided us the rental agreement and receipt(s) stating the rental has been paid in full, we will then start the review for reimbursement of the rental. If you have any questions about the process, please don't hesitate to contact us at any time.

Rosa Ram Care Specialist

[redacted]

Date	12/29/2023	***Subject***	RE: Case update		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	12/29/2023 17:29 PM

Good afternoon,

I am reaching out to inform you your servicing DLR has submitted claims to warranty, however warranty keeps asking for additional information in order to continue with the process of the claim. Once I have further information I will update you on it.

Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/26/2023 2:57 PM
To: [redacted]
Subject: RE: Case update

Good day Mr. Williams,

I just wanted to inform you no updates as of yet, since we just came back from a couple days off due to the holidays. I will be following up with you once I have more updated information from your servicing DLR.

Rosa
Ram Care Specialist

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/21/2023 12:12 PM
To: [redacted]
Subject: RE: Rental agreement

Good day,

As discussed, you are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
Once the vehicle is repaired, your rental is returned and you have provided us the rental agreement and receipt(s) stating the rental has been paid in full, we will then start the review for reimbursement of the rental. If you have any questions about the process, please don't hesitate to contact us at any time.

Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/12/2023 3:30 PM
To: [redacted]
Subject: RE: Rental agreement

Good afternoon,

This is Rosa with Ram Care,
I wanted to follow up with you to inform you that your vehicle has not had any progress since the pass couple days the technician has been out sick. I will be following up with your servicing DLR to obtain updates. If you have any questions feel free to reach back out to me or your SA at your servicing DLR.

Thanks,
Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/6/2023 3:31 PM
To: [redacted]
Subject: Rental agreement

Good afternoon,

You are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
Once the vehicle is repaired, your rental is returned and you have provided us the rental agreement and receipt(s) stating the rental has been paid in full, we will then start the review for reimbursement of the rental. If you have any questions about the process, please don't hesitate to contact us at any time.

Rosa Ram Care Specialist

[redacted]

Date	12/29/2023	***Subject***	RE: Case update		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	12/29/2023 17:30 PM

Good afternoon,

I am reaching out to inform you your servicing DLR has submitted claims to warranty, however warranty keeps asking for additional information in order to continue with the process of the claim. Once I have further information I will update you on it.

Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/26/2023 2:57 PM
To: [redacted]
Subject: RE: Case update

Good day Mr. Williams,

I just wanted to inform you no updates as of yet, since we just came back from a couple days off due to the holidays. I will be following up with you once I have more updated information from your servicing DLR.

Rosa
Ram Care Specialist

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/21/2023 12:12 PM
To: [redacted]
Subject: RE: Rental agreement

Good day,

As discussed, you are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
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Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/12/2023 3:30 PM
To: [redacted]
Subject: RE: Rental agreement

Good afternoon,

This is Rosa with Ram Care,
I wanted to follow up with you to inform you that your vehicle has not had any progress since the pass couple days the technician has been out sick. I will be following up with your servicing DLR to obtain updates. If you have any questions feel free to reach back out to me or your SA at your servicing DLR.

Thanks,
Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/6/2023 3:31 PM
To: [redacted]
Subject: Rental agreement

Good afternoon,

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Rosa Ram Care Specialist

[redacted]

Date	01/04/2024	***Subject***	RE: Case update		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	01/04/2024 19:09 PM

Sent from Yahoo Mail on Android

On Fri, Dec 29, 2023 at 11:29 AM, RAM Customer Care<ramcustomercare@cac.stellantis.com> wrote:
Good afternoon,

I am reaching out to inform you your servicing DLR has submitted claims to warranty, however warranty keeps asking for additional information in order to continue with the process of the claim. Once I have further information I will update you on it.

Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/26/2023 2:57 PM
To: [redacted]
Subject: RE: Case update

Good day Mr. Williams,

I just wanted to inform you no updates as of yet, since we just came back from a couple days off due to the holidays. I will be following up with you once I have more updated information from your servicing DLR.

Rosa
Ram Care Specialist

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/21/2023 12:12 PM
To: [redacted]
Subject: RE: Rental agreement

Good day,

As discussed, you are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
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Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/12/2023 3:30 PM
To: [redacted]
Subject: RE: Rental agreement

Good afternoon,

This is Rosa with Ram Care,
I wanted to follow up with you to inform you that your vehicle has not had any progress since the pass couple days the technician has been out sick. I will be following up with your servicing DLR to obtain updates. If you have any questions feel free to reach back out to me or your SA at your servicing DLR.

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Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/6/2023 3:31 PM
To: [redacted]
Subject: Rental agreement

Good afternoon,

You are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
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Rosa Ram Care Specialist

[redacted]

Date	01/16/2024	***Subject***	RE: Case update		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/16/2024 15:35 PM

Good morning Mr. Williams,

I am reaching out to inform you the part shows to still be in transit. I will follow up in the next 2 business days to obtain status of part delivery. If you have any questions feel free to reach out.

Rosa

---------- Original Message ----------
From: Samuel Williams [redacted]
Sent: 1/4/2024 2:09 PM
To: ramcustomercare@cac.stellantis.com
Subject: RE: Case update

Sent from Yahoo Mail on Android
On Fri, Dec 29, 2023 at 11:29 AM, RAM Customer Care
<ramcustomercare@cac.stellantis.com> wrote:
Good afternoon,

I am reaching out to inform you your servicing DLR has submitted claims to warranty, however warranty keeps asking for additional information in order to continue with the process of the claim. Once I have further information I will update you on it.

Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/26/2023 2:57 PM
To: samuel.williams9768@yahoo.com
Subject: RE: Case update

Good day Mr. Williams,

I just wanted to inform you no updates as of yet, since we just came back from a couple days off due to the holidays. I will be following up with you once I have more updated information from your servicing DLR.

Rosa
Ram Care Specialist

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/21/2023 12:12 PM
To: [redacted]
Subject: RE: Rental agreement

Good day,

As discussed, you are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
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Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/12/2023 3:30 PM
To: [redacted]
Subject: RE: Rental agreement

Good afternoon,

This is Rosa with Ram Care,
I wanted to follow up with you to inform you that your vehicle has not had any progress since the pass couple days the technician has been out sick. I will be following up with your servicing DLR to obtain updates. If you have any questions feel free to reach back out to me or your SA at your servicing DLR.

Thanks,
Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/6/2023 3:31 PM
To: [redacted]
Subject: Rental agreement

Good afternoon,

You are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
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Rosa Ram Care Specialist

[redacted]

Date	01/16/2024	***Subject***	RE: Case update		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	01/16/2024 23:16 PM

Yea it was the 12th then the 16th then the 20th then the 23rd. Someone needs to get my transmission here.

Sent from Yahoo Mail on Android

On Tue, Jan 16, 2024 at 9:36 AM, RAM Customer Care<ramcustomercare@cac.stellantis.com> wrote:
Good morning Mr. Williams,

I am reaching out to inform you the part shows to still be in transit. I will follow up in the next 2 business days to obtain status of part delivery. If you have any questions feel free to reach out.

Rosa

---------- Original Message ----------
From: Samuel Williams [redacted]
Sent: 1/4/2024 2:09 PM
To: ramcustomercare@cac.stellantis.com
Subject: RE: Case update

Sent from Yahoo Mail on Android
On Fri, Dec 29, 2023 at 11:29 AM, RAM Customer Care<ramcustomercare@cac.stellantis.com> wrote:
Good afternoon,

I am reaching out to inform you your servicing DLR has submitted claims to warranty, however warranty keeps asking for additional information in order to continue with the process of the claim. Once I have further information I will update you on it.

Rosa
---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/26/2023 2:57 PM
To: [redacted]
Subject: RE: Case update

Good day Mr. Williams,

I just wanted to inform you no updates as of yet, since we just came back from a couple days off due to the holidays. I will be following up with you once I have more updated information from your servicing DLR.

Rosa
Ram Care Specialist

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/21/2023 12:12 PM
To: [redacted]
Subject: RE: Rental agreement

Good day,

As discussed, you are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
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---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/12/2023 3:30 PM
To: [redacted]
Subject: RE: Rental agreement

Good afternoon,

This is Rosa with Ram Care,
I wanted to follow up with you to inform you that your vehicle has not had any progress since the pass couple days the technician has been out sick. I will be following up with your servicing DLR to obtain updates. If you have any questions feel free to reach back out to me or your SA at your servicing DLR.

Thanks,
Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/6/2023 3:31 PM
To: [redacted]
Subject: [redacted]

Good afternoon,

You are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
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Rosa Ram Care Specialist

[redacted]

Date	01/20/2024	***Subject***	RE: Case update

From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	01/20/2024 22:51 PM

Here is the rental agreement. Please process as soon as possible. Thank you and I need compensation for at least the fraction of the money I have lost. Please help. I'm in a very bad spot right now

Sent from Yahoo Mail on Android

On Tue, Jan 16, 2024 at 5:16 PM, Samuel [redacted] wrote: Yea it was the 12th then the 16th then the 20th then the 23rd. Someone needs to get my transmission here.

Sent from Yahoo Mail on Android

On Tue, Jan 16, 2024 at 9:36 AM, RAM Customer Care<ramcustomercare@cac.stellantis.com> wrote:

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Rosa

---------- Original Message ----------
From: Samuel Williams [redacted]
Sent: 1/4/2024 2:09 PM
To: ramcustomercare@cac.stellantis.com
Subject: RE: Case update

Sent from Yahoo Mail on Android
On Fri, Dec 29, 2023 at 11:29 AM, RAM Customer Care<ramcustomercare@cac.stellantis.com> wrote:
Good afternoon,

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Rosa
---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/26/2023 2:57 PM
To [redacted]
Subject: RE: Case update

Good day Mr. Williams,

I just wanted to inform you no updates as of yet, since we just came back from a couple days off due to the holidays. I will be following up with you once I have more updated information from your servicing DLR.

Rosa
Ram Care Specialist

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/21/2023 12:12 PM
To [redacted]
Subject: RE: Rental agreement

Good day,

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---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/12/2023 3:30 PM
To: [redacted]
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Sent: 12/6/2023 3:31 PM
To [redacted]
Subject: Rental agreement

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Rosa Ram Care Specialist

[redacted]

Date	01/23/2024	***Subject***	RE: Case update		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/23/2024 20:25 PM

Good afternoon Williams,

Reimbursement is now being processed. Upon doing my research, I am missing the repair order stating the day you brought in the vehicle, and received the vehicle back. Once I have that documentation that the DLR has provided you we may continue. Also please send me a good mailing address.

Thanks,
Rosa

---------- Original Message ----------
From: Samuel Williams [redacted]
Sent: 1/20/2024 5:51 PM
To: ramcustomercare@cac.stellantis.com
Subject: RE: Case update
Here is the rental agreement. Please process as soon as possible. Thank you and I need compensation for at least the fraction of the money I have lost. Please help. I'm in a very bad spot right now
Sent from Yahoo Mail on Android
On Tue, Jan 16, 2024 at 5:16 PM, Samuel Williams
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---------- Original Message ----------
From: Samuel Williams [redacted]
Sent: 1/4/2024 2:09 PM
To: ramcustomercare@cac.stellantis.com
Subject: RE: Case update

Sent from Yahoo Mail on Android
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Sent: 12/26/2023 2:57 PM
To: [redacted]
Subject: RE: Case update

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Rosa
Ram Care Specialist

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/21/2023 12:12 PM
To: [redacted]
Subject: RE: Rental agreement

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---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/12/2023 3:30 PM
To: [redacted]
Subject: RE: Rental agreement

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Rosa Ram Care Specialist

[redacted]

Date	01/25/2024	***Subject***	RE: Case update		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/25/2024 20:47 PM

Hello,

Upon doing my research we are still missing a document. In order to proceed with the reimbursement of the days you're vehicle was down we need repair orders indicating you're vehicle was at the dealership for those days.

Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 1/23/2024 3:25 PM
To: [redacted]
Subject: RE: Case update

Good afternoon Williams,

Reimbursement is now being processed. Upon doing my research, I am missing the repair order stating the day you brought in the vehicle, and received the vehicle back. Once I have that documentation that the DLR has provided you we may continue. Also please send me a good mailing address.

Thanks,
Rosa

---------- Original Message ----------
From: Samuel Williams [redacted]
Sent: 1/20/2024 5:51 PM
To: ramcustomercare@cac.stellantis.com
Subject: RE: Case update
Here is the rental agreement. Please process as soon as possible. Thank you and I need compensation for at least the fraction of the money I have lost. Please help. I'm in a very bad spot right now
Sent from Yahoo Mail on Android
On Tue, Jan 16, 2024 at 5:16 PM, Samuel Williams
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On Tue, Jan 16, 2024 at 9:36 AM, RAM Customer Care
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---------- Original Message ----------
From: Samuel Williams [redacted]
Sent: 1/4/2024 2:09 PM
To: ramcustomercare@cac.stellantis.com
Subject: RE: Case update

Sent from Yahoo Mail on Android
On Fri, Dec 29, 2023 at 11:29 AM, RAM Customer Care
<ramcustomercare@cac.stellantis.com> wrote:
Good afternoon,

I am reaching out to inform you your servicing DLR has submitted claims to warranty, however warranty keeps asking for additional information in order to continue with the process of the claim. Once I have further information I will update you on it.

Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/26/2023 2:57 PM
To [redacted]
Subject: RE: Case update

Good day Mr. Williams,

I just wanted to inform you no updates as of yet, since we just came back from a couple days off due to the holidays. I will be following up with you once I have more updated information from your servicing DLR.

Rosa
Ram Care Specialist

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/21/2023 12:12 PM
To [redacted]
Subject: RE: Rental agreement

Good day,

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Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/12/2023 3:30 PM
To [redacted]
Subject: RE: Rental agreement

Good afternoon,

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I wanted to follow up with you to inform you that your vehicle has not had any progress since the pass couple days the technician has been out sick. I will be following up

with your servicing DLR to obtain updates. If you have any questions feel free to reach back out to me or your SA at your servicing DLR.

Thanks,
Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/6/2023 3:31 PM
To: [redacted]
Subject: Rental agreement

Good afternoon,

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Rosa Ram Care Specialist

[redacted]

Date	01/29/2024	***Subject***	RE: Case closure		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/29/2024 19:41 PM

Hello Mr. Williams,

This is Rosa with Ram Care.
At this moment I will be closing this case, as your check has been approved for $1410.15.
You should receive the reimbursement check within the next 3 weeks.
If you have any questions, concerns or require further assistance, feel free to contact me. We look forward to assisting you should you have any additional concerns or questions in the future.
Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

Thank you for being a loyal Ram customer!
Rosa
Ram Care Specialist
Case Number: [redacted]

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 1/25/2024 3:47 PM
To [redacted]
Subject: RE: Case update

Hello,

Upon doing my research we are still missing a document. In order to proceed with the reimbursement of the days you're vehicle was down we need repair orders indicating you're vehicle was at the dealership for those days.

Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 1/23/2024 3:25 PM
To [redacted]
Subject: RE: Case update

Good afternoon Williams,

Reimbursement is now being processed. Upon doing my research, I am missing the repair order stating the day you brought in the vehicle, and received the vehicle back. Once I have that documentation that the DLR has provided you we may continue. Also please send me a good mailing address.

Thanks,
Rosa

---------- Original Message ----------
From: Samuel Williams [redacted]
Sent: 1/20/2024 5:51 PM
To: ramcustomercare@cac.stellantis.com
Subject: RE: Case update
Here is the rental agreement. Please process as soon as possible. Thank you and I need compensation for at least the fraction of the money I have lost. Please help. I'm in a very bad spot right now
Sent from Yahoo Mail on Android
On Tue, Jan 16, 2024 at 5:16 PM, Samuel Williams
[redacted] wrote:
Yea it was the 12th then the 16th then the 20th then the 23rd. Someone needs to get my transmission here.
Sent from Yahoo Mail on Android
On Tue, Jan 16, 2024 at 9:36 AM, RAM Customer Care
<ramcustomercare@cac.stellantis.com> wrote:
Good morning Mr. Williams,

I am reaching out to inform you the part shows to still be in transit. I will follow up in the next 2 business days to obtain status of part delivery. If you have any questions feel free to reach out.

Rosa

---------- Original Message ----------
From: Samuel Williams [redacted]
Sent: 1/4/2024 2:09 PM
To: ramcustomercare@cac.stellantis.com
Subject: RE: Case update

Sent from Yahoo Mail on Android
On Fri, Dec 29, 2023 at 11:29 AM, RAM Customer Care
<ramcustomercare@cac.stellantis.com> wrote:
Good afternoon,

I am reaching out to inform you your servicing DLR has submitted claims to warranty, however warranty keeps asking for additional information in order to continue with the process of the claim. Once I have further information I will update you on it.

Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/26/2023 2:57 PM
To: [redacted]
Subject: RE: Case update

Good day Mr. Williams,

I just wanted to inform you no updates as of yet, since we just came back from a couple days off due to the holidays. I will be following up with you once I have more updated information from your servicing DLR.

Rosa
Ram Care Specialist

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/21/2023 12:12 PM
To: [redacted]
Subject: RE: Rental agreement

Good day,

As discussed, you are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
Once the vehicle is repaired, your rental is returned and you have provided us the rental agreement and receipt(s) stating the rental has been paid in full, we will then start the review for reimbursement of the rental. If you have any questions about the process, please don't hesitate to contact us at any time.

Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/12/2023 3:30 PM
To [redacted]
Subject: RE: Rental agreement

Good afternoon,

This is Rosa with Ram Care,
I wanted to follow up with you to inform you that your vehicle has not had any progress since the pass couple days the technician has been out sick. I will be following up with your servicing DLR to obtain updates. If you have any questions feel free to reach back out to me or your SA at your servicing DLR.

Thanks,
Rosa

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 12/6/2023 3:31 PM
To [redacted]
Subject: Rental agreement

Good afternoon,

You are approved for Rental Reimbursement at an average daily rate of $60, including Sales Tax. Rental reimbursement is based strictly on warranty repairs. Remember that accepting a Weekly Rate can drive down the average daily rate significantly. No Optional Services such as insurance, gasoline, tolls, tips, or underage fees can be reimbursed by Ram Care.
Once the vehicle is repaired, your rental is returned and you have provided us the rental agreement and receipt(s) stating the rental has been paid in full, we will then start the review for reimbursement of the rental. If you have any questions about the process, please don't hesitate to contact us at any time.

Rosa Ram Care Specialist

[redacted]

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

VIN	3C RMDL1[redacted]	Model Year	0 1	Brand	R M
Body	DP5L66	Vehicle	R M 5500 REG C B CH I		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	1 /11/ 0 3	CAIR Type	Regular	Status	Closed
Close Date	06/1 / 0 4	Origin	Telephone	Reason	
Mileage	104 000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City State/Country Zip					U
Customer	C LIFORNI TO ING				
Customer Address	301 CYPRE LN				
City State/Country Zip	EL C JON		C	9 0 01603016	U
Dealer	116	Kearn Mesa Chr sler Dodge Jeep R		Dealer Phone	8 9019194
Dealer Address	8010 B LBO E				
	N DIEGO		C	9 111 41	U
Dealer Zone	California	Sales District		Service District	N
Subject	ehicle Concern Transmisson				
Synopsis	Close				
Customer Anomaly	Gears & Transmission				
	Differential				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	50	Differential gears issue
Reason Code	fter ales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
1 /11/ 0 3 06 46 PM	Open
1 / 0/ 0 3 0 13 PM	uspended
1 / 8/ 0 3 09 3 PM	Open
1 / 8/ 0 3 09 34 PM	uspended
01/04/ 0 4 05 01 M	Open
01/08/ 0 4 05 13 PM	uspended
01/11/ 0 4 05 00 M	Open
01/15/ 0 4 03 19 PM	uspended
01/18/ 0 4 09 01 PM	Open
0 /13/ 0 4 08 43 PM	uspended
0 /16/ 0 4 05 01 M	Open
0 /16/ 0 4 0 15 PM	Closed
03/11/ 0 4 06 58 PM	uspended
03/1 / 0 4 10 4 PM	Open
04/18/ 0 4 01 59 PM	uspended
04/19/ 0 4 01 19 PM	Open
04/30/ 0 4 01 55 PM	uspended
05/0 / 0 4 04 01 M	Open
06/1 / 0 4 0 33 PM	Closed

Initial Description

I need our help ith another truck that is setting at the same dealership Kearn Mesa Chr sler Dodge Jeep Ram

Transmission failure the truck is ears old ith a 104xxx miles barel passed the arrant b 4k miles

□□□□ 0 1□□R M□□□5500□□ 04E3□□□□□3C RMDL1M[redacted]

Can ou please help to push this repair under arrant since the truck is not far from been co ered

Case Comments

Date	Comment
1 /11/ 0 3	I need our help ith another truck that is setting at the same dealership Kearn Mesa Chr sler Dodge Jeep Ram Transmission failure the truck is ears old ith a 104xxx miles barel passed the arrant b 4k miles □□□□ 0 1□□R M□□□5500□□ 04E3□□□□□3C RMDL1M[redacted]an ou please help to push this repair under arrant since the truck is not far from been co ered
1 /11/ 0 3	Good ill Qualifier Initial Research 3C RMDL1M[redacted] 0 1 R M 5500 REG C B CH I C LIFORNI TO ING Kearn Mesa Chr sler 116 In er ice Date □ / / 0 1 Original O ner Yes Mileage 104000 Ne /Used ehicle Purchase Histor 3 ne Lo alt core Case Critical Multiple Repairs/ Pre ious related repairs B IC RR NTY 36 Months or 36 000 Miles 0 Februar 1 0 4 Expired (Odometer) PO ERTR IN RR NTY 60 Months or 100 000 Miles 0 Februar 1 0 6 Expired (Odometer) M P plans Open Recalls 13 afet Campaign 0 1 0 3 Ram Hea Dut Grid Heater Rela Green Y1 Customer atisfaction Notification 019 1MY DD/DP TR N MI ION OFT RE UPD TE Green Y 6 afet Campaign 01 1 D TRUCK M14 HEEL TUD Green Other
1 /11/ 0 3	OB DE LER CONT CT 858 3959 UN BLE TO RE CH ER ICE did not lea e M
1 /11/ 0 3	OB DE LER EM IL kroxas@kearn mesacdjr com CC CM TO request status update To ad ise customer is requesting G for the repair To ask if dealer is illing to accept DM notes for repair ith Copa To ask dealer to fill out Dealer funnel To ad ise dealer must submit to Po ertrain as if the ehicle ere still in arrant in order for DM notes to clear
1 /14/ 0 3	OB email to M Kath Requested if the ould accept DM notes and belo questions if no response call DLR and request M hat is the current milage Is the concern a result of misuse/abuse/lack of maintenance If the ehicle as ithin the arrant milage ould this ha e been co ered hat is the repair cost break at customer price hat is the breakdo n for arrant pricing parts and labor Ho long ill repairs take to complete (date) Has T R Technical ssistance been in ol ed Next steps Check email response from DLR update C
1 /18/ 0 3	No response from M Email sent to M requesting belo questions Dealership Questions hat is the current milage Is the concern a result of misuse/abuse/lack of maintenance If the ehicle as ithin the arrant milage ould this ha e been co ered hat is the repair cost break at customer price hat is the breakdo n for arrant pricing parts and labor If good ill is autherized ill ou accecpt DM notes Ho long ill repairs take to complete (date) Has T R Technical ssistance been in ol ed Ha e ou summited to po ertrain et Next steps Check email from M Re ie for G
1 / 0/ 0 3	OUT bound email to M dam Requested update

Date	Comment
12/20/2023	***In bound email from SD Larry*** "Hey sorry for the delay, We have both our big stalls down with our transmission work on them right now , so I cant get a tear down estimate till probably after the new year at this time Dealership Questions: What is the current milage?104,109 Is the concern a result of misuse/abuse/lack of maintenance?vno If the vehicle was within the warranty milage would this have been covered?yes What is the repair cost break at customer price?dont have yet What is the breakdown for warranty pricing, parts and labor?dont have yet If goodwill is autherized will you accecpt DM notes?yes How long will repairs take to complete (date)?no eta at this time Has STAR Technical Assistance been involved? no Have you summited to powertrain yet? no" ***Next steps *** Update CX, Email DLR Jan 3 for update on tear down time line.
12/28/2023	***Inbound email from CX*** CX asking for clarification, As someone named Josh is unaware of the status of the diagnosis and repair. ***Outbound email*** I have been in contact via email with the service director of the dealership. On Dec 20th, an email was sent from Larry stating that their transmission bays were currently occupied and tear down would take place in the new year. No date was provided. ***Next step*** Call DLR
12/28/2023	***OBC to DLR** Left VM for service for urgent call back. Need an update to what is going on with the vehicle previous contact was Larry - service director, per email response he is no longer there. and to email rromero@keanrymesacdjr.com or porcutt@kearnymesacdjr.com. If DLR calls I need these questions reanswered, and the serivce managers email. Dealership Questions: What is the vehicle diagnosis and what parts are required? What is the current milage? Is the concern a result of misuse/abuse/lack of maintenance? If the vehicle was within the warranty milage would this have been covered? What is the breakdown for warranty pricing, parts and labor? If goodwill is authorized will you accept DM notes? How long will repairs take to complete (date)? Has STAR Technical Assistance been involved? Have you summited to powertrain yet? ***Next steps*** Follow up with DLR
12/28/2023	***OBC to DLR** 8582239597 (phone number on website) Left VM for service for urgent call back. Need an update to what is going on with the vehicle previous contact was Larry - service director, per email response he is no longer there and to email rromero@keanrymesacdjr.com or porcutt@kearnymesacdjr.com.
12/28/2023	***OBC to SA Joshua*** Joshua I. Kelley (Josh) || Service Advisor || Kearny Mesa Chrysler Dodge Jeep Ram || 949-543-3056 Larry is no longer at the DLR, Currently no service manager or service director, SA will loop in the temp one on the emails for DM note approval. SA email: jokelley@kearnymesacdjr.com Tear down should be completed by next Friday. CX has approved tear down cost and there is an additional upfitting that was approved unrelated to transmission. ***Next steps*** Send Email to SA with below questions Dealership Questions: What is the vehicle diagnosis and what parts are required? What is the current milage? Is the concern a result of misuse/abuse/lack of maintenance? If the vehicle was within the warranty milage would this have been covered? What is the breakdown for warranty pricing, parts and labor? If goodwill is authorized will you accept DM notes? How long will repairs take to complete (date)? Has STAR Technical Assistance been involved? Have you summited to powertrain yet?
01/04/2024	***Out bound email sent to SA*** Resent DLR funnel questions and requested follow up
01/04/2024	***Outbound email to CX*** Update CX with next steps ***Next steps*** check DLR funnel questions and submit GW
01/08/2024	***Inbound email from SA*** tear down is not complete yet, Expecting by end of next week. ***Next steps*** Email SA for update on teardown.
01/12/2024	***Outbound email to SA*** Requested update on tear down. ***Next steps*** Check email from SA for update on tear down
01/15/2024	***Inbound email from SA*** no still working through a back log of vehicles once the rack and tech are available i will let you know ***Next steps*** Update CX, Check with DLR in one week.
01/22/2024	***Outbound email to SA*** Requested update if vehicle had been brought into shop yet ***Next steps*** Check SA email -> update CX
01/24/2024	***Inbound email from SA*** "YES METAL IN THE TRANSMISSION PAN What is the vehicle diagnosis and what parts are required? TRANSMISSION REPLACEMENT What is the current milage? 104109 Is the concern a result of misuse/abuse/lack of maintenance? NO If the vehicle was within the warranty milage would this have been covered? YES What is the breakdown for warranty pricing, parts and labor? SENT ALREADY If goodwill is authorized, will you accept DM notes? YES How long will repairs take to complete (date)? PENDING ETA ON PARTS AS THEY ARE BACK ORDERED Has STAR Technical Assistance been involved? NO Have you summited to powertrain yet? NO " ***Outbound email to SA*** Request warranty pricing, parts and labor
01/26/2024	***Inbound email from SA*** 7 HRS TOTAL AT 217.61 AND HOUR 68498422AB TRANSMISS /DET 9757.65 6511777AA BOLT-HEX /DET 26.76 / 6 68322497AD COOLER-TR /BO 312.24 68322507AB TUBE-JUMP /DET 133.54 68359846AE LINESASSY /LA 179.54 68359847AC TOC ASSY- /LA 202.59 5189966AD FLUID AFT 94.80 / 6 all at warranty pricing cooler is back ordered everything else is about 5 to 7 days out
01/30/2024	Email sent to Cx advising Cm taking over case and will follow up after reviewing.
01/30/2024	Email sent to TL asking if there has been any Gw emails sent to her yet or not.
02/01/2024	Gw review sent to TL.
02/05/2024	**Outbound Dlr Contact** * 27116 * 8582239597 * Cm called Service, SA Joshua not available, Cm confirmed email, email sent to SA.
02/05/2024	**Inbound Email from SA Joshua** the tow company does all their own maintenance so from what I've been told it is up to date
02/05/2024	Info sent to TL.
02/07/2024	TL stated Company needs to submit Maintenance Records.
02/07/2024	**Outbound Email to Cx** Good Afternoon, After getting information from the dealership and cost breakdown for the repair so I can look into some assistance for you. I have been informed that you do your own?maintenance on the vehicle. Would you be able to reply to this email an send in any and all?maintenance records you have for this vehicle? Once I have those I can continue the review process.
02/09/2024	Follow up email sent to Cx.
02/13/2024	**Outbound Email to Cx** Good Afternoon, I am following up with you as I still have not received any?maintenance records from you so I can continue the review process. I will suspend the case until Friday 2/16, if no documents are received by that point I will be closing the case due to no contact and no documents.
02/16/2024	No contact or Docs from Cx. Closing case.
03/14/2024	**Inbound Email from Cx** Good morning Jeff, Please see attached is the maintenance records you requested. Please let me know if you have any questions Thank you,
03/14/2024	**Outbound Email to Cx** Good Afternoon Sal, I see you did try and send the maintenance records in but none of them were attached to the case due to the file being bigger then 5mb. If you could try sending one attachment per reply to this email smaller then 5mb for them to attach to the case. If you have any other questions do not hesitate to reach out. Thank you in advance,
03/18/2024	Docs Reviewed: [redacted] Maintenance Records [redacted] Maintenance Records
03/18/2024	Info sent to TL for review.
03/20/2024	**Outbound Cx Contact** * Sal Mansur * 6195772277 * Cm called Cx, no answer, lvm for call back advising Cm has decision on Gw.
03/20/2024	**INTERNAL NOTE ONLY** Total: $12,230.39 Co-Pay: $6,115.19 Cm Pay: $6,115.20
04/02/2024	**Outbound Cx Contact** * Sal Mansur * 6195772277 * Cm called Cx, no answer, lvm for call back.
04/04/2024	**Outbound Cx Contact** * Sal Mansur * 6195772277 * Cm spoke with Cx, advised of Gw offer, Cx doesnt agree with it and thinks it should be covered, Cx asked to dispute it, Cx asked for Sup, advised of 1 day call back.
04/04/2024	Customer has requested Supervisor call back Preferred daytime number: 6195772277 Preferred evening number: 6195772277 Reason for request: Cx wants to dispute Gw offer CAIR assigned to: T0094d3 CSR has informed customer a Supervisor call back request has been made, and the customer will receive a callback within one (1) business day
04/05/2024	First Attempt ****Supervisor Callback (619) 577-2277**** dead air
04/05/2024	***Inbound call*** CX states he is reaching back to SUP call, agent advised CX next follow up SUP will be on 4/08/2024
04/08/2024	Second Attempt ****Supervisor Callback (619) 577-2277**** Customer stated that the vehicles transmission is defective and it should be covered under warranty. TL advised that the warranty has expired we are offering to assist by covering half of the repair. Customer feels that it is not enough. TL advised his concern is noted however the offer remains the same
04/11/2024	The customer called back and stated that he and the dealer needed an email to begin the repair process. The customer approves of the offer of paying half and needs an email for the dealer and himself. The customer also wants to know if the transmission will be new or rebuilt.?
04/16/2024	Dm notes added and sent to SD Don with SA Chris CC'ed on the email so it gets to the right person if SD Don is not the right person.
04/16/2024	**Outbound Dlr Contact** * 27116 * 8583008100 * Cm spoke with Parts, Parts stated Trans and Gasket on b.o and provided part info. RO [redacted] Trans Part #: 68498422AB Order #: [redacted] Order Type: S ETA: N/A Gasket Part #: 68086052AB Order # [redacted] Order Type: S ETA: N/A
04/16/2024	Task sent to Parts Pod.
04/16/2024	**Outbound Email to Cx** Good Afternoon Sal, I have sent over my notes to the dealership in regards to covering half the repair cost. Also I gathered the part information to help expedite getting the parts they are still waiting on, I will have an update from my parts team on Thursday. I will follow up with you then.
04/17/2024	System Update:[Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA. (CHKS).]
04/17/2024	System Update:[Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA. (CHKS).]
04/17/2024	***Part Specialist*** Part:□ 68498422AB Order:□ [redacted] OMC [redacted] Order has been upgraded to VOR Per CLIMS: SPLR PST DUE on shipment of STOCK to MOPAR and behind schedule on production (TOOLING SHORTFALLS AND LIMITATIONS) - Working with SPLR to obtain timing on production and shipment for order fulfillment. Critically managed with production. No firm ETA to provide at this time. Working with SPLR to mitigate manufacturing impacts. Working to improve. Part:□ 68086052AB Order:□ [redacted] OMC:□ [redacted] Order has been upgraded to VOR Per CLIMS: SPLR PST DUE on shipment of STOCK to MOPAR and behind schedule on production (TOOLING SHORTFALLS AND LIMITATIONS) - Working with SPLR to obtain timing on production and shipment for order fulfillment. Critically managed with production. No firm ETA to provide at this time. Working with SPLR to mitigate manufacturing impacts. Working to improve. NEXT UPDATE: WITHIN 5 BUSINESS DAYS
04/18/2024	Email sent to Cx with Part update.
04/19/2024	System Update:[OMC# [redacted] FOR PN: 68498422AB IS RESOLVED]
04/20/2024	System Update:[OMC# [redacted] FOR PN: 68086052AB IS RESOLVED]
04/22/2024	**Outbound Dlr Contact** * 27116 * 8583008100 * Cm called Dlr, no answer.

Date	Comment
04/24/2024	***Part Specialist Update*** As of 04/24, Invoiced PDC Part:□ 68498422AB Order:□ [redacted]PS TRACKING# [redacted]Arrived 04/19 Part has already INVOICED PDC - It is the DLRs financial responsibility to ensure that they receive their part orders within a reasonable amount of time from the date of INVOICE. If they don't, they are required to contact the servicing PDC that sent them the order to inquire on its whereabouts. If the parcel cannot be located, the DLR will have to file an MRA and reorder accordingly.
04/24/2024	***Part Specialist Update*** As of 04/24, Invoiced PDC Part:□ 68498422AB Order:□ [redacted]UPS TRACKING# [redacted]Arrived 04/19 Part has already INVOICED PDC - It is the DLRs financial responsibility to ensure that they receive their part orders within a reasonable amount of time from the date of INVOICE. If they don't, they are required to contact the servicing PDC that sent them the order to inquire on its whereabouts. If the parcel cannot be located, the DLR will have to file an MRA and reorder accordingly.
04/24/2024	**Outbound Dlr Contact** * 27116 * 8583008100 * Cm called Dlr, no answer.
04/24/2024	Email sent to SD Don to confirm parts arrived and for a repair eta.
04/26/2024	**Inbound Email from SA Josh** 68322497AD order numbe[redacted]
04/26/2024	Task sent to Parts Pod.
04/29/2024	System Update:[Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA. (CHKS).]
04/29/2024	***Part Specialist*** Part:□ 68322497AD Order:□ [redacted]Order has been upgraded to VOR Per CLIMS: Order scheduled to fill with STOCK pending PUT AWAY at PDC pending processing and packaging for allocation prior to shipment for fulfillment. ETA: Tentative week of 5/13 (Subject to Change) - Pending processing delays due to COVID-19 risk in supply base. Working to improve. NEXT UPDATE: WITHIN 5 BUSINESS DAYS
04/30/2024	Email sent to Cx with Part update.
05/02/2024	System Update:[OMC# [redacted]FOR PN: 68322497AD IS RESOLVED]
05/06/2024	***Part Specialist Update*** Part: 68322497AD As of 5/1, order [redacted]nvoiced D2D UPS Tracking [redacted] Delivered 5/1 @ 9:48 AM CM follow up with dealer parts to ensure arrival and confirm repairs It is the DLRs responsibility to ensure that they receive their part orders within a reasonable amount of time. If they don't, they are required to contact the invoicing PDC/Supplier that sent them the order to inquire on its whereabouts. If the parcel cannot be located, the DLR will have to file an MRA and reorder accordingly.
05/07/2024	**Outbound Dlr Contact** * 27116 * 8582239597 * Cm called Service, no answer.
05/07/2024	**Outbound Email to Cx** Good Morning Sal, It is showing on my end that the part was delivered on 5/1. I was unable to get anyone on the phone to confirm they received it and to get a repair eta for us. Once I am able to, I will follow back up with you.
05/09/2024	**Outbound Dlr Contact** * 27116 * 8583008100 * Cm called Service, no answer.
05/09/2024	**Outbound Email to SM Don** Good Afternoon, Wondering if you can provide me with a repair eta for this customer?
05/13/2024	**Inbound Email from SA Josh** NEXT WEEK IS OUR GOAL
05/13/2024	**Outbound Email to SA Josh** Good Morning Josh, Thank you for that update. Do you have a rough time this week of when you think it will be done?
05/15/2024	**Inbound from SA Josh** waiting on my tech to get it finished hes had classes that have thrown it all off
05/15/2024	**Outbound Email to SA Josh** Good Afternoon Josh, Thank you for that update. I will follow up with you on Monday to see if it is complete yet or not.
05/15/2024	**Outbound Email to Cx** Good Afternoon Sal, I have spoken with Josh the advisor and he has informed me the Tech is working on the repair and hoping to be done by end of the week. I am going to follow up with them on Monday to see if it is complete or not and then will follow up with you.
05/20/2024	Follow up Email sent to SA Josh for update.
05/22/2024	**Inbound Email from SA Josh** yes trans is finished however im going to call the owner as the check engine light is on for a PM sensor
05/22/2024	**Outbound Email to SA Josh** Good Morning Josh, Thank you for that update. Were you able to get in touch with the customer for them to authorize further repairs for the PM Sensor?
05/23/2024	**********INBOUND DLR CALL********** SA JOSH called in and had some doubts regarding DI requirements for a vehicle SA said that there was some other SA working on this case, he is new agent advised that the CM can answer on this SA gave his direct line number for the CM to reach out 949-543-3056 SA expecting a call from the CM
05/31/2024	>>> MAIL TO DEALER cschwieters@kearnymesacdjr.com Hi Chris I am looking for a status update on this VIN and we are struggling to get an update. Can you confirm the status on this VIN and provide email address for the writer on the ticket? 3C7WRMDL1MG[redacted] 2021 RAM 5500 REG Customer: CD Towing Thank you so much.
05/31/2024	>> CALL TO DEALER 27116 8779019194 Kearny Mesa Chrysler Dodge Jeep RA CM left voicemail for SA JOSH REQUES CM requesting call back with status on vehicle or any part orders we can assist with.
06/03/2024	< MAIL FROM DEALER Josh is the advisor. It looks like it is competed, has been invoiced, ready for pick up Thank You for Your Business Chris (sweets) Schwieters KMCDJR Advisor 858-933-1570
06/04/2024	**Outbound Dlr Contact** * 27116 * 8779019194 * Cm called Dlr, no answer.
06/10/2024	Closing Email sent to Cx.
06/12/2024	No response from Cx. Closing case.

Email(s)

Date	12/11/2023	*Subject*	Case #[redacted]3C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	*To*	sal@cdtowing.com	*Sent Date/Time*	12/11/2023 19:00 PM

Good afternoon,

Your case # is 88255944.

Thank you,

Stellantis Fleet Case Management
1-800-999-3533
ref:!00Dj001qsDF.!500KZ01CRFJ:ref

Date	12/12/2023	*Subject*	RE: Case #[redacted]3C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	*To*	sal@cdtowing.com	*Sent Date/Time*	12/12/2023 17:36 PM

Good afternoon,

My name is Samantha and I am your case manager regarding Vin: 3C7WRMDL1MG[redacted] Case: [redacted] I wanted to reach out to you to discuss the case with you, you can reply to this email, or we can set something up that works best for you! I have reached out to the service manager at Kearny Mesa Chrysler Dodge Jeep Ram for exact details of the repair including cost and part information. Once I hear back I will be in touch with you as I receive any new information or updates. What is your preffered contact method for updates phone or email?

I must also make sure you're aware that the VIN currently has the following open recall: 13A, Y17 and Y26. Parts are available, and the recall repair can be completed while the vehicle is at the dealership for no cost to you.

Happy holidays,

Samantha
Case Management
1-800-999-3533 EXT 5140650
Monday - Friday 9am - 6pm ET (hours subject to change)

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 12/11/2023 2:00 PM
To: sal@cdtowing.com
Subject: Case #[redacted]3C7WRMDL1MG[redacted]

Good afternoon,

Your case # is [redacted]

Thank you,

Stellantis Fleet Case Management
1-800-999-3533

[redacted]

Date	12/12/2023	***Subject***	RE: Case #[redacted]C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	sal@cdtowing.com	***Sent Date/Time***	12/12/2023 17:36 PM

Good afternoon,

My name is Samantha and I am your case manager regarding Vin: 3C7WRMDL1MG[redacted] Case: [redacted] I wanted to reach out to you to discuss the case with you, you can reply to this email, or we can set something up that works best for you! I have reached out to the service manager at Kearny Mesa Chrysler Dodge Jeep Ram for exact details of the repair including cost and part information. Once I hear back I will be in touch with you as I receive any new information or updates. What is your preffered contact method for updates phone or email?

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Date	12/20/2023	***Subject***	RE: Case #[redacted]3C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	12/20/2023 19:09 PM

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Date	12/20/2023	***Subject***	Re: Case # [redacted]C7WRMDL1MG[redacted]		
From	sal@cdtowing.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	12/20/2023 19:57 PM

Thanks for the update.

Salar Mansur

General Manager

Office : (619) 4638697

Fax : (619) 741-2193

E-Mail: sal@cdtowing.com<mailto:sal@cdtowing.com>

[redacted]

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, December 20, 2023 11:09 AM
To: uscustomercare@cac.stellantis.com <uscustomercare@cac.stellantis.com>
Cc: sal cdtowing.com <sal@cdtowing.com>
Subject: RE: Case # [redacted]3C7WRMDL1MG[redacted]

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Report This Email<https://protection.inkyphishfence.com/report?id=bmV0b3JnZnQ5MzEzNzA1L3NhbEBjZHRvd2luZy5jb20vY2E4NjhkOTI5Y2ZkNzUwMzlkNzdlYzVmMGI4MzY1MjkvMTcwMzA5OTQwNC43Mg==#key=6381a45966691a1e65e9f7164abc4de5>
FAQ<https://www.godaddy.com/help/report-email-with-advanced-email-security-40813> GoDaddy Advanced Email Security, Powered by
INKY<https://www.inky.com/protection-by-inky>

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Date	12/28/2023	***Subject***	Fw: Case #[redacted]3C7WRMDL1MG[redacted]		
From	sal@cdtowing.com	***To***	jokelley@kearnymesacdjr.com	***Sent Date/Time***	12/28/2023 20:37 PM

Hello Samantha,
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Josh, please see below.

Salar Mansur

General Manager

Office : (619) 4638697

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Report This Email<https://protection.inkyphishfence.com/report?id=bmV0b3JnZnQ5MzEzNzA1L3NhbEBjZHRvd2luZy5jb20vY2E4NjhkOTI5Y2ZkNzUwMzlkNzdlYzVmMGI4MzY1MjkvMTcwMzA5OTQwNC43Mg==#key=6381a45966691a1e65e9f7164abc4de5>
FAQ<https://www.godaddy.com/help/report-email-with-advanced-email-security-40813> GoDaddy Advanced Email Security, Powered by
INKY<https://www.inky.com/protection-by-inky>

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From	uscustomercare@cac.stellantis.com	***To***	sal@cdtowing.com	***Sent Date/Time***	12/28/2023 20:50 PM

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Cc: sam@cdtowing.com
Subject: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

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Report This Email FAQ GoDaddy Advanced Email Security, Powered by INKY

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Date	12/28/2023	***Subject***	Re: Fw: Case #[redacted]C7WRMDL1MG[redacted]		
From	jokelley@kearnymesacdjr.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	12/28/2023 20:58 PM

Larry is no longer with the dealership I have been helping the customer on this and will handle it from here on out.

Joshua I. Kelley (Josh)

Service Advisor

Kearny Mesa Chrysler Dodge Jeep Ram

949-543-3056

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Thursday, December 28, 2023 12:50 PM
To: sal@cdtowing.com <sal@cdtowing.com>
Cc: Joshua Kelley <jokelley@kearnymesacdjr.com>; sam@cdtowing.com <sam@cdtowing.com>
Subject: RE: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

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Report This Email<https://protection.inkyphishfence.com/report?id=bmV0b3JnZnQ5MzEzNzA1L3NhbEBjZHRvd2luZy5jb20vY2E4NjhkOTI5Y2ZkNzUwMzlkNzdlYzVmMGI4MzY1MjkvMTcwMzA5OTQwNC43Mg==#key=6381a45966691a1e65e9f7164abc4de5>
FAQ<https://www.godaddy.com/help/report-email-with-advanced-email-security-40813> GoDaddy Advanced Email Security, Powered by
INKY<https://www.inky.com/protection-by-inky>

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Thank you for your patience and cooperation!

Happy Holiday's,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]

Sent: 12/12/2023 12:36 PM
To: sal@cdtowing.com<mailto:sal@cdtowing.com>
Subject: RE: Case # [redacted]C7WRMDL1MG[redacted]

Good afternoon,

My name is Samantha and I am your case manager regarding Vin: 3C7WRMDL1M[redacted]Case: [redacted] I wanted to reach out to you to discuss the case with you, you can reply to this email, or we can set something up that works best for you! I have reached out to the service manager at Kearny Mesa Chrysler Dodge Jeep Ram for exact details of the repair including cost and part information. Once I hear back I will be in touch with you as I receive any new information or updates. What is your preffered contact method for updates phone or email?

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1-800-999-3533 EXT 5140650
Monday - Friday 9am - 6pm ET (hours subject to change)

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Subject: Case # [redacted]C7WRMDL1MG[redacted]

Good afternoon,

Your case # is [redacted]

Thank you,

Stellantis Fleet Case Management
1-800-999-3533[redacted]

Date	01/04/2024	***Subject***	Re: Fw: Case #[redacted]3C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	jokelley@kearnymesacdjr.com	***Sent Date/Time***	01/04/2024 16:45 PM

Good afternoon,

I have requested an update from the dealership on the teardown of the vehicle, once this is completed they will provide me with the cost of the repairs and I will be able to review the information for the goodwill request. The review and decision portion can take 3-5 business days. I will call you with my decision.

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To: uscustomercare@cac.stellantis.com
Cc: sam@cdtowing.com
Subject: Re: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Larry is no longer with the dealership I have been helping the customer on this and will handle it from here on out.

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Kearny Mesa Chrysler Dodge Jeep Ram
949-543-3056
From: US Customer Care <uscustomercare@cac.stellantis.com>
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To: sal@cdtowing.com <sal@cdtowing.com>
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Subject: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]
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Josh, please see below.

Salar Mansur

General Manager

Office : (619) 4638697

Fax : (619) 741-2193

E-Mail: sal@cdtowing.com

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, December 20, 2023 11:09 AM
To: uscustomercare@cac.stellantis.com <uscustomercare@cac.stellantis.com>
Cc: sal cdtowing.com <sal@cdtowing.com>
Subject: RE: Case # [redacted] 3C7WRMDL1MG[redacted]
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Report This Email FAQ GoDaddy Advanced Email Security, Powered by INKY

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To: sal@cdtowing.com
Subject: Case # [redacted]3C7WRMDL1MG[redacted]

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Your case # is [redacted]

Thank you,

Stellantis Fleet Case Management
1-800-999-3533

[redacted]

Date	01/04/2024	***Subject***	Re: Fw: Case # [redacted]3C7WRMDL1M[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	jokelley@kearnymesacdjr.com	***Sent Date/Time***	01/04/2024 16:46 PM

Good afternoon,

I have requested an update from the dealership on the teardown of the vehicle, once this is completed they will provide me with the cost of the repairs and I will be able to review the information for the goodwill request. The review and decision portion can take 3-5 business days. I will call you with my decision.

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Subject: Re: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Larry is no longer with the dealership I have been helping the customer on this and will handle it from here on out.

Joshua I. Kelley (Josh)
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Kearny Mesa Chrysler Dodge Jeep Ram
949-543-3056
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Thursday, December 28, 2023 12:50 PM
To: sal@cdtowing.com <sal@cdtowing.com>
Cc: Joshua Kelley <jokelley@kearnymesacdjr.com>; sam@cdtowing.com <sam@cdtowing.com>
Subject: RE: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]
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Josh, please see below.

Salar Mansur

General Manager

Office : (619) 4638697

Fax : (619) 741-2193

E-Mail: sal@cdtowing.com

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, December 20, 2023 11:09 AM
To: uscustomercare@cac.stellantis.com <uscustomercare@cac.stellantis.com>
Cc: sal cdtowing.com <sal@cdtowing.com>
Subject: RE: Case # [redacted] 3C7WRMDL1MG[redacted]
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To: sal@cdtowing.com
Subject: Case #[redacted]C7WRMDL1MG[redacted]

Good afternoon,

Your case # is [redacted]

Thank you,

Stellantis Fleet Case Management
1-800-999-3533

[redacted]

Date	01/12/2024	***Subject***	Re: Fw: Case #[redacted]C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	***Sent Date/Time***	01/12/2024 22:54 PM	

Good afternoon,

I have emailed your service advisor requesting an update on the tear down of the vehicle. I will follow up with you again on Tuesday. Thank you for your patience and cooperation,

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1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

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To: jokelley@kearnymesacdjr.com
Cc: sam@cdtowing.com
Subject: Re: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

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Subject: Re: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Larry is no longer with the dealership I have been helping the customer on this and will handle it from here on out.

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To: sal@cdtowing.com <sal@cdtowing.com>
Cc: Joshua Kelley <jokelley@kearnymesacdjr.com>; sam@cdtowing.com <sam@cdtowing.com>
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Josh, please see below.

Salar Mansur

General Manager

Office : (619) 4638697

Fax : (619) 741-2193

E-Mail: sal@cdtowing.com

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, December 20, 2023 11:09 AM
To: uscustomercare@cac.stellantis.com <uscustomercare@cac.stellantis.com>
Cc: sal cdtowing.com <sal@cdtowing.com>
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Stellantis Fleet Case Management
1-800-999-3533

[redacted]

Date	01/15/2024	***Subject***	Re: Fw: Case #[redacted]3C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	***Sent Date/Time***	01/15/2024 15:15 PM	

Good afternoon,

I have spoken with your advisor and they have had some delays. I will check with them again at the end of the week for an update on tear down. Thank you for your patience and cooperation,

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1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 12/11/2023 2:00 PM
To: sal@cdtowing.com
Subject: Case # [redacted]3C7WRMDL1MG[redacted]

Good afternoon,

Your case # is 88255944.

Thank you,

Stellantis Fleet Case Management
1-800-999-3533

[redacted]

Date	01/30/2024	***Subject***	Re: Case:[redacted]IN: 3C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	jokelley@kearnymesacdjr.com; sam@cdtowing.com	***Sent Date/Time***	01/30/2024 19:42 PM

Good Afternoon,

This is Jeff with Fleet Case Management and I've taken over your case to assist you with the 2021 RAM 5500 with the VIN: 3C7WRMDL1MG[redacted]

I am going to review the case and make sure I have everything to review the Goodwill request. Once I have done that and reviewed everything I will follow up with you.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Best Regards,
Jeff
Fleet Case Management
1-800-999-3533 Ext # 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/15/2024 10:15 AM
To:
Cc: jokelley@kearnymesacdjr.com; sam@cdtowing.com
Subject: Re: Fw: Case #[redacted] 3C7WRMDL1MG[redacted]

Good afternoon,

I have spoken with your advisor and they have had some delays. I will check with them again at the end of the week for an update on tear down. Thank you for your patience and cooperation,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/12/2024 5:54 PM
To:
Cc: jokelley@kearnymesacdjr.com; sam@cdtowing.com
Subject: Re: Fw: Case #[redacted] 3C7WRMDL1MG[redacted]

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/4/2024 11:46 AM
To: jokelley@kearnymesacdjr.com
Cc: sam@cdtowing.com
Subject: Re: Fw: Case #[redacted] 3C7WRMDL1MG[redacted]

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From: Joshua Kelley [jokelley@kearnymesacdjr.com]
Sent: 12/28/2023 3:58 PM
To: uscustomercare@cac.stellantis.com
Cc: sam@cdtowing.com
Subject: Re: Fw: Case #[redacted] 3C7WRMDL1MG[redacted]

Larry is no longer with the dealership I have been helping the customer on this and will handle it from here on out.

Joshua I. Kelley (Josh)
Service Advisor
Kearny Mesa Chrysler Dodge Jeep Ram
949-543-3056
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Thursday, December 28, 2023 12:50 PM
To: sal@cdtowing.com <sal@cdtowing.com>
Cc: Joshua Kelley <jokelley@kearnymesacdjr.com>; sam@cdtowing.com <sam@cdtowing.com>
Subject: RE: Fw: Case #[redacted] 3C7WRMDL1MG[redacted]
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Subject: Fw: Case # [redacted]3C7WRMDL1MG[redacted]
Hello Samantha,
We contacted the dealer, talked to Josh (I added to this email) and they are unaware of the tear down of the truck you indicating in your email below.
Josh, please see below.

Salar Mansur

General Manager

Office : (619) 4638697

Fax : (619) 741-2193

E-Mail: sal@cdtowing.com

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, December 20, 2023 11:09 AM
To: uscustomercare@cac.stellantis.com <uscustomercare@cac.stellantis.com>
Cc: sal cdtowing.com <sal@cdtowing.com>
Subject: RE: Case # [redacted]3C7WRMDL1MG[redacted]
Good afternoon, The dealship needs to perform a tear down of the vehicle this is to be completed in January. I will reach out to the dealership the first week in January to establish time line of this

External (uscustomercare@cac.stellantis.com)

Report This Email FAQ GoDaddy Advanced Email Security, Powered by INKY

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 12/12/2023 12:36 PM
To: sal@cdtowing.com
Subject: RE: Case #[redacted]3C7WRMDL1MG[redacted]

Good afternoon,

My name is Samantha and I am your case manager regarding Vin: 3C7WRMDL1MG[redacted] Case:[redacted] I wanted to reach out to you to discuss the case with you, you can reply to this email, or we can set something up that works best for you! I have reached out to the service manager at Kearny Mesa Chrysler Dodge Jeep Ram for exact details of the repair including cost and part information. Once I hear back I will be in touch with you as I receive any new information or updates. What is your preffered contact method for updates phone or email?

I must also make sure you're aware that the VIN currently has the following open recall: 13A, Y17 and Y26. Parts are available, and the recall repair can be completed while the vehicle is at the dealership for no cost to you.

Happy holidays,

Samantha
Case Management
1-800-999-3533 EXT 5140650
Monday - Friday 9am - 6pm ET (hours subject to change)

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 12/11/2023 2:00 PM
To: sal@cdtowing.com
Subject: Case #[redacted]3C7WRMDL1MG[redacted]

Good afternoon,

Your case # is[redacted]

Thank you,

Stellantis Fleet Case Management
1-800-999-3533

ref:!00Dj001qsDF.!500KZ01CRFJ:ref

Date	02/07/2024	***Subject***	Re: Case: [redacted]VIN: 3C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	sam@cdtowing.com; jokelley@kearnymesacdjr.com	***Sent Date/Time***	02/07/2024 19:53 PM

Good Afternoon,

After getting information from the dealership and cost breakdown for the repair so I can look into some assistance for you. I have been informed that you do your own maintenance on the vehicle. Would you be able to reply to this email an send in any and all maintenance records you have for this vehicle? Once I have those I can continue the review process.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 2:42 PM
To: jokelley@kearnymesacdjr.com; sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

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I am going to review the case and make sure I have everything to review the Goodwill request. Once I have done that and reviewed everything I will follow up with you.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Best Regards,
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Subject: Re: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

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Kearny Mesa Chrysler Dodge Jeep Ram

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From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Thursday, December 28, 2023 12:50 PM
To: sal@cdtowing.com <sal@cdtowing.com>
Cc: Joshua Kelley <jokelley@kearnymesacdjr.com>; sam@cdtowing.com <sam@cdtowing.com>
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Hello Samantha,
We contacted the dealer, talked to Josh (I added to this email) and they are unaware of the tear down of the truck you indicating in your email below.
Josh, please see below.

Salar Mansur

General Manager

Office : (619) 4638697

Fax : (619) 741-2193

E-Mail: sal@cdtowing.com

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, December 20, 2023 11:09 AM
To: uscustomercare@cac.stellantis.com <uscustomercare@cac.stellantis.com>
Cc: sal cdtowing.com <sal@cdtowing.com>
Subject: RE: Case # [redacted] 3C7WRMDL1MG[redacted]
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Sent: 12/11/2023 2:00 PM
To: sal@cdtowing.com
Subject: Case # [redacted] 3C7WRMDL1MG[redacted]

Good afternoon,

Your case # is [redacted]

Thank you,

Stellantis Fleet Case Management
1-800-999-3533

[redacted]

Date	02/09/2024	***Subject***	Re: Case [redacted] IN: 3C7WRMDL1M[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	sam@cdtowing.com; jokelley@kearnymesacdjr.com	***Sent Date/Time***	02/09/2024 17:45 PM

Good Afternoon,

Following up on my last email as I have not received a response yet.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

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Sent: 2/7/2024 2:53 PM
To: sam@cdtowing.com; jokelley@kearnymesacdjr.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

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General Manager

Office : (619) 4638697

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E-Mail: sal@cdtowing.com

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To: uscustomercare@cac.stellantis.com <uscustomercare@cac.stellantis.com>
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Subject: RE: Case # [redacted] 3C7WRMDL1MG[redacted]
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1-800-999-3533

[redacted]

Date	02/13/2024	***Subject***	Re: Case:[redacted]IN: 3C7WRMDL1M[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	sam@cdtowing.com; jokelley@kearnymesacdjr.com	***Sent Date/Time***	02/13/2024 20:42 PM

Good Afternoon,

I am following up with you as I still have not received any maintenance records from you so I can continue the review process. I will suspend the case until Friday 2/16, if no documents are received by that point I will be closing the case due to no contact and no documents.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

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Subject: Re: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Good afternoon,

I have requested an update from the dealership on the teardown of the vehicle, once this is completed they will provide me with the cost of the repairs and I will be able to review the information for the goodwill request. The review and decision portion can take 3-5 business days. I will call you with my decision.

Thank you for your patience and cooperation,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

---------- Original Message ----------
From: Joshua Kelley [jokelley@kearnymesacdjr.com]
Sent: 12/28/2023 3:58 PM
To: uscustomercare@cac.stellantis.com
Cc: sam@cdtowing.com
Subject: Re: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Larry is no longer with the dealership I have been helping the customer on this and will handle it from here on out.

Joshua I. Kelley (Josh)
Service Advisor
Kearny Mesa Chrysler Dodge Jeep Ram
949-543-3056
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Thursday, December 28, 2023 12:50 PM
To: sal@cdtowing.com <sal@cdtowing.com>
Cc: Joshua Kelley <jokelley@kearnymesacdjr.com>; sam@cdtowing.com <sam@cdtowing.com>
Subject: RE: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]
Good afternoon,

I am not sure who Josh is to this case, But I have been in contact via email with the service director of the dealership. On Dec 20th, an email was sent from Larry stating that their transmission bays were currently occupied and tear down would take place in the new year. No date was provided.

I will be following up with Larry next week Tuesday. I will update you again at that time. Please don□t hesitate to contact me if you have any questions or concerns.

Thank you for your patience and cooperation!

Happy Holiday's,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

---------- Original Message ----------
From: sal cdtowing.com [sal@cdtowing.com]
Sent: 12/28/2023 3:37 PM
To: jokelley@kearnymesacdjr.com
Cc: sam@cdtowing.com
Subject: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]
Hello Samantha,
We contacted the dealer, talked to Josh (I added to this email) and they are unaware of the tear down of the truck you indicating in your email below.
Josh, please see below.

Salar Mansur

General Manager

Office : (619) 4638697

Fax : (619) 741-2193

E-Mail: sal@cdtowing.com

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, December 20, 2023 11:09 AM
To: uscustomercare@cac.stellantis.com <uscustomercare@cac.stellantis.com>
Cc: sal cdtowing.com <sal@cdtowing.com>
Subject: RE: Case # [redacted] 3C7WRMDL1MG[redacted]
Good afternoon, The dealship needs to perform a tear down of the vehicle this is to be completed in January. I will reach out to the dealership the first week in January to establish time line of this

External (uscustomercare@cac.stellantis.com)

Report This Email FAQ GoDaddy Advanced Email Security, Powered by INKY

Good afternoon,

The dealship needs to perform a tear down of the vehicle this is to be completed in January. I will reach out to the dealership the first week in January to establish time line of this . I will update you again at that time. Please don□t hesitate to contact me if you have any questions or concerns.

Thank you for your patience and cooperation!

Happy Holiday's,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 12/12/2023 12:36 PM
To: sal@cdtowing.com
Subject: RE: Case #[redacted]3C7WRMDL1MG[redacted]

Good afternoon,

My name is Samantha and I am your case manager regarding Vin: 3C7WRMDL1MG[redacted] Case:[redacted] I wanted to reach out to you to discuss the case with you, you can reply to this email, or we can set something up that works best for you! I have reached out to the service manager at Kearny Mesa Chrysler Dodge Jeep Ram for exact details of the repair including cost and part information. Once I hear back I will be in touch with you as I receive any new information or updates. What is your preffered contact method for updates phone or email?

I must also make sure you're aware that the VIN currently has the following open recall: 13A, Y17 and Y26. Parts are available, and the recall repair can be completed while the vehicle is at the dealership for no cost to you.

Happy holidays,

Samantha
Case Management
1-800-999-3533 EXT 5140650
Monday - Friday 9am - 6pm ET (hours subject to change)

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 12/11/2023 2:00 PM
To: sal@cdtowing.com
Subject: Case #[redacted]3C7WRMDL1M[redacted]

Good afternoon,

Your case # is 88255944.

Thank you,

Stellantis Fleet Case Management
1-800-999-3533

ref:!00Dj001qsDF.!500KZ01CRFJ:ref

Date	03/11/2024	***Subject***	Re: Case #[redacted]3C7WRMDL1M[redacted]		
From	jokelley@kearnymesacdjr.com	***To***	sal@cdtowing.com	***Sent Date/Time***	03/11/2024 18:58 PM

Samantha seems like Sam at cd towing is not receiving the emails they do have the records.

Joshua I. Kelley (Josh)

Service Advisor

Kearny Mesa Chrysler Dodge Jeep Ram

949-543-3056

From: sal cdtowing.com <sal@cdtowing.com>
Sent: Thursday, December 28, 2023 12:36 PM
To: Joshua Kelley <jokelley@kearnymesacdjr.com>; US Customer Care <uscustomercare@cac.stellantis.com>
Cc: Sadeer Mansur <sam@cdtowing.com>
Subject: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Hello Samantha,
We contacted the dealer, talked to Josh (I added to this email) and they are unaware of the tear down of the truck you indicating in your email below.

Josh, please see below.

Salar Mansur

General Manager

Office : (619) 4638697

Fax : (619) 741-2193

E-Mail: sal@cdtowing.com<mailto:sal@cdtowing.com>

[redacted]

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Wednesday, December 20, 2023 11:09 AM
To: uscustomercare@cac.stellantis.com <uscustomercare@cac.stellantis.com>
Cc: sal cdtowing.com <sal@cdtowing.com>
Subject: RE: Case # [redacted] 3C7WRMDL1MG[redacted]

Good afternoon, The dealship needs to perform a tear down of the vehicle this is to be completed in January. I will reach out to the dealership the first week in January to establish time line of this
External (uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>)
Report This Email<https://protection.inkyphishfence.com/report?
[redacted]

Good afternoon,

The dealship needs to perform a tear down of the vehicle this is to be completed in January. I will reach out to the dealership the first week in January to establish time line of this . I will update you again at that time. Please don□t hesitate to contact me if you have any questions or concerns.

Thank you for your patience and cooperation!

Happy Holiday's,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

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From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 12/12/2023 12:36 PM
To: sal@cdtowing.com<mailto:sal@cdtowing.com>
Subject: RE: Case # [redacted] 3C7WRMDL1MG[redacted]

Good afternoon,

My name is Samantha and I am your case manager regarding Vin: 3C7WRMDL1MG[redacted] Case: [redacted] I wanted to reach out to you to discuss the case with you, you can reply to this email, or we can set something up that works best for you! I have reached out to the service manager at Kearny Mesa Chrysler Dodge Jeep Ram for exact details of the repair including cost and part information. Once I hear back I will be in touch with you as I receive any new information or updates. What is your preffered contact method for updates phone or email?

I must also make sure you're aware that the VIN currently has the following open recall: 13A, Y17 and Y26. Parts are available, and the recall repair can be completed while the vehicle is at the dealership for no cost to you.

Happy holidays,

Samantha
Case Management
1-800-999-3533 EXT 5140650
Monday - Friday 9am - 6pm ET (hours subject to change)

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 12/11/2023 2:00 PM
To: sal@cdtowing.com<mailto:sal@cdtowing.com>
Subject: Case # [redacted] 3C7WRMDL1MG[redacted]

Good afternoon,

Your case # is [redacted]

Thank you,

Stellantis Fleet Case Management

[redacted]

Date	03/12/2024	***Subject***	Re: Case[redacted]/IN: 3C7WRMDL1MG[redacted]		
From	sam@cdtowing.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/12/2024 22:47 PM

Hello Jeff,

Please note that for some reason Sal and I were not receiving your emails, I was notified by Josh about your request for the maintenance record which Sal is going to include in his reply to this email.
Thank you,

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, February 13, 2024 12:42:51 PM
To: Sadeer Mansur <sam@cdtowing.com>; jokelley@kearnymesacdjr.com <jokelley@kearnymesacdjr.com>
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Afternoon, I am following up with you as I still have not received any maintenance records from you so I can continue the review process. I will suspend the case until Friday 2/16, if no document
External (uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>)
[redacted]

Good Afternoon,

I am following up with you as I still have not received any maintenance records from you so I can continue the review process. I will suspend the case until Friday 2/16, if no documents are received by that point I will be closing the case due to no contact and no documents.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 2/9/2024 12:45 PM
To: sam@cdtowing.com<mailto:sam@cdtowing.com>; jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Afternoon,

Following up on my last email as I have not received a response yet.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 2/7/2024 2:53 PM
To: sam@cdtowing.com<mailto:sam@cdtowing.com>; jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Afternoon,

After getting information from the dealership and cost breakdown for the repair so I can look into some assistance for you. I have been informed that you do your own maintenance on the vehicle. Would you be able to reply to this email an send in any and all maintenance records you have for this vehicle? Once I have those I can continue the review process.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 1/30/2024 2:42 PM
To: jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>; sam@cdtowing.com<mailto:sam@cdtowing.com>
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Afternoon,

This is Jeff with Fleet Case Management and I've taken over your case to assist you with the 2021 RAM 5500 with the VIN: 3C7WRMDL1MG[redacted]

I am going to review the case and make sure I have everything to review the Goodwill request. Once I have done that and reviewed everything I will follow up with you.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Best Regards,
Jeff
Fleet Case Management
1-800-999-3533 Ext # 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 1/15/2024 10:15 AM
To:
Cc: jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>; sam@cdtowing.com<mailto:sam@cdtowing.com>
Subject: Re: Fw: Case #[redacted] 3C7WRMDL1MG[redacted]

Good afternoon,

I have spoken with your advisor and they have had some delays. I will check with them again at the end of the week for an update on tear down. Thank you for your patience and cooperation,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 1/12/2024 5:54 PM
To:
Cc: jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>; sam@cdtowing.com<mailto:sam@cdtowing.com>
Subject: Re: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Good afternoon,

I have emailed your service advisor requesting an update on the tear down of the vehicle. I will follow up with you again on Tuesday. Thank you for your patience and cooperation,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 1/4/2024 11:46 AM
To: jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>
Cc: sam@cdtowing.com<mailto:sam@cdtowing.com>
Subject: Re: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Good afternoon,

I have requested an update from the dealership on the teardown of the vehicle, once this is completed they will provide me with the cost of the repairs and I will be able to review the information for the goodwill request. The review and decision portion can take 3-5 business days. I will call you with my decision.

Thank you for your patience and cooperation,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

---------- Original Message ----------
From: Joshua Kelley [jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>]
Sent: 12/28/2023 3:58 PM
To: uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>
Cc: sam@cdtowing.com<mailto:sam@cdtowing.com>
Subject: Re: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Larry is no longer with the dealership I have been helping the customer on this and will handle it from here on out.

Joshua I. Kelley (Josh)

Service Advisor

Kearny Mesa Chrysler Dodge Jeep Ram

949-543-3056

_____
From: US Customer Care <uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>>
Sent: Thursday, December 28, 2023 12:50 PM
To: sal@cdtowing.com<mailto:sal@cdtowing.com> <sal@cdtowing.com<mailto:sal@cdtowing.com>>
Cc: Joshua Kelley <jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>>; sam@cdtowing.com<mailto:sam@cdtowing.com>
<sam@cdtowing.com<mailto:sam@cdtowing.com>>
Subject: RE: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Good afternoon,

I am not sure who Josh is to this case, But I have been in contact via email with the service director of the dealership. On Dec 20th, an email was sent from Larry stating that their transmission bays were currently occupied and tear down would take place in the new year. No date was provided.

I will be following up with Larry next week Tuesday. I will update you again at that time. Please don□t hesitate to contact me if you have any questions or concerns.

Thank you for your patience and cooperation!

Happy Holiday's,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

---------- Original Message ----------
From: sal cdtowing.com<https://shared.outlook.inky.com/link?[redacted]
Sent: 12/28/2023 3:37 PM
To: jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>
Cc: sam@cdtowing.com<mailto:sam@cdtowing.com>
Subject: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Hello Samantha,
We contacted the dealer, talked to Josh (I added to this email) and they are unaware of the tear down of the truck you indicating in your email below.

Josh, please see below.

Salar Mansur

General Manager

Office : (619) 4638697

Fax : (619) 741-2193

E-Mail: sal@cdtowing.com<mailto:sal@cdtowing.com>

[X]

From: US Customer Care <uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>>
Sent: Wednesday, December 20, 2023 11:09 AM
To: uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>
<uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>>
Cc: sal cdtowing.com<https://shared.outlook.inky.com/link?domain=cdtowing.com&t=h.eJxdjkEKwyAQRa8SXBcdsYljVrnKoCYNjVp0Qheldy8uCqXb_x6P_xJnPcQ8iBvzY1bKBy7PPW [redacted]
Subject: RE: Case # [redacted] 3C7WRMDL1MG [redacted]

Good afternoon, The dealship needs to perform a tear down of the vehicle this is to be completed in January. I will reach out to the dealership the first week in January to establish time line of this
External (uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>) [redacted]

Good afternoon,

The dealship needs to perform a tear down of the vehicle this is to be completed in January. I will reach out to the dealership the first week in January to establish time line of this . I will update you again at that time. Please don□t hesitate to contact me if you have any questions or concerns.

Thank you for your patience and cooperation!

Happy Holiday's,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 12/12/2023 12:36 PM
To: sal@cdtowing.com<mailto:sal@cdtowing.com>
Subject: RE: Case # [redacted] 3C7WRMDL1MG [redacted]

Good afternoon,

My name is Samantha and I am your case manager regarding Vin: 3C7WRMDL1MG [redacted] Case: [redacted] I wanted to reach out to you to discuss the case with you, you can reply to this email, or we can set something up that works best for you! I have reached out to the service manager at Kearny Mesa Chrysler Dodge Jeep Ram for exact details of the repair including cost and part information. Once I hear back I will be in touch with you as I receive any new information or updates. What is your preffered contact method for updates phone or email?

I must also make sure you're aware that the VIN currently has the following open recall: 13A, Y17 and Y26. Parts are available, and the recall repair can be completed while the vehicle is at the dealership for no cost to you.

Happy holidays,

Samantha
Case Management
1-800-999-3533 EXT 5140650
Monday - Friday 9am - 6pm ET (hours subject to change)

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 12/11/2023 2:00 PM
To: sal@cdtowing.com<mailto:sal@cdtowing.com>
Subject: Case # [redacted] 3C7WRMDL1MG [redacted]

Good afternoon,

Your case # is [redacted]

Thank you,

Stellantis Fleet Case Management [redacted]

[redacted]

Date	03/14/2024	***Subject***	Re: Case: [redacted] /IN: 3C7WRMDL1MG[redacted]		
From	sam@cdtowing.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/14/2024 18:02 PM

Good morning Jeff,

Please see attached is the maintenance records you requested.
Please let me know if you have any questions

Thank you,

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: Sadeer Mansur <sam@cdtowing.com>
Sent: Tuesday, March 12, 2024 3:47:06 PM
To: US Customer Care <uscustomercare@cac.stellantis.com>; jokelley@kearnymesacdjr.com <jokelley@kearnymesacdjr.com>; sal cdtowing.com <sal@cdtowing.com>
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Hello Jeff,

Please note that for some reason Sal and I were not receiving your emails, I was notified by Josh about your request for the maintenance record which Sal is going to include in his reply to this email.
Thank you,

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Tuesday, February 13, 2024 12:42:51 PM
To: Sadeer Mansur <sam@cdtowing.com>; jokelley@kearnymesacdjr.com <jokelley@kearnymesacdjr.com>
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Afternoon, I am following up with you as I still have not received any maintenance records from you so I can continue the review process. I will suspend the case until Friday 2/16, if no document
External (uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>)
Report This Email<https://protection.inkyphishfence.com/report?[redacted]

Good Afternoon,

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Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

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From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 2/9/2024 12:45 PM
To: sam@cdtowing.com<mailto:sam@cdtowing.com>; jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Afternoon,

Following up on my last email as I have not received a response yet.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 2/7/2024 2:53 PM
To: sam@cdtowing.com<mailto:sam@cdtowing.com>; jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Afternoon,

After getting information from the dealership and cost breakdown for the repair so I can look into some assistance for you. I have been informed that you do your own maintenance on the vehicle. Would you be able to reply to this email an send in any and all maintenance records you have for this vehicle? Once I have those I can continue the review process.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 1/30/2024 2:42 PM
To: jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>; sam@cdtowing.com<mailto:sam@cdtowing.com>
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Afternoon,

This is Jeff with Fleet Case Management and I've taken over your case to assist you with the 2021 RAM 5500 with the VIN: 3C7WRMDL1MG[redacted]

I am going to review the case and make sure I have everything to review the Goodwill request. Once I have done that and reviewed everything I will follow up with you.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Best Regards,
Jeff
Fleet Case Management
1-800-999-3533 Ext # 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]

Sent: 1/15/2024 10:15 AM
To:
Cc: jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>; sam@cdtowing.com<mailto:sam@cdtowing.com>
Subject: Re: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Good afternoon,

I have spoken with your advisor and they have had some delays. I will check with them again at the end of the week for an update on tear down. Thank you for your patience and cooperation,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 1/12/2024 5:54 PM
To:
Cc: jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>; sam@cdtowing.com<mailto:sam@cdtowing.com>
Subject: Re: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Good afternoon,

I have emailed your service advisor requesting an update on the tear down of the vehicle. I will follow up with you again on Tuesday. Thank you for your patience and cooperation,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 1/4/2024 11:46 AM
To: jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>
Cc: sam@cdtowing.com<mailto:sam@cdtowing.com>
Subject: Re: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Good afternoon,

I have requested an update from the dealership on the teardown of the vehicle, once this is completed they will provide me with the cost of the repairs and I will be able to review the information for the goodwill request. The review and decision portion can take 3-5 business days. I will call you with my decision.

Thank you for your patience and cooperation,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

---------- Original Message ----------
From: Joshua Kelley [jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>]
Sent: 12/28/2023 3:58 PM
To: uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>
Cc: sam@cdtowing.com<mailto:sam@cdtowing.com>
Subject: Re: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Larry is no longer with the dealership I have been helping the customer on this and will handle it from here on out.

Joshua I. Kelley (Josh)

Service Advisor

Kearny Mesa Chrysler Dodge Jeep Ram

949-543-3056

_____
From: US Customer Care <uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>>
Sent: Thursday, December 28, 2023 12:50 PM
To: sal@cdtowing.com<mailto:sal@cdtowing.com> <sal@cdtowing.com<mailto:sal@cdtowing.com>>
Cc: Joshua Kelley <jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>>; sam@cdtowing.com<mailto:sam@cdtowing.com>
<sam@cdtowing.com<mailto:sam@cdtowing.com>>
Subject: RE: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Good afternoon,

I am not sure who Josh is to this case, But I have been in contact via email with the service director of the dealership. On Dec 20th, an email was sent from Larry stating that their transmission bays were currently occupied and tear down would take place in the new year. No date was provided.

I will be following up with Larry next week Tuesday. I will update you again at that time. Please don□t hesitate to contact me if you have any questions or concerns.

Thank you for your patience and cooperation!

Happy Holiday's,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

---------- Original Message ----------
From: sal cdtowing.com<https://shared.outlook.inky.com/link?
[redacted]
Sent: 12/28/2023 3:37 PM
To: jokelley@kearnymesacdjr.com<mailto:jokelley@kearnymesacdjr.com>
Cc: sam@cdtowing.com<mailto:sam@cdtowing.com>
Subject: Fw: Case # [redacted] 3C7WRMDL1MG[redacted]

Hello Samantha,
We contacted the dealer, talked to Josh (I added to this email) and they are unaware of the tear down of the truck you indicating in your email below.

Josh, please see below.

Salar Mansur

General Manager

Office : (619) 4638697

Fax : (619) 741-2193

E-Mail: sal@cdtowing.com<mailto:sal@cdtowing.com>

[X]

_____
From: US Customer Care <uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>>
Sent: Wednesday, December 20, 2023 11:09 AM
To: uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>
<uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>>
Cc: sal cdtowing.com<https://shared.outlook.inky.com/link?
[redacted]
Subject: RE: Case # [redacted] 3C7WRMDL1MG[redacted]

Good afternoon, The dealship needs to perform a tear down of the vehicle this is to be completed in January. I will reach out to the dealership the first week in January to establish time line of this
External (uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>)
[redacted]

Good afternoon,

The dealship needs to perform a tear down of the vehicle this is to be completed in January. I will reach out to the dealership the first week in January to establish time line of this . I will update you again at that time. Please don□t hesitate to contact me if you have any questions or concerns.

Thank you for your patience and cooperation!

Happy Holiday's,

Samantha
Fleet Case Management
1-800-999-3533
Monday - Friday 11am -8pm ET (hours subject to change)

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 12/12/2023 12:36 PM
To: sal@cdtowing.com<mailto:sal@cdtowing.com>
Subject: RE: Case # [redacted] 3C7WRMDL1MG[redacted]

Good afternoon,

My name is Samantha and I am your case manager regarding Vin: 3C7WRMDL1MG[redacted] Case: [redacted]. I wanted to reach out to you to discuss the case with you, you can reply to this email, or we can set something up that works best for you! I have reached out to the service manager at Kearny Mesa Chrysler Dodge Jeep Ram for exact details of the repair including cost and part information. Once I hear back I will be in touch with you as I receive any new information or updates. What is your preffered contact method for updates phone or email?

I must also make sure you're aware that the VIN currently has the following open recall: 13A, Y17 and Y26. Parts are available, and the recall repair can be completed while the vehicle is at the dealership for no cost to you.

Happy holidays,

Samantha
Case Management
1-800-999-3533 EXT 5140650
Monday - Friday 9am - 6pm ET (hours subject to change)

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>]
Sent: 12/11/2023 2:00 PM
To: sal@cdtowing.com<mailto:sal@cdtowing.com>
Subject: Case # [redacted] 3C7WRMDL1MG[redacted]

Good afternoon,

Your case # is [redacted]

Thank you,

Stellantis Fleet Case Management
1-800-999-3533[https [redacted]

Date	03/14/2024	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	sam@cdtowing.com	***Sent Date/Time***	03/14/2024 18:02 PM

Dear CALIFORNIA TOWING,

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

Date	03/14/2024	***Subject***	Case [redacted] VIN: 3C7WRMDL1MG [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	sam@cdtowing.com	***Sent Date/Time***	03/14/2024 18:46 PM

Good Afternoon Sal,

I see you did try and send the maintenance records in but none of them were attached to the case due to the file being bigger then 5mb. If you could try sending one attachment per reply to this email smaller then 5mb for them to attach to the case.

If you have any other questions do not hesitate to reach out.

Thank you in advance,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217
[redacted]

Date	03/14/2024	***Subject***	Re: Case [redacted] VIN: 3C7WRMDL1MG [redacted]		
From	sam@cdtowing.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/14/2024 19:09 PM

Please see attached

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Thursday, March 14, 2024 11:46:14 AM
To: Sadeer Mansur <sam@cdtowing.com>
Subject: Case: [redacted] VIN: 3C7WRMDL1MG [redacted]

Good Afternoon Sal, I see you did try and send the maintenance records in but none of them were attached to the case due to the file being bigger then 5mb. If you could try sending one attachment per
External (uscustomercare@cac.stellantis.com<mailto:uscustomercare@cac.stellantis.com>)
[redacted] 1de7700dffed1d4c188ea3e69d9f>

Good Afternoon Sal,

I see you did try and send the maintenance records in but none of them were attached to the case due to the file being bigger then 5mb. If you could try sending one attachment per reply to this email smaller then 5mb for them to attach to the case.

If you have any other questions do not hesitate to reach out.

Thank you in advance,

Jeff
Fleet Case Management
[redacted]

Date	03/14/2024	***Subject***	Re: Case [redacted] VIN: 3C7WRMDL1MG [redacted]		
From	sam@cdtowing.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/14/2024 19:10 PM

Attachment #2

Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android<https://aka.ms/AAb9ysg>

From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Thursday, March 14, 2024 11:46:14 AM
To: Sadeer Mansur <sam@cdtowing.com>
Subject: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Afternoon Sal, I see you did try and send the maintenance records in but none of them were attached to the case due to the file being bigger then 5mb. If you could try sending one attachment per

[redacted]

Good Afternoon Sal,

I see you did try and send the maintenance records in but none of them were attached to the case due to the file being bigger then 5mb. If you could try sending one attachment per reply to this email smaller then 5mb for them to attach to the case.

If you have any other questions do not hesitate to reach out.

Thank you in advance,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217[redacted]

Date	03/18/2024	***Subject***	Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	sam@cdtowing.com	***Sent Date/Time***	03/18/2024 13:50 PM

Good Morning Sal,

I have received the documents and am reviewing them.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: Sadeer Mansur [sam@cdtowing.com]
Sent: 3/14/2024 3:10 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Attachment #2
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Thursday, March 14, 2024 11:46:14 AM
To: Sadeer Mansur <sam@cdtowing.com>
Subject: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]
Good Afternoon Sal,

I see you did try and send the maintenance records in but none of them were attached to the case due to the file being bigger then 5mb. If you could try sending one attachment per reply to this email smaller then 5mb for them to attach to the case.

If you have any other questions do not hesitate to reach out.

Thank you in advance,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

[redacted]

Date	04/16/2024	***Subject***	Re: Case: [redacted] IN: 3C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	sam@cdtowing.com	***Sent Date/Time***	04/16/2024 21:36 PM

Good Afternoon Sal,

I have sent over my notes to the dealership in regards to covering half the repair cost. Also I gathered the part information to help expedite getting the parts they are still waiting on, I will have an update from my parts team on Thursday. I will follow up with you then.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/18/2024 9:50 AM
To: sam@cdtowing.com
Subject: Re: Case [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Morning Sal,

I have received the documents and am reviewing them.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: Sadeer Mansur [sam@cdtowing.com]
Sent: 3/14/2024 3:10 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Attachment #2
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Thursday, March 14, 2024 11:46:14 AM
To: Sadeer Mansur <sam@cdtowing.com>
Subject: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]
Good Afternoon Sal,

I see you did try and send the maintenance records in but none of them were attached to the case due to the file being bigger then 5mb. If you could try sending one attachment per reply to this email smaller then 5mb for them to attach to the case.

If you have any other questions do not hesitate to reach out.

Thank you in advance,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

[redacted]

Date	04/18/2024	***Subject***	Re: Case [redacted] IN: 3C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	sam@cdtowing.com	***Sent Date/Time***	04/18/2024 13:58 PM

Good Morning Sal,

The parts team has advised me that there is currently no firm ETA available on this part, which is subject to change. We will continue to work with our parts resources to get the parts to the dealership as soon as possible.

Once an update becomes available I will let you know. Otherwise I will touch base next week to confirm the status.

Thank you for your continued patience,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/16/2024 5:36 PM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] IN: 3C7WRMDL1MG[redacted]

Good Afternoon Sal,

I have sent over my notes to the dealership in regards to covering half the repair cost. Also I gathered the part information to help expedite getting the parts they are still waiting on, I will have an update from my parts team on Thursday. I will follow up with you then.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/18/2024 9:50 AM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] IN: 3C7WRMDL1MG[redacted]

Good Morning Sal,

I have received the documents and am reviewing them.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: Sadeer Mansur [sam@cdtowing.com]
Sent: 3/14/2024 3:10 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case: [redacted] IN: 3C7WRMDL1MG[redacted]

Attachment #2
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Thursday, March 14, 2024 11:46:14 AM
To: Sadeer Mansur <sam@cdtowing.com>
Subject: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]
Good Afternoon Sal,

I see you did try and send the maintenance records in but none of them were attached to the case due to the file being bigger then 5mb. If you could try sending one attachment per reply to this email smaller then 5mb for them to attach to the case.

If you have any other questions do not hesitate to reach out.

Thank you in advance,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

[redacted]

Date	04/30/2024	***Subject***	Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	sam@cdtowing.com	***Sent Date/Time***	04/30/2024 13:53 PM

Good Morning Sal,

The parts team has advised me that there is currently an ETA the week of 5/13, which is subject to change. We will continue to work with our parts resources to get the parts to the dealership as soon as possible.

Once an update becomes available I will let you know. Otherwise I will touch base next week to confirm the status.

Thank you for your continued patience,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/18/2024 9:58 AM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Morning Sal,

The parts team has advised me that there is currently no firm ETA available on this part, which is subject to change. We will continue to work with our parts resources to get the parts to the dealership as soon as possible.

Once an update becomes available I will let you know. Otherwise I will touch base next week to confirm the status.

Thank you for your continued patience,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/16/2024 5:36 PM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Afternoon Sal,

I have sent over my notes to the dealership in regards to covering half the repair cost. Also I gathered the part information to help expedite getting the parts they are still waiting on, I will have an update from my parts team on Thursday. I will follow up with you then.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/18/2024 9:50 AM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Morning Sal,

I have received the documents and am reviewing them.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: Sadeer Mansur [sam@cdtowing.com]
Sent: 3/14/2024 3:10 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Attachment #2
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Thursday, March 14, 2024 11:46:14 AM
To: Sadeer Mansur <sam@cdtowing.com>
Subject: Case: [redacted] IN: 3C7WRMDL1MG[redacted]
Good Afternoon Sal,

I see you did try and send the maintenance records in but none of them were attached to the case due to the file being bigger then 5mb. If you could try sending one attachment per reply to this email smaller then 5mb for them to attach to the case.

If you have any other questions do not hesitate to reach out.

Thank you in advance,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

ref:!00Dj001qsDF.!500KZ01CRFJ:ref

Date	05/07/2024	***Subject***	Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	sam@cdtowing.com	***Sent Date/Time***	05/07/2024 14:32 PM

Good Morning Sal,

It is showing on my end that the part was delivered on 5/1. I was unable to get anyone on the phone to confirm they received it and to get a repair eta for us. Once I am able to, I will follow back up with you.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/30/2024 9:53 AM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Morning Sal,

The parts team has advised me that there is currently an ETA the week of 5/13, which is subject to change. We will continue to work with our parts resources to get the parts to the dealership as soon as possible.

Once an update becomes available I will let you know. Otherwise I will touch base next week to confirm the status.

Thank you for your continued patience,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/18/2024 9:58 AM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Morning Sal,

The parts team has advised me that there is currently no firm ETA available on this part, which is subject to change. We will continue to work with our parts resources to get the parts to the dealership as soon as possible.

Once an update becomes available I will let you know. Otherwise I will touch base next week to confirm the status.

Thank you for your continued patience,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/16/2024 5:36 PM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Afternoon Sal,

I have sent over my notes to the dealership in regards to covering half the repair cost. Also I gathered the part information to help expedite getting the parts they are still waiting on, I will have an update from my parts team on Thursday. I will follow up with you then.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/18/2024 9:50 AM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Morning Sal,

I have received the documents and am reviewing them.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: Sadeer Mansur [sam@cdtowing.com]
Sent: 3/14/2024 3:10 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Attachment #2
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Thursday, March 14, 2024 11:46:14 AM
To: Sadeer Mansur <sam@cdtowing.com>
Subject: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]
Good Afternoon Sal,

I see you did try and send the maintenance records in but none of them were attached to the case due to the file being bigger then 5mb. If you could try sending one attachment per reply to this email smaller then 5mb for them to attach to the case.

If you have any other questions do not hesitate to reach out.

Thank you in advance,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217
[redacted]

Date	05/15/2024	***Subject***	Re: Case [redacted] VIN: 3C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	sam@cdtowing.com	***Sent Date/Time***	05/15/2024 16:23 PM

Good Afternoon Sal,

I have spoken with Josh the advisor and he has informed me the Tech is working on the repair and hoping to be done by end of the week. I am going to follow up with them on Monday to see if it is complete or not and then will follow up with you.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/7/2024 10:32 AM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Morning Sal,

It is showing on my end that the part was delivered on 5/1. I was unable to get anyone on the phone to confirm they received it and to get a repair eta for us. Once I am able to, I will follow back up with you.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/30/2024 9:53 AM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Morning Sal,

The parts team has advised me that there is currently an ETA the week of 5/13, which is subject to change. We will continue to work with our parts resources to get the parts to the dealership as soon as possible.

Once an update becomes available I will let you know. Otherwise I will touch base next week to confirm the status.

Thank you for your continued patience,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/18/2024 9:58 AM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Morning Sal,

The parts team has advised me that there is currently no firm ETA available on this part, which is subject to change. We will continue to work with our parts resources to get the parts to the dealership as soon as possible.

Once an update becomes available I will let you know. Otherwise I will touch base next week to confirm the status.

Thank you for your continued patience,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/16/2024 5:36 PM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Afternoon Sal,

I have sent over my notes to the dealership in regards to covering half the repair cost. Also I gathered the part information to help expedite getting the parts they are still waiting on, I will have an update from my parts team on Thursday. I will follow up with you then.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/18/2024 9:50 AM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Morning Sal,

I have received the documents and am reviewing them.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: Sadeer Mansur [sam@cdtowing.com]
Sent: 3/14/2024 3:10 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1M[redacted]

Attachment #2
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Thursday, March 14, 2024 11:46:14 AM
To: Sadeer Mansur <sam@cdtowing.com>
Subject: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]
Good Afternoon Sal,

I see you did try and send the maintenance records in but none of them were attached to the case due to the file being bigger then 5mb. If you could try sending one attachment per reply to this email smaller then 5mb for them to attach to the case.

If you have any other questions do not hesitate to reach out.

Thank you in advance,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

[redacted]

Date	06/10/2024	***Subject***	Re: Case[redacted] VIN: 3C7WRMDL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	sam@cdtowing.com	***Sent Date/Time***	06/10/2024 16:57 PM

Good Afternoon Sal,

I followed up with the dealership and was told your vehicle has been repaired and returned to you. I wanted to check to see if everything is okay. If everything is to your satisfaction, there is no need for you to contact me back. However, I will leave your case open for two more days prior to closing it. If you do need to contact me, please contact me at the number below. Thank you, and have an amazing rest of your day!

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/15/2024 12:23 PM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Afternoon Sal,

I have spoken with Josh the advisor and he has informed me the Tech is working on the repair and hoping to be done by end of the week. I am going to follow up with them on Monday to see if it is complete or not and then will follow up with you.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 5/7/2024 10:32 AM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Morning Sal,

It is showing on my end that the part was delivered on 5/1. I was unable to get anyone on the phone to confirm they received it and to get a repair eta for us. Once I am able to, I will follow back up with you.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/30/2024 9:53 AM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Morning Sal,

The parts team has advised me that there is currently an ETA the week of 5/13, which is subject to change. We will continue to work with our parts resources to get the parts to the dealership as soon as possible.

Once an update becomes available I will let you know. Otherwise I will touch base next week to confirm the status.

Thank you for your continued patience,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/18/2024 9:58 AM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Morning Sal,

The parts team has advised me that there is currently no firm ETA available on this part, which is subject to change. We will continue to work with our parts resources to get the parts to the dealership as soon as possible.

Once an update becomes available I will let you know. Otherwise I will touch base next week to confirm the status.

Thank you for your continued patience,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/16/2024 5:36 PM
To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Afternoon Sal,

I have sent over my notes to the dealership in regards to covering half the repair cost. Also I gathered the part information to help expedite getting the parts they are still waiting on, I will have an update from my parts team on Thursday. I will follow up with you then.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/18/2024 9:50 AM

To: sam@cdtowing.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Good Morning Sal,

I have received the documents and am reviewing them.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: Sadeer Mansur [sam@cdtowing.com]
Sent: 3/14/2024 3:10 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]

Attachment #2
Sent from my Verizon, Samsung Galaxy smartphone
Get Outlook for Android
From: US Customer Care <uscustomercare@cac.stellantis.com>
Sent: Thursday, March 14, 2024 11:46:14 AM
To: Sadeer Mansur <sam@cdtowing.com>
Subject: Case: [redacted] VIN: 3C7WRMDL1MG[redacted]
Good Afternoon Sal,

I see you did try and send the maintenance records in but none of them were attached to the case due to the file being bigger then 5mb. If you could try sending one attachment per reply to this email smaller then 5mb for them to attach to the case.

If you have any other questions do not hesitate to reach out.

Thank you in advance,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

[redacted]

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

VIN	3C RMDL6KG[redacted]	Model Year	019	Brand	R M
Body	DP5L66	Vehicle	R M 5500 REG C B CH I		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	1 /1 / 0 3	CAIR Type	Regular	Status	Closed
Close Date	03/06/ 0 4	Origin	Telephone	Reason	
Mileage	135 000 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City State/Country Zip					U
Customer	O ner LL CITY TO ING				
Customer Address	3391 L ON BL D				
City State/Country Zip	OCE N IDE		NY	115 3 13910	U
Dealer	60385	TONERIDGE CHRY LER JEEP DODGE OF		Dealer Phone	9 54 99090
Dealer Address	00 TONERIDGE DRI E				
	PLE NTON		C	94588 83 1	U
Dealer Zone	California	Sales District		Service District	F
Subject	check engine light on				
Synopsis	No contact Close				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	30	General engine issues
Reason Code	fter ales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
1 /1 / 0 3 11 4 PM	Closed
1 /1 / 0 3 11 54 PM	Closed
1 / 1/ 0 3 10 30 PM	Open
03/06/ 0 4 0 0 PM	Closed

Initial Description

The customer has an engine light on

Case Comments

Date	Comment
1 /1 / 0 3	INBOUND CU TOMER C LL The customer has an issue ith the second gear and check engine light returning The ehicle is making a eird noise to change the gear The ehicle has been at the dealership 4 times for the check engine light The customer ad ised using the ehicle for a to ing ehicle The customer has not been to the dealership for months the customer ad ised the dealreship not to come back due to can t to figure out the issue the customer dro e the ehicle for months ith a check engine light Refer the customer to the dealership to for a diagnostic on the check engine light CM ad ised about the recalls Pro ide the customer ith the case number and phone number
1 / 1/ 0 3	IB call recei ed from the dealership DLR informed that ehicle got diagnosed and needs engine to be replaced
1 / 6/ 0 3	IB call from Cx Cx stated that the case as closed CM informed case is still open and case manager is not a ailable no ction taken ill arrange a call back from case manager
1 / / 0 3	Good ill Qualifier Initial Research 3C RMDL6KG646804 019 R M 5500 REG C B CH I LL CITY TO ING Nisir Hazarit 60385 toneridge CJD of Dublin 9 54 99090 In er ice Date / 4/ 0 0 Original O ner Yes Mileage 135 000 Ne /Used ehicle Purchase Histor 1 Ne Lo alt core 903 Case Critical 15 Multiple Repairs/ Pre ious related repairs Yes Basic arrant Expired(Time) Po ertrain arrant Expired 35 000miles ago M P plans None Open Recalls None
1 / / 0 3	Outbound Dlr Contact 60385 9 54 99090 Cm spoke ith er ice couldnt pull ehicle up Cm checked C M and open RO is at this dlr Cm asked for M s email sent email to M ce for info
1 / / 0 3	Outbound Cx Contact Nisir Hazarit 9 599 6898 Cm spoke ith Cx Cx stated its not the Engine it is the Trans stated ouldnt shift and CEL as on stated Chris is ho he is orking ith ad ised ill follo up ith dlr again and then follo up ith Cx Cx pro ided email elcome email sent
1 / 9/ 0 3	M ce s email address as rong resent Email to correct address
01/03/ 0 4	Inbound Email from M ce Hello Jeff Here is the request filled out Truck has a transmission failure not a engine failure Is the concern a result of misuse/abuse/lack of maintenance no Could the customer ha e caused/pre ented concern no Is the concern related to the age and/or mileage(dail use or ear and tear) no Has the ehicle been properl maintained es Ha e there been an pre ious related repairs(no Ha e there been an pre ious out of pocket repairs es hat is the repair cost at customer price $18 68 36 hat is the breakdo n for arrant pricing parts and labor $19 31 6 Ho long ill repairs take to complete (date) Most parts are out about a eek but part # 683 49 D and 6844 681 sho BO ith no ET Do ou feel this customer should recei e assistance and h lo al fleet account holder and multiple R M ehicles Has this customer been pro ided assistance pre iousl no ould ou be illing to pro ide assistance if needed ould ou accept Dm notes IF I decide to do an Good ill es arrant Breakdo n Parts 16 1 3 98 Labor 3 188 8 Total 19 31 6 Nothing is on order et customer is aiting to see if there is an good ill option
01/03/ 0 4	Email sent to TL for G re ie
01/03/ 0 4	Inbound Call from Chris called in for update as Cx as at dlr ad ised rei ie ing for G and ill follo up ith Cx ith decision understood and thanked Cm
01/05/ 0 4	TL appro ed Max Half for G
01/05/ 0 4	Outbound Cx Contact Nisir Hazarit 9 599 6898 Cm spoke ith Cx Cx agreed to G of Half ad ised ill call dlr and let them kno Total $19 31 6 Co Pa $9 656 13 Cm Pa $9 656 13
01/05/ 0 4	Dm notes entered and screenshot sent to M ce
01/09/ 0 4	Follo up sent to M ce about parts being ordered and part info
01/11/ 0 4	Outbound Email to M ce Good Morning ce Follo ing up ith ou for an update ondering if ou ha e ordered e er thing an is an of it on backorder if es then can I get the part number and order number to expedite them Thank ou in ad ance
01/16/ 0 4	Inbound Email from M ce Hello Jeff The part number of the back ordered parts are 683 49 D(trans cooler) 6844 681 (NO sensor) Transmission is 11 da s out (684984 B) Order # is[redacted]
01/16/ 0 4	Email sent to M ce as one of the part numbers is not sho ing up under the order number pro ided
01/16/ 0 4	Task sent to Parts Pod for other parts
01/1 / 0 4	Part pecialist Case escalated improperl Other orders escalated are alread in oiced Dealer is responsible for follo -up on in oiced orders Part 6844 681 does not ha e an open order ith ON[redacted] Contact dealer to confirm correct part order information for customer repairs upport escalate accordingl Per GPOP/POD Part 683 49 D superseded to 683 49 C s of 1/10 order[redacted] oiced D D UP Tracking 1 91 6 0 91 53418 Deli ered 1/10 @ 10 3 M Part 684984 B s of 1/1 order[redacted] n oiced from the National PDC ET to dealer 3 5 business da s CM follo up ith dealer parts to ensure arri al and confirm repairs It is the DLRs responsibilit to ensure that the recei e their part orders ithin a reasonable amount of time If the don t the are required to contact the in oicing PDC/ upplier that sent them the order to inquire on its hereabouts If the parcel cannot be located the DLR ill ha e to file an MR and reorder accordingl
01/18/ 0 4	Outbound Dealer Contact ction Taken CM Contacted DLR and as unable to connect ith the er ice Department for updates so left M pro iding information for contact and reason for call Next teps CM ill attempt contact again on scheduled follo -up or response

Date	Comment
01/23/2024	Order #: [redacted]68322497AD(trans cooler) - Invoiced D2D, delivered 1/10 68447681AA(NOX sensor) - No Order with O# [redacted]68498422AB(Transmission) - ETA 1/25/2024
01/23/2024	Email sent to SM Ace about part info.
01/25/2024	Follow up sent to SM Ace.
01/29/2024	**Inbound Email from SM Ace** Good Morning Jeff, We have received everything except: 68359846AE LINESASSY-OIL COOLER - **PAST DUE ON ETA** - Said it was suppose to be here today
01/29/2024	**Outbound Email to SM Ace** Good Afternoon Ace, In regards to 68359846AE LINESASSY-OIL COOLER, in Dealer Connect on my end it is showing an ETA of tomorrow the 30th, shows Shipper Number but not a tracking number. I will check it again tomorrow and see if it has moved, as well as if you can let me know if it arrives tomorrow or not. Thank you in advance,
01/29/2024	**Outbound Email to Cx** Good Afternoon Nisir, I have spoken with the Service Manager Ace, he has informed me they are just waiting on the Oil Cooler. The ETA at the moment is showing tomorrow 1/30/2024, but it could change as it is not showing a Tracking number on my end yet. I am going to keep an eye on this and will follow up with you to let you know.
01/31/2024	**Inbound Email from SM Ace** Hello Jeff, The lines were delivered today. Eta for repair completion is Friday
01/31/2024	**Outbound Email to SM Ace** Good Morning Ace, Thank you for the information. I will inform the customer and follow up with you at the end of the week to see if we will be done that day.
01/31/2024	**Outbound Email to Cx** Good Morning Nisir, I have spoken with the Service Manager Ace, he has informed me that parts arrived and they are looking at this Friday to complete the repair. I am going to follow up with him on Friday to see if they will be done that day then I will update you as well.
02/01/2024	***IB CUSTOMER CONTACT** CX calling to speak to CM CX wondering if he can get 'loss of time' as the vehicle has been down for 53 days Writer advised loss of time not a provision of warranty CX did not rent and vehicle is paid off
02/01/2024	**Inbound Cx Contact** Cx called in and wanted to talk about some kind of reimbursement for the vehicle being down, advised that reimbursement is not provision of the warranty, stated Cm helped with the repair so per process can not look into any reimbursement, advised will follow up with dlr about repair and then follow up with Cx, Cx understood.
02/02/2024	**Outbound Dlr Contact** * 60385 * 9254799090 * Cm called Service, no advisor available and SM Ace out of office.
02/02/2024	**Outbound Email to Cx** Good Afternoon Nisir, I tried getting in touch with the Service department but was not able to. I am going to try again begining of the week. If they reach out to you stating it is done and ready for pick up then can you let me know and I will follow up with you to see how it is running next week.
02/06/2024	**Outbound Dlr Contact** * 60385 * 9254799090 * Cm spoke with SA Chris, SA stated the trans did arrive but when the guys came to get all the Core Parts they grabbed the new Trans, stated another Trans is on order and ETA is 2/15, advised it is already Invoiced from PDC so Cm cant send it up but will keep an eye on it, SA stated Cx was there an informed of what went on. Part #: 68498422AB Order #: [redacted]rder Date: 1/31/2024 ETA: 2/15/2024
02/06/2024	**Outbound Email to Cx** Good Afternoon Nisir, I have spoken with the dealership and they have advised me you are aware of the situation with the Transmission. The ETA for the new one they ordered is 2/15/2024, I am going to keep an eye on it and follow up once it arrives.
02/12/2024	DealerConnect update: Part #: 68498422AB Order #: [redacted]nvoice Date: 2/8/2024 ETA: 2/12/2024
02/14/2024	**Outbound Dlr Contact** * 60385 * 9254799090 * Cm called Service, SA Chris not available and writer couldnt confirm if vehicle was repaired yet.
02/19/2024	**Outbound Dlr Contact** * 60385 * 9254799090 * Cm called Service, no answer.
02/19/2024	**Outbound Email to Cx** Good Afternoon Nisir, I have tried contacting the dealership a couple times and have not been able to get an update. Wondering if you have heard from them about the repair being done yet or not? Thank you in advance,
02/21/2024	**Outbound Dlr Contact** * 60385 * 9254799090 * Cm spoke with Service writer, got put on hold for her to look into this, then after a few mins Cm got hung up on.
02/26/2024	**Outbound Dlr Contact** * 60385 * 9254799090 * Cm called Service, no answer.
02/29/2024	**Outbound Dlr Contact** * 60385 * 9254799090 * Cm spoke with Service, stated vehicle done and picked up yesterday.
02/29/2024	**Outbound Cx Contact** * Nisir Hazarit * 9259976898 * Cm spoke with Cx, Cx stated got truck back an drove roughly 40miles then the CEL came on, stated dlr told him it could need a regen after sitting for so long, stated going to be taking vehicle back today, advised will follow up with Cx on Monday to see how he made out at the dlr.
03/04/2024	**Outbound Cx Contact** * Nisir Hazarit * 9259976898 * Cm called Cx, no answer, message came on stating Cx not available, no VM.
03/06/2024	No contact with or from Cx. Closing case.

Email(s)

Date	12/27/2023	***Subject***	Case: [redacted]VIN: 3C7WRMDL6KG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	allamericanroadsideca@gmail.com	***Sent Date/Time***	12/27/2023 17:54 PM

Good Afternoon Nisir,

This is Jeff with Fleet Case Management and I've been assigned to assist you with the 2019 RAM 5500 with the VIN: 3C7WRMDL6KG[redacted]

I recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired. My next step is to contact the dealership to learn more about the situation and I will be in touch with you as I receive any new information or updates.

I must also make sure you're aware that the VIN currently has No open recalls.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Best Regards,
Jeff
Fleet Case Management
1-800-999-3533 Ext # 5140217
[redacted]

Date	01/29/2024	***Subject***	RE: Case: [redacted]VIN: 3C7WRMDL6KG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	allamericanroadsideca@gmail.com	***Sent Date/Time***	01/29/2024 18:31 PM

Good Afternoon Nisir,

I have spoken with the Service Manager Ace, he has informed me they are just waiting on the Oil Cooler. The ETA at the moment is showing tomorrow 1/30/2024, but it could change as it is not showing a Tracking number on my end yet. I am going to keep an eye on this and will follow up with you to let you know.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 12/27/2023 12:54 PM
To: allamericanroadsideca@gmail.com
Subject: Case: [redacted] VIN: 3C7WRMDL6KG[redacted]

Good Afternoon Nisir,

This is Jeff with Fleet Case Management and I've been assigned to assist you with the 2019 RAM 5500 with the VIN: 3C7WRMDL6KG[redacted]

I recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired. My next step is to contact the dealership to learn more about the situation and I will be in touch with you as I receive any new information or updates.

I must also make sure you're aware that the VIN currently has No open recalls.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Best Regards,
Jeff
Fleet Case Management
1-800-999-3533 Ext # 5140217

[redacted]

Date	01/31/2024	***Subject***	RE: Case:[redacted] VIN: 3C7WRMDL6KG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	allamericanroadsideca@gmail.com	***Sent Date/Time***	01/31/2024 14:35 PM

Good Morning Nisir,

I have spoken with the Service Manager Ace, he has informed me that parts arrived and they are looking at this Friday to complete the repair. I am going to follow up with him on Friday to see if they will be done that day then I will update you as well.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/29/2024 1:31 PM
To: allamericanroadsideca@gmail.com
Subject: RE: Case:[redacted] VIN: 3C7WRMDL6KG[redacted]

Good Afternoon Nisir,

I have spoken with the Service Manager Ace, he has informed me they are just waiting on the Oil Cooler. The ETA at the moment is showing tomorrow 1/30/2024, but it could change as it is not showing a Tracking number on my end yet. I am going to keep an eye on this and will follow up with you to let you know.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 12/27/2023 12:54 PM
To: allamericanroadsideca@gmail.com
Subject: Case: [redacted] N: 3C7WRMDL6KG[redacted]

Good Afternoon Nisir,

This is Jeff with Fleet Case Management and I've been assigned to assist you with the 2019 RAM 5500 with the VIN: 3C7WRMDL6KG[redacted]

I recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired. My next step is to contact the dealership to learn more about the situation and I will be in touch with you as I receive any new information or updates.

I must also make sure you're aware that the VIN currently has No open recalls.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Best Regards,
Jeff
Fleet Case Management
1-800-999-3533 Ext # 5140217

[redacted]

Date	02/02/2024	***Subject***	RE: Case[redacted] VIN: 3C7WRMDL6KG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	allamericanroadsideca@gmail.com	***Sent Date/Time***	02/02/2024 18:11 PM

Good Afternoon Nisir,

I tried getting in touch with the Service department but was not able to. I am going to try again begining of the week. If they reach out to you stating it is done and ready for pick up then can you let me know and I will follow up with you to see how it is running next week.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/31/2024 9:35 AM
To: allamericanroadsideca@gmail.com
Subject: RE: Case: [redacted] VIN: 3C7WRMDL6KG[redacted]

Good Morning Nisir,

I have spoken with the Service Manager Ace, he has informed me that parts arrived and they are looking at this Friday to complete the repair. I am going to follow up with him on Friday to see if they will be done that day then I will update you as well.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/29/2024 1:31 PM
To: allamericanroadsideca@gmail.com
Subject: RE: Case[redacted] VIN: 3C7WRMDL6KG[redacted]

Good Afternoon Nisir,

I have spoken with the Service Manager Ace, he has informed me they are just waiting on the Oil Cooler. The ETA at the moment is showing tomorrow 1/30/2024, but it could change as it is not showing a Tracking number on my end yet. I am going to keep an eye on this and will follow up with you to let you know.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 12/27/2023 12:54 PM
To: allamericanroadsideca@gmail.com
Subject: Case: [redacted] VIN: 3C7WRMDL6KG[redacted]

Good Afternoon Nisir,

This is Jeff with Fleet Case Management and I've been assigned to assist you with the 2019 RAM 5500 with the VIN: 3C7WRMDL6K[redacted]

I recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired. My next step is to contact the dealership to learn more about the situation and I will be in touch with you as I receive any new information or updates.

I must also make sure you're aware that the VIN currently has No open recalls.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Best Regards,
Jeff
Fleet Case Management
1-800-999-3533 Ext # 5140217

[redacted]

Date	02/06/2024	***Subject***	RE: Case[redacted] VIN: 3C7WRMDL6KG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	allamericanroadsideca@gmail.com	***Sent Date/Time***	02/06/2024 18:24 PM

Good Afternoon Nisir,

I have spoken with the dealership and they have advised me you are aware of the situation with the Transmission. The ETA for the new one they ordered is 2/15/2024, I am going to keep an eye on it and follow up once it arrives.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/2/2024 1:11 PM
To: allamericanroadsideca@gmail.com
Subject: RE: Case[redacted]/IN: 3C7WRMDL6KG[redacted]

Good Afternoon Nisir,

I tried getting in touch with the Service department but was not able to. I am going to try again begining of the week. If they reach out to you stating it is done and ready for pick up then can you let me know and I will follow up with you to see how it is running next week.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/31/2024 9:35 AM
To: allamericanroadsideca@gmail.com
Subject: RE: Case[redacted]/IN: 3C7WRMDL6KG[redacted]

Good Morning Nisir,

I have spoken with the Service Manager Ace, he has informed me that parts arrived and they are looking at this Friday to complete the repair. I am going to follow up with him on Friday to see if they will be done that day then I will update you as well.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/29/2024 1:31 PM
To: allamericanroadsideca@gmail.com
Subject: RE: Case: [redacted]/IN: 3C7WRMDL6KG[redacted]

Good Afternoon Nisir,

I have spoken with the Service Manager Ace, he has informed me they are just waiting on the Oil Cooler. The ETA at the moment is showing tomorrow 1/30/2024, but it could change as it is not showing a Tracking number on my end yet. I am going to keep an eye on this and will follow up with you to let you know.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 12/27/2023 12:54 PM
To: allamericanroadsideca@gmail.com
Subject: Case:[redacted]/IN: 3C7WRMDL6KG[redacted]

Good Afternoon Nisir,

This is Jeff with Fleet Case Management and I've been assigned to assist you with the 2019 RAM 5500 with the VIN: 3C7WRMDL6KG[redacted]

I recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired. My next step is to contact the dealership to learn more about the situation and I will be in touch with you as I receive any new information or updates.

I must also make sure you're aware that the VIN currently has No open recalls.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Best Regards,
Jeff
Fleet Case Management
1-800-999-3533 Ext # 5140217

[redacted]

Date	02/19/2024	***Subject***	RE: Case[redacted]IN: 3C7WRMDL6KG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	allamericanroadsideca@gmail.com	***Sent Date/Time***	02/19/2024 22:00 PM

Good Afternoon Nisir,

I have tried contacting the dealership a couple times and have not been able to get an update. Wondering if you have heard from them about the repair being done yet or not?

Thank you in advance,

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/6/2024 1:24 PM
To: allamericanroadsideca@gmail.com
Subject: RE: Case: [redacted] VIN: 3C7WRMDL6KG[redacted]

Good Afternoon Nisir,

I have spoken with the dealership and they have advised me you are aware of the situation with the Transmission. The ETA for the new one they ordered is 2/15/2024, I am going to keep an eye on it and follow up once it arrives.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/2/2024 1:11 PM
To: allamericanroadsideca@gmail.com
Subject: RE: Case: [redacted] N: 3C7WRMDL6KG[redacted]

Good Afternoon Nisir,

I tried getting in touch with the Service department but was not able to. I am going to try again begining of the week. If they reach out to you stating it is done and ready for pick up then can you let me know and I will follow up with you to see how it is running next week.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/31/2024 9:35 AM
To: allamericanroadsideca@gmail.com
Subject: RE: Case[redacted] VIN: 3C7WRMDL6KG[redacted]

Good Morning Nisir,

I have spoken with the Service Manager Ace, he has informed me that parts arrived and they are looking at this Friday to complete the repair. I am going to follow up with him on Friday to see if they will be done that day then I will update you as well.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/29/2024 1:31 PM
To: allamericanroadsideca@gmail.com
Subject: RE: Case: [redacted] VIN: 3C7WRMDL6KG[redacted]

Good Afternoon Nisir,

I have spoken with the Service Manager Ace, he has informed me they are just waiting on the Oil Cooler. The ETA at the moment is showing tomorrow 1/30/2024, but it could change as it is not showing a Tracking number on my end yet. I am going to keep an eye on this and will follow up with you to let you know.

Jeff
Fleet Case Management
1-800-999-3533 ext. 5140217

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 12/27/2023 12:54 PM
To: allamericanroadsideca@gmail.com
Subject: Case[redacted] N: 3C7WRMDL6KG[redacted]

Good Afternoon Nisir,

This is Jeff with Fleet Case Management and I've been assigned to assist you with the 2019 RAM 5500 with the VIN: 3C7WRMDL6KG[redacted]

I recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired. My next step is to contact the dealership to learn more about the situation and I will be in touch with you as I receive any new information or updates.

I must also make sure you're aware that the VIN currently has No open recalls.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Best Regards,
Jeff
Fleet Case Management
1-800-999-3533 Ext # 5140217

[redacted]

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

VIN	3C RLEL1K[redacted]	Model Year	2019	Brand	R M
Body	DP9L93	Vehicle	R M 4500 CRE C B CH SSIS		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	12/13/2023	CAIR Type	Regular	Status	Closed
Close Date	03/28/2024	Origin	Telephone	Reason	
Mileage	30 868 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City State/Country Zip					
Customer	P R DISE PL TS L NDSC PING LLC				
Customer Address	283 EMER LD R CK RD				
City State/Country Zip	SHEB R		NC	2 2052460831	US
Dealer	44311	KERNERS ILLE CHR SLER D DGE JEEP		Dealer Phone	3369964111
Dealer Address	950 NC HIGH 66 S				
	KERNERS ILLE		NC	2 284 3133	US
Dealer Zone	Southeast	Sales District		Service District	
Subject	arrant				
Synopsis	closed				
Customer Anomaly					
Contact Reason	C201	Extended arrant Co erage	Customer Anomaly		
Reason Code	fter Sales Complaint arrant arrant Extended arrant				

Case Status History

Create Date	Status
12/13/2023 03 35 PM	pen
02/09/2024 05 20 PM	Suspended
02/13/2024 05 00 M	pen
03/28/2024 08 38 PM	Closed

Initial Description

cx ants to kno he can get an extended arrant to get his leather dash board delaminated

Case Comments

Date	Comment
12/13/2023	cx called in anting to kno if he can get an extended arrant to get his leather dash board delaminated agent informed cx that case ill be documented and escalated and sent o er to a specialist for further information on the case Lo alt Score 0440 reassigned to specialist
12/22/2023	ehicle has arri ed at dealership Kerners ille Chr sler Dodge Jeep and attended b dealer emplo ee
12/22/2023	Customer s oice cx asked he did not got an call back from specialist team and anted to kno updates on his ehicle hich as in repair for 6 recalls ction Taken Cx ehicle is diagnosed and ith dealer Case as not escalated to specialist team i ha e escalated to pro master specialist team Cx as told the specialist ill call in 1 2 business da Next Steps reassigned to specalist
12/26/2023	Customer called in anting an update on their case Requesting a callback from the case manager
12/2 /2023	outbound call to dealership 4562 / 8286928 / utostar Chr sler Dodge Jeep Ram of Henderson ille Daniel No information on the ehicle it had ne er been at their dealership also dealership does not ha e the contact information for the ehicle too
12/2 /2023	outbound customer call P R DISE PL TS L NDSC PING LLC/ +1 336 688 2635 number found off google called and spoke to Darrien he pro ided his email and confirmed the last 8 digit of the in pilotff6854@gmail com he pro ided the S to the ehicle as ustin dealership attached to the ehicle as rong customer ad ised that he has been aiting for about 1 month to hear back from an one and the agents he spoke to earlier had ad ised that the had his email and phone number on file hich the cm does not see ehicle has 6 recalls attached and customer as informed he ad ised that the dealership should fix it hile it s ith them cm ad ised that she ill call the ne dealership and update customer
12/2 /2023	customers information updated
12/2 /2023	outbound call to dealership 44311/3369964111 / Kerners ille Chr sler Dodge Jeep ustin No response Send follo up email
12/2 /2023	outbound email sent to Last Name Gregor First Name ustin Email agregor @31dodge com for ans ers to dealer funnel questions
12/2 /2023	outbound call to dealership 44311/3369964111 / Kerners ille Chr sler Dodge Jeep ustin No response cm left a detailed message
12/29/2023	outbound call to dealership 44311/3369964111 / Kerners ille Chr sler Dodge Jeep Tried to reach S ustin N C LLED G IN Spoke to S Jenifer ho ad ised that the ehicle indeed needs a dash pad she ga e her email as jbumgarner@31dodge com cm for arded the email to her but she ad ised that she is not at her desk and the ha e a lot of customers at hand but the ill respond to the dealer funnel questions to create a DM note as soon as the are free to
12/29/2023	outbound customer call P R DISE PL TS L NDSC PING LLC/ +1 336 688 2635 number found off google called and spoke to Darrien ad ised him of the communication ith the dealership and ill keep updating him
12/29/2023	inbound dealership mail from Jennifer Bumgarner <jbumgarner@31dodge com> 1 hat is the diagnosis dash pad delamination 2 Is the concern a result of misuse/abuse/lack of maintenance N 3 Could the customer ha e caused/pre ented concern N 4 Is the concern related to age and mileage N 5 Is ehicle maintained ES 6 hat is the general condition of the ehicle G D Ha e there been an pre ious related repairs QN N 8 Ha e there been pre ious out of pocket repairs QN CHECK ITH CM N If unable to duplicate concern Ha e ou had an opportunit to do a test dri e ith the customer Has ST R been contacted? If No Need one es obtain ST R case # N 9 hat is the estimated cost of the repair? 10 arrant price Labor $ 554 36 23111416 23111460 Part $□ 45 54 6 N55BD3 □□ Total $1390 89 11 hen could it be completed if ou ha e an estimated time frame □ FEB 2024 12 Do ou feel this customer should recei e assistance U M KE THE C LL 13 Has this customer been pro ided assistance pre iousl N T SURE 14 ould ou be illing to pro ide assistance es or no if es to hat ratio or percentage ES 15 Latest millage 4410 16 ill ou be illing to accept DM note ES 1 Is this arrantable N 18 Is there an ET for repair completion FEB 2024 19 re ou aiting for parts? If so gather part and order number SEE B E 20 Is the customer in a rental/loaner If so ho is pa ing ho man da s N
12/29/2023	EP IR G D ILL for DM N TES KG[redacted]336 688 2635/ P R DISE PL TS L NDSC PING LLC/ 2019 R M 4500 CRE C B CH SSIS / Kerners ille Chr sler Dodge Jeep 44311 3369964111 Good ill ssistance P R DISE PL TS L NDSC PING LLC is requesting re ie of cost assistance for repair of the delamin ated dash pad riter is suggesting the follo ing as a good ill gesture based on dealer input and for customer satisfaction ehicle 3C RLEL1KG[redacted] 2019 R M 4500 CRE C B CH SSIS Date of Repair not et done In Ser ice Date 8/1 2019 riginal ner es Mileage 4410 Lo alt 440 arrant Status out of basic arrant po ertrain to expire Jul 31 2024 hat is the repair Dash pad de amination repair Rationale for assistance ehicle meets requirement for delamination good ill repair Multiple Repairs no uthorized Chr sler Dealership Kerners ille Chr sler Dodge Jeep 44311 3369964111 Dealer pinion The dealership is suggesting to ha e the dash pad delamination repaired BRE K D N Parts [$554 36] Labor [$ 45 54] Total [$1390 89] Specialist is seeking cost assistance of $1390 89 on assistance for repair of the delaminated dash pad Total for repair $1390 89 s a one time good ill gesture Chr sler is appro ing this out of arrant repair ccording to the dealer the arrant costs of the repair are as follo s Parts [$554 36] Labor [$ 45 54] Total [$1390 89]
12/29/2023	dm note created same sent to dealership
01/03/2024	outbound call to dealership 44311/3369964111 / Kerners ille Chr sler Dodge Jeep Jennifer No response cm left a detailed message call back again spoke to another sa ho ad ised that the cannot understand ther cm and cm repeated herself cm asked if he understood her and he said no and dropped the call * email S Jennifer
01/03/2024	outbound mail sent to the dealership requesting for part information

Date	Comment
01/04/2024	********outbound call to dealership********** 44311/3369964111 / Kernersville Chrysler Dodge Jeep spoke to SA who advised that the steering wheel is not covered under warranty and the cost is about 943+ tax and customer is not the original owner of this vehicle.
01/04/2024	Goodwill Qualifier - Initial Research Template In-Service Date: 8/1/2019 Original Owner: no Mileage: 74410 New/Used Vehicle Purchase History: 14 household vehicles. Loyalty Score: 0440 Case Critical: 0 Multiple Repairs/ Previous related repairs: maintenance repair Basic Warranty: expired Powertrain Warranty: till July 31 or 7 Months or 25,590 Miles MVP plans: no Open Recalls: ZA5 Safety Campaign 2019-2020 DP REAR BRAKE HOSE GWA R/O: repair is not covered under warranty and vehicle is above extended warranty of 2400 miles by 1400 miles
01/04/2024	**********outbound dealership email********** Hello Jennifer, the customer just made mention of something to do with the steering wheel, can you confirm this and also kindly provide me cost breakdown, I spoke to someone in service who advised that it was 943$ plus tax, as we are considering cost coverage alongside the initial dash pad diagnosis. Thank you. Regards, Adetola
01/05/2024	*****inbound dealership email**** I WILL HAVE ALL INFORMATION FOR YOU TODAY
01/05/2024	********outbound call to dealership********** 44311/3369964111 / Kernersville Chrysler Dodge Jeep no response, sent a follow-up email
01/05/2024	**********inbound dealership email********** PRICE FOR DASH REPLACEMENT PARTS $745.54 LABOR $554.36 TAX $91.63 TOTAL $1400.52 STEERING WHEEL PARTS $2555.88 LABOR $67.60 TAX $183.64 TOTAL $2623.48
01/05/2024	****outbound customer call******** PARADISE PLOTS LANDSCAPING LLC/ +1 336-688-2635 (number found off google) called and spoke to Darrien. advised him of the communication with the dealership, he was offered a 50% cost coverage, but customer decline initially and later agreed to think about this because he does not want to cover any repair, that the steering wheel falling apart is not his fault. and he has never seen a steering wheel fall and its hazardous. CM advised that he is way out of basic warranty in which the repair is cover under and he has just received a good will coverage for dash pad repair. customer advised that he would provide a consent update to the cm via email.
01/09/2024	waiting on customer to accept goodwill offer
01/17/2024	********outbound call to dealership********** 44311/3369964111 / Kernersville Chrysler Dodge Jeep called to speak to Jenifer in service: no response. ***sent a follow-up email
01/18/2024	********outbound call to dealership********** 44311/3369964111 / Kernersville Chrysler Dodge Jeep called to speak to Jennifer in service called to speak to Jenifer in service: no response. ***sent a follow-up email
01/18/2024	**IBCC** CX called in as he forgot to mention there is damage to rear seat as well due to seat warmer not turning off and melted the leatherr
01/19/2024	********inbound dealership email**** We will need to see this and check for codes and failure. ********outbound dealership email********** Thank you. Is there any part on order, if there is kindly provide me with part information, so that we can expedite it. part number: order number: Regards Adetola Stellantis Fleet Case Management 1-800-999-3533 Option 3 EXT: 5140616
01/23/2024	********outbound call to dealership********** 44311/3369964111 / Kernersville Chrysler Dodge Jeep called to speak to Jenifer in service: no response. she advised that the damage is not due to the vehicle heater. The heater element is not burnt, nor is the cushion, from the photo it appears that something was sat on the leather and burned to it. she provided the part number for the dash pad: 6WN55BD3-AA.
01/23/2024	**parts on compass*** Dealer Code: 44311 Part Description: BASE PANEL Part Order Type: S Order Number [redacted] Original Order Part Number: 6WN55BD3AA Part Order Date: 1/1/2024 Backorder Flag: yes Current Promise Date: 2/15/2024 Status Description: PART ORDERED HAS BEEN BACKORDERED ***create task for parts pod
01/24/2024	System Update:[Order has been Upgraded to VOR for priority. Please refer to the parts detail screen for most up to date ETA. (CHKS).]
01/24/2024	***Part Specialist*** Part:□ 6WN55BD3AA Order:□ [redacted] Order has been upgraded to VOR Per CLIMS: Order scheduled to fill with STOCK pending process and packaging at THIRD PARTY PACKAGER ETA: Tentative week of 2/5 (Subject to Change) - Pending processing delays due to manpower shortages caused by COVID-19 risk in supply base. Working to improve. NEXT UPDATE: WITHIN 5 BUSINESS DAYS
01/29/2024	System Update:[OMC# 94311855 Order# [redacted] OR PN: 6WN55BD3AA IS RESOLVED]
01/29/2024	Dealer Code: 44311 Part Description: BASE PANEL Part Order Type: S Order Number [redacted] Original Order Part Number: 6WN55BD3AA Part Order Date: 1/24/2024 Backorder Flag: yes Status Description: SHIPPED AND INVOICED FROM PDC
01/30/2024	System Update:[OMC# 94311855 Order# [redacted] FOR PN: 6WN55BD3AA IS RESOLVED]
01/30/2024	**********ups update********* Your shipment: [redacted] Estimated delivery: Tuesday, January 30 by 7:00 P.M. Tracking Status: On the Way **********email sent to the dealership requesting repair eta******** Jennifer Bumgarner <jbumgarner@31dodge.com>
01/30/2024	***Part Specialist Update*** Part: 6WN55BD3AA As of 1/27, order $00831 invoiced from PDC UPS Tracking [redacted] Delivered□ 1/30 @ 11:40 AM CM follow up with dealer parts to ensure arrival and confirm repairs It is the DLRs responsibility to ensure that they receive their part orders within a reasonable amount of time. If they don't, they are required to contact the invoicing PDC/Supplier that sent them the order to inquire on its whereabouts. If the parcel cannot be located, the DLR will have to file an MRA and reorder accordingly.
01/30/2024	**********inbound dealership email******* jbumgarner@31dodge.com I do not have eta for repairs at this time
01/31/2024	System Update:[OMC [redacted] FOR PN: 6WN55BD3AA IS RESOLVED]
02/02/2024	****Outbound Email to DLR**** Sent an email to SA to get the repair update.
02/05/2024	****Outbound email to DLR**** Sent an email to SA Jennifer to get the repair update.
02/06/2024	Vehicle has arrived at dealership KERNERSVILLE CHRYSLER DODGE JEEP and attended by dealer employee
02/07/2024	****Outbound call to DLR**** Called DLR to get update, SA Austin provided upates check engine light coming in , dash cam issue , passenger rear seat burnt. No ETA for repair and no parts ordered.
02/07/2024	***Outbound Call to CX (336) 688-2635*** CX did not receive call, transferred to VM, left with the updates that dlr provided. Check engine light coming in, dash cam issue and rear seat burnt.
02/09/2024	Cx called to speak to the CM Agent reached out to the CMand then transferred the call to the CM for further assistance
02/09/2024	***INBOUND CALL FROM CX** Spoke to Darren Flannery (3366882635) CX following up on case advised that CM will consult previous CM and DLR to get more info on case CM will update CX once new information is available.
02/14/2024	***OUTBOUND TO DLR*** 44311|Kernersville Chrysler Dodge Jeep|3369964111 CM spoke to service waiting on part order# [redacted] tracking#: [redacted] 57008976aa - DIESEL EXHAUST FLUID - SUPPLY ETA: FEB 19 CM was transferred to parts - no answer, left VM
02/21/2024	***Customer's Voice*** cx call in requesting an up date on her case ***Action Taken*** advice cx her CM is is in a call back will send CM an email no further action taken
02/22/2024	****INBOUND Dealer Call***** Caller was Chritine from Mcarthy Dodge RAM AND Chrsyler. Dlr said she calling the CM to notify us about the voicemail, that the vehicle is not in their dlrship.
02/22/2024	***OUTBOUND TO DLR*** 44311|Kernersville Chrysler Dodge Jeep|3369964111 as per GPOP part arrived 02/19/2024 57008976aa CM was advised to callback SA Austin is on lunch
02/22/2024	***OUTBOUND TO CX*** Called CX to inform that repair has been completed seat repair would not be covered CX upset and stated that "if one of my kids get burned i can ensure you that it will be a lawsuit" customer stated that it is safety issue manufacturer defect CM advised CX that we will check again for possibility of any assistance
02/22/2024	***OUTBOUND TO DLR*** 44311|Kernersville Chrysler Dodge Jeep|3369964111 CM Spoke with Austin warranty pricing for seat repair is $1379.64 6xy24bd3aa REAR SEAT CUSHION ****GW**** In-Service Date: 8/1/2019 Original Owner: no Mileage: 75,890.5 Miles New/Used Vehicle Purchase History: 15 used Loyalty Score: 0337 Case Critical: 0 Multiple Repairs/ Previous related repairs: NO Basic Warranty: Expired (Time) Powertrain Warranty: 6 Months or 24,110 Miles MVP plans: no active Service Contracts Open Recalls: ZA5
02/24/2024	***Case Notes*** TL still need DLR funnel for Burnt seat cover CM to contact DLR monday
02/27/2024	***OUTBOUND TO DLR*** 44311|Kernersville Chrysler Dodge Jeep|3369964111 called DLR to speak to SA for DLR funnel - no answer, left VM
02/28/2024	***OUTBOUND TO DLR*** 44311|Kernersville Chrysler Dodge Jeep|3369964111 called DLR to speak to SA for DLR funnel - no answer, left VM ********** **OUTBOUND EMAIL TO CX*** TO: agregory@31dodge.com <agregory@31dodge.com> Hi Austin, I'm reaching out to ask you to answer a couple of questions that will help us decide if we can provide assistance for the repair of the seat cover for this customer. NAME: PARADISE PLOTS LANDSCAPING LLC CASE: [redacted] VIN: 3C7WRLEL1KG [redacted] s the concern a result of misuse/abuse/lack of maintenance? Could the customer have caused/prevented concern? Is the concern related to age and mileage? Is vehicle maintained? What is the general condition of the vehicle? Have there been any previous related repairs? Have there been previous out-of-pocket repairs? When could it be completed? Do you feel this customer should receive assistance? Has this customer been provided assistance previously? Would you be willing to provide assistance? (co-pay, D-17-18, discount) Thanks,
03/01/2024	***OUTBOUND TO DLR*** 44311|Kernersville Chrysler Dodge Jeep|3369964111 service close at 5:30 CM unable to speak to SA left VM requested to reply to email sent by CM 02/28
03/05/2024	***OUTBOUND TO DLR*** 44311|Kernersville Chrysler Dodge Jeep|3369964111 Spoke with SM or Service Advisor Austin What is the diagnosis? BURNT SEAT COVER Is the concern a result of misuse/abuse/lack of maintenance? NO Could the customer have caused/prevented concern? NO Is the concern related to age and mileage? NO Is vehicle maintained? YES What is the general condition of the vehicle? pretty nice truck Have there been any previous related repairs? NO Have there been previous out-of-pocket repairs? NO *If unable to duplicate concern, *Have you had an opportunity to do a test drive with the customer? *Has STAR been contacted? (If No. Need one? yes, obtain STAR case #) What is the estimated cost of the repair? Warranty price? $1379.64 When could it be completed? Do you feel this customer should receive assistance? YES Has this customer been provided assistance previously? YES Would you be willing to provide assistance? (co-pay, D-17-18, discount) ********** as per SA, CX already got the vehicle back
03/06/2024	***DM Note Request*** Vehicle: 2019 RAM 4500 CREW CAB CHASSIS Mileage: 75,890.5 miles Approved by: Sandra ISD: 8/1/2019 Original Owner: NO Loyalty Information: 15 used Warranty Status: Basic Warranty: Expired (Time) Mechanical SC: NONE Price: $1379.64 Customer Co-Pay: $0 What is the repair: BURNT SEATCOVER (WIRING AND HEATING ELEMENT EXPOSED) Dealer opinion: DLR approves the use of DM notes for this repair Specialist is seeking cost assistance of $1379.64 with a customer co-pay of $0 on assistance for repair of SEAT COVER total for repair $1379.64

Date	Comment
03/08/2024	***OUTBOUND CALL TO CX*** CM spoke with Darren advised CM that cost assistance for seat cover repair has been approved CM will contact DLR Monday to provide DM notes to SA so they can order parts for repair. Advised CX that he can coordinate with DLR when he will bring the vehicle for repair.
03/11/2024	***OUTBOUND TO DLR*** 44311|Kernersville Chrysler Dodge Jeep|3369964111 CM called DLR to advise of DM notes approval CM left message to SA CM sent DM notes screenshot to SA
03/13/2024	***OUTBOUND TO DLR*** 44311|Kernersville Chrysler Dodge Jeep|3369964111 called DLR to confirm if SA received DM notes CM left VM to SA
03/21/2024	*****OUTBOUND DEALERSHIP CONTACT***** Kernersville Chrysler Dodge Jeep|44311|3369964111 CM called dlr 44311 to speak to SA Austin and was advised that the DM notes have not been received. SA stated that his email address is : agregory@31dodge.com
03/25/2024	email sent to dealer
03/28/2024	*****OUTBOUND DEALERSHIP CONTACT***** Kernersville Chrysler Dodge Jeep|44311|3369964111 Spoke with SA Austin who advised that the parts have arrived customer has not come back in

Email(s)

Date	12/27/2023	***Subject***	dash pad delamination: Case [redacted] vin: KG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	12/27/2023 16:26 PM

Hello,
This is Adetola with Ram Case Management regarding the 2019 RAM 4500 CREW CAB CHASSIS with the VIN ending in K[redacted]

We recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired.

I have tried to contact Austin at the dealership to learn more about the situation but could not reach him, I will send him a follow-up email and we will be in touch with you as we receive any new information or updates.

We must also make sure you're aware that the VIN currently has the following open recall:
Y17: Customer Satisfaction Notification
2019-21MY DD/DP TRANSMISSION SOFTWARE UPDATE

Y21: Safety Campaign
2019-2020 HD POWERTRAIN CONTROL MODULE SOFTWARE

Y26: Safety Campaign
2012-21 D TRUCK M14 WHEEL STUDS

Y78: Safety Campaign
2019-2020 Ram HD High Pressure Fuel Pump

Z08: Safety Campaign
2019-2020 D Truck Windshield Wipers

ZA5: Safety Campaign
2019-2020 DP REAR BRAKE HOSE
Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.

If you have any questions or concerns in the meantime, please do not hesitate to make contact by responding to this email or calling Ram Case Management at 1-800-999-3533 Monday - Friday from 8am - 8pm ET (hours subject to change).

Thank you for your patience and cooperation!

Best wishes,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616
[redacted]

Date	12/27/2023	***Subject***	Re: dash pad delamination: Case [redacted] vin: KG[redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	12/27/2023 20:10 PM

Did you speak to him
Sent from my iPhone

> On Dec 27, 2023, at 11:26□AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
> This is Adetola with Ram Case Management regarding the 2019 RAM 4500 CREW CAB CHASSIS with the VIN ending in KG[redacted]
>
> We recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired.
>
> I have tried to contact Austin at the dealership to learn more about the situation but could not reach him, I will send him a follow-up email and we will be in touch with you as we receive any new information or updates.
>
> We must also make sure you're aware that the VIN currently has the following open recall:
> Y17: Customer Satisfaction Notification
> 2019-21MY DD/DP TRANSMISSION SOFTWARE UPDATE
>
> Y21: Safety Campaign
> 2019-2020 HD POWERTRAIN CONTROL MODULE SOFTWARE
>
> Y26: Safety Campaign
> 2012-21 D TRUCK M14 WHEEL STUDS
>
> Y78: Safety Campaign
> 2019-2020 Ram HD High Pressure Fuel Pump
>
> Z08: Safety Campaign
> 2019-2020 D Truck Windshield Wipers
>
> ZA5: Safety Campaign
> 2019-2020 DP REAR BRAKE HOSE
> Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.
>
> If you have any questions or concerns in the meantime, please do not hesitate to make contact by responding to this email or calling Ram Case Management at 1-800-999-3533 Monday - Friday from 8am - 8pm ET (hours subject to change).
>
>
>
> Thank you for your patience and cooperation!
>
> Best wishes,
>
> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
> [redacted]

Date	12/27/2023	***Subject***	Re: dash pad delamination: Case [redacted]in: KG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	12/27/2023 20:34 PM

Hello,

I called the dealership twice, 3hours apart but could not reach him, I sent a follow-up email, and I will wait for his response.

Regards,
Adetola.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 12/27/2023 3:10 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] in: KG[redacted]

Did you speak to him
Sent from my iPhone
On Dec 27, 2023, at 11:26□AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hello,
This is Adetola with Ram Case Management regarding the 2019 RAM 4500 CREW CAB CHASSIS with the VIN ending in KG[redacted]

We recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired.

I have tried to contact Austin at the dealership to learn more about the situation but could not reach him, I will send him a follow-up email and we will be in touch with you as we receive any new information or updates.

We must also make sure you're aware that the VIN currently has the following open recall:
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Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.

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Thank you for your patience and cooperation!

Best wishes,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

[redacted]

Date	12/27/2023	***Subject***	Re: dash pad delamination: Case 88278407 vin: KG[redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	12/27/2023 22:04 PM

I called soon as we got off phone talked to him he said he was going to call you then
Sent from my iPhone

> On Dec 27, 2023, at 3:34□PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> □ Hello,
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> I called the dealership twice, 3hours apart but could not reach him, I sent a follow-up email, and I will wait for his response.
>
> Regards,
> Adetola.
>
>
> ---------- Original Message ----------
> From: Darren Flannery [pilotff6854@gmail.com]
> Sent: 12/27/2023 3:10 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case 88278407 vin: KG[redacted]
>
> Did you speak to him
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> On Dec 27, 2023, at 11:26?AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> Thank you for your patience and cooperation!
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> Best wishes,
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> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
>
> [redacted]
>

Date	12/29/2023	***Subject***	Re: dash pad delamination: Case [redacted] vin: KG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	12/29/2023 21:40 PM

Hello,
Good evening the document required to cover the cost of the repairs has been sent to the dealership as a one-time goodwill offer, I will keep communication with them and provide you with updates as soon as they come in.

Thank for being a Ram customer and have a wonderful new year ahead.

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 12/27/2023 5:04 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

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To: uscustomercare@cac.stellantis.com
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Best wishes,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

[redacted]

Date	12/29/2023	***Subject***	Re: dash pad delamination: Case [redacted]in: KG[redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	12/29/2023 21:47 PM

Thank you and you have a good new year as well
Sent from my iPhone

> On Dec 29, 2023, at 4:40□PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
> Good evening the document required to cover the cost of the repairs has been sent to the dealership as a one-time goodwill offer, I will keep communication with them and provide you with updates as soon as they come in.
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> Thank for being a Ram customer and have a wonderful new year ahead.
>
>
> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
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> ---------- Original Message ----------
> From: Darren Flannery [redacted]
> Sent: 12/27/2023 5:04 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] in: KG [redacted]
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> [redacted]
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Date	12/29/2023	***Subject***	Re: dash pad delamination: Case [redacted] vin: KG [redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	12/29/2023 21:55 PM

Did y□all communicate about the steering wheel where it□s falling apart I know you said you would talk to him about it
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> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
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> From: Darren Flannery [redacted]
> Sent: 12/27/2023 5:04 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
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> To: uscustomercare@cac.stellantis.com
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> Ram Case Management
> 1-800-999-3533 ext. 5140616
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> [redacted]

Date	12/29/2023	***Subject***	Re: dash pad delamination: Case [redacted] in: K[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	12/29/2023 22:13 PM

Hello,

We have not spoken about any steering wheel as this is the first time you have mentioned this and the dealership only spoke to me about the Dash pad when I asked for the diagnosis,

I will contact them again, and I have not reached Austin, but I was able to speak to another service advisor Jennifer who provided the diagnosis as Dash pad delamination.

I will reach out to you again on whatever update I have from them.

Regards.

———— Original Message ————
From: Darren Flannery [redacted]
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To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

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Ram Case Management
1-800-999-3533 ext. 5140616

[redacted]

Date	12/29/2023	***Subject***	Re: dash pad delamination: Case [redacted] vin: KG[redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	12/29/2023 22:20 PM

Okay when me and you spoke that first day and you said you didn□t have my number or anything I know and understand you had it hard from the start on this one things definitely do happen I do apologize about that because I told everybody there I talked to and they all had it down for the dash and the steering wheel I don□t know where the confusion came in I do apologize I thought I had said it to you a few times but I know you have a lot going on Austin does definitely know about it he looked at it while it was there because it□s falling apart
Sent from my iPhone

> On Dec 29, 2023, at 5:13□PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
>
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>
> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
>
> [redacted]
>
>
>

Date	01/04/2024	***Subject***	Re: dash pad delamination: Case [redacted] n: KC [redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/04/2024 21:33 PM

Any update
Sent from my iPhone

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> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
>
> I called soon as we got off phone talked to him he said he was going to call you then
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> On Dec 27, 2023, at 3:34?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> Regards,
> Adetola.
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> ---------- Original Message ----------
> From: Darren Flannery [redacted]
> Sent: 12/27/2023 3:10 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
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> Z08: Safety Campaign
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>
> ZA5: Safety Campaign
> 2019-2020 DP REAR BRAKE HOSE
> Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.
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> If you have any questions or concerns in the meantime, please do not hesitate to make contact by responding to this email or calling Ram Case Management at 1-800-999-3533 Monday - Friday from 8am - 8pm ET (hours subject to change).
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> Thank you for your patience and cooperation!
>
> Best wishes,
>
> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
>
>
>
>

Date	01/04/2024	***Subject***	Re: dash pad delamination: Case [redacted] in: KC[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/04/2024 21:45 PM

Hello,
I was not able to reach the dealership by phone hence, I sent them an email, I am waiting on their response so that I can give you feedback, I apologize for the inconvenience and late response.

Regards.

---------- Original Message ----------
From: Darren Flannery [redacted]]
Sent: 1/4/2024 4:33 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Any update
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Thank for being a Ram customer and have a wonderful new year ahead.

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

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Ram Case Management
1-800-999-3533 ext. 5140616
[redacted]

Date	01/04/2024	***Subject***	Re: dash pad delamination: Case [redacted] vin: KC[redacted]		
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Date	01/12/2024	***Subject***	Re: dash pad delamination: Case [redacted] in: KG [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/12/2024 17:29 PM

Hello, good morning.

I am still waiting for your response on the offer for the cost coverage, is 50% what you are willing to take?

Thank you.

Regards.

---------- Original Message ----------
From: Darren Flannery [redacted]
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Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

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Regards.

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From: Darren Flannery [pilotff6854@gmail.com]
Sent: 1/4/2024 4:33 PM
To: uscustomercare@cac.stellantis.com
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Did you speak to him
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We recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired.

I have tried to contact Austin at the dealership to learn more about the situation but could not reach him, I will send him a follow-up email and we will be in touch with you as we receive any new information or updates.

We must also make sure you're aware that the VIN currently has the following open recall:
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Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.

If you have any questions or concerns in the meantime, please do not hesitate to make contact by responding to this email or calling Ram Case Management at 1-800-999-3533 Monday - Friday from 8am - 8pm ET (hours subject to change).

Thank you for your patience and cooperation!

Best wishes,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

[redacted]

Date	01/12/2024	***Subject***	Re: dash pad delamination: Case [redacted] in: K[redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/12/2024 18:33 PM

No I□m not paying no extra
Sent from my iPhone

> On Jan 12, 2024, at 12:29□PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
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From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/12/2024 20:14 PM

Hello,

In regard to your (3C7WRLEL1KG[redacted] - 2019 RAM 4500 CREW CAB CHASSIS), your response was received, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and mileage limitations of the warranty we offered on the part that needs repair at the time it was purchased. Although we had provided you with the repair coverage on the repair of your dash pad.

We're sorry we cannot provide a more favorable reply, I would be happy to continue to work with you to repair the vehicle by expediting parts as possible, engage technical assistance to assist the dealership when necessary.

Regards,

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Ram Case Management
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From: Darren Flannery[redacted]
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Regards,
Adetola.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 12/27/2023 3:10 [redacted]
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Did you speak to him
Sent from my iPhone
On Dec 27, 2023, at 11:26?AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,
This is Adetola with Ram Case Management regarding the 2019 RAM 4500 CREW CAB CHASSIS with the VIN ending in KG[redacted]

We recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired.

I have tried to contact Austin at the dealership to learn more about the situation but could not reach him, I will send him a follow-up email and we will be in touch with you as we receive any new information or updates.

We must also make sure you're aware that the VIN currently has the following open recall:
Y17: Customer Satisfaction Notification
2019-21MY DD/DP TRANSMISSION SOFTWARE UPDATE

Y21: Safety Campaign
2019-2020 HD POWERTRAIN CONTROL MODULE SOFTWARE

Y26: Safety Campaign
2012-21 D TRUCK M14 WHEEL STUDS

Y78: Safety Campaign
2019-2020 Ram HD High Pressure Fuel Pump

Z08: Safety Campaign
2019-2020 D Truck Windshield Wipers

ZA5: Safety Campaign
2019-2020 DP REAR BRAKE HOSE
Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.

If you have any questions or concerns in the meantime, please do not hesitate to make contact by responding to this email or calling Ram Case Management at 1-800-999-3533 Monday - Friday from 8am - 8pm ET (hours subject to change).

Thank you for your patience and cooperation!

Best wishes,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

[redacted]

Date	01/12/2024	***Subject***	Re: dash pad delamination: Case [redacted] vin: KG[redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/12/2024 20:17 PM

Okay you are paying to have dash fixed tho right
Sent from my iPhone

> On Jan 12, 2024, at 3:14□PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □
> Hello,
>
> In regard to your (3C7WRLEL1KG[redacted] - 2019 RAM 4500 CREW CAB CHASSIS), your response was received, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and mileage limitations of the warranty we offered on the part that needs repair at the time it was purchased. Although we had provided you with the repair coverage on the repair of your dash pad.
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> We're sorry we cannot provide a more favorable reply, I would be happy to continue to work with you to repair the vehicle by expediting parts as possible, engage technical assistance to assist the dealership when necessary.
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>
> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
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>
> ---------- Original Message ----------
> From: Darren Flannery [pilotff6854@gmail.com]
> Sent: 1/12/2024 1:33 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case[redacted] vin: KG[redacted]
>
> No I□m not paying no extra
> Sent from my iPhone
>
> On Jan 12, 2024, at 12:29?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> ?
> Hello, good morning.
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> I am still waiting for your response on the offer for the cost coverage, is 50% what you are willing to take?
>
> Thank you.
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> ---------- Original Message ----------
> From: Darren Flannery[redacted]
> Sent: 1/4/2024 4:47 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case[redacted] vin: KG[redacted]
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> Hello,
> Good evening the document required to cover the cost of the repairs has been sent to the dealership as a one-time goodwill offer, I will keep communication with them and provide you with updates as soon as they come in.
>
> Thank for being a Ram customer and have a wonderful new year ahead.
>

>
> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
>
> ---------- Original Message ----------
> From: Darren Flannery [redacted]
> Sent: 12/27/2023 5:04 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
>
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> We recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired.
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> I have tried to contact Austin at the dealership to learn more about the situation but could not reach him, I will send him a follow-up email and we will be in touch with you as we receive any new information or updates.
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> We must also make sure you're aware that the VIN currently has the following open recall:
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> Y26: Safety Campaign
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> Y78: Safety Campaign
> 2019-2020 Ram HD High Pressure Fuel Pump
>
> Z08: Safety Campaign
> 2019-2020 D Truck Windshield Wipers
>
> ZA5: Safety Campaign
> 2019-2020 DP REAR BRAKE HOSE
> Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.
>
> If you have any questions or concerns in the meantime, please do not hesitate to make contact by responding to this email or calling Ram Case Management at 1-800-999-3533 Monday - Friday from 8am - 8pm ET (hours subject to change).
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> Thank you for your patience and cooperation!
>
> Best wishes,
>
> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
>
> [redacted]
>
>
>
>
>

Date	01/12/2024	***Subject***	Re: dash pad delamination: Case [redacted] in: KG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/12/2024 20:19 PM

Yes, we already covered that.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 1/12/2024 3:17 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Okay you are paying to have dash fixed tho right
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Ram Case Management
1-800-999-3533 ext. 5140616

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From: Darren Flannery [redacted]]
Sent: 1/12/2024 1:33 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

No I□m not paying no extra
Sent from my iPhone
On Jan 12, 2024, at 12:29?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Regards.

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Hello,
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Thank for being a Ram customer and have a wonderful new year ahead.

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From: Darren Flannery [redacted]
Sent: 12/27/2023 5:04 PM
To: uscustomercare@cac.stellantis.com
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From: Darren Flannery [redacted]
Sent: 12/27/2023 3:10 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted]: KG[redacted]

Did you speak to him
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Best wishes,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

[redacted]

Date	01/17/2024	***Subject***	Re: dash pad delamination: Case [redacted] in: KG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/17/2024 16:01 PM

Hello,

Good morning, I have tried to reach out to the service advisor via phone but could not. I have sent her an email to provide me with further information about the repair. I will reach out to you once I get a response.

Thanks

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/12/2024 3:19 PM
To: [redacted]
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Yes, we already covered that.

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From: Darren Flannery [redacted]
Sent: 1/12/2024 3:17 PM
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From: Darren Flannery [redacted]
Sent: 1/4/2024 4:47 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Okay thank you
Sent from my iPhone
On Jan 4, 2024, at 4:45?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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From: Darren Flannery [redacted]
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To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

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Thank you for your patience and cooperation!

Best wishes,

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Ram Case Management
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[redacted]

Date	01/18/2024	***Subject***	Re: dash pad delamination: Case [redacted] vin: KG[redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/18/2024 02:15 AM

Okay also I spoke with Austin yesterday too I forgot to let him know about my back seat where it has the seat warmers in the since I have the limited the seat warmer on the back passenger side has burned a hole in the seat he said for me to get with you about it and send pictures he said sometime they get messed up and the warmer don□t turn off here is a picture
Sent from my iPhone

> On Jan 17, 2024, at 11:01□AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
>
> Good morning, I have tried to reach out to the service advisor via phone but could not. I have sent her an email to provide me with further information about the repair. I will reach out to you once I get a response.
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> Thanks
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> Sent: 1/12/2024 3:19 PM
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> Subject: Re: dash pad delamination: Case [redacted] vin: KC[redacted]
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> Yes, we already covered that.
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> From: Darren Flannery [redacted]
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> Sent: 1/12/2024 1:33 PM
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> Subject: Re: dash pad delamination: Case [redacted] vin: KC[redacted]
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> Subject: Re: dash pad delamination: Case [redacted] vin: KC[redacted]
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> From: Darren Flannery [redacted]]
> Sent: 12/29/2023 4:55 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
>
> Did y□all communicate about the steering wheel where it□s falling apart I know you said you would talk to him about it
> Sent from my iPhone
>
> On Dec 29, 2023, at 4:40?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> ?
> Hello,
> Good evening the document required to cover the cost of the repairs has been sent to the dealership as a one-time goodwill offer, I will keep communication with them and provide you with updates as soon as they come in.
>
> Thank for being a Ram customer and have a wonderful new year ahead.
>
>
> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
>
> ---------- Original Message ----------
> From: Darren Flannery [redacted]
> Sent: 12/27/2023 5:04 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
>
> I called soon as we got off phone talked to him he said he was going to call you then
> Sent from my iPhone
>
> On Dec 27, 2023, at 3:34?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> ?
> Hello,
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> I called the dealership twice, 3hours apart but could not reach him, I sent a follow-up email, and I will wait for his response.
>
> Regards,
> Adetola.
>
>
> ---------- Original Message ----------
> From: Darren Flannery [redacted]
> Sent: 12/27/2023 3:10 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
>
> Did you speak to him
> Sent from my iPhone
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> On Dec 27, 2023, at 11:26?AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> ?
> Hello,
> This is Adetola with Ram Case Management regarding the 2019 RAM 4500 CREW CAB CHASSIS with the VIN ending in KG[redacted]
>
> We recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired.
>
> I have tried to contact Austin at the dealership to learn more about the situation but could not reach him, I will send him a follow-up email and we will be in touch with you as we receive any new information or updates.
>
> We must also make sure you're aware that the VIN currently has the following open recall:
> Y17: Customer Satisfaction Notification
> 2019-21MY DD/DP TRANSMISSION SOFTWARE UPDATE
>
> Y21: Safety Campaign
> 2019-2020 HD POWERTRAIN CONTROL MODULE SOFTWARE
>
> Y26: Safety Campaign
> 2012-21 D TRUCK M14 WHEEL STUDS
>
> Y78: Safety Campaign
> 2019-2020 Ram HD High Pressure Fuel Pump
>
> Z08: Safety Campaign
> 2019-2020 D Truck Windshield Wipers
>
> ZA5: Safety Campaign
> 2019-2020 DP REAR BRAKE HOSE
> Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.
>
> If you have any questions or concerns in the meantime, please do not hesitate to make contact by responding to this email or calling Ram Case Management at 1-800-999-3533 Monday - Friday from 8am - 8pm ET (hours subject to change).
>
>
>
> Thank you for your patience and cooperation!
>
> Best wishes,
>

> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
>
> [redacted]
>
>
>
>
>
>
>

[image0.jpeg (image/jpeg)]

[image1.jpeg (image/jpeg)]

[image2.jpeg (image/jpeg)]

Date	01/18/2024	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/18/2024 02:15 AM

Dear PARADISE PLOTS LANDSCAPING LLC,

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

Date	01/18/2024	***Subject***	Re: dash pad delamination: Case [redacted] in: KG [redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/18/2024 04:39 AM

Sent from my iPhone

> On Jan 17, 2024, at 11:01□AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
>
> Good morning, I have tried to reach out to the service advisor via phone but could not. I have sent her an email to provide me with further information about the repair. I will reach out to you once I get a response.
>
> Thanks
>
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> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 1/12/2024 3:19 PM
> To[redacted]
> Subject: Re: dash pad delamination: Case[redacted] vin: K[redacted]
>
> Yes, we already covered that.
>
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> ---------- Original Message ----------
> From: Darren Flannery[redacted]
> Sent: 1/12/2024 3:17 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case[redacted] vin: K[redacted]
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>
> We're sorry we cannot provide a more favorable reply, I would be happy to continue to work with you to repair the vehicle by expediting parts as possible, engage technical assistance to assist the dealership when necessary.
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> Regards,
>
> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
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> ---------- Original Message ----------
> From: Darren Flannery[redacted]
> Sent: 1/12/2024 1:33 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case[redacted] vin: K[redacted]
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> No I□m not paying no extra
> Sent from my iPhone
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> From: Darren Flannery[redacted]
> Sent: 1/4/2024 4:47 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case[redacted] vin: K[redacted]
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> Ram Case Management
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> Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.
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> If you have any questions or concerns in the meantime, please do not hesitate to make contact by responding to this email or calling Ram Case Management at 1-800-999-3533 Monday - Friday from 8am - 8pm ET (hours subject to change).
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> Thank you for your patience and cooperation!
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> Best wishes,
>
> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616

[redacted]

[image0.jpeg (image/jpeg)]

Date	01/18/2024	***Subject***	Re: dash pad delamination: Case [redacted] vin: KC[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/18/2024 15:27 PM

Hello,

Good morning I will reach out to the dealership and provide you with an update.

Regards.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 1/17/2024 11:39 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Sent from my iPhone
On Jan 17, 2024, at 11:01□AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Hello,

Good morning, I have tried to reach out to the service advisor via phone but could not. I have sent her an email to provide me with further information about the repair. I will reach out to you once I get a response.

Thanks

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/12/2024 3:19 PM
To [redacted]
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Yes, we already covered that.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 1/12/2024 3:17 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Okay you are paying to have dash fixed tho right
Sent from my iPhone
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We're sorry we cannot provide a more favorable reply, I would be happy to continue to work with you to repair the vehicle by expediting parts as possible, engage technical assistance to assist the dealership when necessary.

Regards,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

---------- Original Message ----------
From: Darren Flannery [pilotff6854@gmail.com]
Sent: 1/12/2024 1:33 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case 88278407 vin: KG573219

No I□m not paying no extra
Sent from my iPhone
On Jan 12, 2024, at 12:29?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Hello, good morning.

I am still waiting for your response on the offer for the cost coverage, is 50% what you are willing to take?

Thank you.

Regards.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 1/4/2024 4:47 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Okay thank you
Sent from my iPhone
On Jan 4, 2024, at 4:45?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Hello,
I was not able to reach the dealership by phone hence, I sent them an email, I am waiting on their response so that I can give you feedback, I apologize for the inconvenience and late response.

Regards.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 1/4/2024 4:33 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Any update
Sent from my iPhone

On Dec 29, 2023, at 5:13?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Hello,

We have not spoken about any steering wheel as this is the first time you have mentioned this and the dealership only spoke to me about the Dash pad when I asked for the diagnosis,

I will contact them again, and I have not reached Austin, but I was able to speak to another service advisor Jennifer who provided the diagnosis as Dash pad delamination.

I will reach out to you again on whatever update I have from them.

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From: Darren Flannery [redacted]
Sent: 12/29/2023 4:55 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Did y□all communicate about the steering wheel where it□s falling apart I know you said you would talk to him about it
Sent from my iPhone
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Hello,
Good evening the document required to cover the cost of the repairs has been sent to the dealership as a one-time goodwill offer, I will keep communication with them and provide you with updates as soon as they come in.

Thank for being a Ram customer and have a wonderful new year ahead.

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Ram Case Management
1-800-999-3533 ext. 5140616

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From: Darren Flannery [redacted]
Sent: 12/27/2023 5:04 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

I called soon as we got off phone talked to him he said he was going to call you then
Sent from my iPhone
On Dec 27, 2023, at 3:34?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Hello,

I called the dealership twice, 3hours apart but could not reach him, I sent a follow-up email, and I will wait for his response.

Regards,
Adetola.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 12/27/2023 3:10 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Did you speak to him
Sent from my iPhone
On Dec 27, 2023, at 11:26?AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Hello,
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We recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired.

I have tried to contact Austin at the dealership to learn more about the situation but could not reach him, I will send him a follow-up email and we will be in touch with you as we receive any new information or updates.

We must also make sure you're aware that the VIN currently has the following open recall:
Y17: Customer Satisfaction Notification
2019-21MY DD/DP TRANSMISSION SOFTWARE UPDATE

Y21: Safety Campaign
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Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.

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Thank you for your patience and cooperation!

Best wishes,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

[redacted]

[image0.jpeg (image/jpeg)]

Date	01/18/2024	***Subject***	Re: dash pad delamination: Case [redacted] in: KG [redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/18/2024 17:44 PM

Okay also I spoke with Austin yesterday too I forgot to let him know about my back seat where it has the seat warmers in the since I have the limited the seat warmer on the back passenger side has burned a hole in the seat he said for me to get with you about it and send pictures he said sometime they get messed up and the warmer don□t turn off here is a picture
Sent from my iPhone

> On Jan 18, 2024, at 10:27□AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
>
> Good morning I will reach out to the dealership and provide you with an update.
>
> Regards.
>
>
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> From: Darren Flannery [redacted]
> Sent: 1/17/2024 11:39 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
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> Yes, we already covered that.
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> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
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> Did you speak to him
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> On Dec 27, 2023, at 11:26?AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> Hello,
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> We recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired.
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> I have tried to contact Austin at the dealership to learn more about the situation but could not reach him, I will send him a follow-up email and we will be in touch with you as we receive any new information or updates.
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> We must also make sure you're aware that the VIN currently has the following open recall:
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> Thank you for your patience and cooperation!
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> [image0.jpeg (image/jpeg)]
>
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Date	01/19/2024	***Subject***	Re: dash pad delamination: Cas[redacted]in: KG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/19/2024 16:00 PM

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Adetola

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Ram Case Management
1-800-999-3533 ext. 5140616

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[image0.jpeg (image/jpeg)]

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From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/25/2024 15:26 PM

Hello
I just wanted to let you know that I have had your order for the dash pard repair upgraded for priority setting. At this time, there is not an ETA available.
Please be advised that our office will utilize every resource available in effort to help expedite this order for you.
We appreciate your understanding and patience. If you have any questions or concerns, please do not hesitate to reach out directly.

Regards,

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Sent: 12/27/2023 5:04 PM
To: uscustomercare@cac.stellantis.com

Subject: Re: dash pad delamination: Case [redacted] in: KG [redacted]

I called soon as we got off phone talked to him he said he was going to call you then
Sent from my iPhone
On Dec 27, 2023, at 3:34?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,

I called the dealership twice, 3hours apart but could not reach him, I sent a follow-up email, and I will wait for his response.

Regards,
Adetola.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 12/27/2023 3:10 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] in: KG [redacted]

Did you speak to him
Sent from my iPhone
On Dec 27, 2023, at 11:26?AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,
This is Adetola with Ram Case Management regarding the 2019 RAM 4500 CREW CAB CHASSIS with the VIN ending in KG [redacted]

We recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired.

I have tried to contact Austin at the dealership to learn more about the situation but could not reach him, I will send him a follow-up email and we will be in touch with you as we receive any new information or updates.

We must also make sure you're aware that the VIN currently has the following open recall:
Y17: Customer Satisfaction Notification
2019-21MY DD/DP TRANSMISSION SOFTWARE UPDATE

Y21: Safety Campaign
2019-2020 HD POWERTRAIN CONTROL MODULE SOFTWARE

Y26: Safety Campaign
2012-21 D TRUCK M14 WHEEL STUDS

Y78: Safety Campaign
2019-2020 Ram HD High Pressure Fuel Pump

Z08: Safety Campaign
2019-2020 D Truck Windshield Wipers

ZA5: Safety Campaign
2019-2020 DP REAR BRAKE HOSE
Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.

If you have any questions or concerns in the meantime, please do not hesitate to make contact by responding to this email or calling Ram Case Management at 1-800-999-3533 Monday - Friday from 8am - 8pm ET (hours subject to change).

Thank you for your patience and cooperation!

Best wishes,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

[redacted]

[image0.jpeg (image/jpeg)]

Date	01/30/2024	***Subject***	Re: dash pad delamination: Case [redacted] in: K [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/30/2024 14:38 PM

Hello good morning,

You will be happy to know the wait is almost over. Your part order for the dash pad repair is expected to arrive at the dealership on Tuesday, January 30. I will follow up again with the dealership. Once confirmed, I will check with your advisor to see when the repair can be scheduled.

Regards.

Adetola

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/25/2024 10:26 AM
To: [redacted]
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Hello
I just wanted to let you know that I have had your order for the dash pard repair upgraded for priority setting. At this time, there is not an ETA available.
Please be advised that our office will utilize every resource available in effort to help expedite this order for you.
We appreciate your understanding and patience. If you have any questions or concerns, please do not hesitate to reach out directly.

Regards,

Adetola

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/23/2024 11:09 AM
To: [redacted]
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Hello,

In regard to your (3C7WRLEL1KG[redacted] - 2019 RAM 4500 CREW CAB CHASSIS), the review with the dealership has been concluded, we fully appreciate your concern, particularly in view of the expense and inconvenience involved.

The damage to the seat was determined not to relate to the heating system of the vehicle hence we are unable to accommodate your request for out-of-warranty consideration.

We're sorry we cannot provide a more favorable reply, I would be happy to continue to work with you to repair the vehicle by expediting parts as possible, engage technical assistance to assist the dealership when necessary.

I confirmed with the dealership that the part for the dash pad repair is on order and have placed a request for our parts specialist team to help expedite the part. I will check in with you as I receive any updates on the status.

Regards,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/19/2024 11:00 AM
To: [redacted]
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Hello,

Good morning, I have reached out to the dealership on your latest concern, and I am just waiting on their response and review, the service advisor assured me she will look into it and get back to me and provide you with an update.

Regards.

Adetola

———— Original Message ————
From: Darren Flannery[redacted]]
Sent: 1/18/2024 12:44 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Okay also I spoke with Austin yesterday too I forgot to let him know about my back seat where it has the seat warmers in the since I have the limited the seat warmer on the back passenger side has burned a hole in the seat he said for me to get with you about it and send pictures he said sometime they get messed up and the warmer don□t turn off here is a picture
Sent from my iPhone
On Jan 18, 2024, at 10:27□AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hello,

Good morning I will reach out to the dealership and provide you with an update.

Regards.

———— Original Message ————
From: Darren Flannery[redacted]
Sent: 1/17/2024 11:39 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Sent from my iPhone
On Jan 17, 2024, at 11:01?AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,

Good morning, I have tried to reach out to the service advisor via phone but could not. I have sent her an email to provide me with further information about the repair. I will reach out to you once I get a response.

Thanks

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/12/2024 3:19 PM
To: [redacted]
[redacted]: Case [redacted] vin: KG[redacted]

Yes, we already covered that.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 1/12/2024 3:17 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Okay you are paying to have dash fixed tho right
Sent from my iPhone
On Jan 12, 2024, at 3:14?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?

Hello,

In regard to your (3C7WRLEL1KG[redacted] - 2019 RAM 4500 CREW CAB CHASSIS), your response was received, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and mileage limitations of the warranty we offered on the part that needs repair at the time it was purchased. Although we had provided you with the repair coverage on the repair of your dash pad.

We're sorry we cannot provide a more favorable reply, I would be happy to continue to work with you to repair the vehicle by expediting parts as possible, engage technical assistance to assist the dealership when necessary.

Regards,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 1/12/2024 1:33 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

No I□m not paying no extra
Sent from my iPhone
On Jan 12, 2024, at 12:29?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello, good morning.

I am still waiting for your response on the offer for the cost coverage, is 50% what you are willing to take?

Thank you.

Regards.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 1/4/2024 4:47 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: K[redacted]

Okay thank you
Sent from my iPhone
On Jan 4, 2024, at 4:45?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,
I was not able to reach the dealership by phone hence, I sent them an email, I am waiting on their response so that I can give you feedback, I apologize for the inconvenience and late response.

Regards.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 1/4/2024 4:33 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Any update
Sent from my iPhone
On Dec 29, 2023, at 5:13?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,

We have not spoken about any steering wheel as this is the first time you have mentioned this and the dealership only spoke to me about the Dash pad when I asked for the diagnosis,

I will contact them again, and I have not reached Austin, but I was able to speak to another service advisor Jennifer who provided the diagnosis as Dash pad delamination.

I will reach out to you again on whatever update I have from them.

Regards.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 12/29/2023 4:55 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Did y□all communicate about the steering wheel where it□s falling apart I know you said you would talk to him about it
Sent from my iPhone
On Dec 29, 2023, at 4:40?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?

Hello,
Good evening the document required to cover the cost of the repairs has been sent to the dealership as a one-time goodwill offer, I will keep communication with them and provide you with updates as soon as they come in.

Thank for being a Ram customer and have a wonderful new year ahead.

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 12/27/2023 5:04 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

I called soon as we got off phone talked to him he said he was going to call you then
Sent from my iPhone
On Dec 27, 2023, at 3:34?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,

I called the dealership twice, 3hours apart but could not reach him, I sent a follow-up email, and I will wait for his response.

Regards,
Adetola.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 12/27/2023 3:10 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Did you speak to him
Sent from my iPhone
On Dec 27, 2023, at 11:26?AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,
This is Adetola with Ram Case Management regarding the 2019 RAM 4500 CREW CAB CHASSIS with the VIN ending in KG[redacted]

We recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired.

I have tried to contact Austin at the dealership to learn more about the situation but could not reach him, I will send him a follow-up email and we will be in touch with you as we receive any new information or updates.

We must also make sure you're aware that the VIN currently has the following open recall:
Y17: Customer Satisfaction Notification
2019-21MY DD/DP TRANSMISSION SOFTWARE UPDATE

Y21: Safety Campaign
2019-2020 HD POWERTRAIN CONTROL MODULE SOFTWARE

Y26: Safety Campaign
2012-21 D TRUCK M14 WHEEL STUDS

Y78: Safety Campaign
2019-2020 Ram HD High Pressure Fuel Pump

Z08: Safety Campaign
2019-2020 D Truck Windshield Wipers

ZA5: Safety Campaign
2019-2020 DP REAR BRAKE HOSE
Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.

If you have any questions or concerns in the meantime, please do not hesitate to make contact by responding to this email or calling Ram Case Management at 1-800-999-3533 Monday - Friday from 8am - 8pm ET (hours subject to change).

Thank you for your patience and cooperation!

Best wishes,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

[redacted]

[image0.jpeg (image/jpeg)]

Date	01/31/2024	***Subject***	Re: dash pad delamination: Case [redacted] vin: KG[redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/31/2024 02:58 AM

That□s so much and I□m trying to also figure out about the seat cover that the seat warms messed up and why you can□t repair that
Sent from my iPhone

> On Jan 30, 2024, at 9:38□AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □
> Hello good morning,
>
> You will be happy to know the wait is almost over. Your part order for the dash pad repair is expected to arrive at the dealership on Tuesda , January 30. I will follow up again with the dealership. Once confirmed, I will check with your advisor to see when the repair can be scheduled.
>
> Regards.
>
> Adetola
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 1/25/2024 10:26 AM
> To [redacted]
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
>
> Hello
> I just wanted to let you know that I have had your order for the dash pard repair upgraded for priority setting. At this time, there is not an ETA available.
> Please be advised that our office will utilize every resource available in effort to help expedite this order for you.
> We appreciate your understanding and patience. If you have any questions or concerns, please do not hesitate to reach out directly.
>
> Regards,
>
> Adetola
>
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> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 1/23/2024 11:09 AM
> To [redacted]
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
>
> Hello,
>
> In regard to your (3C7WRLEL1KG[redacted] - 2019 RAM 4500 CREW CAB CHASSIS), the review with the dealership has been concluded, we fully appreciate your concern, particularly in view of the expense and inconvenience involved.
>
> The damage to the seat was determined not to relate to the heating system of the vehicle hence we are unable to accommodate your request for out-of-warranty consideration.
>
> We're sorry we cannot provide a more favorable reply, I would be happy to continue to work with you to repair the vehicle by expediting parts as possible, engage technical assistance to assist the dealership when necessary.
>
> I confirmed with the dealership that the part for the dash pad repair is on order and have placed a request for our parts specialist team to help expedite the part. I will check in with you as I receive any updates on the status.
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> Regards,
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> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
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> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 1/19/2024 11:00 AM
> To [redacted]
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
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> Hello,
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> Good morning, I have reached out to the dealership on your latest concern, and I am just waiting on their response and review, the service advisor assured me she will look into it and get back to me and provide you with an update.
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> ---------- Original Message ----------
> From: Darren Flannery [redacted]
> Sent: 1/18/2024 12:44 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
>
> Okay also I spoke with Austin yesterday too I forgot to let him know about my back seat where it has the seat warmers in the since I have the limited the seat warmer on the back passenger side has burned a hole in the seat he said for me to get with you about it and send pictures he said sometime they get messed up and the warmer don□t turn off here is a picture
> Sent from my iPhone
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> From: Darren Flannery [redacted]
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> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
>
>
> Sent from my iPhone

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> Hello,
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> Good morning, I have tried to reach out to the service advisor via phone but could not. I have sent her an email to provide me with further information about the repair. I will reach out to you once I get a response.
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> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 1/12/2024 3:19 PM
> To [redacted]
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
>
> Yes, we already covered that.
>
>
> ---------- Original Message ----------
> From: Darren Flannery [redacted]
> Sent: 1/12/2024 3:17 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
>
> Okay you are paying to have dash fixed tho right
> Sent from my iPhone
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> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
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> ---------- Original Message ----------
> From: Darren Flannery [redacted]
> Sent: 1/12/2024 1:33 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
>
> No I□m not paying no extra
> Sent from my iPhone
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> On Jan 12, 2024, at 12:29?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> Hello, good morning.
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> I am still waiting for your response on the offer for the cost coverage, is 50% what you are willing to take?
>
> Thank you.
>
> Regards.
>
>
> ---------- Original Message ----------
> From: Darren Flannery [redacted]
> Sent: 1/4/2024 4:47 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
>
> Okay thank you
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> From: Darren Flannery [redacted]
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> We have not spoken about any steering wheel as this is the first time you have mentioned this and the dealership only spoke to me about the Dash pad when I asked

for the diagnosis,
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> I will contact them again, and I have not reached Austin, but I was able to speak to another service advisor Jennifer who provided the diagnosis as Dash pad delamination.
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> From: Darren Flannery [redacted]
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> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
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> Did y□all communicate about the steering wheel where it□s falling apart I know you said you would talk to him about it
> Sent from my iPhone
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>
> ?
> Hello,
> Good evening the document required to cover the cost of the repairs has been sent to the dealership as a one-time goodwill offer, I will keep communication with them and provide you with updates as soon as they come in.
>
> Thank for being a Ram customer and have a wonderful new year ahead.
>
>
> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
>
> ---------- Original Message ----------
> From: Darren Flannery [redacted]
> Sent: 12/27/2023 5:04 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
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> Adetola.
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> ---------- Original Message ----------
> From: Darren Flannery [redacted]
> Sent: 12/27/2023 3:10 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]
>
> Did you speak to him
> Sent from my iPhone
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> On Dec 27, 2023, at 11:26?AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> ?
> Hello,
> This is Adetola with Ram Case Management regarding the 2019 RAM 4500 CREW CAB CHASSIS with the VIN ending in KG[redacted]
>
> We recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired.
>
> I have tried to contact Austin at the dealership to learn more about the situation but could not reach him, I will send him a follow-up email and we will be in touch with you as we receive any new information or updates.
>
> We must also make sure you're aware that the VIN currently has the following open recall:
> Y17: Customer Satisfaction Notification
> 2019-21MY DD/DP TRANSMISSION SOFTWARE UPDATE
>
> Y21: Safety Campaign
> 2019-2020 HD POWERTRAIN CONTROL MODULE SOFTWARE
>
> Y26: Safety Campaign
> 2012-21 D TRUCK M14 WHEEL STUDS
>
> Y78: Safety Campaign
> 2019-2020 Ram HD High Pressure Fuel Pump
>
> Z08: Safety Campaign
> 2019-2020 D Truck Windshield Wipers
>
> ZA5: Safety Campaign
> 2019-2020 DP REAR BRAKE HOSE
> Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.
>
> If you have any questions or concerns in the meantime, please do not hesitate to make contact by responding to this email or calling Ram Case Management at 1-800-999-3533 Monday - Friday from 8am - 8pm ET (hours subject to change).
>
>
>
> Thank you for your patience and cooperation!
>
> Best wishes,
>
> Adetola
> Ram Case Management
> 1-800-999-3533 ext. 5140616
>

> [redacted]
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> [image0.jpeg (image/jpeg)]
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>

Date	03/28/2024	***Subject***	Re: dash pad delamination: Case [redacted] in: KG [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/28/2024 20:37 PM

Good afternoon

I have spoken with Austin who advised that the parts have arrived at the dealer. I would encourage you to reach out to the dealer by phone at 336 996 4111 to schedule an appointment. We just wanted to thank you for allowing Ram Customer Care the opportunity to address your concern. If you require any further assistance and are able to get the vehicle back into the dealership and get it diagnosed, then certainly give us a call back so we may reopen your case and look into the concern further. We also wanted to let you know that we attempt to conduct a satisfaction survey upon closure of a case; therefore, you could potentially receive a survey by email. 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.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 1/30/2024 9:58 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

That□s so much and I□m trying to also figure out about the seat cover that the seat warms messed up and why you can□t repair that
Sent from my iPhone
On Jan 30, 2024, at 9:38□AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□

Hello good morning,

You will be happy to know the wait is almost over. Your part order for the dash pad repair is expected to arrive at the dealership on Tuesday, January 30. I will follow up again with the dealership. Once confirmed, I will check with your advisor to see when the repair can be scheduled.

Regards.

Adetola

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/25/2024 10:26 AM
To [redacted]
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Hello
I just wanted to let you know that I have had your order for the dash pard repair upgraded for priority setting. At this time, there is not an ETA available.
Please be advised that our office will utilize every resource available in effort to help expedite this order for you.
We appreciate your understanding and patience. If you have any questions or concerns, please do not hesitate to reach out directly.

Regards,

Adetola

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/23/2024 11:09 AM
To [redacted]
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Hello,

In regard to your (3C7WRLEL1KG[redacted] - 2019 RAM 4500 CREW CAB CHASSIS), the review with the dealership has been concluded, we fully appreciate your concern, particularly in view of the expense and inconvenience involved.

The damage to the seat was determined not to relate to the heating system of the vehicle hence we are unable to accommodate your request for out-of-warranty consideration.

We're sorry we cannot provide a more favorable reply, I would be happy to continue to work with you to repair the vehicle by expediting parts as possible, engage technical assistance to assist the dealership when necessary.

I confirmed with the dealership that the part for the dash pad repair is on order and have placed a request for our parts specialist team to help expedite the part. I will check in with you as I receive any updates on the status.

Regards,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/19/2024 11:00 AM
To: [redacted]: Case [redacted] vin: KG[redacted]

Hello,

Good morning, I have reached out to the dealership on your latest concern, and I am just waiting on their response and review, the service advisor assured me she will look into it and get back to me and provide you with an update.

Regards.

Adetola

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 1/18/2024 12:44 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Okay also I spoke with Austin yesterday too I forgot to let him know about my back seat where it has the seat warmers in the since I have the limited the seat warmer on the back passenger side has burned a hole in the seat he said for me to get with you about it and send pictures he said sometime they get messed up and the warmer don□t turn off here is a picture
Sent from my iPhone
On Jan 18, 2024, at 10:27?AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,

Good morning I will reach out to the dealership and provide you with an update.

Regards.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 1/17/2024 11:39 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Sent from my iPhone
On Jan 17, 2024, at 11:01?AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,

Good morning, I have tried to reach out to the service advisor via phone but could not. I have sent her an email to provide me with further information about the repair. I will reach out to you once I get a response.

Thanks

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/12/2024 3:19 PM
To: [redacted]
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Yes, we already covered that.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 1/12/2024 3:17 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Okay you are paying to have dash fixed tho right
Sent from my iPhone
On Jan 12, 2024, at 3:14?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?

Hello,

In regard to your (3C7WRLEL1KG[redacted] - 2019 RAM 4500 CREW CAB CHASSIS), your response was received, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and mileage limitations of the warranty we offered on the part that needs repair at the time it was purchased. Although we had provided you with the repair coverage on the repair of your dash pad.

We're sorry we cannot provide a more favorable reply, I would be happy to continue to work with you to repair the vehicle by expediting parts as possible, engage technical assistance to assist the dealership when necessary.

Regards,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 1/12/2024 1:33 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

No I□m not paying no extra
Sent from my iPhone
On Jan 12, 2024, at 12:29?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello, good morning.

I am still waiting for your response on the offer for the cost coverage, is 50% what you are willing to take?

Thank you.

Regards.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 1/4/2024 4:47 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Okay thank you
Sent from my iPhone
On Jan 4, 2024, at 4:45?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,
I was not able to reach the dealership by phone hence, I sent them an email, I am waiting on their response so that I can give you feedback, I apologize for the inconvenience and late response.

Regards.

---------- Original Message ----------
From: Darren Flannery [redacted]]
Sent: 1/4/2024 4:33 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Any update
Sent from my iPhone
On Dec 29, 2023, at 5:13?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,

We have not spoken about any steering wheel as this is the first time you have mentioned this and the dealership only spoke to me about the Dash pad when I asked for the diagnosis,

I will contact them again, and I have not reached Austin, but I was able to speak to another service advisor Jennifer who provided the diagnosis as Dash pad delamination.

I will reach out to you again on whatever update I have from them.

Regards.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 12/29/2023 4:55 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Did y□all communicate about the steering wheel where it□s falling apart I know you said you would talk to him about it
Sent from my iPhone
On Dec 29, 2023, at 4:40?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,
Good evening the document required to cover the cost of the repairs has been sent to the dealership as a one-time goodwill offer, I will keep communication with them and provide you with updates as soon as they come in.

Thank for being a Ram customer and have a wonderful new year ahead.

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 12/27/2023 5:04 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

I called soon as we got off phone talked to him he said he was going to call you then
Sent from my iPhone
On Dec 27, 2023, at 3:34?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,

I called the dealership twice, 3hours apart but could not reach him, I sent a follow-up email, and I will wait for his response.

Regards,
Adetola.

---------- Original Message ----------
From: Darren Flannery [redacted]
Sent: 12/27/2023 3:10 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: dash pad delamination: Case [redacted] vin: KG[redacted]

Did you speak to him
Sent from my iPhone
On Dec 27, 2023, at 11:26?AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,
This is Adetola with Ram Case Management regarding the 2019 RAM 4500 CREW CAB CHASSIS with the VIN ending in KG[redacted]

We recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired.

I have tried to contact Austin at the dealership to learn more about the situation but could not reach him, I will send him a follow-up email and we will be in touch with you as we receive any new information or updates.

We must also make sure you're aware that the VIN currently has the following open recall:
Y17: Customer Satisfaction Notification
2019-21MY DD/DP TRANSMISSION SOFTWARE UPDATE

Y21: Safety Campaign
2019-2020 HD POWERTRAIN CONTROL MODULE SOFTWARE

Y26: Safety Campaign
2012-21 D TRUCK M14 WHEEL STUDS

Y78: Safety Campaign
2019-2020 Ram HD High Pressure Fuel Pump

Z08: Safety Campaign
2019-2020 D Truck Windshield Wipers

ZA5: Safety Campaign
2019-2020 DP REAR BRAKE HOSE
Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.

If you have any questions or concerns in the meantime, please do not hesitate to make contact by responding to this email or calling Ram Case Management at 1-800-999-3533 Monday - Friday from 8am - 8pm ET (hours subject to change).

Thank you for your patience and cooperation!

Best wishes,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616

[redacted]


[image0.jpeg (image/jpeg)]

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

VIN	3C63RRGL4PG[redacted]	Model Year	2023	Brand	D DGE
Body	D28L92	Vehicle	R M 3500 TR DESM N CRE C B 4X4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	12/13/2023	CAIR Type	Regular	Status	Closed
Close Date	12/21/2023	Origin	Telephone	Reason	
Mileage	8 8 1 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	FC
City State/Country Zip					
Customer	J SE R M S LEMUS				
Customer Address	6310 GREEN DR				
City State/Country Zip	R N KE			24019613 106	US
Dealer	42241	M T R MILE CHR SLER JEEP D DGE		Dealer Phone	5403822981
Dealer Address	2395 R N KE STREET				
	CHRISTI NSBURG			240 3 2563	US
Dealer Zone	Mid tlantic	Sales District		Service District	Q
Subject	Bu back				
Synopsis	C&K declined b the cx				
Customer Anomaly	Dri abilit				
	Stalling				
Contact Reason	C221	Dispute Resolution Bu back/Lemon La	Customer Anomaly	9	ehicle Stalling
Reason Code	fter Sales Complaint Product Dispute Resolution Bu back/Lemon La Request				

Case Status History

Create Date	Status
12/13/2023 04 54 PM	pen
12/21/2023 0 50 PM	Closed

Initial Description

cx has had problems ith a ne ehicle and does not ant it an more

13 da s do n | Ke issue Car does not turn on issue ith the computer of the car| ehicle at DLR

Case Comments

Date	Comment
12/13/2023	IN PG50 889 ear & Model Miles Phone # 5405569302 Email Caller ner J SE SC R R M S LEMUS Reason for Calling ehicle has had problems ith the his ehicule arrant pen Case Repeated Case Part # Current ehicle location 42241 M T R MILE CHR SLER JEEP D DGE Customer description of concern cx is not happ ith the ne ehicle Current mileage 88 1 Rental /N Da s in rental Da s at DLR 1 Current diagnosis currentl at the dealer Date of last DLR isit/last diagnosis 16/08/23 Current ser icing dealer/dealer contact 42241 M T R MILE CHR SLER JEEP D DGE Nature of most recent dealer contact problems ith the computer car does not turn on Confirm customer telephone and email as ell as best contact method and time [redacted]540 556 9302 an time
12/14/2023	Dispute Resolution Re ie Case Escalated to CRT Re ie ed arrant histor at customer request riter determined this should be escalated to CRT for case management ssigned case to CRT
12/15/2023	CRT RE IE pen Legal Case No ehicle 3C63RRGL4PG[redacted]2023 R M 3500 TR DESM N CRE C B 4X4 In Ser ice Date /12/2022 riginal ner es Selling State Last Repair Date 8/24/2023 Purchase Date /19/2023 Mileage 1 6 4 MSRP 6 240 00 pen Recall s B2 Safet Campaign 2023 2024 D Truck Malfunctioning SCCM Green Past recall s 0 ST R case currentl open no PEN REP IR RDER es R Journe Id 34528618 Journe Start 12/13/2023 | 12 18 PM Currentl Da s Do n 24/ 3 repair ttempts
12/15/2023	UTB UND T THE DLR / Motor Mile Chr sler Jeep Dodge/BC Dealer code 42241/5403818612 Customer J SE R M S LEMUS[redacted]540 556 9302 ehicle 3C63RRGL4PG[redacted]2023 R M 3500 TR DESM N CRE C B 4X4 ST R case currentl open no PEN REP IR RDER es R Journe Id [redacted]ourne Start 12/13/2023 | 12 18 PM Currentl Da s Do n 24/ 3 repair ttempts CM called the DLR to get the repair updates S Nathen Stace out toda repaired read to go stated e er time no dra and couldn t duplicate the concerns RPM go up normal and D
12/15/2023	UTB UND T THE CX/Customer J SE R M S LEMUS/[redacted]540 556 9302 ehicle 3C63RRGL4PG[redacted]2023 R M 3500 TR DESM N CRE C B 4X4 ST R case currentl open no PEN REP IR RDER es R Journe Id [redacted]ourne Start 12/13/2023 | 12 18 PM ction Required!] Customer Retention Team First Customer Contact CM called the cx ireless customer not a ailable no option to L M for the cx from the cm CM sent email to the cx
12/15/2023	Cx ants to talk ith the CM
12/19/2023	look into options for the cx $2200 00 C&K FFER ith a M XC R SC F $0 60 Months / 60000 Miles $1 9 0 MX560N
12/19/2023	check email response from CX no email response from the cx to the CM
12/19/2023	UTB UND T THE CX/Customer J SE R M S LEMUS/[redacted]540 556 9302 ehicle 3C63RRGL4PG[redacted]2023 R M 3500 TR DESM N CRE C B 4X4 $3800 00 C&K FFER ith a M XC RE SC F $0 60 Months / 60000 Miles $1 9 0 MX560N cx declined the offer I ha e completed m anal sis of the histor of our ehicle and the repairs that ha e been done thus far based on this re ie at this time Stellantis ould not be able to offer a proacti e repurchase or replacement of our ehicle call cx FC 2nd attempt DLR call the cx sa ing read for pick up as the repairs are completed cx doesn t ant the ehicle CM pro ided the cx the C&K offer cx ill be picking up the truck
12/21/2023	Close case template Reason for customer contact Ke issue Car does not turn on issue ith the computer of the car Da s do n/Repairs Da s Do n 14 Repair ttempts 3 Is the ehicle repaired es Repairs performed repaired read to go stated e er time no dra and couldn t duplicate the concerns RPM go up normal and D Case manager assisted ith Cm reached out tot he cx and the DLR BB declined and pro ided the decline Cm offered the cx the C&K offer cx declined the offer

Email(s)

Date	12/14/2023	Subject	[ction Required!] Customer Retention Team First Customer Contact		
From	uscustomercare@cac stellantis com	To	uscustomercare@cac stellantis com	Sent Date Time	12/14/2023 20 3 PM

CRT case [redacted]has been assigned to ou

Customer Name J SE R M S LEMUS

IN 3C63RRGL4P[redacted]

ehicle Description 2023 \| D28L92 \| R M 3500 TR DESM N CRE C B 4X4

Phone 5405569302

Email [redacted]

Please contact customer ithin 1 business da through their preferred mode of communication

Date	12/15/2023	Subject	RE: [Action Required!] Customer Retention Team - First Customer Contact		
From	uscustomercare@cac.stellantis.com	To	[redacted]	Sent Date/Time	12/15/2023 15:10 PM

Hello JOSE RAMOS LEMUS,

I've tried calling and couldn't leave a voices messages for you to call me back.

Thank you for taking the time to contact Jeep Customer Care. My name is Alexandra, and I am a Customer Retention Specialist in the corporate offices of Stellantis. I have assumed ownership of your case regarding the service-related difficulties you have experienced with your 3C63RRGL4PG[redacted] 2023 RAM 3500 TRADESMAN CREW CAB 4X4.

I sincerely apologize for the challenges you've faced. Your case has been assigned to my department because we have access to additional factory and corporate resources that we can utilize to assist in resolving your concerns and help get you back in your vehicle and on the road again.

I called and left a voicemail today introducing myself. I will try reaching you again in about 1-2 business days after I review the details of your case.

If you have urgent questions or concerns, feel free to contact me in the meantime. My contact information is listed below or you can reply to this email. My regular work hours are: 8:00 am - 4:30 pm Eastern Standard Time Monday-Friday. If you call, you may enter my extension OR your case number.

For your reference, your case number is 88279599. I look forward to working with you!

Best wishes,

Alexandra
Stellantis Customer Retention Team (CRT)
Phone: 248-464-6694 ext. 5000

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 12/14/2023 3:37 PM
To: uscustomercare@cac.stellantis.com
Subject: [Action Required!] Customer Retention Team - First Customer Contact

CRT case[redacted] as been assigned to you:

Customer Name: JOSE RAMOS LEMUS

VIN: 3C63RRGL4PG[redacted]

Vehicle Description: 2023 | D28L92 | RAM 3500 TRADESMAN CREW CAB 4X4

Phone: 5405569302

Email:[redacted]

Please contact customer within 1 business day through their preferred mode of communication.
[redacted]

Date	12/19/2023	Subject	RE: [Action Required!] Customer Retention Team - First Customer Contact		
From	uscustomercare@cac.stellantis.com	To	[redacted]	Sent Date/Time	12/19/2023 18:31 PM

Hello JOSE RAMOS LEMUS,

As per our conversation on the phone the vehicle is repaired and ready to pick up.

I have completed my analysis of the history of your vehicle and the repairs that have been done thus far, based on this review, at this time, Stellantis would not be able to offer a proactive repurchase (or replacement) of your vehicle.

At this time I have provided a Monetary compensation of : $3800.00 with a MAXCARE Services Contract : $0 deductible
60 Months / 60000 Miles.

MAXIMUM CARE provides for COMPLETE MECHANICAL COMPONENT COVERAGE Beyond the Vehicle's Factory Warranty.

□IF IT□S MECHANICAL ... IT□S COVERED!□

choice of $0 Deductible per repair visit (depending on Plan chosen). Includes all of the following:

$100 □Sign-And-Go□ Roadside Assistance1
$100 Towing Allowance
$45 First Day Rental2
$45/Day Car Rental Allowance2
$600 Key Fob Repair/Replacement Coverage3
$1,000 Trip Interruption Coverage
$50 Plan Transfer Fee (in most states)

1 Roadside Assistance provided in the event coverage is not included in the Basic or Powertrain Warranties.
2 Includes $45 Taxi Reimbursement in lieu of Rental and all first day dealership service except bodywork.
3 Total maximum coverage benefit of $600 and up to 3 Key Fob repairs or replacements.

Alexandra
Stellantis Customer Retention Team (CRT)
Phone: 248-464-6694 ext. 5000

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 12/15/2023 10:10 AM
To: [redacted]
Subject: RE: [Action Required!] Customer Retention Team - First Customer Contact

Hello JOSE RAMOS LEMUS,

I've tried calling and couldn't leave a voices messages for you to call me back.

Thank you for taking the time to contact Jeep Customer Care. My name is Alexandra, and I am a Customer Retention Specialist in the corporate offices of Stellantis. I have assumed ownership of your case regarding the service-related difficulties you have experienced with your 3C63RRGL4PG[redacted] 2023 RAM 3500 TRADESMAN CREW CAB 4X4.

I sincerely apologize for the challenges you've faced. Your case has been assigned to my department because we have access to additional factory and corporate resources that we can utilize to assist in resolving your concerns and help get you back in your vehicle and on the road again.

I called and left a voicemail today introducing myself. I will try reaching you again in about 1-2 business days after I review the details of your case.

If you have urgent questions or concerns, feel free to contact me in the meantime. My contact information is listed below or you can reply to this email. My regular work hours are: 8:00 am - 4:30 pm Eastern Standard Time Monday-Friday. If you call, you may enter my extension OR your case number.

For your reference, your case number is [redacted] I look forward to working with you!

Best wishes,

Alexandra
Stellantis Customer Retention Team (CRT)
Phone: 248-464-6694 ext. 5000

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 12/14/2023 3:37 PM
To: uscustomercare@cac.stellantis.com
Subject: [Action Required!] Customer Retention Team - First Customer Contact

CRT case [redacted] has been assigned to you:

Customer Name: JOSE RAMOS LEMUS

VIN: 3C63RRGL4PG[redacted]

Vehicle Description: 2023 | D28L92 | RAM 3500 TRADESMAN CREW CAB 4X4

Phone: [redacted]

Email [redacted]

Please contact customer within 1 business day through their preferred mode of communication.

[redacted]

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

VIN	3C RNFL2MG[redacted]	*Model Year*	2021	*Brand*	R M
Body	DP0L94	*Vehicle*	R M 5500 CRE C B CH SSIS		
Customer Provided VIN		*Line of Business*	C C	Customer ssistance Center	
Batch Case Information					
Open Date	12/28/2023	*CAIR Type*	Regular	*Status*	Closed
Close Date	05/0 /2024	*Origin*	Telephone	*Reason*	
Mileage	125 000 Miles	*Market*	U	*Language*	English
Contact Email		*Contact Phone*	[redacted]	*Contact Mobile*	[redacted]
Caller Address				*Source*	Customer
City State/Country Zip					
Customer	NUTT BUDD TRUCKING LLC				
Customer Address	503 32ND ST				
City State/Country Zip	BELL IRE		H	43906165603	US
Dealer	60930	Pohanka Chr sler Dodge Jeep Ram of		*Dealer Phone*	410 491001
Dealer Address	1915 N S LISBUR BL D				
	S LISBUR		MD	21801 3334	US
Dealer Zone	Mid tlantic	*Sales District*		*Service District*	M
Subject	ehicle Concern				
Synopsis	customer s request cannot be accomodated				
Customer Anomaly	Engine				
	Injectors				
Contact Reason	C105	Technical Issue ith ehicle	*Customer Anomaly*	28	Engine fuel injectors issue
Reason Code	fter Sales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
12/28/2023 03 14 PM	pen
04/12/2024 01 25 PM	Suspended
04/18/2024 04 01 M	pen
05/0 /2024 02 20 PM	Closed

Initial Description

Cx inquired about lemon la due to mechanical issues he has been experiencing and requested technical assistance as he as told he ouldn t qualif for lemon

Case Comments

Date	Comment
12/28/2023	C Cx inquired about lemon la due to mechanical issues he has been experiencing and requested technical assistance as he as told he ouldn t qualif for lemon Cx stated he had to use a rental during the holida s The truck has been in the shop for 4 months 23rd ugust broke do n three times and isited three dealerships for the same issues DEF issues the EGR cooler/ al e as replaced damaged injector fan cooler T d ised cx of recall 13 Safet Campaign 2021 2023 Ram Hea Dut Grid Heater Rela d ised cx that the case ill be created and escalated for technical assistance Pro ided case number and ad ised of updates ithin 1 2 business da s NS Reassigned
12/29/2023	outbound dealership call 45 14/ 980 344020/ lbemarle Chr sler Dodge Jeep Ram spoke to S esle ho explained that explained that the ehicle came in dec th into the dealership the ser ice ad isor is Trinit ho is not a ailable at the moment the ehicle has 2 sensors that are fault no issues ith the DEF PUMP R EGR C LER parts required for this repair are alread at the dealership parts ere put in as ad ised b the Tech orking on it it ill be test dri en toda and cost has been handled under his extended arrant
12/29/2023	NUTT BUDD TRUCKING LLC / nutt budd t@ ahoo com / [redacted] outbound customer call cm ad ised that the repair as alread done on the dealership is test dri ing it customer ad ised that the repair has been done about 4 da s ago and the dealership has been testing dri ing for about 4 da s no and no resolution customer ad ised that the ehicle has had 3 repair orders open and closed ith issues that keep popping up and the last 3 repairs before the extended arrant co erage as used he has paid an approximate of $6000 and additional 300 in deductibles he ad ised that he is in a rental currentl and he ill need to return the ehicle toda but since the repair is not complete he is not able to he ad ised that he ants us to help ith pre ious repair cist assistance and also a possible rental reimbursement cm ad ised that e can onl re ie for 1 but it s a possibilit customer as ad ised of an open recall he ad ised that hen he makes some mone he ill go and fix the recall customer ill be sent first contact email and email to request documents for reimbursement
12/29/2023	in 3C RNFL2MG[redacted] 2021 R M 5500 CRE C B CH SSIS Latest Mileage 8 022 In Ser ice Date Jul 2 2021 Lo alt Score 3 household ehicle Case Critical 0 Has ner 1 pen Recalls 1 B SIC RR NT and P ERTR IN RR NT expired b mileage Ser ice Contract Information No multiple ongoing repairs
01/03/2024	NUTT BUDD TRUCKING LLC / nutt budd t@ ahoo com / [redacted] outbound customer call cm ad ised that e ere aiting on his email for documents and also an update on if he picked up the ehicle customer ad ised that he called the dealership esterda and as ad ised that the are no aiting on parts for the ehicle and repair is not done et
01/03/2024	outbound dealership call 45 14/ 980 344020/ lbemarle Chr sler Dodge Jeep Ram spoke to S esle ho explained that explained that ith e er repair the check engine light keeps coming on after the last repair the ehicle as test dri en and the check engine light came on for injector filter and the DPF filter He ad ised that the customer s insurance compan agreed to co er for the injector repairs but refused to co er for the DPF filter also the insurance compan onl paid 300 dollars as against 2000 dollars that injectors cost so he needs to talk to the insurance compan again and for them to gi e proper authorization and since the insurance compan is not co ering for the repairs on the DPF filter he ould need the customer to authorize the repair as he ould need to pa out of pocket for it he ad ised that I gi e him a call back in about 5hrs that is 3pm and allo him to speak to the customer first before contacting him
01/03/2024	outbound customer call in response to customers oice mail request customer is requesting for good ill because the ehicle has been do n since ug 23rd 2023 and after reach repair there is another immediate repair and he does not ha e another source of income he is financiall incapable of doing the repairs b himself CM ad ised that she ill need to send dealer funnel questions and also cumulate his documents for re ie b the department that is in charge
01/03/2024	outbound dealership call 45 14/ 980 344020/ lbemarle Chr sler Dodge Jeep Ram no response list of dealer funnel questions has been sent to dealership
01/04/2024	outbound dealership call 45 14/ 980 344020/ lbemarle Chr sler Dodge Jeep Ram no response list of dealer funnel questions has been sent to dealership 1/3/24
01/04/2024	outbound customer call in response to customers oice mail request customer is requesting if there is an update from the dealership and he as also requesting the process for the cost assistance CM ad ised that the dealership s email is of paramount importance to decide on an thing also cm helped customer to locate our email on his email box
01/04/2024	in 3C RNFL2MG[redacted] 2021 R M 5500 CRE C B CH SSIS Latest Mileage 125 000 corrected from QN In Ser ice Date Jul 2 2021 Lo alt Score 3 household ehicles Case Critical 0 Has ner 1 pen Recalls 1 B SIC RR NT and P ERTR IN RR NT expired b mileage Ser ice Contract Information No multiple ongoing repairs
01/05/2024	outbound dealership call 45 14/ 980 344020/ lbemarle Chr sler Dodge Jeep Ram spoke to S esle ho explained that explained the insurance compan ill be co ering the cost of the injectors the customer had not gotten back to him on the DPF filter CM ad ised that the customer reached out to us for cost assistance and the S should kindl pro ide ans ers to the dealer funnel questions so that e can access full scale of help needed

Date	Comment
01/05/2024	**********inbound dealership email********** from: John Wesley Rasmussen II Responses to your email questions below. John Wesley Rasmussen II On Wednesday, January 3, 2024 at 11:45:37 AM EST, ADETOLA ADEOYE <adetola.adeoye@external.stellantis.com> wrote: Hello, This is Adetola from stellantis case management, I am reaching out to you on behalf of NUTTY BUDDY TRUCKING LLC, vehicle is at Albemarle Chrysler Dodge Jeep Ram I spoke to service this morning and was advised on the new development on the vehicle, it is advised to need injector replacement and DPF filterer repair. The customer advised that they do not have the financial capacity to foot repairs and would require help, hence why I am sending a list of dealer funnel questions and I kindly request that you provide answers to them to help us carefully review the case. 1.What is the diagnosis? P2002.00 PF EFFICIENCY, DPF NEEDS TO BE REPLACED. 2.Is the concern a result of misuse/abuse/lack of maintenance? NO 3.Could the customer have caused/prevented concern? NO 4.Is the concern related to age and mileage? NO 5.Is vehicle maintained? YES 6.What is the general condition of the vehicle? WORK VEHICLE, GOOD CONDITION. 7.Have there been any previous related repairs? (QNA) . SEVERAL FUEL RELATED REPAIRS 8.Have there been previous out-of-pocket repairs? (QNA CHECK WITH CM) DEDUCTIBLES FOR EXTENDED WARRANTY *If unable to duplicate concern? *Have you had an opportunity to do a test drive with the customer? *Has STAR been contacted? (If No. Need one? yes, obtain STAR case #) NO, NO NEED. 9.What is the estimated cost of the repair? $5770.87 10.Warranty price? * Labor $208.50 * Part $4640.90 * Total $4849.40 11.When could it be completed? if you have an estimated time frame. 3 days after parts arrival. 12.Do you feel this customer should receive assistance? seems genuine, I think so 13.Has this customer been provided assistance previously? no has extended warranty 14.Would you be willing to provide assistance? yes or no if yes to what ratio or percentage? no. 15. Latest millage? 125678 miles 16. Will you be willing to accept DM note? ? I don't know what this is. 17. Is this warrantable? No 18. Is there an ETA for repair completion? See #11 19. Are you waiting for parts? If so, gather part and order number? Not ordered yet 20. Is the customer in a rental/loaner? If so, who is paying, how many days? No If the vehicle has NOT been diagnosed. Is there a reason for delay in diagnosis? Is there an ETA for diagnosis? Has a data recorder (also known as a co-pilot) been used? (if the problem is electrical in nature or if a stalling problem persist)? No Will we be considering looping in an Area Manager (AM) from the local Business Center, or have they been involved at this time? No
01/10/2024	****outbound dealership call**** 45714/ 9807344020/ Albemarle Chrysler Dodge Jeep Ram spoke to SA- Wesley: he was advised on what a DM note is, and he agreed to take DM note on the customer's behalf if we will provide a document as proof then his warranty administrator can claim it. Cm advised that he will be mailed on an outcome of the cost coverage review.
01/10/2024	still under review
01/12/2024	NUTTY BUDDY TRUCKING LLC / nuttybuddyt@yahoo.com / [redacted]******outbound customer call********** called customer to offer a maximum coverage of 50% , CM was forwarded to an automated voice messaging system. no room for a voice message.
01/16/2024	NUTTY BUDDY TRUCKING LLC / nuttybuddyt@yahoo.com / [redacted]******outbound customer call********** called customer to offer a maximum coverage of 50% , CM was forwarded to an automated voice messaging system. no room for a voice message.
01/16/2024	NUTTY BUDDY TRUCKING LLC / nuttybuddyt@yahoo.com / [redacted]*****outbound customer call********** called customer to offer a maximum coverage of 50%, customer accepted the 50% cost coverage but was declined the reimbursement from previous repairs. customer was grateful for the little win and requested a notification of when the document is sent to the dealership. he advised that the dealership advised that the repairs will be complete tomorrow 1/17/123 he wanted to know if the case is closed now? cm advised that case will be left open until the repair is complete.
01/16/2024	****outbound dealership call**** 45714/ 9807344020/ Albemarle Chrysler Dodge Jeep Ram spoke to SA- Wesley: advised that a DM note covering 50% of the cost (warranty) was going to be sent to him, He also advised that the customer had given permission to order parts so parts are at the dealership and vehicle may truly be complete tomorrow.
01/16/2024	REPAIR GOODWILL for DM NOTES MG661919/[redacted]NUTTY BUDDY TRUCKING LLC/2021 RAM 5500 CREW CAB CHASSIS/ Albemarle Chrysler Dodge Jeep Ram - 45714-9807344020 / Goodwill Assistance. NUTTY BUDDY TRUCKING LLC is requesting review of cost assistance for repair of the P2002.00 PF EFFICIENCY, DPF. Writer is suggesting the following as a goodwill gesture based on dealer input and for customer satisfaction. Customer□s proof of payment is not yet paid. Date of Repair: ongoing ETA 1/17/23 In-Service Date: 7/27/2021 Original Owner: yes Mileage: 125678 miles Loyalty: 3 household vehicles Multiple Repairs: yes Warranty Status: expired Authorized Chrysler Dealership: Albemarle Chrysler Dodge Jeep Ram - 45714-9807344020 Dealer Opinion: The dealership is suggesting having the P2002.00 PF EFFICIENCY, DPF NEEDS TO BE REPLACED. to remedy the current issue. vehicle is well maintained, and the repair has been multiple, started before vehicle was out of powertrain coverage. BREAK DOWN the repair? $5770.87 10.Warranty price? * Labor $208.50 * Part $4640.90 * Total $4849.40 Co-Pay- $2,885.45 (customer cost as repair is out of warranty) Specialist is seeking cost assistance of $2,424.7 with a customer co-pay of $2,424.7 on assistance for repair of the P2002.00 PF EFFICIENCY, DPF Rationale for assistance: vehicle is well maintained, has had multiple repairs on the same concern before powertrain coverage went out which has been paid by the customer, customer has 3 household vehicles. Dealership thinks customer seems genuine and should receive help and are willing to take DM note. DM NOTES TEMPLATES As a one-time goodwill gesture, Chrysler is approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows: * Labor $208.50 * Part $4640.90 * Total $4849.40 Co-pay = $2,424.7
01/16/2024	****dm note created and sent to the dealership***
01/18/2024	****outbound dealership call**** 45714/ 9807344020/ Albemarle Chrysler Dodge Jeep Ram spoke to SA- Trinity, SA Wesley is not available. was advised that repairs is not complete, ETA is unknow because it's an extensive repair.
01/18/2024	NUTTY BUDDY TRUCKING LLC / nuttybuddyt@yahoo.com / [redacted]*******outbound customer call********** called customer to provide them with repair update. Agreed for a call back on Monday for another repair update.
01/22/2024	****outbound dealership call**** 45714/ 9807344020/ Albemarle Chrysler Dodge Jeep Ram spoke to SA- Trinity, spoke to SA Wesley, repairs are still ongoing and should be complete by Wednesday.
01/22/2024	NUTTY BUDDY TRUCKING LLC / nuttybuddyt@yahoo.com / [redacted]*****outbound customer call********** called customer to provide them with repair update. Agreed for a call back on Wednesday for another repair update.
01/24/2024	****outbound dealership call**** 45714/ 9807344020/ Albemarle Chrysler Dodge Jeep Ram spoke to SA- Trinity, spoke to SA Wesley, repairs are still ongoing and should be complete by weekend
01/29/2024	****outbound dealership call**** 45714/ 9807344020/ Albemarle Chrysler Dodge Jeep Ram spoke to Haley in service: currently still been worked on. no idea when repairs will be complete. wrong parts came in and waiting on a new one. repair is extensive and they do not have an eta on the repairs. SM Wesley will reach out to me via email, time unknow because they are currently backed up on work. was not successfully transferred to parts department.
01/31/2024	****** INBOUND CUSTOMER EMAIL ***** nuttybuddyt@yahoo.com Hello good morning, I hope you had a nice weekend. This is to inform you that I spoke to the dealership as promised and was advised that they are waiting on another part and the repair is quit an extensive one and this will take a while to complete it. I will provide you with weekly updates on the repairs as I communicate with the dealership.
02/06/2024	****Outbound Call to DLR**** Called service, talk to SA Karl, he advised they have all the necessary parts, have started repair and will be done by this thursday or friday.
02/06/2024	****Outbound email to CX***** Sent an email to CX with updates.
02/08/2024	****Outbound call to DLR**** SA advised they are finishing up now and will be ready by Saturday.
02/08/2024	****Outbound email to CX*** Updated CX with ETA of repair that vehicle would be repair by Saturday.
02/13/2024	***OUTBOUND TO DLR*** 45714|Albemarle Chrysler Dodge Jeep Ram|9807344020 CM spoke to Service (Haley) vehicle was picked up by CX Feb 8
02/13/2024	***OUTBOUND EMAL CONTACT TO CX*** Sent email to CX to check for repair satisfaction
02/13/2024	***INBOUND CUSTOMER CALL*** Vehicle just got repaired CX put 400 miles and it broke down again CX stated that this is the 4th time this happened CX can hear a loud engine knock CX is at Delmar Delaware asked CX if he needed roadside assistance provided CX business link DLR in the area who can possibly assist with repair advised CX that we only recommend repair of certified stellantis dealer advised CX to let us know where the vehicle will be serviced
02/20/2024	***EMAIL SENT TO CX*** Email sent to CX to check if he already booked an appointment with a certified DLR
02/26/2024	***OUTBOUND CALL TO CX*** CM Called CX to check for vehicle status CX told that vehicle is at Pohanka CM will call DLR and check for updates on vehicle
02/28/2024	***OUTBOUND TO DLR*** 60930|Pohanka Chrysler Dodge Jeep Ram of Salisbury|4107491301 MG[redacted]2021 RAM 5500 issue with turbo actuator and turbo itself Lindsay (SA) out sick today
03/01/2024	***OUTBOUND TO DLR*** 60930|Pohanka Chrysler Dodge Jeep Ram of Salisbury|4107491301 called DLR get update on repair, no answer, left VM
03/06/2024	***OUTBOUND TO DLR*** 60930|Pohanka Chrysler Dodge Jeep Ram of Salisbury|4107491301 CM spoke with Lindsay we submitted to extended warranty -declined due to lack of maintenance cost of repair actuator - $1937.16 turbo - $6892.34 CM will callback next week to check for updates
03/11/2024	***OUTBOUND TO DLR*** 60930|Pohanka Chrysler Dodge Jeep Ram of Salisbury|4107491301 CM spoke with SA Lindsay warranty claim has been denied due to lack of maintenance SA has not heard back from CX on how they would like to proceed with the repair. CM will callback end of the week to check for any new updates
03/15/2024	***OUTBOUND TO DLR*** 60930|Pohanka Chrysler Dodge Jeep Ram of Salisbury|4107491301 Customer has not called the DLR yet
03/15/2024	***OUTBOUND CALL TO CX*** Advised CX that DLR is waiting for him to call on how CX would like to proceed with repair CX will be getting maintenance records of the vehicle and will provide it to the DLR CX asking if Customer Care can provide assistance advised that GW is not guaranteed and is subject to review/approval CM will call DLR next week to get update on case
03/20/2024	*****OUTBOUND DEALERSHIP CONTACT***** Pohanka Chrysler Dodge Jeep Ram of Salisbury|60930|4107491301 CM called dlr 60930 to speak to SA however it went to VM. CM disconnected the call.
03/20/2024	*****OUTBOUND DEALERSHIP CONTACT***** Pohanka Chrysler Dodge Jeep Ram of Salisbury|60930|4107491301 Agent called service dept to get update on cx vehicle, but was unable to establish a contact. Agent left a VM for a call back
03/26/2024	*****OUTBOUND DEALERSHIP CONTACT***** Pohanka Chrysler Dodge Jeep Ram of Salisbury|60930|4107491301 CM called dlr 60930 to speak to speak to SA however it went to VM. CM left VM for further contact.
04/03/2024	***EMAIL TO DEALER/SM CHRYSTAL*** Good Afternoon Chrystal, I am reaching out to get an update on the following VIN. Did the customer bring in the maintenance records?? Case#[redacted]/IN#MG[redacted]□□□□□□NUTTY BUDDY TRUCKING LLC I appreciate your time, thank you.
04/09/2024	****OUTBOUND DEALERSHIP CONTACT***** Pohanka Chrysler Dodge Jeep Ram of Salisbury|60930|4107491301 CM called dealership 60930 to speak SM, receptionist sent CM to her line and ended in a voice message. CM sent a follow up email using the previous template to chandley@pohankaofsalisbury.com
04/09/2024	*********outbound call customer******* NUTTY BUDDY TRUCKING LLC / 432) 924-1226 / Jeremy Valdiviez called to speak to Jeremy, customer not available. no room for voice notes. plan: send introductory mail.

Date	Comment
04/10/2024	*******inbound dealership email****** He did not, he submitted them directly to his extended warranty company. Thank you. in response to an outbound email below This is Adetola with stellantis case management, I am reaching out to you on behalf of NUTTY BUDDY TRUCKING LLC, Did the customer bring in the maintenance records for the repairs? Case# [redacted]/IN#MC[redacted]□□□□□NUTTY BUDDY TRUCKING LLC
04/10/2024	********outbound dealership email********** Thank you for the response, the customer advised that his insurance company has given authorization for a tear down and repair of the vehicle to the dealership. I would like to confirm if this is correct and if we have an eta on the repair or waiting on part? is diagnosis done? waiting on Parts? if yes (part number____ order number_____ repair eta? thank you.
04/11/2024	***inbound dealership email******** chandley@pohankaofsalisbury.com is diagnosis done? -No customer has an Extended Warranty through an aftermarket company that is having us teardown vehicle waiting on Parts? -no waiting on teardown to confirm failure and submit to customers aftermarket extended warranty company if yes (part number____)-n/a order number_____-n/a repair eta? -n/a
04/18/2024	***OUTBOUND DEALERSHIP CONTACT***** Pohanka Chrysler Dodge Jeep Ram of Salisbury|60930|4107491301 CM called dealership 60930 to speak SM, Chrystal. no response, Cm sent a follow up email
04/18/2024	**Inbound DLR Call** DLR Name:- Pohanka Chrysler Dodge Jeep Ram of Salisbury DLR phone number:-4432104827 DLR Chrystal Called in and said that she received an email and she is asking regarding warranty whether it will be covered by stellantis or not , advised that the CM will contact you soon **Next steps** Call DLR
04/18/2024	**outbound Dealership Call** DLR Name:- Pohanka Chrysler Dodge Jeep Ram of Salisbury DLR phone number: 4107491301 -4432104827 (sm) CM was returning SM Chrystal's call, she was advised that before a decision can b made we need answers to dealer funnel questions, she advised that she is in a mix as to who is covering cost and if she should go ahead, cm advised that she needs to send in the dealer funnel questions and reach out to customer. **Next steps** Call customer
04/19/2024	**OUTBOUND CALL TO Customer*** NUTTY BUDDY TRUCKING LLC (432) 924-1226 cm spoke to customer and advised that DLR is waiting for him to call as to who is covering the tear down for the diagnosis. also we need the diagnosis done and for us to get a response to the dealer funnel question and to reach a decision on his request. ****wait on customer's email update
04/24/2024	*outbound Dealership Call** DLR Name:- Pohanka Chrysler Dodge Jeep Ram of Salisbury DLR phone number: 4107491301 -4432104827 (sm) Called dealership to find out, if teardown, SM is busy, SM dropped a message for Megan to request a call back or response to her mail. **plan** wait for dealership mail
04/24/2024	**inbound dealer call** Dealer SM Crystal called in wanting to get information on the phone call they received earlier today. Transferred to CM
04/24/2024	*inbound Dealership Call** DLR Name:- Pohanka Chrysler Dodge Jeep Ram of Salisbury DLR phone number: 4107491301 -4432104827 (sm) Chrystal, she called to advise that the warranty company for the customer is not covering for the repairs, and no warranty company cover for tear down without the turbo repairs, She feels like customer is playing everyone around, If repair will be covered by the warranty company it's a different rout, if its stellantis its different and if its customer its different. she advised that at a different dealership seems like customer also had extended warranty coverage issues. ****call customer to make up his mind.
05/02/2024	****case was discussed further with TL, we cannot accommodate customer's request. **plan** communicate decline
05/07/2024	***no response to closure email****** close case

Email(s)

Date	12/29/2023	***Subject***	Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	nuttybuddyt@yahoo.com	***Sent Date/Time***	12/29/2023 16:22 PM

Hello,

This is Adetola with Ram Case Management following up on our call to let you know what documents we'll need for reviewing your request for rental reimbursement or repair cost assitance upon completion of your vehicle repair.

At your convenience please reply to this email and attach copies of the following information:

- bill of sale
- documentation from your dealership showing the payment has been processed and the account is in good standing
- information as to who a check would be made payable to, address, etc.

- or rental agreement
- or one proof of payment for the rental (credit card receipt, Credit card or bank statement detailing payment, register receipt if paid cash, repair order or invoice stamped paid in full)
- document showing vehicle days down from the dealership

Thank you for your continued patience and co-operation.

Best wishes,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616
Monday - Friday 9am - 6pm ET (hours subject to change)
[redacted]

Date	12/29/2023	***Subject***	Vehicle Concern		
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[redacted]

Date	01/04/2024	***Subject***	Re: Vehicle Concern		
From	nuttybuddyt@yahoo.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/04/2024 20:04 PM

Received

Sent from Yahoo Mail on Android

On Fri, Dec 29, 2023 at 11:22 AM, US Customer Care<uscustomercare@cac.stellantis.com> wrote:
Hello,

This is Adetola with Ram Case Management following up on our call to let you know what documents we'll need for reviewing your request for rental reimbursement or repair cost assitance upon completion of your vehicle repair.

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Monday - Friday 9am - 6pm ET (hours subject to change)

[redacted]

Date	01/09/2024	***Subject***	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	nuttybuddyt@yahoo.com	***Sent Date/Time***	01/09/2024 16:06 PM

Hello good morning,

We got the response from the dealership and the case is currently under review. I will provide you with updates as soon as it comes in.

Thanks for your patience.

Adetola.

———— Original Message ————
From: Jeremy Valdiviez [nuttybuddyt@yahoo.com]
Sent: 1/4/2024 3:04 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern

Received
Sent from Yahoo Mail on Android
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Ram Case Management
1-800-999-3533 ext. 5140616
Monday - Friday 9am - 6pm ET (hours subject to change)

[redacted]

Date	01/12/2024	***Subject***	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	nuttybuddyt@yahoo.com	***Sent Date/Time***	01/12/2024 18:41 PM

Hello good morning,

The review is complete, and we are only able to cover 50% of the repair cost estimate provided by the dealership, we are able to help with this because of your loyalty to the brand and the inconveniences you have had.

I apologize that we cannot go further as the vehicle's mileage is way above our goodwill coverage policy.

Is this offer something you are willing to accept? kindly send me a response.

Thanks for your patience.

Adetola.

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/9/2024 11:06 AM
To: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

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1-800-999-3533 ext. 5140616
Monday - Friday 9am - 6pm ET (hours subject to change)
[redacted]

Date	01/16/2024	***Subject***	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	nuttybuddyt@yahoo.com	***Sent Date/Time***	01/16/2024 16:56 PM

Hello good morning,

Following up on our conversation on the 50% cost coverage, a document has been sent to the dealership to cover our own part ($2,424.7).

When you have picked up your vehicle kindly send me a follow up email.

Thanks for your patience.

Adetola.

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/12/2024 1:41 PM
To: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hello good morning,

The review is complete, and we are only able to cover 50% of the repair cost estimate provided by the dealership, we are able to help with this because of your loyalty to the brand and the inconveniences you have had.

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Monday - Friday 9am - 6pm ET (hours subject to change)

[redacted]

Date	01/24/2024	***Subject***	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	nuttybuddyt@yahoo.com	***Sent Date/Time***	01/24/2024 16:48 PM

Hello good morning,

Following up on our conversation on Monday, I spoke to the dealership and was advised that they are still working on the truck. I will reach out to you again once I have an update.

Thanks for your patience.

Adetola.

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/16/2024 11:56 AM
To: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

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---------- Original Message ----------
From: Jeremy Valdiviez [nuttybuddyt@yahoo.com]
Sent: 1/4/2024 3:04 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern

Received
Sent from Yahoo Mail on Android
On Fri, Dec 29, 2023 at 11:22 AM, US Customer Care
<uscustomercare@cac.stellantis.com> wrote:
Hello,

This is Adetola with Ram Case Management following up on our call to let you know what documents we'll need for reviewing your request for rental reimbursement or repair cost assitance upon completion of your vehicle repair.

At your convenience please reply to this email and attach copies of the following information:

- bill of sale
- documentation from your dealership showing the payment has been processed and the account is in good standing
- information as to who a check would be made payable to, address, etc.

- or rental agreement
- or one proof of payment for the rental (credit card receipt, Credit card or bank statement detailing payment, register receipt if paid cash, repair order or invoice stamped paid in full)
- document showing vehicle days down from the dealership

Thank you for your continued patience and co-operation.

Best wishes,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616
Monday - Friday 9am - 6pm ET (hours subject to change)

[redacted]

Date	01/29/2024	***Subject***	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	nuttybuddyt@yahoo.com	***Sent Date/Time***	01/29/2024 15:09 PM

Hello good morning,

I hope you had a nice weekend.

This is to inform you that I spoke to the dealership as promised and was advised that they are waiting on another part and the repair is quit an extensive one and this will take a while to complete it.

I will provide you with weekly updates on the repairs as I communicate with the dealership.

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/24/2024 11:48 AM
To: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hello good morning,

Following up on our conversation on Monday, I spoke to the dealership and was advised that they are still working on the truck. I will reach out to you again once I have an update.

Thanks for your patience.

Adetola.

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/16/2024 11:56 AM
To: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hello good morning,

Following up on our conversation on the 50% cost coverage, a document has been sent to the dealership to cover our own part ($2,424.7).

When you have picked up your vehicle kindly send me a follow up email.

Thanks for your patience.

Adetola.

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/12/2024 1:41 PM
To: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hello good morning,

The review is complete, and we are only able to cover 50% of the repair cost estimate provided by the dealership, we are able to help with this because of your loyalty to the brand and the inconveniences you have had.

I apologize that we cannot go further as the vehicle's mileage is way above our goodwill coverage policy.

Is this offer something you are willing to accept? kindly send me a response.

Thanks for your patience.

Adetola.

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/9/2024 11:06 AM
To: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hello good morning,

We got the response from the dealership and the case is currently under review. I will provide you with updates as soon as it comes in.

Thanks for your patience.

Adetola.

---------- Original Message ----------
From: Jeremy Valdiviez [nuttybuddyt@yahoo.com]
Sent: 1/4/2024 3:04 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Vehicle Concern

Received
Sent from Yahoo Mail on Android
On Fri, Dec 29, 2023 at 11:22 AM, US Customer Care
<uscustomercare@cac.stellantis.com> wrote:
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At your convenience please reply to this email and attach copies of the following information:

- bill of sale
- documentation from your dealership showing the payment has been processed and the account is in good standing
- information as to who a check would be made payable to, address, etc.

- or rental agreement
- or one proof of payment for the rental (credit card receipt, Credit card or bank statement detailing payment, register receipt if paid cash, repair order or invoice stamped paid in full)
- document showing vehicle days down from the dealership

Thank you for your continued patience and co-operation.

Best wishes,

Adetola
Ram Case Management
1-800-999-3533 ext. 5140616
Monday - Friday 9am - 6pm ET (hours subject to change)
[redacted]

Date	02/06/2024	***Subject***	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	nuttybuddyt@yahoo.com	***Sent Date/Time***	02/06/2024 19:43 PM

Hi,

This is Kunj from RAM Customer Care. I reached out to dealer for the update on vehicle. They have received all the necessary parts and started repair on vehicle. It would be complete before this weekend. I'll be reaching out to you by the Monday with more updates.

Thanks,
Kunj | Fleet Case Management
[redacted]

Date	02/06/2024	***Subject***	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	nuttybuddyt@yahoo.com	***Sent Date/Time***	02/06/2024 19:44 PM

Hi,

This is Kunj from RAM Customer Care. I reached out to dealer for the update on vehicle. They have received all the necessary parts and started repair on vehicle. It would be complete before this weekend. I'll be reaching out to you by the Monday with more updates.

Thanks,
Kunj | Fleet Case Management
[redacted]

Date	02/08/2024	***Subject***	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/08/2024 23:10 PM

Hi,

This is Kunj from RAM Customer Care. I reached out to dealer for the update on vehicle. They are finishing up the repair and will be ready by this Saturday. We will be contacting you by Monday.

Thanks,
Kunj | Fleet Case Management
[redacted]

Date	02/08/2024	***Subject***	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/08/2024 23:11 PM

Hi,

This is Kunj from RAM Customer Care. I reached out to dealer for the update on vehicle. They are finishing up the repair and will be ready by this Saturday. We will be contacting you by Monday.

Thanks,
Kunj | Fleet Case Management
[redacted]

Date	02/08/2024	***Subject***	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/08/2024 23:11 PM

Hi,

This is Kunj from RAM Customer Care. I reached out to dealer for the update on vehicle. They are finishing up the repair and will be ready by this Saturday. We will be contacting you by Monday.

Thanks,
Kunj | Fleet Case Management
[redacted]

Date	02/13/2024	***Subject***	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/13/2024 15:12 PM

Hello,

I'm reaching out to ensure that everything with your vehicle is in proper order and to inquire about your satisfaction with the repair. Additionally, I'd like to know if you require any further assistance from Customer Care before we close this case within the next two business days.

Regards,

Jeremy
Stellantis Case Management

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/8/2024 6:11 PM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hi,

This is Kunj from RAM Customer Care. I reached out to dealer for the update on vehicle. They are finishing up the repair and will be ready by this Saturday. We will be contacting you by Monday.

Thanks,
Kunj | Fleet Case Management

[redacted]

Date	02/13/2024	*Subject*	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	*To*	uscustomercare@cac.stellantis.com	*Sent Date/Time*	02/13/2024 15:12 PM

Hello,

I'm reaching out to ensure that everything with your vehicle is in proper order and to inquire about your satisfaction with the repair. Additionally, I'd like to know if you require any further assistance from Customer Care before we close this case within the next two business days.

Regards,

Jeremy
Stellantis Case Management

---------- Original Message ----------
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Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

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Thanks,
Kunj | Fleet Case Management

[redacted]

Date	02/13/2024	*Subject*	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	*To*	uscustomercare@cac.stellantis.com	*Sent Date/Time*	02/13/2024 15:12 PM

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To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hi,

This is Kunj from RAM Customer Care. I reached out to dealer for the update on vehicle. They are finishing up the repair and will be ready by this Saturday. We will be contacting you by Monday.

Thanks,
Kunj | Fleet Case Management

[redacted]

Date	02/20/2024	Subject	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	To	uscustomercare@cac.stellantis.com	Sent Date/Time	02/20/2024 22:03 PM

Hi,

I'm just reaching out to confirm if you already booked an appointment for your vehicle.

Regards,
Jeremy

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/13/2024 10:12 AM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern
Hello,

I'm reaching out to ensure that everything with your vehicle is in proper order and to inquire about your satisfaction with the repair. Additionally, I'd like to know if you require any further assistance from Customer Care before we close this case within the next two business days.

Regards,

Jeremy
Stellantis Case Management

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/8/2024 6:11 PM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hi,

This is Kunj from RAM Customer Care. I reached out to dealer for the update on vehicle. They are finishing up the repair and will be ready by this Saturday. We will be contacting you by Monday.

Thanks,
Kunj | Fleet Case Management

ref:!00Dj001qsDF.!500KZ01Duzu:ref

Date	02/20/2024	Subject	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	To	uscustomercare@cac.stellantis.com	Sent Date/Time	02/20/2024 22:03 PM

Hi,

I'm just reaching out to confirm if you already booked an appointment for your vehicle.

Regards,
Jeremy

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/13/2024 10:12 AM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern
Hello,

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From: US Customer Care [uscustomercare@cac.stellantis.com]
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Subject: Re: Vehicle Concern

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Thanks,
Kunj | Fleet Case Management

[redacted]

Date	02/20/2024	Subject	Re: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	To	uscustomercare@cac.stellantis.com	Sent Date/Time	02/20/2024 22:04 PM

Hi,

I'm just reaching out to confirm if you already booked an appointment for your vehicle.

Regards,
Jeremy

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/13/2024 10:12 AM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern
Hello,

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Regards,

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Stellantis Case Management

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/8/2024 6:11 PM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hi,

This is Kunj from RAM Customer Care. I reached out to dealer for the update on vehicle. They are finishing up the repair and will be ready by this Saturday. We will be contacting you by Monday.

Thanks,
Kunj | Fleet Case Management

[redacted]

Date	04/03/2024	***Subject***	Case# [redacted] VIN#MG [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/03/2024 20:52 PM

Good Afternoon,

My name is Dee Anne, and I am helping this case manager with some cases. I wanted to reach out to you to see if you have brought your maintenance records into the dealer and see if they were able to get the warranty issue straightened out. Have they completed your vehicle?? Please advise.

Dee Anne

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/20/2024 5:04 PM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hi,

I'm just reaching out to confirm if you already booked an appointment for your vehicle.

Regards,
Jeremy

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/13/2024 10:12 AM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern
Hello,

I'm reaching out to ensure that everything with your vehicle is in proper order and to inquire about your satisfaction with the repair. Additionally, I'd like to know if you require any further assistance from Customer Care before we close this case within the next two business days.

Regards,

Jeremy
Stellantis Case Management

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/8/2024 6:11 PM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hi,

This is Kunj from RAM Customer Care. I reached out to dealer for the update on vehicle. They are finishing up the repair and will be ready by this Saturday. We will be contacting you by Monday.

Thanks,
Kunj | Fleet Case Management

[redacted]

Date	04/03/2024	***Subject***	Case[redacted]/IN#MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/03/2024 20:52 PM

Good Afternoon,

My name is Dee Anne, and I am helping this case manager with some cases. I wanted to reach out to you to see if you have brought your maintenance records into the dealer and see if they were able to get the warranty issue straightened out. Have they completed your vehicle?? Please advise.

Dee Anne

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/20/2024 5:04 PM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hi,

I'm just reaching out to confirm if you already booked an appointment for your vehicle.

Regards,
Jeremy

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/13/2024 10:12 AM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern
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Regards,

Jeremy
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From: US Customer Care [uscustomercare@cac.stellantis.com]
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To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

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Thanks,
Kunj | Fleet Case Management
[redacted]

Date	04/03/2024	***Subject***	Re: Case#[redacted]VIN#MG[redacted]		
From	nuttybuddyt@yahoo.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/03/2024 21:04 PM

Yes I emailed in all my updated information to the warranty company and the repair was approved by the warranty company. Alpha warranty has instructed the dealer to tear down the turbo to determine the point of failure. once that is fixed the dealer has let me know theyll look into the engine knock and so on and so forth. I was told they have to fix 1 problem at a time.

Yahoo Mail: Search, Organize, Conquer

On Wed, Apr 3, 2024 at 2:52 PM, US Customer Care<uscustomercare@cac.stellantis.com> wrote:
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Sent: 2/20/2024 5:04 PM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hi,

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Regards,
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From: US Customer Care [uscustomercare@cac.stellantis.com]
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To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern
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Regards,

Jeremy
Stellantis Case Management

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
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To: uscustomercare@cac.stellantis.com
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Hi,

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Thanks,
Kunj | Fleet Case Management

[redacted]

Date	04/09/2024	***Subject***	Re: Case [redacted] VIN#M[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	nuttybuddyt@yahoo.com	***Sent Date/Time***	04/09/2024 14:38 PM

Hello Jeremy,

This is Adetola, your new case manager, I appreciate your email response to provide us with update on the warranty repairs, I have tried to reach the service manager at the Pohanka Chrysler Dodge Jeep Ram of Salisbury, but not successful. I will keep reaching out to them and provide you with update as I get them.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Best wishes,

Adetola
Fleet Case Management
1-800-999-3533 ext. 5140616
Monday - Friday 9am - 6pm ET (hours subject to change

---------- Original Message ----------
From: Jeremy Valdiviez [nuttybuddyt@yahoo.com]
Sent: 4/3/2024 5:04 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case# [redacted] /IN#MG [redacted]

Yes I emailed in all my updated information to the warranty company and the repair was approved by the warranty company. Alpha warranty has instructed the dealer to tear down the turbo to determine the point of failure. once that is fixed the dealer has let me know theyll look into the engine knock and so on and so forth. I was told they have to fix 1 problem at a time.
Yahoo Mail: Search, Organize, Conquer
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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/20/2024 5:04 PM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hi,

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Regards,
Jeremy

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Subject: Re: Vehicle Concern
Hello,

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Regards,

Jeremy
Stellantis Case Management

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/8/2024 6:11 PM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hi,

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Thanks,
Kunj | Fleet Case Management
[redacted]

Date	04/12/2024	***Subject***	Re: Case [redacted] /IN#M [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	nuttybuddyt@yahoo.com	***Sent Date/Time***	04/12/2024 13:29 PM

Hello Jeremy,

I was able to reach the dealership and was informed that they are still in the process of tearing down the vehicle, so the diagnosis is not yet doene.

I will reach out to you on weekly basis and provide you with updates from the dealership.

Regards.

Adetola

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/9/2024 10:38 AM
To: nuttybuddyt@yahoo.com
Subject: Re: Case [redacted] VIN#MG [redacted]

Hello Jeremy,

This is Adetola, your new case manager, I appreciate your email response to provide us with update on the warranty repairs, I have tried to reach the service manager at the Pohanka Chrysler Dodge Jeep Ram of Salisbury, but not successful. I will keep reaching out to them and provide you with update as I get them.

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Thank you for your patience and cooperation!

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Monday - Friday 9am - 6pm ET (hours subject to change

---------- Original Message ----------
From: Jeremy Valdiviez [nuttybuddyt@yahoo.com]
Sent: 4/3/2024 5:04 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case# [redacted] VIN#MG [redacted]

Yes I emailed in all my updated information to the warranty company and the repair was approved by the warranty company. Alpha warranty has instructed the dealer to tear down the turbo to determine the point of failure. once that is fixed the dealer has let me know theyll look into the engine knock and so on and so forth. I was told they have to fix 1 problem at a time.
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Dee Anne

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Sent: 2/20/2024 5:04 PM
To: uscustomercare@cac.stellantis.com
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Subject: Re: Vehicle Concern

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Regards,
Jeremy

---------- Original Message ----------
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Sent: 2/13/2024 10:12 AM
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Subject: Re: Vehicle Concern
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Regards,

Jeremy
Stellantis Case Management

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/8/2024 6:11 PM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

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Thanks,
Kunj | Fleet Case Management
[redacted]

Date	04/12/2024	***Subject***	Re: Case[redacted]VIN#MC[redacted]		
From	nuttybuddyt@yahoo.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/12/2024 13:31 PM

10 4

Yahoo Mail: Search, Organize, Conquer

On Fri, Apr 12, 2024 at 8:29 AM, US Customer Care<uscustomercare@cac.stellantis.com> wrote:

Hello Jeremy,

I was able to reach the dealership and was informed that they are still in the process of tearing down the vehicle, so the diagnosis is not yet doene.

I will reach out to you on weekly basis and provide you with updates from the dealership.

Regards.

Adetola

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/9/2024 10:38 AM
To: nuttybuddyt@yahoo.com
Subject: Re: Case# [redacted] VIN#MG[redacted]

Hello Jeremy,

This is Adetola, your new case manager, I appreciate your email response to provide us with update on the warranty repairs, I have tried to reach the service manager at the Pohanka Chrysler Dodge Jeep Ram of Salisbury, but not successful. I will keep reaching out to them and provide you with update as I get them.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Best wishes,

Adetola
Fleet Case Management
1-800-999-3533 ext. 5140616
Monday - Friday 9am - 6pm ET (hours subject to change

---------- Original Message ----------
From: Jeremy Valdiviez [nuttybuddyt@yahoo.com]
Sent: 4/3/2024 5:04 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case# [redacted] VIN#MG[redacted]

Yes I emailed in all my updated information to the warranty company and the repair was approved by the warranty company. Alpha warranty has instructed the dealer to tear down the turbo to determine the point of failure. once that is fixed the dealer has let me know theyll look into the engine knock and so on and so forth. I was told they have to fix 1 problem at a time.
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Dee Anne

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To: uscustomercare@cac.stellantis.com
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Regards,
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Stellantis Case Management

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From: US Customer Care [uscustomercare@cac.stellantis.com]
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To: uscustomercare@cac.stellantis.com
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Subject: Re: Vehicle Concern

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This is Kunj from RAM Customer Care. I reached out to dealer for the update on vehicle. They are finishing up the repair and will be ready by this Saturday. We will be contacting you by Monday.

Thanks,
Kunj | Fleet Case Management
[redacted]

Date	04/18/2024	***Subject***	Re: Case#[redacted]VIN#MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	nuttybuddyt@yahoo.com	***Sent Date/Time***	04/18/2024 14:33 PM

Hello goood morning,

I have sent an email to the service manager to request an update on the teardown outcome, once I receive a response, I will reach out to you.

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Stellantis Case Management

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Thanks,
Kunj | Fleet Case Management

[redacted]

Date	04/24/2024	***Subject***	Re: Case#[redacted]/IN#M[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	nuttybuddyt@yahoo.com	***Sent Date/Time***	04/24/2024 21:08 PM

Hello Jeremy,

I was able to reach the dealership and was informed that they are still in the process of tearing down the vehicle, so the diagnosis is not yet done. your insurance company has not given a word on covering the repairs and we do not have a maintenance record from you to review the case.

I advise that you kindly reach out to the dealership on how to progress with the repairs on your vehicle.

Regards.

Adetola

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/18/2024 10:33 AM
To: nuttybuddyt@yahoo.com
Subject: Re: Case# [redacted] VIN#MG[redacted]

Hello goood morning,

I have sent an email to the service manager to request an update on the teardown outcome, once I receive a response, I will reach out to you.

Adetola

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Stellantis Case Management

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To: uscustomercare@cac.stellantis.com
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Hi,

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Thanks,
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[redacted]

Date	04/25/2024	***Subject***	Re: Case[redacted]'IN#M[redacted]		
From	nuttybuddyt@yahoo.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/25/2024 23:03 PM

So alpha warranty called me today saying in order to determine the point of failure. The turbo actuator has to be further torn down. Ram has refused notified alpha warranty that the will not do further tear down. So now I have to find a shop that will comply with the warranty company so they can cover the repair. This is a very expensive repair. I can't afford it. The truck has been In Shop for 7 mo.
I'm not making money . Is there any way that ram can continue the tare down of the actuator so the warranty can cover it.
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Adetola

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/18/2024 10:33 AM
To: nuttybuddyt@yahoo.com
Subject: Re: Case#88415493 VIN#MG661919

Hello goood morning,

I have sent an email to the service manager to request an update on the teardown outcome, once I receive a response, I will reach out to you.

Adetola

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From: Jeremy Valdiviez [nuttybuddyt@yahoo.com]
Sent: 4/12/2024 9:31 AM
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Subject: Re: Vehicle Concern

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Thanks,
Kunj | Fleet Case Management
[redacted]

Date	05/01/2024	***Subject***	Re: Case[redacted]/IN#MC[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	nuttybuddyt@yahoo.com	***Sent Date/Time***	05/01/2024 18:47 PM

Hello,

Jeremy, I have taken this opportunity to research further your request for cost assistance. I have looked at every opportunity where I may be able to assist, from your vehicle repair history, ownership history, our entire recall database and warranty information.
Your original warranty was for 60 months or 100,000 miles whichever comes first. Currently your vehicle is at 125,567 miles which is 25,567 miles outside of that warranty. Based on that information Chrysler will not be able to provide any assistance for the repair and with the expenses incurred.

Also, we do not cover for diagnosis unfortunately, this repair would be considered a maintenance repair.

Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

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Adetola

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From: Jeremy Valdiviez [nuttybuddyt@yahoo.com]
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Date	05/01/2024	***Subject***	Re: Case#[redacted]/IN#MG[redacted]		
From	nuttybuddyt@yahoo.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	05/01/2024 19:02 PM

Ram offered help on the last repair of 5k plus. After leaving that shop I broke down the following week. Why will Ram not offer help again. On the last repair Ram didn't care about my millage. They cared about offering me assistance with the truck that's been in shop since August 23rd. 2023. Can I get a second option. I can not make money if the truck is in shop for 7.5 months
Yahoo Mail: Search, Organize, Conquer

On Wed, May 1, 2024 at 1:47 PM, US Customer Care<uscustomercare@cac.stellantis.com> wrote:
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---------- Original Message ----------
From: Jeremy Valdiviez [nuttybuddyt@yahoo.com]
Sent: 4/12/2024 9:31 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case# [redacted] VIN#MG[redacted]

10 4
Yahoo Mail: Search, Organize, Conquer
On Fri, Apr 12, 2024 at 8:29 AM, US Customer Care<uscustomercare@cac.stellantis.com> wrote:

Hello Jeremy,

I was able to reach the dealership and was informed that they are still in the process of tearing down the vehicle, so the diagnosis is not yet doene.

I will reach out to you on weekly basis and provide you with updates from the dealership.

Regards.

Adetola

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/9/2024 10:38 AM
To: nuttybuddyt@yahoo.com
Subject: Re: Case# [redacted] VIN#MG[redacted]

Hello Jeremy,

This is Adetola, your new case manager, I appreciate your email response to provide us with update on the warranty repairs, I have tried to reach the service manager at the Pohanka Chrysler Dodge Jeep Ram of Salisbury, but not successful. I will keep reaching out to them and provide you with update as I get them.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Best wishes,

Adetola
Fleet Case Management
1-800-999-3533 ext. 5140616
Monday - Friday 9am - 6pm ET (hours subject to change

---------- Original Message ----------
From: Jeremy Valdiviez [nuttybuddyt@yahoo.com]

Sent: 4/3/2024 5:04 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case# [redacted] /IN#MG [redacted]

Yes I emailed in all my updated information to the warranty company and the repair was approved by the warranty company. Alpha warranty has instructed the dealer to tear down the turbo to determine the point of failure. once that is fixed the dealer has let me know theyll look into the engine knock and so on and so forth. I was told they have to fix 1 problem at a time.
Yahoo Mail: Search, Organize, Conquer
On Wed, Apr 3, 2024 at 2:52 PM, US Customer Care<uscustomercare@cac.stellantis.com> wrote:
Good Afternoon,

My name is Dee Anne, and I am helping this case manager with some cases. I wanted to reach out to you to see if you have brought your maintenance records into the dealer and see if they were able to get the warranty issue straightened out. Have they completed your vehicle?? Please advise.

Dee Anne

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/20/2024 5:04 PM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hi,

I'm just reaching out to confirm if you already booked an appointment for your vehicle.

Regards,
Jeremy

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/13/2024 10:12 AM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern
Hello,

I'm reaching out to ensure that everything with your vehicle is in proper order and to inquire about your satisfaction with the repair. Additionally, I'd like to know if you require any further assistance from Customer Care before we close this case within the next two business days.

Regards,

Jeremy
Stellantis Case Management

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/8/2024 6:11 PM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hi,

This is Kunj from RAM Customer Care. I reached out to dealer for the update on vehicle. They are finishing up the repair and will be ready by this Saturday. We will be contacting you by Monday.

Thanks,
Kunj | Fleet Case Management

[redacted]

Date	05/02/2024	***Subject***	Re: Case [redacted] /IN#MG [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	nuttybuddyt@yahoo.com	***Sent Date/Time***	05/02/2024 17:25 PM

Hello Jeremy,

The case was reviewed further as per your request and the outcome is the same at this time. We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however we are unable to accommodate your request for repair cost assistance.

Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

If there is nothing else, we can do for you at this moment, there is no need to respond to this email and your case will be closed in the next 2 business days.

If you do need further assistance, please feel free to respond to this email or give us a call at 1-800-999-3533 Monday - Friday 9am - 6pm ET (hours subject to change).

Should your case close you may receive a survey in the coming days asking about your experience. We would ask that you take the time to complete the survey so we will know how we are doing and what improvements we can make to enhance the customer experience. Thank you for your time and participation and for being a Fleet customer.

Kind regards,

Adetola
Fleet Case Management
1-800-999-3533 ext. 5140616

---------- Original Message ----------
From: Jeremy Valdiviez [nuttybuddyt@yahoo.com]
Sent: 5/1/2024 3:02 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case# [redacted] VIN#MG [redacted]
Ram offered help on the last repair of 5k plus. After leaving that shop I broke down the following week. Why will Ram not offer help again. On the last repair Ram didn't care about my millage. They cared about offering me assistance with the truck that's been in shop since August 23rd. 2023. Can I get a second option. I can not make money if the truck is in shop for 7.5 months
Yahoo Mail: Search, Organize, Conquer
On Wed, May 1, 2024 at 1:47 PM, US Customer Care
<uscustomercare@cac.stellantis.com> wrote:
Hello,

Jeremy, I have taken this opportunity to research further your request for cost assistance. I have looked at every opportunity where I may be able to assist, from your vehicle repair history, ownership history, our entire recall database and warranty information.
Your original warranty was for 60 months or 100,000 miles whichever comes first. Currently your vehicle is at 125,567 miles which is 25,567 miles outside of that warranty. Based on that information Chrysler will not be able to provide any assistance for the repair and with the expenses incurred.

Also, we do not cover for diagnosis unfortunately, this repair would be considered a maintenance repair.

Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

Regards,

Adetola

---------- Original Message ----------
From: Jeremy Valdiviez [nuttybuddyt@yahoo.com]
Sent: 4/25/2024 7:03 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case# [redacted] VIN#MG [redacted]

So alpha warranty called me today saying in order to determine the point of failure. The turbo actuator has to be further torn down. Ram has refused notified alpha warranty that the will not do further tear down. So now I have to find a shop that will comply with the warranty company so they can cover the repair. This is a very expensive repair. I can't afford it. The truck has been In Shop for 7 mo.
I'm not making money .
Is there any way that ram can continue the tare down of the actuator so the warranty can cover it.
Yahoo Mail: Search, Organize, Conquer
On Wed, Apr 24, 2024 at 4:09 PM, US Customer Care
<uscustomercare@cac.stellantis.com> wrote:
Hello Jeremy,

I was able to reach the dealership and was informed that they are still in the process of tearing down the vehicle, so the diagnosis is not yet done. your insurance company has not given a word on covering the repairs and we do not have a maintenance record from you to review the case.

I advise that you kindly reach out to the dealership on how to progress with the repairs on your vehicle.

Regards.

Adetola

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/18/2024 10:33 AM
To: nuttybuddyt@yahoo.com
Subject: Re: Case# [redacted] VIN#MG [redacted]

Hello goood morning,

I have sent an email to the service manager to request an update on the teardown outcome, once I receive a response, I will reach out to you.

Adetola

---------- Original Message ----------
From: Jeremy Valdiviez [nuttybuddyt@yahoo.com]
Sent: 4/12/2024 9:31 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case# [redacted] VIN#MG [redacted]

10 4
Yahoo Mail: Search, Organize, Conquer
On Fri, Apr 12, 2024 at 8:29 AM, US Customer Care
<uscustomercare@cac.stellantis.com> wrote:

Hello Jeremy,

I was able to reach the dealership and was informed that they are still in the process of tearing down the vehicle, so the diagnosis is not yet doene.

I will reach out to you on weekly basis and provide you with updates from the dealership.

Regards.

Adetola

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/9/2024 10:38 AM
To: nuttybuddyt@yahoo.com
Subject: Re: Case# [redacted] VIN#MG[redacted]

Hello Jeremy,

This is Adetola, your new case manager, I appreciate your email response to provide us with update on the warranty repairs, I have tried to reach the service manager at the Pohanka Chrysler Dodge Jeep Ram of Salisbury, but not successful. I will keep reaching out to them and provide you with update as I get them.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Best wishes,

Adetola
Fleet Case Management
1-800-999-3533 ext. 5140616
Monday - Friday 9am - 6pm ET (hours subject to change

---------- Original Message ----------
From: Jeremy Valdiviez [nuttybuddyt@yahoo.com]
Sent: 4/3/2024 5:04 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case# [redacted] VIN#MG[redacted]

Yes I emailed in all my updated information to the warranty company and the repair was approved by the warranty company. Alpha warranty has instructed the dealer to tear down the turbo to determine the point of failure. once that is fixed the dealer has let me know theyll look into the engine knock and so on and so forth. I was told they have to fix 1 problem at a time.
Yahoo Mail: Search, Organize, Conquer
On Wed, Apr 3, 2024 at 2:52 PM, US Customer Care
<uscustomercare@cac.stellantis.com> wrote:
Good Afternoon,

My name is Dee Anne, and I am helping this case manager with some cases. I wanted to reach out to you to see if you have brought your maintenance records into the dealer and see if they were able to get the warranty issue straightened out. Have they completed your vehicle?? Please advise.

Dee Anne

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/20/2024 5:04 PM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hi,

I'm just reaching out to confirm if you already booked an appointment for your vehicle.

Regards,
Jeremy

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/13/2024 10:12 AM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern
Hello,

I'm reaching out to ensure that everything with your vehicle is in proper order and to inquire about your satisfaction with the repair. Additionally, I'd like to know if you require any further assistance from Customer Care before we close this case within the next two business days.

Regards,

Jeremy
Stellantis Case Management

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/8/2024 6:11 PM
To: uscustomercare@cac.stellantis.com
Cc: nuttybuddyt@yahoo.com
Subject: Re: Vehicle Concern

Hi,

This is Kunj from RAM Customer Care. I reached out to dealer for the update on vehicle. They are finishing up the repair and will be ready by this Saturday. We will be contacting you by Monday.

Thanks,
Kunj | Fleet Case Management

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

VIN	3C63R3GL4LG[redacted]	Model Year	2020	Brand	R M
Body	D28L92	Vehicle	R M 3500 TR DESM N CRE C B 4X4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	01/10/2024	CAIR Type	Regular	Status	Closed
Close Date	02/23/2024	Origin	Telephone	Reason	
Mileage	60 000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	CL C RTER				
Customer Address	95 E 100 N				
City State/Country Zip	NEPHI		UT	846481605954	US
Dealer	26998	D UG SMITH CHR SLER D DGE JEEP R M		Dealer Phone	801 98 435
Dealer Address	1339 N RTH M IN STREET				
	SP NISH F RK		UT	84660 1001	US
Dealer Zone	est	Sales District		Service District	F
Subject	P RTS				
Synopsis					
Customer Anomaly					
Contact Reason	C 5	Part Not ailable/Backordered	Customer Anomaly		
Reason Code	fter Sales Complaint Parts Parts Part in backorder/not a ailable				

Case Status History

Create Date	Status
01/10/2024 10 43 PM	pen
01/24/2024 11 46 PM	Closed
01/2 /2024 05 10 PM	pen
02/02/2024 11 2 PM	Suspended
02/09/2024 05 00 M	pen
02/16/2024 02 45 M	Suspended
02/1 /2024 05 00 M	pen
02/1 /2024 06 4 PM	Closed
02/23/2024 05 42 PM	pen
02/23/2024 05 50 PM	Closed

Initial Description

Cx called stated that his truck is at the DLR for o er 2 months aiting on a transmission and transfer case and he ants to tr to get the parts expedited

Case Comments

Date	Comment
01/10/2024	oice f Customer Customer as rude and as disrespecting Not getting m parts truck is at the dealership from 8 eeks Transmission ctions Taken Told him about the recall tried to ask clearl about the erification details and for changing the dealership details but he as disrespecting so didn t ask again escalated the case
01/18/2024	Cx called stated that his truck is at the DLR for o er 2 months aiting on a transmission and transfer case and he ants to tr to get the parts expedited Cx stated that he is tired of aiting and if he cannot get this part he ants a ne truck gent asked probing questions and informed cx that the case ill be escalated to a specialist to tr to ha e the part expedited gent pro ided cx ith the case # and T T of 1 business da Case escalated DLR Doug Smith Chr sler Dodge Jeep Ram
01/19/2024	BC to dlr parts P Ken order[redacted]Part 68396133ad Transfer case eta Jan 12 BC to cx CM ad ised ia m the transfer case has been in oiced and should be in Spanish Fork soon Follo up 1/22
01/22/2024	BC to cx CX M full part left Salt Lake Cit toda
01/24/2024	BC to cx CM ad ised part arri ed CX is concerned the transmission ill fail after this transfer case repair CX also sa s the CEL comes on periodicall and no one can diagnose CM ad ised case closingand sur e close
01/2 /2024	C Cx stated that the ehicle is still in the shop because the need a ne transmission and noe he need the part expedited T d ised the customer that someone ill contact him ithin 24 hours NS Reassigned
01/31/2024	BC Part 68498560ab order 216154 part cancelled Ken sa s part canceled S is R an Chr sler needs to authorize S sa s DI BE to cx CM ill look into part Esc
02/02/2024	BC to dlr parts KEN sa s not ordered S R an sa s ordered Part Esc part 68498560 B order 062945 eta 2/12 BE to cx Updated
02/05/2024	S stem Update [rder has been Upgraded to R for priorit Please refer to the parts detail screen for most up to date ET CHKS]
02/05/2024	Part Specialist Part □ 68498560 B Transmission rder □[redacted] MC □[redacted]rder has been upgraded to R Per CLIMS Trans rder Confirmed SPLR released material for ser ice fulfillment rder scheduled to fill ith ST CK in transit to and in process at M PAR from SPLR pending packaging and allocation for order fulfillment ET Tentati e eek of 2/12 Subject to Change Pending dela s due to logistical arrangements and increased olume affecting operational capacit NEXT UPD TE ITHIN 5 BUSINESS D S
02/08/2024	S stem Update [MC#[redacted]F R PN 68498560 B IS RES L ED]
02/09/2024	BE to cx Hello Cla □□□□□□□ Transmission eta is still sho ing 2/12
02/12/2024	Part Specialist Part □ 68498560 B Transmission rder □ [redacted] MC □ [redacted]rder IN ICED PDC on 2/8 ET to DLR 2 3 business da s CM to follo up ith DLR to confirm part arri al
02/16/2024	Part does not ha e tracking number et not deli ered follo up Saturda
02/16/2024	ehicle has arri ed at dealership Doug Smith Chr sler Dodge Jeep Ram and attended b dealer emplo ee Jason Hunter
02/1 /2024	Good afternoon I hope all is ell I am glad that our part has finall arri ed at the dealership If ou need an thing in the future please let me kno If ou should get a sur e in about 5 da s it ill be in regards to m assistance Its about 3 questions the comments box is for an remarks about the dealer or the ehicle □□□□□□□LaKesha
02/23/2024	cs is contacting since he is ha ing issues ith hhis def s stem gent ad cs that the case ill be reopen and ad that the cm has been left a message regarding ehicle No further actions needed

Email(s)

Date	01/24/2024	Subject	R M P RTS case[redacted]		
From	uscustomercare@cac stellantis com	To	[redacted]	Sent Date Time	01/24/2024 23 45 PM

Dear Clay,

This is a courtesy email to inform you of the closure of your case. Please note all cases can be reopened within 14 days of closure. I would like to express my appreciation for allowing me to assist you with your vehicle concerns. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.
Thank you for being a loyal RAM customer!

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678
[redacted]

Date	01/31/2024	***Subject***	RE: RAM PARTS case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/31/2024 00:09 AM

As soon as the dealership gets authorization from Chrysler for the transmission, I will do the parts escalation.

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/24/2024 6:45 PM
To: clayjames176@gmail.com
Subject: RAM PARTS case 88554352

Dear Clay,

This is a courtesy email to inform you of the closure of your case. Please note all cases can be reopened within 14 days of closure. I would like to express my appreciation for allowing me to assist you with your vehicle concerns. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.
Thank you for being a loyal RAM customer!

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678
[redacted]

Date	01/31/2024	***Subject***	RE: RAM PARTS case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/31/2024 00:10 AM

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 7:09 PM
To: [redacted]
Subject: RE: RAM PARTS case [redacted]

As soon as the dealership gets authorization from Chrysler for the transmission, I will do the parts escalation.

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/24/2024 6:45 PM
To: [redacted]
Subject: RAM PARTS case [redacted]

Dear Clay,

This is a courtesy email to inform you of the closure of your case. Please note all cases can be reopened within 14 days of closure. I would like to express my appreciation for allowing me to assist you with your vehicle concerns. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.
Thank you for being a loyal RAM customer!

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678
[redacted]

Date	02/02/2024	***Subject***	RE: RAM PARTS case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	02/02/2024 23:24 PM

The part has been ordered. The eta is 2/12. I sent the info. to the expediters.

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 7:10 PM
To: [redacted]
Subject: RE: RAM PARTS case [redacted]

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 7:09 PM
To: [redacted]
Subject: RE: RAM PARTS case [redacted]

As soon as the dealership gets authorization from Chrysler for the transmission, I will do the parts escalation.

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/24/2024 6:45 PM
To: [redacted]
Subject: RAM PARTS case [redacted]

Dear Clay,

This is a courtesy email to inform you of the closure of your case. Please note all cases can be reopened within 14 days of closure. I would like to express my appreciation for allowing me to assist you with your vehicle concerns. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.
Thank you for being a loyal RAM customer!

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

[redacted]

Date	02/09/2024	***Subject***	RE: RAM PARTS case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	02/09/2024 22:48 PM

Hello Clay,

Transmission eta is still showing 2/12.

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/2/2024 6:24 PM
To: [redacted]
Subject: RE: RAM PARTS case [redacted]

The part has been ordered. The eta is 2/12. I sent the info. to the expediters.

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 7:10 PM
To: [redacted]
Subject: RE: RAM PARTS case [redacted]

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 7:09 PM
To: [redacted]
Subject: RE: RAM PARTS case [redacted]

As soon as the dealership gets authorization from Chrysler for the transmission, I will do the parts escalation.

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/24/2024 6:45 PM
To: [redacted]
Subject: RAM PARTS case [redacted]

Dear Clay,

This is a courtesy email to inform you of the closure of your case. Please note all cases can be reopened within 14 days of closure. I would like to express my appreciation for allowing me to assist you with your vehicle concerns. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.
Thank you for being a loyal RAM customer!

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

[redacted]

Date	02/17/2024	***Subject***	RE: RAM PARTS case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	02/17/2024 18:46 PM

Good afternoon,

I hope all is well , I am glad that your part has finally arrived at the dealership. If you need anything in the future please let me know. If you should get a survey in about 5 days it will be in regards to my assistance. Its about 3 questions, the comments box is for any remarks about the dealer or the vehicle.

LaKesha

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/9/2024 5:48 PM
To: [redacted]
Subject: RE: RAM PARTS case [redacted]

Hello Clay,

Transmission eta is still showing 2/12.

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/2/2024 6:24 PM
To: [redacted]
Subject: RE: RAM PARTS case [redacted]

The part has been ordered. The eta is 2/12. I sent the info. to the expediters.

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 7:10 PM
To: [redacted]
Subject: RE: RAM PARTS case [redacted]

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 7:09 PM
To: [redacted]
Subject: RE: RAM PARTS case [redacted]

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Thank you
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Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/24/2024 6:45 PM
To: [redacted]
Subject: RAM PARTS case [redacted]

Dear Clay,

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Thank you for being a loyal RAM customer!

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

[redacted]

Date	02/17/2024	***Subject***	RE: RAM PARTS case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	02/17/2024 18:47 PM

Good afternoon,

I hope all is well , I am glad that your part has finally arrived at the dealership. If you need anything in the future please let me know. If you should get a survey in about 5 days it will be in regards to my assistance. Its about 3 questions, the comments box is for any remarks about the dealer or the vehicle.

LaKesha

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/9/2024 5:48 PM
To: [redacted]
Subject: RE: RAM PARTS case [redacted]

Hello Clay,

Transmission eta is still showing 2/12.

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/2/2024 6:24 PM
To: [redacted]
Subject: RE: RAM PARTS case [redacted]

The part has been ordered. The eta is 2/12. I sent the info. to the expediters.

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 7:10 PM
To: [redacted]
Subject: RE: RAM PARTS case [redacted]

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 7:09 PM
To: [redacted]
Subject: RE: RAM PARTS case [redacted]

As soon as the dealership gets authorization from Chrysler for the transmission, I will do the parts escalation.

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/24/2024 6:45 PM
To: [redacted]
Subject: RAM PARTS case [redacted]

Dear Clay,

This is a courtesy email to inform you of the closure of your case. Please note all cases can be reopened within 14 days of closure. I would like to express my appreciation for allowing me to assist you with your vehicle concerns. We look forward to assisting you should you have any additional concerns or questions in the future. Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.
Thank you for being a loyal RAM customer!

Thank you
US customer care

Matthew - M-F 10am-630pm Est
844-378-0597 Ext. 4062678

[redacted]

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

VIN	3C RNEL1M[redacted]	Model Year	2021	Brand	R M
Body	DP0L93	Vehicle	R M 5500 CRE C B CH SSIS		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	01/11/2024	CAIR Type	Regular	Status	Closed
Close Date	01/29/2024	Origin	Email	Reason	
Mileage	119 524 Miles	Market	U	Language	English
Contact Email	trmtransit@ ahoo com	Contact Phone	158516500	Contact Mobile	158516500
Caller Address				Source	Customer
City State/Country Zip					
Customer	TRM F RESTR TR NSP RT LLC				
Customer Address	N6 50 C UNT R D				
City State/Country Zip	GRESH M		I	541289056505	US
Dealer	2 064	Colb Chr sler		Dealer Phone	152232255
Dealer Address	820 S DI ISI N ST				
	C LB		I	54421 956	US
Dealer Zone	Mid est	Sales District		Service District	J
Subject	Transmission failure requesting assistance				
Synopsis	repair completed				
Customer Anomaly	Gears & Transmission				
	Clutch				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	4	Gear & transmission clutch issue
Reason Code	fter Sales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
01/11/2024 02 1 PM	pen
01/29/2024 03 29 PM	Closed
01/29/2024 03 29 PM	pen
01/29/2024 03 31 PM	Closed

Initial Description

Transmission failure requesting assistance

Case Comments

Date	Comment
01/11/2024	Mopar Fleet Ser ice Technical ssistance Request Form Dealer Name Colb Chr sler Dealer Contact Name Mike G iazda Dealer Phone 15 223 2255 Customer Request / ll Rele ant Information Transmission has IC 3 clutch failure fluid burnt need replace transmission and cooler customer estimate is $9520 00 Customer ould like R M to help ith the co erage of the repair Custom r is Brand Lo al Business and personal Thank ou
01/11/2024	INB UND STELL NTIS EM IL M RIE KR CHUK Mopar Fleet Ser ice Group FC BFM P R92 mike@colb chr slercenter com □ Good afternoon Mopar Fleet Team Please assist b ad ising the status of the attached good ill request from Colb 2 064 Looking for ard to hearing from ou thank ou Marie M RIE KR CHUK M P R M BC rea Manager Ser ice & Parts Northern isconsin Mobile +248 05 95 marie kra chuk@stellantis com
01/12/2024	UTB UND EM IL T CX Sent first email contact to CX
01/15/2024	UTB UND DE LER C NT CT sked for Ser ice Manager spoke ith SM Mike Spoke ith SM or Ser ice d isor hat is the diagnosis e internal transmission failure/ o er mileage parts alread Is the concern a result of misuse/abuse/lack of maintenance N Could the customer ha e caused/pre ented concern N Is the concern related to age and mileage? N Is ehicle maintained ES hat is the general condition of the ehicle 119k MILES fairl clean Ha e there been an pre ious related repairs i don't belie e so Ha e there been pre io s out of pocket repairs N INF hat is the estimated cost of the repair $9520 customer pricing arrant price to follo SM ILL SEND EM IL hen could it be completed 1 D Do ou feel this customer should recei e assistance i do brand lo al Has this customer been pro ided assistance pre iousl No kno ledge ould ou be illing to pro ide assistance co pa D 1 18 discount DLR ILL Pro ide good ill of $2000 mike@colb chr slercenter com
01/15/2024	EM IL T DLR Hi Mike Could ou please pro ide the arrant pricing for the repair of this customer s ehicle including a breakdo n of parts and labor costs N ME TRM F RESTR TR NSP RT LLC IN 3C RNEL1M[redacted]C SE 885580 9 Regards
01/1 /2024	email from DLR FR M mike@colb chr slercenter com <mike@colb chr slercenter com> RR NT PRICING P RTS $8 84 22 L B R $135 88 T T L $10142 10
01/1 /2024	REP IR□G D ILL□for DM N TES DM Note Request ehicle 2021 R M 5500 CRE C B Mileage 119 524 ISD 9/8/2021 riginal ner ES Lo alt Information 0230 arrant Status Expired dometer Mechanical SC N FC ser ice histor ES Cost ssistance $8 142 Customer Co Pa $2 000 T T L $10 142 Transmission/Engine Transmission If es PTSC pre auth hat is the repair Replace Transmission Rationale for assistance Dealer opinion s per DLR CX should recei e assistance □Specialist is seeking cost assistance of $8 142 ith a customer co pa of $2000 00 on assistance for replacing the transmission Total for repair $10 142
01/19/2024	UTB UND T CX Tabb Magee ner Called CX to offer G for repair assistance CX agreed/accepted offer ad ised of $2000 copa
01/19/2024	UTB UND T DLR Spoke ith Mike SM ad ised that CX agreed to G offer / $2000 copa sent email of DM notes screenshot CM ill callback next eek to get update on ehicle repair
01/23/2024	UTB UND DE LER C NT CT Spoke ith SM Mike Repair almost complete ill be done end of da SM ill contact CX ones e er thing is complete
01/25/2024	UTB UND T CX Called CX to check if e er thing is ok on the ehicle post repair check if CX needs an more assistance from CM no ans er
01/29/2024	UTB UND T CX Called CX to inform that case is no being closed UTB UND EM IL T CX Sent email to CX closing the case

Email(s)

Date	01/12/2024	Subject	C SE 885580 9 IN 3C RNEL1M[redacted]		
From	uscustomercare@cac stellantis com	To	trmtransit@ ahoo com	Sent Date/Time	01/12/2024 16 39 PM

Hello,

This is Jeremy with Fleet Case Management and I've been assigned to assist you with the 2021 RAM 5500 with the VIN: 3C7WRNEL1MG[redacted]

I recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired. My next step is to contact the dealership to learn more about the situation and I will be in touch with you as I receive any new information or updates.

I must also make sure you're aware that the VIN currently has the following open recall:
90A 19-22MY DJ/D2/DD/DP 6.7L Diesel Exhaust Fluid Free

Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Regards,

Regards,
Jeremy
Fleet Case Management
1-800-999-3533 ext. 5140651
[redacted]

Date	01/12/2024	***Subject***	CASE: 88558079 VIN: 3C7WRNEL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	trmtransit@yahoo.com	***Sent Date/Time***	01/12/2024 16:39 PM

Hello,

This is Jeremy with Fleet Case Management and I've been assigned to assist you with the 2021 RAM 5500 with the VIN: 3C7WRNEL1MG[redacted]

I recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired. My next step is to contact the dealership to learn more about the situation and I will be in touch with you as I receive any new information or updates.

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Thank you for your patience and cooperation!

Regards,

Regards,
Jeremy
Fleet Case Management
1-800-999-3533 ext. 5140651
[redacted]

Date	01/29/2024	***Subject***	RE: CASE: 88558079 VIN: 3C7WRNEL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/29/2024 15:28 PM

Good morning,

This email serves to inform you that we are closing case #: [redacted] which pertains to VIN: 3C7WRNEL1MG[redacted] If you encounter any additional issues with your vehicle, we kindly encourage you to return it to our dealership for further diagnosis and give us a call. You can expect to receive one more email from Stellantis, which will include a survey seeking feedback on your overall experience with our service. While your participation in the survey is entirely optional, we value your honest response.

Please feel free to reach out if you have any questions or concerns. We appreciate your patience and cooperation.

Regards,
Jeremy
Fleet Case Management

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/12/2024 11:39 AM
To: trmtransit@yahoo.com
Subject: CASE:[redacted] VIN: 3C7WRNEL1MG[redacted]

Hello,

This is Jeremy with Fleet Case Management and I've been assigned to assist you with the 2021 RAM 5500 with the VIN: 3C7WRNEL1MG[redacted]

I recognize how disruptive it is to have business interrupted and would be happy to work with you and the dealership to see the vehicle repaired. My next step is to contact the dealership to learn more about the situation and I will be in touch with you as I receive any new information or updates.

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Regards,

Regards,
Jeremy
Fleet Case Management
1-800-999-3533 ext. 5140651

[redacted]

Date	01/29/2024	***Subject***	RE: CASE[redacted] VIN: 3C7WRNEL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/29/2024 15:28 PM

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/12/2024 11:39 AM
To: trmtransit@yahoo.com
Subject: CASE:[redacted] VIN: 3C7WRNEL1MG[redacted]

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Thank you for your patience and cooperation!

Regards,

Regards,
Jeremy
Fleet Case Management
1-800-999-3533 ext. 5140651

[redacted]

Date	01/29/2024	***Subject***	RE: CASE: [redacted] VIN: 3C7WRNEL1MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/29/2024 15:28 PM

Good morning,

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Fleet Case Management

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/12/2024 11:39 AM
To: trmtransit@yahoo.com
Subject: CASE: [redacted] VIN: 3C7WRNEL1MG[redacted]

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Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.

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Thank you for your patience and cooperation!

Regards,

Regards,
Jeremy
Fleet Case Management
1-800-999-3533 ext. 5140651

[redacted]

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

VIN	3C63R3CL6LG[redacted]	Model Year	2020	Brand	R M
Body	D28L91	Vehicle	R M 3500 TR DESM N CRE C B 4X4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	01/11/2024	CAIR Type	Regular	Status	pen
Close Date		Origin	Telephone	Reason	
Mileage	65 000 Miles	Market	U	Language	English
Contact Email	branden@industrialdieselser ices com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	FC
City State/Country Zip					US
Customer	INDUSTRI L DIESEL SER ICES LLC				
Customer Address	1009 RI H ND RD				
City State/Country Zip	TEC		NM	8 410161609	US
Dealer	44526	TRU EST CHR SLER D DGE JEEP R M		Dealer Phone	9 05653 48
Dealer Address	333 S UTH BR D				
	C RTE		C	81321 3423	US
Dealer Zone	Den er	Sales District		Service District	E
Subject	RR Transmission				
Synopsis					
Customer Anomaly	Gears & Transmission				
	Clutch				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	4	Gear & transmission clutch issue
Reason Code	fter Sales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
01/11/2024 0 3 PM	pen

Initial Description

transmission issue

Ke issue Transmission replaced Hex fl heel bolt as on back order issue still unresol ed | ehicle ith DLR

Case Comments

Date	Comment
01/11/2024	Cx states that ehicle been at dlr for a ear for ongoing transmission issue dlr ad ised transmission is in B spoke ith dlr esterda and still no ET cx is irate and ants a bu back if truck cannot be fixed ithin a month erified dlr Tru est Chr sler Dodge Jeep Ram 44526 d ised cx case is being escalated and CM ill cb ithin 1 business da Case Reassigned for part expedite
01/12/2024	BC DLR Part Jerid Part 68498560ab part is not ordered > call transferred to SD SD No ans er ml left Rud
01/12/2024	BC CUST no ans er ml left
01/16/2024	BC DLR Mike SM there is R Parts in B Mike ill ha e to talk to Tech and see hat part is need/ hat s going on SM took CM email to for ard the information on this customer
01/16/2024	B email tot cust
01/16/2024	IBC CUST Cust oice Truck If the hl is not fixed in 30da s Request bu back hl is at the dlrship for same concern for almost 2 ears al a s been in and out e er transmission put in cust paid out of his pocket hl falls under TSP Cust ant something to be done Making car pa ment d ised cust pologies for the incon enient d ised CM ill tr its best to see if things can be done in 30da s No Guarente as CM not sure hen ill part be arri ing CM ill do research on bu back after CM find out hat s going on made it clear filing Lemon does not mean cust qualifies for it Decision is made from Lemon la Cust understood Nexstep Follo up d dlr
01/16/2024	Ibc from cx C cx anted to speak to CM checked a ailabilit of Cm transferred the call to CM
01/18/2024	BC DLR Blaik Dlr aiting on clarification on put repair part but tech said possibilit the transmission ma be bad but dlr ill ha e to clarif ith the ST R eather the can put repair part a ailable and resol e the issue or dlr ill require ne transmission B S ill ha e an update b end of toda and ill send an email to CM d ised CM ill follo back Nexstep call dlr
01/23/2024	IB email from DLR Blake Mitchell <blakemitchell@tru estauto com> JENN THE REP IR KIT F R THIS TR NSMISSI N P RT NUMBER 6863 534 IS N B CK RDER ITH N ET M P RTS GU IS SE RCHING T SEE IF N DE LERS H E NE THE ULD BE ILLING T SEND US I ILL UPD TE U FTER HE LETS ME KN
01/23/2024	BC DLR No ans er ml left
01/29/2024	IBC CUST Looking for update d ised Cm is still aiting on Dlrship update Cust ant CM to look into bu back after the repair Step Taken Email sent to Blake
01/31/2024	IB email from dlr I ILL FIND UT ND UPD TE
01/31/2024	BC CUST Cust found the part from another dlrship but dlr ould not release the part to cust specificall Cust called dlrship Blake and ga e all the information to Blake so the can make the request and release the part The person cust contacted Casad [redacted] didn t sa an thing about releasing the part because dlr don t kno ho is pa ing for the part hen cust talked to Blake Blake said he ill get it figure it out and get back to cust Cust ha e not heard back from dlr et Nexst Contact dlr
02/02/2024	BC DLR SM Blake e are still on the part > Sm note sure about it Sm ill be talking the part and find that out and send Cm update through email Nexstep Follo d dlr
02/0 /2024	
02/08/2024	UTB UND C LL T DE LER D Called the dealership and spoke ith Joel He mentioned that he has been tr ing to get the parts from another dealer but the arrant admin on t allo it till 0% of the paper ork is done He got it around 4am last night and he has checked there s no one on order et He can see a total of 45 in queue on backorder and a total of 6 in the pipeline so he doesn□t see an opportunit of an one coming soon I asked him hat he oul ad ise He said no that ser ice got information he can make phone calls to get one coming for the client He ill kno b tomorro if there is an possibilit he requested I gi e him a call b this time tomorro I requested for his email joel hite@tru estauto com CTI NS T KEN No further actions taken NEXT STEPS Follo up ith the dealer in 1 business da
02/09/2024	UTB UND C LL T DE LER D Called the dealer the transmission part as mentioned on our last con ersation Dealer mentioned he he contacted the dealer the customer mentioned and the do not ha e the part a ailable he has called numerous dealers for the part but no one has it a ailable he needs an ET from Chr sler on hen the ould get the parts He hopes it ill change soon CTI NS T KEN Documented the information NEXT STEPS Call the dealer again to clarif Ha e the talked to ST R if the can use an other parts for no pending hen the transmission part ill be a ailable Ha e the placed an order for the transmission part et Can the get a prox part appro ed from Mopar Till the time e can get Is there an alternati e thing e can do for cm no r e must ait for the transmission part

Date	Comment
02/09/2024	***OUTBOUND CALL TO DEALER*** ***VOD*** Called the dealer again, have they talked to STAR if they can use any other parts for now pending when the transmission part will be available? Dealer says NO, service talks to star, transfers me to Service department. Have they placed an order for the transmission part yet? No, they haven□t because there is a repair kit that needed to be ordered (New snappering repair kit □ an input clutch). This part was ordered from another dealership called Red rock auto and that part is already on its way. The part number is 68637534AA and the ETA is Thursday, next week, meanwhile, the car is at the dealership. The transmission is on back order, but it can't be ordered until the input clutch is used on the vehicle. That will determine if the transmission needs to be ordered or not. The use of the input clutch which is a kit that includes about seven parts is based on the Technical Service Bulletin (TSB) 21-002-23 REVISION B. According to the TSB, the Parts which has been ordered (Input clutch kit) are the things you got to do before putting a transmission in it. A step that needs to be taken before Chrysler can pay for a transmission. ***ACTIONS TAKEN*** Documented the information. ***NEXT STEPS*** Call the customer to introduce myself and give updates on case.
02/09/2024	***OUTBOUND CALL TO CUSTOMER*** ***VOC*** Called the customer to introduce myself and inform him that the input clutch is on the way and the ETA is on Thursday next week, and only then would we know if a transmission will need to be ordered. Customer was satisfied with the information. ***ACTIONS TAKEN*** Sent a first contact email to customer. ***NEXT STEPS*** Follow up with dealer (Joel and Blake) regarding the parts (Input Clutch) and provide information/updates to customer on Thursday.
02/15/2024	***OUTBOUND CALL TO DEALER*** ***VOD*** Called the dealer, Has Part come in yet? Part came in today. Vehicle is no longer at dealership, get technician. ETA for repair? Can't really say. Next week some time. Can't really give an exact time or date. ***ACTIONS TAKEN*** Documented the information. ***NEXT STEPS*** Call the customer to give updates on case.
02/15/2024	***OUTBOUND CALL TO CUSTOMER*** ***VOC*** Called the customer to inform him that the input clutch has arrived at the dealership. The estimated time for repair will be next week hopefully. Customer was satisfied with the information. ***ACTIONS TAKEN*** Documented the call. ***NEXT STEPS*** Follow up with dealer (Joel and Blake) regarding the repairs >Provide information/updates to customer on Wednesday.
02/22/2024	***OUTBOUND CALL TO DEALER*** ***VOD*** Called the dealer, spoke with Nicole, Current situation? Parts are here, Vehicle is scheduled on the 7th of March. ETA for repair? Can't really say. Can't really give an exact time or date. ***ACTIONS TAKEN*** Documented the information. ***NEXT STEPS*** Call the customer to give updates on case > Verify Customer's satisfaction.
02/22/2024	***OUTBOUND CALL TO CUSTOMER*** ***VOC*** Called the customer to inform him that his vehicle appointment on March 7th. Changed customer's email to correct email address. ***ACTIONS TAKEN*** Documented the call. Resent welcome email. ***NEXT STEPS*** Waiting on the customer's appointment for diagnosis and repairs on March 7th
03/12/2024	***OUTBOUND CALL TO CUSTOMER*** ***VOC*** Called the customer, Vehicle has been sitting at the dealership for a year now. The vehicle has never left the dealership. CM informed the customer that the dealership confirmed that the vehicle was not at the dealership, Customer said that was not possible. ***ACTIONS TAKEN*** Documented the call. ***NEXT STEPS*** Contact the dealership
03/12/2024	***OUTBOUND CALL TO DEALER*** ***VOD*** Called the dealer, spoke with Rudy, Current situation? SM informed CM that Customer missed his appointment which was slated for the 7th of March. Vehicle is being worked on as we speak, should be done at the end of the week, one piece of part was ordered, and it should be in today. ***ACTIONS TAKEN*** Documented the call. ***NEXT STEPS*** Call the customer to give updates on case > Follow up with the dealership and customer regarding the repairs.
03/12/2024	***OUTBOUND CALL TO CUSTOMER*** ***VOC*** Called the customer, Vehicle is being worked on as we speak, should be done at the end of the week, one piece of part was ordered, and it should be in today. Customer wants to push vehicle for the buyback program as soon as it is repaired. ***ACTIONS TAKEN*** Documented the call. ***NEXT STEPS*** Follow up with the dealership and customer regarding the repairs.
03/15/2024	***OUTBOUND CALL TO DEALER*** ***VOD*** Called the dealer, spoke with SA, Current situation? Waiting on a part for the transmission, due to weather delays. No idea of when the part will come in. ***ACTIONS TAKEN*** Documented the call. ***NEXT STEPS*** Call the customer to give updates on case > Follow up with the dealership and customer regarding the repairs.
03/15/2024	***OUTBOUND CALL TO CUSTOMER*** ***VOC*** Called the customer to give updates on case: Dealership is waiting on a part for the transmission, due to weather delays. Next update for the case will be next week. ***ACTIONS TAKEN*** Documented the call. ***NEXT STEPS*** Follow up with the dealership and customer regarding the repairs.
03/20/2024	***OUTBOUND CALL TO DEALER*** ***VOD*** Called the dealer, spoke with SA, Current situation? Waiting on torque converter Orings and bolts. No date. Part number: 06511777AA Order number: [redacted] *ACTIONS TAKEN*** Documented the call. ***NEXT STEPS*** Part Escalation > Follow up with the dealership and customer with the next steps.
03/20/2024	Parts Escalation MVP plans: 0 Open Recalls: 2 Dealer Code: 44526 Vehicle is at dealer [DLR] Y Order Number: 0311SS Current ETA: Part Number: 06511777AA Order Type: E
03/20/2024	***OUTBOUND CALL TO CUSTOMER*** ***VOC*** Called the customer, informed him that the dealership is awaiting some parts which is needed to complete repairs, CM has escalated the part order, next update in 3 to 5 Business days. ***ACTIONS TAKEN*** Documented the call. ***NEXT STEPS*** Check part escalation status > Follow up with the dealership and customer regarding repairs.
03/21/2024	****PARTS POD UPDATE**** ORDER NUMBER : [redacted] PART NUMBER : 06511777AA No need for support escalation Order INVOICED PDC 3/18 ETA: 2-4 Business days No tracking number available for this parcel.
03/25/2024	***OUTBOUND CALL TO DEALER*** ***VOD*** Called the dealer, spoke with Part Manager, Jerry Current situation? All parts have been received at the dealership. Transferred to Service Dept., Nicole. Customer scheduled for repairs? Dealership is trying to get the customer in by the end of the week. Estimated time for repairs? Unknown, based on technician ***ACTIONS TAKEN*** Documented the call. ***NEXT STEPS*** Follow up with the dealership and customer regarding repairs.
03/25/2024	***OUTBOUND CALL TO CUSTOMER*** ***VOC*** Called the customer, informed him that the dealership is has received all the parts and will contact him to schedule an appt for repairs before weekend, next update in 3 to 5 Business days. ***ACTIONS TAKEN*** Documented the call. ***NEXT STEPS*** Follow up with the dealership and customer regarding repairs.
04/02/2024	***OUTBOUND CALL TO DEALER*** ***VOD*** Called the dealer, spoke with SA, Current situation? Repairs are ongoing. Hopefully repairs should be completed by Friday Evening. ***ACTIONS TAKEN*** Documented the call. ***NEXT STEPS*** Follow up with the dealership and customer for repairs.
04/08/2024	***OUTBOUND CALL TO CUSTOMER*** ***VOC*** Called the Customer, Customer was unavailable, CM Left a voicemail. ***ACTIONS TAKEN*** Documented the call. ***NEXT STEPS*** Follow up with the dealership and customer regarding repairs.
04/09/2024	***OUTBOUND CALL TO CUSTOMER*** ***VOC*** Called the Customer, Vehicle will be picked up today or tomorrow from the dealership, It doesn't serve the customer again. Customer wants to proceed to get the buyback program. Customer had to buy two trucks to replace the vehicle, the ruck is no longer safe to drive. ***ACTIONS TAKEN*** Documented the call. ***NEXT STEPS*** Follow up with the dealership and customer regarding repairs.
04/11/2024	***OUTBOUND CALL TO DEALER*** ***VOD*** Called the dealer, spoke with SA, Current situation? Repairs are ongoing. Last part will be in on Monday. ETA for repairs: Unknown. ***ACTIONS TAKEN*** Documented the call. ***NEXT STEPS*** Follow up with the dealership and customer for repairs.
04/17/2024	***OUTBOUND CALL TO DEALER*** CM contacted Dlr to check for update on the vehicle. None responded. Dropped voicemail, Follow-up with the dlr.
04/19/2024	***OUTBOUND CALL TO Cx*** Brandon wiggins | (505) 330-2044 Verified Cx details. provided Recall info. VOC: The vehicle has been at the dlr for over an year and it's still on repair. Action Taken: Send welcome mail Next Step: Follow up dlr on repair.
04/23/2024	***OUTBOUND CALL TO DEALER*** VOD: SA Nicole has confirmed the repair will be done by EOD April 24. Action taken : documented Next step: Follow Up repair & update Cx
04/25/2024	***OUTBOUND CALL TO DEALER*** CM contacted Dlr to check for update on the vehicle. VOD: None responded. Action Taken: Dropped voicemail, Next Step: Follow-up with the dlr.
04/30/2024	***OUTBOUND CALL TO DEALER*** CM contacted Dlr to check for update on the vehicle. VOD: None responded. Action Taken: Dropped voicemail. Send mail to SM Next Step: Follow-up with the dlr.
05/01/2024	***Inbound call from CX*** the CX called in and stated that the problem is being on going for too long. CX stated that the DLR attempted a repair on the truck but appears to be a failure, the issue is not resolved and the CX has got no vehicle, Cx stated that the vehicle is Lemon, and stated the customer care can buy the truck. writer provided with the lemon law verbiage stating that the request will be reviewed and the case will be escalated to CRT. Writer also stated that the case manager will be calling back for an update within 3- 4 business days and provided with this information to the CM to escalate the case to CRT
05/01/2024	***Inbound call from Dealer*** SA wanted to talk to CM. Transferred call to CM
05/01/2024	***INBOUND DLR CONTACT*** SM contacted to give update on the vehicle repair as CM had dropped a mail requesting the same. VOD: Transmission replaced. The issue is not resolved, but it's reduced a bit. The vehicle has internal issues. Action taken: Advised dlr to open a STAR case to assisst the Cx Next step: Contact Cx
05/01/2024	The vehicle doesn't meet the buyback state parameter for Idaho (within 2 years or 24000miles of ISD) but cx has been experiencing issue since November 2022
05/01/2024	***OUTBOUND DLR CONTACT*** CM tried reaching out to SM. SM wasn't available. reached out to SA Rudy VOD: Number of Days Down: 3/08/2023 Number of Repair Attempts: 4 First Repair Attempt Date and Problem: 11/28/2022 Action taken: Documented Next step: Buyback request
05/01/2024	***OUTBOUND CX CONTACT*** VOC: Contacted Cx and informed CM is proceeding with the buyback review for the vehicle. Cx needs to be contacted over phone, confirmed Cx contact number. Action taken: Assured to give an update on the review in 3 buisness days Next step: Buyback review
05/01/2024	Current vehicle location : Tru West Chrysler Dodge Jeep Ram, Colorado Customer description of concern: Cx has been facing transmission issue with vehicle since 2022. Current mileage: 65,326 Current diagnosis: Transmission issue Number of Days Down: since 3/08/2023 Number of Repair Attempts: 4 First Repair Attempt Date and Problem: 28/11/2022, transmission issue. Current servicing dealer/dealer contact: Tru West Chrysler Dodge Jeep Ram(44526) Nature of "most recent" dealer contact: The transmission was replaced but it doesn't resolve the issue. customer telephone and email: branden@industrialdieselservices.com, (505) 330-2044 State - Vehicle Purchase : Idaho State - Customer Residence: New mexico
05/03/2024	**Dispute Resolution Review** **Case Returning to BC Specialist** Reviewed warranty history at customer request. Writer determined this case should be handled by BC Specialist per normal case-handling guidelines. At this time, this case does not merit escalation to the CRT group. If additional information becomes available, please submit for secondary review.
05/06/2024	***OUTBOUND DLR CONTACT*** CM tried reaching out to the service. VOD: None responded Action taken: dropped Voicemail Next step: update Cx
05/06/2024	***OUTBOUND CX CONTACT*** CM tried reaching out to the Cx to give an update on the case. VOC: Cx wasn't available Action taken: Dropped Voicemail Next Step: Follow Up Dlr

Date	Comment
05/08/2024	***Customer's Voice*** Cx called and asked update on the case and wanted to talk to the CM ***Action Taken*** Informed the CM over the chatter as the CM was not available.
05/08/2024	***OUTBOUND DLR CONTACT*** CM tried reaching out to the service. The call was not audible due to voice breakage. CM tried again VOD: Nichole forwarded the call to SM, SM didn't respond. Action taken: dropped Voicemail Next Step: Follow Up Dlr
05/09/2024	***OUTBOUND CX CONTACT*** VOC: CM informed the Cx that the buyback request is declined. Cx asked for the next step. CM assured to discuss with SM to open a case seeking Technical assistance from RAM technical team. Cx was happy with that. Action taken: CM assured revert once heard back from the dlr. Next step: Follow Up dlr
05/09/2024	***OUTBOUND DLR CONTACT*** CM tried reaching out to the service. VOD: None responded Action taken: dropped Voicemail Next step: Follow Up dlr
05/13/2024	***OUTBOUND DLR CONTACT*** VOD: SM confirmed the Tech manager- Stephanie is going to open a STAR case. Vehicle is still at dlr Action taken: Documented Next step: Update Cx
05/15/2024	VOC: Cx called in requesting an update on their case. AT: Agent then advised cx that a message was left for the CM to reach out to them with an update.
05/15/2024	****INBOUND CX CONTACT*** VOC: Cx was frustrated as the issue is not yet resolved. CM gave update that CM is waiting for update from dlr on the STAR case. Cx asked for SUP, but was later okay as CM assured to reach back after speaking with sM on STAR case. Action Taken: Assured a call back in 1 business day Next step: Follow up dlr
05/15/2024	****OUTBOUND DLR CONTACT*** VOD: None responded. Action taken: Dropped voicemail Next step: Follow up dlr and update Cx
05/16/2024	****OUTBOUND DLR CONTACT*** VOD: Transmission was replaced once but it was broken later. STAR is working on it. SA Blake is dealing with it and he is n't available for an update now. Action Taken: Assured a call back tmrw Next step: Update Cx
05/16/2024	***OUTBOUND CX CONTACT*** VOC: Provided update to Cx that technical team is working on it. Case is escalated to RAM technical team to help with the repair. Action Taken: Assured to keep updating once heard back from the dlr. Next step: Follow Up dlr
05/17/2024	****OUTBOUND DLR CONTACT*** VOD: Not sure whether a STAR case is open. Assured SM will make sure that it is open. They are working on pulling out the transmission to see what was failed. Dlr updated it to the Cx Action Taken: Documented Next step: Follow Up STAR
05/21/2024	***OUTBOUND DLR CONTACT*** VOD: SM Blake stated that they haven't worked on it yet, it's scheduled they will try to work on it someday on this week. Not sure on STAR case. SM assured to revert once they have looked into it. Action Taken: Documented Next step: Follow up dlr and update Cx
05/24/2024	***OUTBOUND DLR CONTACT*** VOD: SA Nichole stated the technician is not available now and so no idea on what's going on with the vehicle. Action Taken: Documented Next step: Update Cx
05/24/2024	***OUTBOUND CX CONTACT*** VOC: CM gave update on current status of the case. Cx looking forward to hear what exactly is going to be done on the vehicle. Action Taken: Assured a call back after getting in touch with the technician to get a clear picture. Next step: Follow up dlr
05/31/2024	***OUTBOUND DLR CONTACT*** VOD: SA Nichole stated the tech is not available now, so don't have any idea about it. Assured a call back Action Taken: provided Cm contact details. Next step: Follow up dlr and update Cx
06/04/2024	***OUTBOUND DLR CONTACT*** VOD: SM Rudy stated as Waiting for an email on District Tech and DM. No updates on the repair for now. Action Taken: Documented Next step: Follow up dlr
06/07/2024	***OUTBOUND DLR CONTACT*** VOD: Call was forwarded to service. SA Jason forwarded the call to SM Blake. SM wasn't available. Action Taken: Dropped voicemail Next step: Follow up dlr and update cx
06/10/2024	**OUTBOUND DLR CONTACT*** VOD: SM Blake stated as he get hold of Tech Advisor, warranty claim is raised once it is approved, the transmission will be replaced. Action Taken: Documented Next step: Contact cx
06/10/2024	***OUTBOUND CX CONTACT*** VOC: CM provide update on current status of case, that dlr is waiting for approval from Mopar to replace the parts. Cx was happy with the update Action Taken: Documented Next step: Follow up dlr

Email(s)

Date	01/16/2024	***Subject***	Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	branden@industrialdeiselservices.com	***Sent Date/Time***	01/16/2024 22:28 PM

Hello Brandon,

This is Janna from Ram Case Management. Thank you for allowing Ram Customer Care an opportunity to address your concern. Please be assured that our primary focus is your satisfaction. I will be your Case Manager moving forward to ensure all questions and issues are addressed for you.

Please give me a call back when you have a moment. I will be happy to assist you.

Thank you for your time, participation, patience and for being a loyal Ram customer.

Specialist- Jannatara . Stellantis Case Manager
Ph: 844-827-1926, ext. 5140341
[redacted]

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Date	02/09/2024	***Subject***	RE: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/09/2024 18:48 PM

Good afternoon, Brandon,

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The Jeep Resolution Team phone number is 1-844-827-1926

My direct extension is 5140924

My work hours are 9:30am-6pm EST Monday-Friday

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Thank you for choosing Ram!

Victoria

Ram Case Management

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The Jeep Resolution Team phone number is 1-844-827-1926

My direct extension is 5140924

My work hours are 9:30am-6pm EST Monday-Friday

Please don□t hesitate to contact us if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

Thank you for choosing Ram!

Victoria

Ram Case Management

Phone: 1-844-827-1926 ext. 5140924

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/9/2024 1:49 PM
To: uscustomercare@cac.stellantis.com
Cc: branden@industrialdeiselservices.com
Subject: RE: Vehicle Concern

Good afternoon, Brandon,

My name is Victoria and we just spoke on the phone about your 2020 RAM 3500 TRADESMAN CREW CAB 4X4. Here is some information that will be helpful for you to have:

Your case number is [redacted]
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Victoria

Ram Case Management

Phone: 1-844-827-1926 ext. 5140924

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/16/2024 5:28 PM

To: branden@industrialdeiselservices.com
Subject: Vehicle Concern

Hello Brandon,

This is Janna from Ram Case Management. Thank you for allowing Ram Customer Care an opportunity to address your concern. Please be assured that our primary focus is your satisfaction. I will be your Case Manager moving forward to ensure all questions and issues are addressed for you.

Please give me a call back when you have a moment. I will be happy to assist you.

Thank you for your time, participation, patience and for being a loyal Ram customer.

Specialist- Jannatara . Stellantis Case Manager
Ph: 844-827-1926. ext. 5140341

[redacted]

Date	02/22/2024	***Subject***	RE: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/22/2024 18:00 PM

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Victoria

Ram Case Management

Phone: 1-844-827-1926 ext. 5140924

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/22/2024 12:58 PM
To: uscustomercare@cac.stellantis.com
Cc: branden@industrialdeiselservices.com
Subject: RE: Vehicle Concern

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Ph: 844-827-1926. ext. 5140341

[redacted]

Date	04/08/2024	***Subject***	RE: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/08/2024 18:24 PM

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Ram Case Management

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Specialist- Jannatara . Stellantis Case Manager
Ph: 844-827-1926. ext. 5140341

[redacted]

Date	04/08/2024	***Subject***	RE: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/08/2024 18:24 PM

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Specialist- Jannatara . Stellantis Case Manager
Ph: 844-827-1926. ext. 5140341

[redacted]

Date	04/08/2024	***Subject***	RE: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/08/2024 18:24 PM

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Specialist- Jannatara . Stellantis Case Manager
Ph: 844-827-1926. ext. 5140341

[redacted]

Date	04/19/2024	***Subject***	RE: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/19/2024 16:03 PM

Good morning Brandon,
Thank you for allowing the RAM Customer Engagement Center an opportunity to address your concern. My primary focus is your safety & as well as your satisfaction, ensuring all of your questions/concerns are addressed.

My name is Cimy and we spoke on the phone about your 2020 RAM 3500 TRADESMAN CREW CAB 4X4. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The RAM Denver Case Management Team phone number is 1-844-888-0601
My direct extension is 5141000
My work hours are 9:00am-5:30 pm EST Monday-Friday

Please don□t hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

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Cimy
RAM Denver Case Management Team
1-844-888-0601 ext. 5141000

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/8/2024 2:24 PM
To: uscustomercare@cac.stellantis.com
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Ph: 844-827-1926. ext. 5140341

[redacted]

Date	04/19/2024	***Subject***	RE: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/19/2024 20:00 PM

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Good afternoon, Brandon,

I hope this mail meets you well.

I tried to reach you via call, but you were not available, so I left a voicemail. I would really appreciate it if you could give me a call back.

Thank you for being our valued customer!

Victoria

Ram Case Management

Phone: 1-844-827-1926 ext. 5140924

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/22/2024 1:00 PM
To: uscustomercare@cac.stellantis.com
Cc: branden@industrialdieselservices.com
Subject: RE: Vehicle Concern

Good afternoon, Brandon,

My name is Victoria and we just spoke on the phone about your 2020 RAM 3500 TRADESMAN CREW CAB 4X4. Here is some information that will be helpful for you to have:

Your case number is [redacted]
You have two recalls on your vehicle. They are as follows: Recall Id- Y78, Recall Type: Safety Campaign, Description- 2019-2020 Ram HD High Pressure Fuel Pump, Parts Available? Yes, AND Recall Id- ZB8, Recall Type: Safety Campaign, Description- 2019 - 2022 D Truck Tailgate Latch Alignment, Parts Available? Yes

The Jeep Resolution Team phone number is 1-844-827-1926

My direct extension is 5140924

My work hours are 9:30am-6pm EST Monday-Friday

Please don't hesitate to contact us if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

Thank you for choosing Ram!

Victoria

Ram Case Management

Phone: 1-844-827-1926 ext. 5140924

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/22/2024 12:58 PM
To: uscustomercare@cac.stellantis.com
Cc: branden@industrialdeiselservices.com
Subject: RE: Vehicle Concern

Good afternoon, Brandon,

My name is Victoria and we just spoke on the phone about your 2020 RAM 3500 TRADESMAN CREW CAB 4X4. Here is some information that will be helpful for you to have:

Your case number is [redacted]
You have two recalls on your vehicle. They are as follows: Recall Id- Y78, Recall Type: Safety Campaign, Description- 2019-2020 Ram HD High Pressure Fuel Pump, Parts Available? Yes, AND Recall Id- ZB8, Recall Type: Safety Campaign, Description- 2019 - 2022 D Truck Tailgate Latch Alignment, Parts Available? Yes

The Jeep Resolution Team phone number is 1-844-827-1926

My direct extension is 5140924

My work hours are 9:30am-6pm EST Monday-Friday

Please don't hesitate to contact us if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

Thank you for choosing Ram!

Victoria

Ram Case Management

Phone: 1-844-827-1926 ext. 5140924

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/9/2024 1:49 PM
To: uscustomercare@cac.stellantis.com
Cc: branden@industrialdeiselservices.com
Subject: RE: Vehicle Concern

Good afternoon, Brandon,

My name is Victoria and we just spoke on the phone about your 2020 RAM 3500 TRADESMAN CREW CAB 4X4. Here is some information that will be helpful for you to have:

Your case number is [redacted]
You have two recalls on your vehicle. They are as follows: Recall Id- Y78, Recall Type: Safety Campaign, Description- 2019-2020 Ram HD High Pressure Fuel Pump, Parts Available? Yes, AND Recall Id- ZB8, Recall Type: Safety Campaign, Description- 2019 - 2022 D Truck Tailgate Latch Alignment, Parts Available? Yes

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My direct extension is 5140924

My work hours are 9:30am-6pm EST Monday-Friday

Please don't hesitate to contact us if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

Thank you for choosing Ram!

Victoria

Ram Case Management

Phone: 1-844-827-1926 ext. 5140924

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/16/2024 5:28 PM
To: branden@industrialdeiselservices.com
Subject: Vehicle Concern

Hello Brandon,

This is Janna from Ram Case Management. Thank you for allowing Ram Customer Care an opportunity to address your concern. Please be assured that our primary focus is your satisfaction. I will be your Case Manager moving forward to ensure all questions and issues are addressed for you.

Please give me a call back when you have a moment. I will be happy to assist you.

Thank you for your time, participation, patience and for being a loyal Ram customer.

Specialist- Jannatara . Stellantis Case Manager
Ph: 844-827-1926. ext. 5140341

[redacted]

Date	04/19/2024	***Subject***	RE: Vehicle Concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/19/2024 20:00 PM

Good morning Brandon,
Thank you for allowing the RAM Customer Engagement Center an opportunity to address your concern. My primary focus is your safety & as well as your satisfaction, ensuring all of your questions/concerns are addressed.

My name is Cimy and we spoke on the phone about your 2020 RAM 3500 TRADESMAN CREW CAB 4X4. Here is some information that will be helpful for you to have:
Your case number is [redacted]
The RAM Denver Case Management Team phone number is 1-844-888-0601
My direct extension is 5141000
My work hours are 9:00am-5:30 pm EST Monday-Friday

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

Thank you for choosing RAM!

Cimy
RAM Denver Case Management Team
1-844-888-0601 ext. 5141000

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/8/2024 2:24 PM
To: uscustomercare@cac.stellantis.com
Cc: branden@industrialdieselservices.com
Subject: RE: Vehicle Concern

Good afternoon, Brandon,

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/22/2024 1:00 PM
To: uscustomercare@cac.stellantis.com
Cc: branden@industrialdieselservices.com
Subject: RE: Vehicle Concern

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The Jeep Resolution Team phone number is 1-844-827-1926

My direct extension is 5140924

My work hours are 9:30am-6pm EST Monday-Friday

Please don't hesitate to contact us if you have any questions or concerns. Thank you for your patience and co-operation, it is much appreciated.

Thank you for choosing Ram!

Victoria

Ram Case Management

Phone: 1-844-827-1926 ext. 5140924

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Cc: branden@industrialdeiselservices.com
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My direct extension is 5140924

My work hours are 9:30am-6pm EST Monday-Friday

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Thank you for choosing Ram!

Victoria

Ram Case Management

Phone: 1-844-827-1926 ext. 5140924

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Ram Case Management

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Please give me a call back when you have a moment. I will be happy to assist you.

Thank you for your time, participation, patience and for being a loyal Ram customer.

Specialist- Jannatara . Stellantis Case Manager
Ph: 844-827-1926. ext. 5140341

[redacted]

Date	05/03/2024	***Subject***	First Contact with Customer by Case Manager		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	05/03/2024 12:37 PM

Case [redacted] has been assigned to you after Dispute Resolution Qualification (LLQ). A □First Contact with Customer by Case Manager□ has been assigned to you. Please contract the customer within 24 business hours.

FCA Customer Retention Team

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

VIN	3C63RRML8PG[redacted]	Model Year	2023	Brand	R M
Body	D28P81	Vehicle	R M 3500 L R MIE MEG C B 4X4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	01/18/2024	CAIR Type	Regular	Status	Closed
Close Date	04/09/2024	Origin	Telephone	Reason	
Mileage	1 20 Miles	Market	U	Language	English
Contact Email	razor@proton com	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	FC
City State/Country Zip					US
Customer	P L R CK LLC				
Customer Address	15 H NES CREEK LN				
City State/Country Zip	MEDF RD		NJ	080559540158	US
Dealer	58285	CHERR HILL D DGE CHR SLER JEEP		Dealer Phone	8566659000
Dealer Address	1 08 EST M RLT N PIKE				
	CHERR HILL		NJ	08002 3203	US
Dealer Zone	Mid tlantic	Sales District		Service District	B
Subject	LEM N L INQUIR				
Synopsis	CX retained counsel and the matter is being handled b our ERP Got an update to keep hands off				
Customer Anomaly	Gears & Transmission				
	utomatic Gearbox				
Contact Reason	C221	Dispute Resolution Bu back/Lemon La	Customer Anomaly	45	utomatic Gearbox issue
Reason Code	fter Sales Complaint Product Dispute Resolution Bu back/Lemon La Request				

Case Status History

Create Date	Status
01/18/2024 06 2 PM	pen
03/0 /2024 0 53 PM	Closed
03/08/2024 03 23 PM	pen
04/09/2024 0 16 PM	Closed

Initial Description

cx states that the transmission ble up ith just 1000 miles cx states that the ha e tried ordering the part and unsuccessful and there is a minimum if 45 da s cx states that its a 100 000 dollars truck he cant ork and cant ait t o months CX sa s that he ants his mone back that he is reading online regarding his ehicle that the brand has issues ith this model

Case Comments

Date	Comment
01/18/2024	Customers oice cx states that the transmissions ble up ith just 1000 miles cx states that the ha e tried ordering the part and unsuccessful and there is a minimum if 45 da s it cx states that its a 100 000 dollars truck he cant ork and cant ait t o months CX sa s that he ants his mone back that he is reading online regarding his ehicle that the brand has issues ith this model ction Taken cx as informed that his case has bn reassigned to a specialist for further re ie Dlr 58285 h 1341 Recall 0 Next Step Reassign
01/18/2024	Customer s oice Cx called in for the follo up ction Taken d ised cx that the case is crated toda so he need to ait for the callback from the CM Next Steps Updated the case comments
01/22/2024	IBC CX CX requested for bu back as his truck is ne and got an trans problem hich S said an existing defect for this model ehicle DLR is not able to get parts for this ehicle and e en GM is in ol ed for this d ised cx that bu back request ill be created and ill get a response in 2 BD
01/24/2024	Cx called to speak ith CM gent checked for CM a ailabilit and reached out to CM Transferred to CM No further actions necessar
01/24/2024	IBC CX d ised cx that ehicle doesn t meet bu back parameters as of no but ill put a request d ised cx that a call ill be made to the SM to get more information on parts and ill get in touch ith internal parts department to check ith parts status * C I spoke ith SM and he is tr ing to get the part from all o er the US but no one is making the part and ith the strike it is getting e en harder This ehicle needs ne trans and I kno this part is not arri ing an time soon I need m mone back transfer the call to someone ho can get me m mone back I can t ait for one BD I ha e been aiting since December and ou are sa ing the same thing d ised cx that case ith us is opened o l on Jan 18 and e need to confirm the status of the parts from the dlr and internal parts department s ell to make further decision d ised cx to allo one BD for an update
01/25/2024	Current ehicle location Cherr Hill Dodge Chr sler Jeep 1 08 est Marlton Pike Cherr Hill NJ 080023203 US Customer description of concern ehicle transmission ble up Current mileage 1000 miles Da s at DLR 40 Current diagnosis Dealer not able to get the part Current ser icing dealer/dealer contact Cherr Hill Dodge Chr sler Jeep 8563821681 1 08 est Marlton Pike Cherr Hill NJ 080023203 US Confirm customer telephone and email [redacted]
01/25/2024	Dispute Resolution Re ie Case Escalated to CRT Re ie ed arrant histor at customer request riter determined this should be escalated to CRT for case management ssigned case to CRT
01/25/2024	IBC from cx C cx asked to connect ith CM transferred the call to CM
01/25/2024	INB UND CUST MER C NT CT|BR DLE RICH RDS|[redacted]CUST MER C LLED ND NTED T H E M NE B CK CM REQUESTED TH T THEIR C SE H S BEEN ESC LTED T CRT ND E OULD BE FFERING BEST SER ICE ND ESNURING TH T THERE C NCERSN RE DDRESSED CUST MER C MPL IEND TH T TH EDE LERSHIP H S PR IDED THEM ND INF TH T P RTS RE N B CK RDER ND ILL NEED 45 D S R BE RE CHED ND THE D NT FFER L NER S ITS N N TI N L B CK RDER CM D SIED E NEED T C NDUCT DUE DELIGENECE ND ULD RE CH UT ITH M RE INF CUST MER S N T ILLING T LISTEN ND JUST NTS M NE B CK CM D SIED T KINDL SH RE THE EM IL FR M DE LERSHIP ST TING THE ISSUES ND E ULD L K INT THEM CM LS INF RMED TH T E ULD RE CH UT T THE DE LERSHIP F R L NER
01/25/2024	utbound Dealer Contact Cherr Hill Dodge Chr sler Jeep||58285||8563821681 cm called dealership to kno about parts deli er status unfortunatel attempt as unsuccessful Cm ill call back again
01/26/2024	S stem Update [MC#[redacted]der#[redacted]F R PN 6863 534 IS RES L ED]
01/26/2024	Inbound Parts Email Part sho s it as RC D T DLR 1/25 UPS TR CKING# 1 5 10440194138433 Deli ered n Thursda Januar 25 at 10 22 M
01/30/2024	UTB UND C LL T DE LER | Cherr Hill Dodge Chr sler Jeep | 8563821681| 58285 Call as transferred to the R M department call as not picked Case manager left a oice mail requesting for a call back
01/30/2024	UTBIUND C LL T CUST MER | P L R CK LLC BR DLE RICH RDS | 609 440 1155 Call as not picked Case manager left a oice mail requesting for a call back and ehicle repair status update
01/31/2024	INB UND C LL FR M CUST MER | BR DLE RICH RDS |[redacted]The ere told b the dealer that the ha e not been able to resol e the issue dealer said the also ha e similar ehicles Customer is unhapp about this and just ant a repurchase Customer said the feel this issue ill not be fixed and the ant out of the truck The said the dealer told them the cannot guarantee the repair either Case manager said he ill reach out to the dealer and make a s ift the decision on this Customer ants immediate decision the ill be taking stellantis to court if this issue is not resol ed earl Case manager ill get back to customer as soon as possible Case manager suggested trading ith the dealer customer said the don t ant it the feel the transmission ill break do n again

Date	Comment
02/01/2024	INBOUND CALL FROM CUSTOMER | BRADLEY RICHARDS | [redacted] Customer said they want an update on the repurchase. Case manager said he will review further and give customer a call back tomorrow. Customer said they want an immediate decision, case manager said he will review further and all requests are subject to approval. Customer said they do not want the truck as they feel it will keep breaking. They also spoke to the dealer and the dealer said maybe they will fix the vehicle next week. Case manager will follow up with them
02/02/2024	OUTBOUND CALL TO DEALER | Cherry Hill Dodge Chrysler Jeep | 8563821681| 58285 Call was not picked.
02/02/2024	OUTBOUND CALL TO DEALER | Cherry Hill Dodge Chrysler Jeep | 8563821681| 58285 Call was transferred to Chris. Chris mentioned The Technician scheduled to work on the vehicle is currently working on another one. They will work on this when done.
02/05/2024	AM'S RESPONSE The vehicle is scheduled to go in on Monday. There is an engine job that is being done on another vehicle that is in front of it and it□s in the bay needed to repair this vehicle. Since the customer has not formally submitted written notice and we are allotted one final repair attempt I am not authorizing repurchase at this time. The vehicle should be completed next week.
02/05/2024	OUTBOUND CALL TO DEALER | Cherry Hill Dodge Chrysler Jeep | 8563821681| 58285 Call was transferred to the service department, call was eventually not picked. Case manager will send an email to service
02/08/2024	OUTBOUND CALL TO DEALER | Cherry Hill Dodge Chrysler Jeep | 8563821681| 58285 Call was transferred to the service manager. Chris said they are still working on the vehicle and repair should be completed today. SM however said customer has told them categorically they do not want the vehicle again. They want another model instead. SM said he had communicated this to the AM as well but the AM said they can only offer them $7500. Case manager will reach out again to the AM
02/08/2024	OUTBIUND CALL TO CUSTOMER | POLYROCK LLC - BRADLEY RICHARDS [redacted] Call was not picked. Case manager left a voice mail requesting for a call back
02/08/2024	EMAIL SENT TO AM
02/08/2024	INBOUND CALL FROM CUSTOMER | BRADLEY RICHARDS [redacted] Customer was returning case manager's call. Case manager said he reviewing further the process as customer is willing to go into another model. Case manager will update customer.
02/08/2024	CUSTOMER SENT IN VOICE MAIL They were told by the dealership the repair did not work. They do not want the truck again.
02/08/2024	ANOTHER EMAIL SENT TO THE AREA MANAGER AS REAGRDS REPAIR STATUS UPDATE
02/14/2024	OUTBOUND CALL TO DEALER | Cherry Hill Dodge Chrysler Jeep | 8563821681| 58285 Call was transferred to service manager, call was not picked. Case manager left a voice mail. Kiara picked up the call and said all the parts they were waiting for had arrived and The tech says it should be completed by Feb 24
02/19/2024	AM declined the repurchase request.
02/22/2024	OUTBOUND CALL TO DEALER | Cherry Hill Dodge Chrysler Jeep | 8563821681| 58285 Call was transferred to service manager, call was not picked.
02/22/2024	OUTBOUND CALL TO CUSTOMER | BRADLEY RICHARDS [redacted] all was not answered. Case manager left a voice mail for a call back
02/26/2024	OUTBOUND CALL TO CUSTOMER | BRADLEY RICHARDS [redacted] all was not answered. Case manager left a voice mail seeking a call back from customer.
03/01/2024	OUTBOUND CALL TO CUSTOMER | BRADLEY RICHARDS [redacted] all was not answered. Case manager left a voice mail seeking a call back from customer.
03/06/2024	OUTBOUND CALL TO CUSTOMER | BRADLEY RICHARDS [redacted] all was not answered. Case manager left a voice mail seeking a call back from customer WHILE ALSO NOTIFYING CUSTOMER OF CASE CLOSURE.
03/06/2024	***CLOSED CASE NOTES*** Reason for customer contact: CEL, HARSH SHIFTING, BB request Days down: 43 Repair Attempts: 2 Is the vehicle repaired: Yes Repairs performed: 2RTeplaced Valve body Case manager assisted with: Getting technical assistance involved to assist with repairs Outcome of the case: Vehicle repaired,
03/08/2024	INBOUND CALL CUSTOMER | BRADLEY RICHARDS [redacted] Customer said the vehicle has transmission issues again, they are currently driving to the dealership right now. They do not want the vehicle again. Case manager said he will review this as soon as they drop off the vehicle and work with all possible options we may have.
03/12/2024	EMAIL SENT TO DEALER Good afternoon, The customer mentioned that they dropped off the vehicle again for possible transmission issue. What is the update please? Kindest Regards,
03/18/2024	***OB TO CX**|| BRADLEY RICHARDS [redacted] Tried to contact cx Call did not get connected Left a voicemail for callback. Sent a follow up email.
03/18/2024	EMAIL SENT TO DEALER Asking what is the the problem going on with the vehicle.
03/20/2024	****OB TO DEALER*** Tried to contact dealership. Call did not get connected Left a voicemail for callback
03/21/2024	***EMAIL RESPONSE FROM AM*** I am open to Dealer trade but this does not warrant a repurchase.
03/21/2024	***OB TO CX**|| BRADLEY RICHARDS [redacted] Tried to contact cx Call did not get connected Left a voicemail for callback.
03/22/2024	***IB FROM CX*** CX was returning the call. CX informed that he is not happy with the dealership. CX also stated the Trade-in option does not work for him because dealership is not offering that much. CM suggested CX to look for other dealerships as well for better prize. Sent an email providing information for CRO Offers. Waiting for the response
03/25/2024	***OB EMAIL CONTACT TO CX**|| BRADLEY RICHARDS | [redacted] Sent an email to cx for checking if they have decided to select any provided options or not. Waiting for the response.
03/27/2024	***OB TO CX**|| BRADLEY RICHARDS [redacted] Tried to contact cx Call did not get connected Left a voicemail for callback.
04/02/2024	***SENT AN EMAIL TO WARLIT*** Contacted warlit to check if we should work on this case or not as it shows legal case. Waiting for the response
04/04/2024	Waiting for the response from WARLIT
04/09/2024	***RECEIVED RESPONSE FROM WARLIT*** Good afternoon, This consumer has recently retained counsel and the matter is being handled by our ERP. Please refer the consumer to their counsel and stay hands off. Thank you.
04/09/2024	***OB TO CX** Tried to contact cx. Call did not get connected Left a voicemail mentioning that this case will handled by different department. They will give you a call in 5-7 business days. As a procedure I need to close this case.
04/09/2024	***CLOSED CASE NOTES*** Reason for customer contact: Repurchase Days down: 43 Repairs Attempts: 2 Is the vehicle repaired: Y Repairs performed: VERIFIED CLUTCH FAILURE, REPLACED VALVE BODY- REFILLED FLUID. RETESTED Outcome of the case: CX hired attorney.

Email(s)

Date	01/24/2024	*Subject*	Dispute Resolution-Buy back Request		
From	uscustomercare@cac.stellantis.com	*To*	[redacted]	*Sent Date/Time*	01/24/2024 21:33 PM

Good afternoon,

Case [redacted]

As per your request below are the details for third party arbitration centre.

National Center for Dispute Settlement (NCDS)
1-866-662-4639, option #5 for FCA/Stellantis
www.ncdsusa.org

I can further assist by providing you with the contact information for the third party arbitration center. The National Center for Dispute Settlement, or NCDS, is a neutral administrator of mediation and arbitration programs and can be reached by calling 1-866-662-4639, option #5 for FCA/Stellantis or by visiting www.ncdsusa.org. This will provide you with the opportunity to make your request to a third party arbitrator for decision.

Please don□t hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,

Akhil □ Dodge Case Management

1-866-932-3873 Ext # 5140354

Hours: 8:00am-4:30pm EST Monday to Friday (Hours subject to change)
[redacted]

Date	01/24/2024	*Subject*	Dispute Resolution-Buy back Request		
From	uscustomercare@cac.stellantis.com	*To*	[redacted]	*Sent Date/Time*	01/24/2024 21:33 PM

Good afternoon,

Case: [redacted]

As per your request below are the details for third party arbitration centre.

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1-866-662-4639, option #5 for FCA/Stellantis
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Best Regards,

Akhil – Dodge Case Management

1-866-932-3873 Ext # 5140354

Hours: 8:00am-4:30pm EST Monday to Friday (Hours subject to change)
[redacted]

Date	01/25/2024	***Subject***	[Action Required!] First Inquiry with Dealer - Customer Retention Team		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/25/2024 20:07 PM

This is a high-priority vehicle. Customer may have requested repurchase or replacement. Send repair orders immediately by email to customerretention@fcagroup.com, with case number [redacted] subject line:

Customer Name: POLYROCK LLC

VIN: 3C63RRML8PG[redacted]

Vehicle Description: 2023 | D28P81 | RAM 3500 LARAMIE MEGA CAB 4X4

Phone[redacted]

Email[redacted]

Date	01/25/2024	***Subject***	[Action Required!] Customer Retention Team - First Customer Contact		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/25/2024 20:07 PM

CRT case [redacted] has been assigned to you:

Customer Name: POLYROCK LLC

VIN: 3C63RRML8PG[redacted]

Vehicle Description: 2023 | D28P81 | RAM 3500 LARAMIE MEGA CAB 4X4

Phone:[redacted]

Email:[redacted]

Please contact customer within 1 business day through their preferred mode of communication.

Date	01/25/2024	***Subject***	Case: [redacted] RAM CORPORATE		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/25/2024 20:24 PM

Hello POLYROCK :
Thank you for taking the time to contact RAM Customer Care. My name is Pragti, and I am a Customer Retention Specialist. I have assumed ownership of your case and will be partnering with Cherry Hill Dodge Chrysler Jeep regarding your inquiry.
Once I gather some additional details, I will follow up with you to provide any next steps and I will remain in contact with you throughout the process.
Should you have any questions before I reach out to you, please do not hesitate to contact me at (800) 654-2486 [5059] or reply directly to this email.
For your reference, your case number is [redacted] I look forward to working with you!
Best wishes,
Pragti
RAM Customer Retention Specialist
[redacted]

Date	01/25/2024	***Subject***	Case [redacted] RAM CORPORATE		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/25/2024 20:24 PM

Hello POLYROCK :
Thank you for taking the time to contact RAM Customer Care. My name is Pragti, and I am a Customer Retention Specialist. I have assumed ownership of your case and will be partnering with Cherry Hill Dodge Chrysler Jeep regarding your inquiry.
Once I gather some additional details, I will follow up with you to provide any next steps and I will remain in contact with you throughout the process.
Should you have any questions before I reach out to you, please do not hesitate to contact me at (800) 654-2486 [5059] or reply directly to this email.
For your reference, your case number is [redacted] look forward to working with you!
Best wishes,
Pragti
RAM Customer Retention Specialist
[redacted]

Date	01/25/2024	***Subject***	Re: Case: [redacted] RAM CORPORATE		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	01/25/2024 20:26 PM

Received .

Regards,
Brad Richards

[redacted]

Sent from my iPhone

> On Jan 25, 2024, at 3:24□PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □
> Hello POLYROCK :
>
> Thank you for taking the time to contact RAM Customer Care. My name is Pragti, and I am a Customer Retention Specialist. I have assumed ownership of your case and will be partnering with Cherry Hill Dodge Chrysler Jeep regarding your inquiry.
>
> Once I gather some additional details, I will follow up with you to provide any next steps and I will remain in contact with you throughout the process.
>
> Should you have any questions before I reach out to you, please do not hesitate to contact me at (800) 654-2486 [5059] or reply directly to this email.
> For your reference, your case number is [redacted] look forward to working with you!
>
>
> Best wishes,
>
> Pragti
> RAM Customer Retention Specialist
>
>
>
> [redacted]

Date	01/25/2024	***Subject***	Re: Case: [redacted] RAM CORPORATE		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/25/2024 20:30 PM

Good afternoon,

Kindly send the email to customerretention@fcagroup.com with Case-[redacted] in the subject line.

Sincerely,
Pragti
Stellantis Corporate Office
□

Hello POLYROCK :
Thank you for taking the time to contact RAM Customer Care. My name is Pragti, and I am a Customer Retention Specialist. I have assumed ownership of your case and will be partnering with Cherry Hill Dodge Chrysler Jeep regarding your inquiry.
Once I gather some additional details, I will follow up with you to provide any next steps and I will remain in contact with you throughout the process.
Should you have any questions before I reach out to you, please do not hesitate to contact me at (800) 654-2486 [5059] or reply directly to this email.
For your reference, your case number is [redacted] look forward to working with you!
Best wishes,
Pragti
RAM Customer Retention Specialist

ref:!00Dj001qsDF.!500KZ02Goo2:ref

Date	01/25/2024	***Subject***	Re: Case [redacted] RAM CORPORATE		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/25/2024 20:30 PM

Good afternoon,

Kindly send the email to customerretention@fcagroup.com with Case-[redacted]-PRAGTI in the subject line.

Sincerely,
Pragti
Stellantis Corporate Office
?

Hello POLYROCK :
Thank you for taking the time to contact RAM Customer Care. My name is Pragti, and I am a Customer Retention Specialist. I have assumed ownership of your case and will be partnering with Cherry Hill Dodge Chrysler Jeep regarding your inquiry.
Once I gather some additional details, I will follow up with you to provide any next steps and I will remain in contact with you throughout the process.
Should you have any questions before I reach out to you, please do not hesitate to contact me at (800) 654-2486 [5059] or reply directly to this email.
For your reference, your case number is #[redacted] look forward to working with you!
Best wishes,
Pragti
RAM Customer Retention Specialist

[redacted]

Date	02/22/2024	***Subject***	Re: Case: [redacted] RAM CORPORATE		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	02/22/2024 15:22 PM

Good morning, Bradely,

I confirmed from the dealer that you have the Truck now. I hope it's in perfect condition. Do let me know when the best time is, we can talk over the phone. I am in here, committed to serve you better and give you a better experience in supporting your ownership of this Ram in all ways I can.

Let me know when is best to give you a call. Thank you so much and do enjoy the rest of your day.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 5055

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/25/2024 3:30 PM
To: bradzr@me.com
Subject: Re: Case: [redacted] RAM CORPORATE

Good afternoon,

Kindly send the email to customerretention@fcagroup.com with Case-[redacted] PRAGTI in the subject line.

Sincerely,
Pragti
Stellantis Corporate Office
?

Hello POLYROCK :
Thank you for taking the time to contact RAM Customer Care. My name is Pragti, and I am a Customer Retention Specialist. I have assumed ownership of your case and will be partnering with Cherry Hill Dodge Chrysler Jeep regarding your inquiry.
Once I gather some additional details, I will follow up with you to provide any next steps and I will remain in contact with you throughout the process.
Should you have any questions before I reach out to you, please do not hesitate to contact me at (800) 654-2486 [5059] or reply directly to this email.
For your reference, your case number is [redacted] look forward to working with you!
Best wishes,
Pragti
RAM Customer Retention Specialist

[redacted]

Date	02/26/2024	***Subject***	RAM Customer Care, Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	02/26/2024 15:26 PM

Good morning, Bradely,

I confirmed from the dealer that you have the Truck now. I hope it's in perfect condition. Do let me know when the best time is, we can talk over the phone. I am in here, committed to serve you better and give you a better experience in supporting your ownership of this Ram in all ways I can.

Please, give me a call when you have a chance. Thank you so much and do enjoy the rest of your day.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 5055
[redacted]

Date	02/26/2024	***Subject***	Re: RAM Customer Care, Case: [redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/26/2024 17:14 PM

Good Morning,

I do have the truck as stated.

I did have to go back to Cherry Hill Dodge for a 3rd visit. See picture below.

An unsettling noise turned out to be the transmission cover was not properly attached.

So for the record, we are at 3 repairs for the same transmission.

1. K-1 snap ring and clutch assembly (then the truck could not be turned over after assembly)

2. Transmission valve body replacement.

3. Trans cover.

The paper work they left me with was very limited as for a description of the work over the 50 days that they had the truck.

Not a very open and transparent process to say the least.

Regards,

Brad Richards

[redacted]

> On Feb 26, 2024, at 10:26 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Good morning, Bradely,
>
> I confirmed from the dealer that you have the Truck now. I hope it's in perfect condition. Do let me know when the best time is, we can talk over the phone. I am in here, committed to serve you better and give you a better experience in supporting your ownership of this Ram in all ways I can.
>
> Please, give me a call when you have a chance. Thank you so much and do enjoy the rest of your day.
>
>
> Kindest Regards,
>
> Ayo | Customer Retention Specialist
> Stellantis Corporate Office
>
> 1-800-654-2486 Ext. 5055
>
> [redacted]

[image0.jpeg (image/jpeg)]

Date	03/01/2024	***Subject***	Re: RAM Customer Care, Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/01/2024 13:38 PM

Thank you for your detailed response.

I tried calling you moments ago but was unable to connect with you. Please, give me a call when you have a chance. I am reviewing further how I can better your experience and compensate you for the inconvenience.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 5055

---------- Original Message ----------
From: Bradley Richards [bradzr@me.com]
Sent: 2/26/2024 12:14 PM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: Re: RAM Customer Care, Case [redacted]

Good Morning,
I do have the truck as stated.
I did have to go back to Cherry Hill Dodge for a 3rd visit. See picture below.
An unsettling noise turned out to be the transmission cover was not properly attached.
So for the record, we are at 3 repairs for the same transmission.
1. K-1 snap ring and clutch assembly (then the truck could not be turned over after assembly)
2. Transmission valve body replacement.
3. Trans cover.
The paper work they left me with was very limited as for a description of the work over the 50 days that they had the truck.
Not a very open and transparent process to say the least.

Regards,
Brad Richards
C: [redacted]
On Feb 26, 2024, at 10:26 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good morning, Bradely,

I confirmed from the dealer that you have the Truck now. I hope it's in perfect condition. Do let me know when the best time is, we can talk over the phone. I am in here, committed to serve you better and give you a better experience in supporting your ownership of this Ram in all ways I can.

Please, give me a call when you have a chance. Thank you so much and do enjoy the rest of your day.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 5055

[redacted]

Date	03/06/2024	***Subject***	Re: RAM Customer Care, Case: [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/06/2024 14:17 PM

Good morning,

This is Ayo, Jeep customer Retention Specialist from Stellantis corporate office. I have been calling you but unsuccessful in reaching you.

In lieu of this, I will be closing your case for now. Please, do not hesitate to contact me again if you have further concern. You are a valuable member of our Jeep family, and I will do all I can to support your ownership.

Additionally, I would like to also inform you of a survey after the closure of this email. Thank you for completing the survey.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 505

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/1/2024 8:38 AM
To: [redacted]
Subject: Re: RAM Customer Care, Case: [redacted]

Thank you for your detailed response.

I tried calling you moments ago but was unable to connect with you. Please, give me a call when you have a chance. I am reviewing further how I can better your experience and compensate you for the inconvenience.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 5055

---------- Original Message ----------
From: Bradley Richards [bradzr@me.com]
Sent: 2/26/2024 12:14 PM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: Re: RAM Customer Care, Case: [redacted]

Good Morning,
I do have the truck as stated.
I did have to go back to Cherry Hill Dodge for a 3rd visit. See picture below.
An unsettling noise turned out to be the transmission cover was not properly attached.
So for the record, we are at 3 repairs for the same transmission.
1. K-1 snap ring and clutch assembly (then the truck could not be turned over after assembly)
2. Transmission valve body replacement.
3. Trans cover.
The paper work they left me with was very limited as for a description of the work over the 50 days that they had the truck.
Not a very open and transparent process to say the least.

Regards,
Brad Richards
C: [redacted]
On Feb 26, 2024, at 10:26 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Good morning, Bradely,

I confirmed from the dealer that you have the Truck now. I hope it's in perfect condition. Do let me know when the best time is, we can talk over the phone. I am in here, committed to serve you better and give you a better experience in supporting your ownership of this Ram in all ways I can.

Please, give me a call when you have a chance. Thank you so much and do enjoy the rest of your day.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 5055

[redacted]

Date	03/06/2024	***Subject***	Re: RAM Customer Care, Case: [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/06/2024 14:19 PM

Good morning, Bradley,

This is Ayo, Ram customer Retention Specialist from Stellantis corporate office. I have been calling you but unsuccessful in reaching you. I hope the truck is in perfect condition.

In lieu of this, I will be closing your case for now. Please, do not hesitate to contact me again if you have further concern. You are a valuable member of our Ram family, and I will do all I can to support your ownership.

Additionally, I would like to also inform you of a survey after the closure of this case. I will appreciate if you can complete that for me.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 505
[redacted]

Date	03/08/2024	***Subject***	Re: RAM Customer Care, Case: #88638003

From	[redacted]	To	uscustomercare@cac.stellantis.com	Sent Date/Time	03/08/2024 15:23 PM

Well,

I will be bringing the truck back to Cherry Hill Dodge for the 4th repair on the transmission.

There is a puddle of oil under the transmission on my brand new driveway.

Again, please just give me my money back !!

Brad Richards

[redacted]

> On Mar 1, 2024, at 8:38 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Thank you for your detailed response.
>
> I tried calling you moments ago but was unable to connect with you. Please, give me a call when you have a chance. I am reviewing further how I can better your experience and compensate you for the inconvenience.
>
> Kindest Regards,
>
> Ayo | Customer Retention Specialist
> Stellantis Corporate Office
>
> 1-800-654-2486 Ext. 5055
>
>
> ---------- Original Message ----------
> From: Bradley Richards [redacted]
> Sent: 2/26/2024 12:14 PM
> To: uscustomercare@cac.stellantis.com
> Cc: [redacted]
> Subject: Re: RAM Customer Care, Case: [redacted]
>
> Good Morning,
>
> I do have the truck as stated.
>
> I did have to go back to Cherry Hill Dodge for a 3rd visit. See picture below.
>
> An unsettling noise turned out to be the transmission cover was not properly attached.
>
> So for the record, we are at 3 repairs for the same transmission.
>
> 1. K-1 snap ring and clutch assembly (then the truck could not be turned over after assembly)
>
> 2. Transmission valve body replacement.
>
> 3. Trans cover.
>
> The paper work they left me with was very limited as for a description of the work over the 50 days that they had the truck.
>
> Not a very open and transparent process to say the least.
>
>
>
>
> Regards,
>
> Brad Richards
>
> [redacted]
>
>
> On Feb 26, 2024, at 10:26 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> ?
> Good morning, Bradely,
>
> I confirmed from the dealer that you have the Truck now. I hope it's in perfect condition. Do let me know when the best time is, we can talk over the phone. I am in here, committed to serve you better and give you a better experience in supporting your ownership of this Ram in all ways I can.
>
> Please, give me a call when you have a chance. Thank you so much and do enjoy the rest of your day.
>
>
> Kindest Regards,
>
> Ayo | Customer Retention Specialist
> Stellantis Corporate Office
>
> 1-800-654-2486 Ext. 5055
>
> [redacted]
>

Date	03/18/2024	Subject	Fwd: RAM Customer Care, Case: [redacted]		
From	[redacted]	To	uscustomercare@cac.stellantis.com	Sent Date/Time	03/18/2024 19:36 PM

Hello Ayo,

You wanted Cherry Hill Dodge to see the truck□.

It has been 10 more days in the shop (total of 70+ days out of service in 2024)

Am I getting my money back ?

While they are at it, the truck also struggles to start.

It seems the starter has to work several extra revolutions to get the motor to start.

Let□s face it, it□s a LEMON.

Let me know before I start the legal process.

Regards,

Brad Richards

[redacted]

Begin forwarded message:

> From: Bradley Richards [redacted]
> Date: March 8, 2024 at 10:22:36 AM EST
> To: US Customer Care <uscustomercare@cac.stellantis.com>
> Subject: Re: RAM Customer Care, Case: #[redacted]
>
> □Well,
>
> I will be bringing the truck back to Cherry Hill Dodge for the 4th repair on the transmission.
>
> There is a puddle of oil under the transmission on my brand new driveway.
>
> Again, please just give me my money back !!
>
> Brad Richards
>
> C: [redacted]
>
>
>
>
>>> On Mar 1, 2024, at 8:38 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>>>
>> □ Thank you for your detailed response.
>>
>> I tried calling you moments ago but was unable to connect with you. Please, give me a call when you have a chance. I am reviewing further how I can better your experience and compensate you for the inconvenience.
>>
>> Kindest Regards,
>>
>> Ayo | Customer Retention Specialist
>> Stellantis Corporate Office
>>
>> 1-800-654-2486 Ext. 5055
>>
>>
>> ---------- Original Message ----------
>> From: Bradley Richards [redacted]
>> Sent: 2/26/2024 12:14 PM
>> To: uscustomercare@cac.stellantis.com
>> Cc: [redacted]
>> Subject: Re: RAM Customer Care, Case: #[redacted]
>>
>> Good Morning,
>>
>> I do have the truck as stated.
>>
>> I did have to go back to Cherry Hill Dodge for a 3rd visit. See picture below.
>>
>> An unsettling noise turned out to be the transmission cover was not properly attached.
>>
>> So for the record, we are at 3 repairs for the same transmission.
>>
>> 1. K-1 snap ring and clutch assembly (then the truck could not be turned over after assembly)
>>
>> 2. Transmission valve body replacement.
>>
>> 3. Trans cover.
>>
>> The paper work they left me with was very limited as for a description of the work over the 50 days that they had the truck.
>>
>> Not a very open and transparent process to say the least.
>>
>>
>>
>>
>> Regards,
>>
>> Brad Richards
>>
>> C: [redacted]
>>
>>
>>
>> On Feb 26, 2024, at 10:26 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>>
>> ?
>> Good morning, Bradely,

>>
>> I confirmed from the dealer that you have the Truck now. I hope it's in perfect condition. Do let me know when the best time is, we can talk over the phone. I am in here, committed to serve you better and give you a better experience in supporting your ownership of this Ram in all ways I can.
>>
>> Please, give me a call when you have a chance. Thank you so much and do enjoy the rest of your day.
>>
>>
>> Kindest Regards,
>>
>> Ayo | Customer Retention Specialist
>> Stellantis Corporate Office
>>
>> 1-800-654-2486 Ext. 5055
>
>
>
>
>

Date	03/18/2024	*Subject*	RAM Customer Care, Case		
From	uscustomercare@cac.stellantis.com	*To*		*Sent Date/Time*	03/18/2024 20:29 PM

Hello Polyrock,

Thank you for taking the time to contact RAM Customer Care. My name is Komal, and I am a Customer Retention Specialist. I have assumed ownership of your case and will be partnering with Cherry Hill Dodge Chrysler Jeep regarding your inquiry.

I have received the email, I am waiting for the response from the dealer side. Once I have any update, I will follow up with you to provide any next steps and I will remain in contact with you throughout the process.

Should you have any questions before I reach out to you, please do not hesitate to contact me at (800) 654-2486 [5040] or reply directly to this email.

For your reference, your case number is [redacted]. I look forward to working with you!

Best wishes,

Komal

RAM Customer Retention Specialist

---------- Original Message ----------
From: Bradley Richards [redacted]
Sent: 3/18/2024 3:36 PM
To: uscustomercare@cac.stellantis.com
Subject: Fwd: RAM Customer Care, Case: #[redacted]

Hello Ayo,
You wanted Cherry Hill Dodge to see the truck□.
It has been 10 more days in the shop (total of 70+ days out of service in 2024)
Am I getting my money back ?
While they are at it, the truck also struggles to start.
It seems the starter has to work several extra revolutions to get the motor to start.
Let□s face it, it□s a LEMON.
Let me know before I start the legal process.
Regards,
Brad Richards
C: [redacted]

Begin forwarded message:
From: Bradley Richards <bradzr@me.com>
Date: March 8, 2024 at 10:22:36 AM EST
To: US Customer Care <uscustomercare@cac.stellantis.com>
Subject: Re: RAM Customer Care, Case: #[redacted]
□
Well,
I will be bringing the truck back to Cherry Hill Dodge for the 4th repair on the transmission.
There is a puddle of oil under the transmission on my brand new driveway.
Again, please just give me my money back !!
Brad Richards
C[redacted]
On Mar 1, 2024, at 8:38 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Thank you for your detailed response.

I tried calling you moments ago but was unable to connect with you. Please, give me a call when you have a chance. I am reviewing further how I can better your experience and compensate you for the inconvenience.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 5055

---------- Original Message ----------
From: Bradley Richards [redacted]
Sent: 2/26/2024 12:14 PM
To: uscustomercare@cac.stellantis.com
Cc[redacted]
Subject: Re: RAM Customer Care, Case: #[redacted]

Good Morning,
I do have the truck as stated.
I did have to go back to Cherry Hill Dodge for a 3rd visit. See picture below.
An unsettling noise turned out to be the transmission cover was not properly attached.
So for the record, we are at 3 repairs for the same transmission.
1. K-1 snap ring and clutch assembly (then the truck could not be turned over after assembly)
2. Transmission valve body replacement.
3. Trans cover.
The paper work they left me with was very limited as for a description of the work over the 50 days that they had the truck.
Not a very open and transparent process to say the least.

Regards,
Brad Richards
C: [redacted]
On Feb 26, 2024, at 10:26 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Good morning, Bradely,

I confirmed from the dealer that you have the Truck now. I hope it's in perfect condition. Do let me know when the best time is, we can talk over the phone. I am in here, committed to serve you better and give you a better experience in supporting your ownership of this Ram in all ways I can.

Please, give me a call when you have a chance. Thank you so much and do enjoy the rest of your day.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 5055

[redacted]

Date	03/18/2024	***Subject***	RAM Customer Care, Case: [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/18/2024 20:30 PM

Hello Polyrock,

Thank you for taking the time to contact RAM Customer Care. My name is Komal, and I am a Customer Retention Specialist. I have assumed ownership of your case and will be partnering with Cherry Hill Dodge Chrysler Jeep regarding your inquiry.

I have received the email, I am waiting for the response from the dealer side. Once I have any update, I will follow up with you to provide any next steps and I will remain in contact with you throughout the process.

Should you have any questions before I reach out to you, please do not hesitate to contact me at (800) 654-2486 [5040] or reply directly to this email.

For your reference, your case number is #[redacted] I look forward to working with you!

Best wishes,

Komal

RAM Customer Retention Specialist

---------- Original Message ----------
From: Bradley Richards[redacted]
Sent: 3/18/2024 3:36 PM
To: uscustomercare@cac.stellantis.com
Subject: Fwd: RAM Customer Care, Case: #[redacted]

Hello Ayo,
You wanted Cherry Hill Dodge to see the truck….
It has been 10 more days in the shop (total of 70+ days out of service in 2024)
Am I getting my money back ?
While they are at it, the truck also struggles to start.
It seems the starter has to work several extra revolutions to get the motor to start.
Let's face it, it's a LEMON.
Let me know before I start the legal process.
Regards,
Brad Richards
C: [redacted]

Begin forwarded message:
From: Bradley Richards <bradzr@me.com>
Date: March 8, 2024 at 10:22:36 AM EST
To: US Customer Care <uscustomercare@cac.stellantis.com>
Subject: Re: RAM Customer Care, Case: #88638003
?
Well,
I will be bringing the truck back to Cherry Hill Dodge for the 4th repair on the transmission.
There is a puddle of oil under the transmission on my brand new driveway.
Again, please just give me my money back !!
Brad Richards
C: 609.440.1155
On Mar 1, 2024, at 8:38 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Thank you for your detailed response.

I tried calling you moments ago but was unable to connect with you. Please, give me a call when you have a chance. I am reviewing further how I can better your experience and compensate you for the inconvenience.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 5055

---------- Original Message ----------
From: Bradley Richards [redacted]
Sent: 2/26/2024 12:14 PM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: Re: RAM Customer Care, Case: #[redacted]

Good Morning,
I do have the truck as stated.
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The paper work they left me with was very limited as for a description of the work over the 50 days that they had the truck.
Not a very open and transparent process to say the least.

Regards,
Brad Richards
C: [redacted]
On Feb 26, 2024, at 10:26 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Good morning, Bradely,

I confirmed from the dealer that you have the Truck now. I hope it's in perfect condition. Do let me know when the best time is, we can talk over the phone. I am in here, committed to serve you better and give you a better experience in supporting your ownership of this Ram in all ways I can.

Please, give me a call when you have a chance. Thank you so much and do enjoy the rest of your day.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 5055

[redacted]

Date	03/19/2024	***Subject***	Re: RAM Customer Care, Case: [redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/19/2024 15:24 PM

Komal,

Interesting that Cherry Hill Dodge calls today and says it□s repaired.

Yet the Customer Service rep at Cherry Hill Dodge says there is no paperwork on evaluating the starting issue. They think there is no issue.

When I had concerns about the transmission and it was shifting funny, of course it□s no big deal□. Then look what happened□ it exploded.

This truck has been in the repair shop over 70 days so far this year.

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Brad Richards

C: 6[redacted]

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> For your reference, your case number is #[redacted] I look forward to working with you!
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> Best wishes,
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> Komal
>
> RAM Customer Retention Specialist
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> From: Bradley Richards[redacted]
> Sent: 3/18/2024 3:36 PM
> To: uscustomercare@cac.stellantis.com
> Subject: Fwd: RAM Customer Care, Case: #[redacted]
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> Date: March 8, 2024 at 10:22:36 AM EST
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> Subject: Re: RAM Customer Care, Case: #[redacted]
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> Well,
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Date	03/22/2024	***Subject***	Re: RAM Customer Care, Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/22/2024 17:06 PM

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I hope this answered your question, however, feel free to reach out if you have any other questions.

Kind regards,
Komal
JEEP Customer Retention Specialist

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From: Bradley Richards [redacted]
Sent: 3/19/2024 11:24 AM
To: uscustomercare@cac.stellantis.com
Cc: ckehner@cherryhilltriplex.com
Subject: Re: RAM Customer Care, Case: #[redacted]

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Should you have any questions before I reach out to you, please do not hesitate to contact me at (800) 654-2486 [5040] or reply directly to this email.

For your reference, your case number is #88638003. I look forward to working with you!

Best wishes,

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RAM Customer Retention Specialist

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Regards,
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From: Bradley Richards [redacted]
Date: March 8, 2024 at 10:22:36 AM EST
To: US Customer Care <uscustomercare@cac.stellantis.com>
Subject: Re: RAM Customer Care, Case: #[redacted]
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To: uscustomercare@cac.stellantis.com
Cc [redacted]
Subject: Re: RAM Customer Care, Case: [redacted]

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From: Bradley Richards [redacted]
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Date	03/25/2024	***Subject***	Re: RAM Customer Care, Case: [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/25/2024 15:40 PM

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Discount varies by vehicle but is usually around 3-5% MSRP.

If you wish to negotiate a trade in, I encourage you to shop around and discuss this with the dealership as they are the only ones in a position to provide with the pricing details.

We can offer Monetary Compensation if your vehicle is repaired.

Monetary Compensation

This comes with a release form stating we repaired the vehicle to warranty standard and you're satisfied with the repair.

I hope this answered your question, however, feel free to reach out if you have any other questions.

Kind regards,
Komal
JEEP Customer Retention Specialist

---------- Original Message ----------
From: Bradley Richards [redacted]
Sent: 3/19/2024 11:24 AM
To: uscustomercare@cac.stellantis.com
Cc: ckehner@cherryhilltriplex.com
Subject: Re: RAM Customer Care, Case: #[redacted]

Komal,
Interesting that Cherry Hill Dodge calls today and says it's repaired.
Yet the Customer Service rep at Cherry Hill Dodge says there is no paperwork on evaluating the starting issue. They think there is no issue.
When I had concerns about the transmission and it was shifting funny, of course it's no big deal…. Then look what happened… it exploded.
This truck has been in the repair shop over 70 days so far this year.
I've had a half a dozen of the 3500 trucks with the Cummins, so I have a pretty good idea on how they should start, shift and drive.
At this point, the repair documents need to itemize K-1 snap ring repair, clutch assembly mumbo jumbo, valve body replacement, oil leak solutions, engine start issues and all the "poking and hoping" trying to fix these problems.
I can already sense from the Cherry Hill Dodge Service rep abruptly hanging up and Ayo of Stellantis abandoning this case number (along with Ahkil, Pragti and Vagaya) that this truck is getting pushed down my throat.
I want my money back, not a truck that has already been through several transmissions surgeries by people who don't know what they are doing.
Because I have a LEMON truck, (I'm only stating facts) I don't need to feel the animosity from both Stellantis and Cherry Hill Dodge.
Brad Richards
C: 609.440.1155
On Mar 18, 2024, at 4:29 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?

Hello Polyrock,

Thank you for taking the time to contact RAM Customer Care. My name is Koma , and I am a Customer Retention Specialist. I have assumed ownership of your case and will be partnering with Cherry Hill Dodge Chrysler Jeep regarding your inquiry.

I have received the email, I am waiting for the response from the dealer side. Once I have any update, I will follow up with you to provide any next steps and I will remain in contact with you throughout the process.

Should you have any questions before I reach out to you, please do not hesitate to contact me at (800) 654-2486 [5040] or reply directly to this email.

For your reference, your case number is #[redacted] I look forward to working with you!

Best wishes,

Komal

RAM Customer Retention Specialist

---------- Original Message ----------
From: Bradley Richards [redacted]
Sent: 3/18/2024 3:36 PM
To: uscustomercare@cac.stellantis.com
Subject: Fwd: RAM Customer Care, Case: #[redacted]

Hello Ayo,
You wanted Cherry Hill Dodge to see the truck….
It has been 10 more days in the shop (total of 70+ days out of service in 2024)
Am I getting my money back ?
While they are at it, the truck also struggles to start.

It seems the starter has to work several extra revolutions to get the motor to start.
Let's face it, it's a LEMON.
Let me know before I start the legal process.
Regards,
Brad Richards
C[redacted]

Begin forwarded message:
From: Bradley Richards [redacted]
Date: March 8, 2024 at 10:22:36 AM EST
To: US Customer Care <uscustomercare@cac.stellantis.com>
Subject: Re: RAM Customer Care, Case: [redacted]
?
Well,
I will be bringing the truck back to Cherry Hill Dodge for the 4th repair on the transmission.
There is a puddle of oil under the transmission on my brand new driveway.
Again, please just give me my money back !!
Brad Richards
C:[redacted]
On Mar 1, 2024, at 8:38 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Thank you for your detailed response.

I tried calling you moments ago but was unable to connect with you. Please, give me a call when you have a chance. I am reviewing further how I can better your experience and compensate you for the inconvenience.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 5055

---------- Original Message ----------
From: Bradley Richards [redacted]
Sent: 2/26/2024 12:14 PM
To: uscustomercare@cac.stellantis.com
[redacted]
Subject: Re: RAM Customer Care, Case: [redacted]

Good Morning,
I do have the truck as stated.
I did have to go back to Cherry Hill Dodge for a 3rd visit. See picture below.
An unsettling noise turned out to be the transmission cover was not properly attached.
So for the record, we are at 3 repairs for the same transmission.
1. K-1 snap ring and clutch assembly (then the truck could not be turned over after assembly)
2. Transmission valve body replacement.
3. Trans cover.
The paper work they left me with was very limited as for a description of the work over the 50 days that they had the truck.
Not a very open and transparent process to say the least.

Regards,
Brad Richards
C:[redacted]
On Feb 26, 2024, at 10:26 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Good morning, Bradely,

I confirmed from the dealer that you have the Truck now. I hope it's in perfect condition. Do let me know when the best time is, we can talk over the phone. I am in here, committed to serve you better and give you a better experience in supporting your ownership of this Ram in all ways I can.

Please, give me a call when you have a chance. Thank you so much and do enjoy the rest of your day.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 5055

[redacted]

Date	03/25/2024	***Subject***	Fwd: RAM Customer Care, Case: [redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/25/2024 20:40 PM

Komal,

I picked the 2023 3500 today from Cherry Hill Triplex after waiting for over an hour because they couldn□t find the key or paperwork.

I have not yet received a detailed description of all the work that was done as requested in earlier email.

The most obvious issues I see today are shown in pictures below:

1. Metal bracket hanging

2. Transmission wiring harness support/tie hanging

Also the underside was still damp with oil, particularly on the gasket for the transmission. I have wiped it dry and will see how it goes.

Brad Richards

C: [redacted]

Begin forwarded message:

> From: Bradley Richards [redacted]
> Date: March 19, 2024 at 11:24:34 AM EDT
> To: US Customer Care <uscustomercare@cac.stellantis.com>
> Cc: ckehner@cherryhilltriplex.com
> Subject: Re: RAM Customer Care, Case: # [redacted]
>
> □Komal,
>
> Interesting that Cherry Hill Dodge calls today and says it□s repaired.
>
> Yet the Customer Service rep at Cherry Hill Dodge says there is no paperwork on evaluating the starting issue. They think there is no issue.
>
> When I had concerns about the transmission and it was shifting funny, of course it□s no big deal□. Then look what happened□ it exploded.
>
> This truck has been in the repair shop over 70 days so far this year.
>
> I□ve had a half a dozen of the 3500 trucks with the Cummins, so I have a pretty good idea on how they should start, shift and drive.
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> At this point, the repair documents need to itemize K-1 snap ring repair, clutch assembly mumbo jumbo, valve body replacement, oil leak solutions, engine start issues and all the □poking and hoping□ trying to fix these problems.
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> I can already sense from the Cherry Hill Dodge Service rep abruptly hanging up and Ayo of Stellantis abandoning this case number (along with Ahkil, Pragti and Vagaya) that this truck is getting pushed down my throat.
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> I want my money back, not a truck that has already been through several transmissions surgeries by people who don□t know what they are doing.
>
> Because I have a LEMON truck, (I□m only stating facts) I don't need to feel the animosity from both Stellantis and Cherry Hill Dodge.
>
>
> Brad Richards
>
> C: [redacted]
>
>
>
>
>>> On Mar 18, 2024, at 4:29 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>>>
>> □
>>
>>
>> Hello Polyrock,
>>
>>
>> Thank you for taking the time to contact RAM Customer Care. My name is Komal, and I am a Customer Retention Specialist. I have assumed ownership of your case and will be partnering with Cherry Hill Dodge Chrysler Jeep regarding your inquiry.
>>
>>
>> I have received the email, I am waiting for the response from the dealer side. Once I have any update, I will follow up with you to provide any next steps and I will remain in contact with you throughout the process.
>>
>>
>> Should you have any questions before I reach out to you, please do not hesitate to contact me at (800) 654-2486 [5040] or reply directly to this email.
>>
>>
>> For your reference, your case number is #88638003. I look forward to working with you!
>>
>>
>> Best wishes,
>>
>> Komal
>>
>> RAM Customer Retention Specialist
>>
>>
>> ---------- Original Message ----------
>> From: Bradley Richards [redacted]
>> Sent: 3/18/2024 3:36 PM
>> To: uscustomercare@cac.stellantis.com
>> Subject: Fwd: RAM Customer Care, Case: # [redacted]
>>
>> Hello Ayo,
>>
>> You wanted Cherry Hill Dodge to see the truck□.

>>
>> It has been 10 more days in the shop (total of 70+ days out of service in 2024)
>>
>> Am I getting my money back ?
>>
>> While they are at it, the truck also struggles to start.
>>
>> It seems the starter has to work several extra revolutions to get the motor to start.
>>
>> Let□s face it, it□s a LEMON.
>>
>> Let me know before I start the legal process.
>>
>> Regards,
>>
>> Brad Richards
>>
>> C: [redacted]
>>
>>
>>
>> Begin forwarded message:
>>
>> From: Bradley Richards <bradzr@me.com>
>> Date: March 8, 2024 at 10:22:36 AM EST
>> To: US Customer Care <uscustomercare@cac.stellantis.com>
>> Subject: Re: RAM Customer Care, Case: #[redacted]
>>
>> ?
>> Well,
>>
>> I will be bringing the truck back to Cherry Hill Dodge for the 4th repair on the transmission.
>>
>> There is a puddle of oil under the transmission on my brand new driveway.
>>
>> Again, please just give me my money back !!
>>
>> Brad Richards
>>
>> C: [redacted]
>>
>>
>>
>> On Mar 1, 2024, at 8:38 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>>
>> ?
>> Thank you for your detailed response.
>>
>> I tried calling you moments ago but was unable to connect with you. Please, give me a call when you have a chance. I am reviewing further how I can better your experience and compensate you for the inconvenience.
>>
>> Kindest Regards,
>>
>> Ayo | Customer Retention Specialist
>> Stellantis Corporate Office
>>
>> 1-800-654-2486 Ext. 5055
>>
>>
>> ---------- Original Message ----------
>> From: Bradley Richards [redacted]
>> Sent: 2/26/2024 12:14 PM
>> To: uscustomercare@cac.stellantis.com
>> Cc [redacted]
>> Subject: Re: RAM Customer Care, Case: #[redacted]
>>
>> Good Morning,
>>
>> I do have the truck as stated.
>>
>> I did have to go back to Cherry Hill Dodge for a 3rd visit. See picture below.
>>
>> An unsettling noise turned out to be the transmission cover was not properly attached.
>>
>> So for the record, we are at 3 repairs for the same transmission.
>>
>> 1. K-1 snap ring and clutch assembly (then the truck could not be turned over after assembly)
>>
>> 2. Transmission valve body replacement.
>>
>> 3. Trans cover.
>>
>> The paper work they left me with was very limited as for a description of the work over the 50 days that they had the truck.
>>
>> Not a very open and transparent process to say the least.
>>
>>
>>
>>
>> Regards,
>>
>> Brad Richards
>>
>> C: [redacted]
>>
>>
>>
>> On Feb 26, 2024, at 10:26 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>>
>> ?
>> Good morning, Bradely,
>>
>> I confirmed from the dealer that you have the Truck now. I hope it's in perfect condition. Do let me know when the best time is, we can talk over the phone. I am in here, committed to serve you better and give you a better experience in supporting your ownership of this Ram in all ways I can.
>>

>> Please, give me a call when you have a chance. Thank you so much and do enjoy the rest of your day.
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>> Kindest Regards,
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>> Ayo | Customer Retention Specialist
>> Stellantis Corporate Office
>>
>> 1-800-654-2486 Ext. 5055
>
>
>
>
>
>>

[image0.jpeg (image/jpeg)]

[image1.jpeg (image/jpeg)]

Date	04/08/2024	***Subject***	RE: Fwd: RAM Customer Care, Cas		
From	uscustomercare@cac.stellantis.com	***To***		***Sent Date/Time***	04/08/2024 20:03 PM

Good Afternoon

I am reaching out to on behave of your case manager she is out of the office today. She will be returning tomorrow. Upon her return she will be able to follow up with you on the next steps for you case.

Annette
Stellantis Customer Retention Specialist
1-248-646-6694 Ext. 5061

---------- Original Message ----------
From: Bradley Richards [redacted]
Sent: 3/25/2024 4:40 PM
To: uscustomercare@cac.stellantis.com
Cc: ckehner@cherryhilltriplex.com
Subject: Fwd: RAM Customer Care, Case: #[redacted]

Komal,
I picked the 2023 3500 today from Cherry Hill Triplex after waiting for over an hour because they couldn□t find the key or paperwork.
I have not yet received a detailed description of all the work that was done as requested in earlier email.
The most obvious issues I see today are shown in pictures below:
1. Metal bracket hanging
2. Transmission wiring harness support/tie hanging
Also the underside was still damp with oil, particularly on the gasket for the transmission. I have wiped it dry and will see how it goes.
Brad Richards
C: [redacted]

Begin forwarded message:
From: Bradley Richards [redacted]
Date: March 19, 2024 at 11:24:34 AM EDT
To: US Customer Care <uscustomercare@cac.stellantis.com>
Cc: ckehner@cherryhilltriplex.com
Subject: Re: RAM Customer Care, Case: #[redacted]
□
Komal,
Interesting that Cherry Hill Dodge calls today and says it□s repaired.
Yet the Customer Service rep at Cherry Hill Dodge says there is no paperwork on evaluating the starting issue. They think there is no issue.
When I had concerns about the transmission and it was shifting funny, of course it□s no big deal□. Then look what happened□ it exploded.
This truck has been in the repair shop over 70 days so far this year.
I□ve had a half a dozen of the 3500 trucks with the Cummins, so I have a pretty good idea on how they should start, shift and drive.
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Because I have a LEMON truck, (I□m only stating facts) I don't need to feel the animosity from both Stellantis and Cherry Hill Dodge.
Brad Richards
C[redacted]
On Mar 18, 2024, at 4:29 PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□

Hello Polyrock,

Thank you for taking the time to contact RAM Customer Care. My name is Komal, and I am a Customer Retention Specialist. I have assumed ownership of your case and will be partnering with Cherry Hill Dodge Chrysler Jeep regarding your inquiry.

I have received the email, I am waiting for the response from the dealer side. Once I have any update, I will follow up with you to provide any next steps and I will remain in contact with you throughout the process.

Should you have any questions before I reach out to you, please do not hesitate to contact me at (800) 654-2486 [5040] or reply directly to this email.

For your reference, your case number is #88638003. I look forward to working with you!

Best wishes,

Komal

RAM Customer Retention Specialist

---------- Original Message ----------
From: Bradley Richards [redacted]
Sent: 3/18/2024 3:36 PM
To: uscustomercare@cac.stellantis.com
Subject: Fwd: RAM Customer Care, Case: #[redacted]

Hello Ayo,
You wanted Cherry Hill Dodge to see the truck□.
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Let me know before I start the legal process.
Regards,
Brad Richards
C: [redacted]

Begin forwarded message:
From: Bradley Richards [redacted]
Date: March 8, 2024 at 10:22:36 AM EST
To: US Customer Care <uscustomercare@cac.stellantis.com>
Subject: Re: RAM Customer Care, Case: #[redacted]
?
Well,
I will be bringing the truck back to Cherry Hill Dodge for the 4th repair on the transmission.
There is a puddle of oil under the transmission on my brand new driveway.
Again, please just give me my money back !!
Brad Richards

C: [redacted]
On Mar 1, 2024, at 8:38 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Thank you for your detailed response.

I tried calling you moments ago but was unable to connect with you. Please, give me a call when you have a chance. I am reviewing further how I can better your experience and compensate you for the inconvenience.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 5055

---------- Original Message ----------
From: Bradley Richards [redacted]
Sent: 2/26/2024 12:14 PM
To: uscustomercare@cac.stellantis.com
Cc: razor@proton.com
Subject: Re: RAM Customer Care, Case: #[redacted]

Good Morning,
I do have the truck as stated.
I did have to go back to Cherry Hill Dodge for a 3rd visit. See picture below.
An unsettling noise turned out to be the transmission cover was not properly attached.
So for the record, we are at 3 repairs for the same transmission.
1. K-1 snap ring and clutch assembly (then the truck could not be turned over after assembly)
2. Transmission valve body replacement.
3. Trans cover.
The paper work they left me with was very limited as for a description of the work over the 50 days that they had the truck.
Not a very open and transparent process to say the least.

Regards,
Brad Richards
C: [redacted]
On Feb 26, 2024, at 10:26 AM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Good morning, Bradely,

I confirmed from the dealer that you have the Truck now. I hope it's in perfect condition. Do let me know when the best time is, we can talk over the phone. I am in here, committed to serve you better and give you a better experience in supporting your ownership of this Ram in all ways I can.

Please, give me a call when you have a chance. Thank you so much and do enjoy the rest of your day.

Kindest Regards,

Ayo | Customer Retention Specialist
Stellantis Corporate Office

1-800-654-2486 Ext. 5055

[redacted]

[redacted]

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

VIN	3C63R3EL XPG [redacted]	Model Year	2023	Brand	R M
Body	D28P91	Vehicle	R M 3500 L R MIE CRE C B 4X4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	01/22/2024	CAIR Type	Regular	Status	Closed
Close Date	02/22/2024	Origin	Telephone	Reason	
Mileage	12 000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	LUIS M R S				
Customer Address	20 36 M T N RD				
City State/Country Zip	PPLE LLE		C	923086802363	US
Dealer	60909	ICT R ILLE M T RS CHR SLER JEEP D		Dealer Phone	60245 991
Dealer Address	1461 CI IC DR				
	ICT R ILLE		C	92394 0844	US
Dealer Zone	California	Sales District		Service District	N
Subject	ehicle concern				
Synopsis	Repair completed cx ad ised of closing				
Customer Anomaly	Electronics				
	Gear Electronics				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	13	ehicle transmission shifting issues
Reason Code	fter Sales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
01/22/2024 10 3 PM	pen
01/22/2024 10 46 PM	Closed
01/23/2024 10 00 M	pen
02/22/2024 02 50 M	Closed

Initial Description

cx call regarding can Ram pro ide pro ide a a free oil change for the dela ith electronic issue not sol e

Case Comments

Date	Comment
01/22/2024	cx call regarding can Ram pro ide pro ide a a free oil change for the dela ith electronic issue not sol e gent inform cx that Ram do not pro ide free oil change because a customer ehicle is at a DLR for electronics and it s a dela to repair No further action
01/29/2024	cx mention about it the customer mention that the dlr cannot resol e the electronic issues not able to assit the said that the problems the ha e contacted an engineer and aiting to hear back its been there for a 3 eeks he as offered a loaner but its not his truck he as just requesting for a courtes oil change He mention that the radio head unit does not displa info properl it has caused the batter to fail seat memor module has failed as ell the transmission shifts prett rough Cx mention this sis a ne truck and ould like to see if he can get some t pe of assistance from us d ise cx that i ill ha e the case re ie ed b our specialist to see hat technical assistance can be pro ided Dlr ictor ille Motors Chr sler Jeep Dodge Ram FI T Ser ice ad iser Sergio ehicle is currentl at the dealership Case reassign
02/01/2024	utbound to the cx LUIS M R S at 818 921 0266 Cx informs that the dealership has had the ehicle for 3 eeks and the star has been in ol ed to get the diagnosed Informed cx has soon as e ha e diagnostic from the dealership e can tr to put the cx in a similar size ehicle Follo up sent to the dealer next steps check SM repl
02/02/2024	Inbound from the SM This ehicle came in for multiple electrical issues and a transmission issue e are currentl orking ith ST R on a trailer light check feature concern next steps check rental rate for similar size ehicle and call cx to discuss
02/05/2024	IB call from CX Cx ants an update on his case Ga e Cx a part update and is connected successfull to his case Manager
02/05/2024	Checked rental rates for the cx as sho n for the rental in document [redacted] 49 99 per eek / 49 998 uth cx rental at 50 dollars a da next steps inform cx
02/05/2024	Inbound from the cx LUIS M R S Informed cx that e ill co er for the rental at 50 dollars a da rental if the cx decides to pa for it out of pocket cx understood and he ill discuss his options ith the dealer first cx also anted to get a oil change as his ehicle has been at the dealership for a month no Informed cx that I ill add the request to add the SC oil change to our ehicle on ednesda cx understood next steps check repair progress ith the dealer and add one ear SC for oil change to the cx ehicle
02/08/2024	ehicle has qualified for Enhanced Customer Satisfaction ECS program Refer to Kno ledge rticle for handling procedures
02/13/2024	Follo up sent to the dealer to check repair update oil SC to be added later next steps check SM repl / add oil SC
02/13/2024	Inbound from the cx LUIS M R S riter couldn t hear an thing ill call CB back after team meeting next steps call cx back ith update on case
02/13/2024	IB call from CX Cx anted to kno the status update riter checked and informed CM has reached out to SM ith some questions and a aiting for a response Transferred call to CM but CM pinged telling Cx as silent and couldnt speak Next step CM to gi e a call back
02/13/2024	IBC from Cx Cx called and anted to speak ith cm reached out to cm ho as una ailable due to cm being in a meeting Informed cx that cm as una ailable but that I ha e left a message ith cm to call cx back Cx stated that a eek ago cx spoke ith cm and that cm sa s he ould speak ith dlr to start SC for oil change Cx reached out to dlr and dlr informed cx that the ha e not heard from Stellantis Cx as informed that b cm that he did send an email esterda to dlr and toda cx is calling to get an update as cx states that ehicle is fixed and read for pick up after 5 eeks of been R and thus cx needs dlr to change the oil and thus ould appreciate cm call back and also cm finalizing SC oil change ith dlr ction Empathized and apologized to cx on the issue ith cx ehicle but informed cx that I ha e reached out to cm and that cm ould call cx back ith an update Informed cx that cm had trul reached out to dlr and that the information that cm has agent does not ha e it and as such cm ould be calling cx to gi e cx update Cx as happ ith the information pro ided
02/15/2024	ption code is ECPS12N next steps dd SC
02/15/2024	utbound to the cx at [redacted] o response left M next steps check dded contract b M P
02/15/2024	ehicle has arri ed at dealership ictor ille Motors Chr sler Jeep Dodge Ram FI T and attended b dealer emplo ee
02/15/2024	ption code ECPS12N not alid for IN profile due to engine t pe ption code must match engine description in ehicle Details 6 L I6 CUMMINS H TURB DIESEL ENG
02/15/2024	Contract Number 53401408 ption Code EC D12N
02/15/2024	ehicle has arri ed at dealership En ision Chr sler Dodge Jeep Ram of est Co ina and attended b dealer emplo ee
02/15/2024	utbound to the cx at 818 921 0266 no response left M next steps make second attempt / confirm repair pick up / close case
02/19/2024	ehicle has arri ed at dealership ictor ille Motors Chr sler Jeep Dodge Ram FI T and attended b dealer emplo ee Jeffre Me er
02/20/2024	utbound to the cx at [redacted] o response left M ith contact info asking to be reached back next steps make final attempt / confirm repair pick up / close case
02/20/2024	C Unhapp ith repair Po er steps stopped orking after the repair Dealer has to do some soft are update as ell for completing repair ho e er dealer does not ha e it et ctions taken Confirmed case cx Next step Transfer to CM

Date	Comment
02/20/2024	Inbound from the cx LUIS AMOROSO - cx informs the repair is done and he has the possession of the truck , the power steps on the vehicle is not working automatically and he wants to drop it off at the dealership for diagnosis but wants rental coverage for the mean time, writer informed cx that there is no surety on rental but writer will speak to the dealer SM on this and get back to the cx after that. Cx understood, follow up sent to the dealer on the same next steps : check SM reply
02/22/2024	Outbound to the cx LUIS AMOROSO at [redacted] formed cx that we are not able to auth any rental coverage for aftermarket parts and cx is free to explores options with the dealership. advised of closing , cx understood next steps : send closing email / close case

Email(s)

Date	02/01/2024	*Subject*	vehicle concern		
From	uscustomercare@cac.stellantis.com	*To*	[redacted]	*Sent Date/Time*	02/01/2024 00:27 AM

Hello Mr. AMAROSO

My name is Amrit and I'm your case manager, for your records your case number is [redacted]

My working hours are 1pm - 10pm EST time.

You can reach out to me by replying back to this email or from the contact information below.

Thank you
Amrit from RAM Case Management.
844-888-0601 ext: 5140091
[redacted]

Date	02/01/2024	*Subject*	vehicle concern		
From	uscustomercare@cac.stellantis.com	*To*	[redacted]	*Sent Date/Time*	02/01/2024 00:27 AM

Hello Mr. AMAROSO

My name is Amrit and I'm your case manager, for your records your case number is [redacted]

My working hours are 1pm - 10pm EST time.

You can reach out to me by replying back to this email or from the contact information below.

Thank you
Amrit from RAM Case Management.
844-888-0601 ext: 5140091
[redacted]

Date	02/02/2024	*Subject*	Re: vehicle concern		
From	[redacted]	*To*	uscustomercare@cac.stellantis.com	*Sent Date/Time*	02/02/2024 22:38 PM

Good day Amrit,

I hope you're well. I am reaching out to get a status update on the truck repair, if you were able to get that from the dealer. Also if you were able to look into providing the oil change package for a year as discussed. If the truck will be held longer, I also mentioned that I would like to exchange my rental for a truck with a hitch as I need it to pick up my trailer very soon. Please let me know, thank you. Also if you can update my name spelling in your system that would be greatly appreciated.

Regards,

LUIS AMOROSO.

On Wed, Jan 31, 2024, 4:27□PM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Hello Mr. AMAROSO
>
> My name is Amrit and I'm your case manager, for your records your case
> number is: [redacted]
>
> My working hours are 1pm - 10pm EST time.
>
> You can reach out to me by replying back to this email or from the contact
> information below.
>
> Thank you
> Amrit from RAM Case Management.
> 844-888-0601 ext: 5140091
>
[redacted]

Date	02/14/2024	*Subject*	Re: vehicle concern		
From	[redacted]	*To*	uscustomercare@cac.stellantis.com	*Sent Date/Time*	02/14/2024 00:01 AM

Amrit,

The dealership has informed me that they have not received any correspondence from you regarding your request for an update on my vehicle and also to update the dealership about the initiation of the oil change service contract. You said on phone last monday that you will have sent out the contract by the end of the week. Friday came and went and the dealer never received anything. It is Tuesday of the following week and the dealer hasnt received anything. The dealer has completed the repair at this point and are ready to release the vehicle back to me. I do not want to receive the vehicle until the oil change has been completed. We need to resolve this matter immediately as it has been 5 weeks to the day since I have had my vehicle in my possession. That's completely abnormal wouldn't you say?

When you do communicate to the service manager, also have them rotate the tires on the vehicle in addition to completing the oil change. Let me know what is the status here. I am including the service managers email in our correspondence today.

Just to make sure all of the information is correct:

Owner name: Luis Amoroso
Phone number: [redacted]
20736 Matawan [redacted]
Apple Valley, CA 92308
Vehicle: 2023 Ram 3500
VIN: 3C63R3ELXPG[redacted]

Service Dealership:
Victorville Motors
14617 Civic Dr, Victorville, CA 92394
(760) 437-1382

On Wed, Jan 31, 2024, 4:27□PM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Hello Mr. AMAROSO
>
> My name is Amrit and I'm your case manager, for your records your case
> number is: 88684623
>
> My working hours are 1pm - 10pm EST time.
>
> You can reach out to me by replying back to this email or from the contact
> information below.
>
> Thank you
> Amrit from RAM Case Management.
> 844-888-0601 ext: 5140091
>[redacted]
>[redacted]
>

Date	02/20/2024	***Subject***	Re: vehicle concern		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	02/20/2024 19:45 PM

Hello Mr. Amoroso

Your contract number is [redacted]

Thank you
Amrit from RAM Case Management.
844-888-0601 ext: 5140091
[redacted]

Date	02/20/2024	***Subject***	Re: vehicle concern		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	02/20/2024 19:45 PM

Hello Mr. Amoroso

Your contract number is [redacted]

Thank you
Amrit from RAM Case Management.
844-888-0601 ext: 5140091
[redacted]

Date	02/22/2024	***Subject***	Re: vehicle concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/22/2024 02:49 AM

Hello Mr. Luis ,

As discussed over the call, We are happy that the repair is complete and the vehicle is back into your possession.

I will be closing this case for now but If you have any questions or concerns related to this case, please feel free to reach out to me by replying back to this email or you can also call me from the information below and we can re-open the case within 7 days of this email.

There will be a short survey after the case has been closed and I would really appreciative your honest response.

Thank you
Amrit from RAM Case Management.
844-888-0601 ext: 5140091
[redacted]

Date	02/22/2024	***Subject***	Re: vehicle concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/22/2024 02:50 AM

Hello Mr. Luis ,

As discussed over the call, We are happy that the repair is complete and the vehicle is back into your possession.

I will be closing this case for now but If you have any questions or concerns related to this case, please feel free to reach out to me by replying back to this email or you can also call me from the information below and we can re-open the case within 7 days of this email.

There will be a short survey after the case has been closed and I would really appreciative your honest response.

Thank you
Amrit from RAM Case Management.
844-888-0601 ext: 5140091
[redacted]

Date	02/22/2024	***Subject***	Re: vehicle concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/22/2024 02:50 AM

Hello Mr. Luis ,

As discussed over the call, We are happy that the repair is complete and the vehicle is back into your possession.

I will be closing this case for now but If you have any questions or concerns related to this case, please feel free to reach out to me by replying back to this email or you can also call me from the information below and we can re-open the case within 7 days of this email.

There will be a short survey after the case has been closed and I would really appreciative your honest response.

Thank you
Amrit from RAM Case Management.
844-888-0601 ext: 5140091
[redacted]

Date	03/15/2024	***Subject***	Regarding your Case [redacted]? propos de votre dossier [redacted] Referente a su caso [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/15/2024 00:55 AM

Dear LUIS AMOROSO,
Thank you for contacting FCA Customer Care.
Our records indicate that case number [redacted] s closed.
If you require further assistance please contact us and we would be happy to assist.
Thank you and have a great day.
FCA Customer Care

Madame, Monsieur LUIS AMOROSO,
Nous vous remercions d□avoir communiqué avec le service à la clientèle de FCA.
Selon nos renseignements, le dossier [redacted] a été clos.
Si vous avez besoin d□aide supplémentaire, n□hésitez pas à nous contacter. Nous nous ferons un plaisir de vous assister.
Nous vous remercions et vous souhaitons une excellente journée.
Le Service à la Clientèle de FCA

Estimado cliente,
Le agradecemos que haya contactado a FCA.
Nuestros registros indican que el número de cas[redacted]se encuentra concluido.
Si requiere de asistencia adicional, por favor comuníquese con nosotros por teléfono y con mucho gusto lo atendemos.
Muchas gracias y que tenga un excelente día.
Centro de Atención de FCA

Date	03/15/2024	***Subject***	Re: vehicle concern		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/15/2024 00:55 AM

Good day Amrit,

I would like to reopen this case as I continue to have electronic issues with my truck. Currently the vehicle is back at the dealership again due to more electronic issues needing to be addressed. It is and has been frustrating how much time the truck has been out of commission and in repair in proportion to my time overall owning my vehicle. Because of the length of troubleshooting and unresolve of issues addressed with vehicle and the low miles the vehicle has, I am at an impasse with my confidence in owning and continuing to own my Ram truck. It is very upsetting that I have been making large car payments to a vehicle that I am not in possession of and have missed out on an enjoyable and satisfying ownership experience. I have been hopeful to have a better ownership experience with Ram especially as being a first time Ram/Stellantis vehicle owner. My question to you is at what point is my truck considered a lemon law qualified vehicle? Or is there a final and satisfying solution to my grievance here?

Regards,

Luis E. Amoroso

On Wed, Feb 21, 2024, 6:49 PM US Customer Care <
uscustomercare@cac.stellantis.com> wrote:

> Hello Mr. Luis ,
>
> As discussed over the call, We are happy that the repair is complete and
> the vehicle is back into your possession.
>
> I will be closing this case for now but If you have any questions or
> concerns related to this case, please feel free to reach out to me by
> replying back to this email or you can also call me from the information
> below and we can re-open the case within 7 days of this email.
>
> There will be a short survey after the case has been closed and I would
> really appreciative your honest response.
>
> Thank you
> Amrit from RAM Case Management.
> 844-888-0601 ext: 5140091
> [redacted]

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

VIN	3C RMDL4M[redacted]	Model Year	0 1	Brand	R M
Body	DP5L66	Vehicle	R M 5500 REG C B CH I		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	01/ 6/ 0 4	CAIR Type	Regular	Status	Closed
Close Date	0 /0 / 0 4	Origin	Telephone	Reason	
Mileage	83 081 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	CH RLE H Y				
Customer Address	1808 LE INGTON RD				
City State/Country Zip	GEORGETO N		KY	403 49331083	U
Dealer	095	Dan Cummins Chr sler Dodge Jeep Ra		Dealer Phone	85998 5669
Dealer Address	0 1 L ER ON DRI E				
	P RI		KY	40361 0	U
Dealer Zone	Great Lakes	Sales District		Service District	
Subject	To Reimbursement				
Synopsis	Reimbursement has been appro ed and processed				
Customer Anomaly	Gears & Transmission				
	utomatic Gearbox				
Contact Reason	C83	Request For Good ill Reimbursement	Customer Anomaly	45	utomatic Gearbox issue
Reason Code	fter ales Complaint Product Reimbursement request Compensation/Good ill				

Case Status History

Create Date	Status
01/ 6/ 0 4 08 PM	Open
0 /0 / 0 4 10 14 PM	Closed

Initial Description

Customer seeking reimbursement for remaining to that as not reimbursed hen ehicle as do n Refer to [redacted] for additional information Total amount of requested reimbursement $430 00

Case Comments

Date	Comment
01/ 6/ 0 4	Customer seeking reimbursement for remaining to that as not reimbursed originall hen ehicle as do ned ith a transmission failure Refer to [redacted] for additional information and other to Total amount of requested reimbursement $430 00

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

VIN	3C63RRPL4M[redacted]	Model Year	2021	Brand	R M
Body	D28M81	Vehicle	R M 3500 LIMITED MEG C B 4X4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	01/29/2024	CAIR Type	Regular	Status	Closed
Close Date	03/14/2024	Origin	Telephone	Reason	
Mileage	50 932 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	GR NT L C				
Customer Address	333 GR NT BL D				
City State/Country Zip	LEHIGH CRES		FL	339 40448332	US
Dealer	66 32	Galeana Chr sler Dodge Jeep Ram FI		Dealer Phone	2394812600
Dealer Address	143 5 S T MI MI TRL				
	F RT M ERS		FL	33912 1943	US
Dealer Zone	Southeast	Sales District		Service District	D
Subject	cost assitance				
Synopsis	Check issued CST notified				
Customer Anomaly					
Contact Reason	C169	Request For Rental Reimbursement	Customer Anomaly		
Reason Code	fter Sales Complaint Product Reimbursement request Repair/Rental				

Case Status History

Create Date	Status
01/29/2024 02 20 PM	pen
03/14/2024 01 16 PM	Closed

Initial Description

cx is at dlr ehicle under arrant ehicle ecu frozen orking ith local dlr parts is in back order cx ant to expedite
cx ha e rental truck for almost 2 eeks cx asking for cost assistance and part expedite

Case Comments

Date	Comment
01/29/2024	C cx is at dlr ehicle under arrant ehicle ecu frozen orking ith local dlr parts is in back order cx ant to expedite cx ha e rental truck for almost 2 eeks cx asking for cost assistance and part expedite part name ECU ctions Taken case escalated to specialist for good ill cx ha e high lo alt score and po ertrain acti e informed cx ill get cb from cm ithin 24hrs regarding this reassign
01/30/2024	Initial Contact Dealer code 66 32 In ser ice Date 05/06/2021 Mileage 50 932 riginal ner No Lo alt score 929 Is ehicle ithin arrant No If not ithin arran is ehicle ithin G parameters es Is customer in rental es Rental Start Date Parts on B/ es Star Case no Repeat issue No Pre ious related cases/ good ill/ DM notes Customer s Concern/Issue/Request Expediting parts IN 3C63RRPL4M[redacted] pen recalls 1 26 Safet Campaign 2012 21 D TRUCK M14 HEEL STUDS
01/30/2024	obc to dlr called 2394812600 spoke to parts description of call cm called in to get cx part and order number P RT # 683632 RDER #[redacted] D SCREEN SH S SHIPPED ND IN ICED FR M PDC obc to cx called 12399893216 spoke to Mr Lac description of call cm called in to speak ith cx d ised cx that the part has alread been shipped and in oiced from the PDC CX asked about rental cm ad ised once ehicle is repaired he can submit those documents in for a possible reimbursement on the rental cx has hile ehicle is in shop next steps part eta
01/31/2024	S stem Update [MC#[redacted] rder#[redacted] F R PN 683632 IS RES L E]
02/01/2024	obc to dlr called 2394812600 spoke to parts / Jose description of call cm called in to see if cx part has arri ed at the dlrs P states the eta on that part sho s 01/22 obc to cx called 12399893216 spoke to Mr Lac description of call CM called in to ad ise cx of the part update Hasn t arri ed at the dlr et but it has been shipped from the pdc next steps part update
02/05/2024	obc to dlr called 2394812600 spoke to parts description of call CM called in to see if cx part arri ed et P states no part hasnt arri ed CM is going to email cx update
02/0 /2024	obc to dlr called 2394812600 spoke to parts/ Jose description of call CM called in to see if cx part has arri ed at the dlrs et Hasn t arri ed et no eta at the moment Parts Expediting Request Part # 683632 rder[redacted]ET 01/22 still hasnt arri ed
02/0 /2024	cm emailed cx part update
02/08/2024	Parts Specialist Case has been escalated unnecessaril P RT 683632 M DULE RDER [redacted] MC[redacted] Part has alread IN ICED PDC It is the DLRs financial responsibilit to ensure that the recei e their part orders ithin a reasonable amount of time from the date of IN ICE If the don t the are required to contact the ser icing PDC that sent them the order to inquire on its hereabouts If the parcel cannot be located the DLR ill ha e to file an MR and reorder accordingl
02/13/2024	bc to dlr called 2394812600 spoke to parts description of call P states that the part has not arri ed at but at 5am the UPS sho s it as in to n But hasn t arri ed at the dealership et obc to cx called 12399893216 spoke to Grant description of call CM called in to speak ith cx and ad ise cx that the part as in to n at 5am this morning The part should be in some time before the end of the da next steps part arri ed
02/15/2024	obc to dlr called 2394812600 spoke to parts/ Jeff description of call cm called in to see if cx part has arri ed/ Part is in obc to cx called 12399893216 spoke to Grant description of call Repair is all complete/ cx is happ ith the repair CX is requesting rental reimbursement Cm ad ised that cx can send in those documents/ and e can start the process for rental reimburse next steps documents sent in
02/19/2024	cm sent email to ha e cx send in the rental agreement again as it sent in blurr
02/22/2024	BENCH F LL UP LETTER SENT T CST
02/2 /2024	Check Request Template Total mount 2514 41 /Ho Da s R 01/1 /24 02/14/24 Breakdo n rental 1 $400 k 01/18/24 02 0 2024 2350 4 rental 2 02/13/2024 02/14/2024 163 6 Documents doc [redacted]ental agreement doc [redacted]ental agreement Doc [redacted]rental receipt [redacted] rental agreement [redacted] rental receipt [redacted] Reason Rental Reimbursement Justification The customer needed a ehicle to dri e hile repairs as bein done in the dlr and parts as a aiting to arri e Cx paid for repairs opx ho e er the parts as on b/o and needed expediting cx has er high llq DLR or CST CX Case Prep arrant /SC N In arrant ES il Change SC N Current Mileage 50932 ISD Ma 6 2021 riginal ner N ehi le Location ITH CUST MER ehicle Concern LIST THE REP IR BEING D NE transmission failure Customer Email [redacted] Customer Preferred Contact 239 989 3216
02/2 /2024	BC CX cm called cx to erif address before submitting for check cx erif ed address as correct cm ill call cx once an update is read
03/06/2024	Check rejected Rental car request needs to be added and R doc needs to be clarified in submission
03/08/2024	Check Request Template Total mount 2514 41 /Ho Da s R 01/1 /24 02/14/24 Breakdo n rental 1 $400 k 01/18/24 02 0 2024 2350 4 rental 2 02/13/2024 02/14/2024 163 6 Documents doc [redacted]rental agreement doc [redacted]l agreement Doc [redacted]rental receipt [redacted]4 Doc [redacted] rental agreement Do[redacted] rental receipt 163 6 D [redacted] Pg 1 of 2 of R D [redacted] Pg 2 of 2 of R Reason Rental Reimbursement Justification The customer needed a ehicle to dri e hile repairs as bein done in the dlr and parts as a aiting to arri e Cx paid for repairs opx ho e er the parts as on b/o and needed expediting cx has er high llq DLR or CST CX Case Prep arrant /SC N In arrant ES il Change SC N Current Mileage 50932 ISD Ma 6 2021 riginal ner N ehicle Location ITH CUST MER ehicle Concern (LIST THE REP IR BEING D NE transmission failure Customer Email [redacted] Customer Preferred Contact 239 989 3216
03/14/2024	utbound to CST 12399893216 d ised him check as issued and is on its a ET is up to 15 business da s CST understands Sent closing email

Email(s)

Date	02/05/2024	Subject	cost assitance		
From	uscustomercare@cac.stellantis.com	To	[redacted]	Sent Date/Time	02/05/2024 20:48 PM

Hello,

At this time we are still trying to get this part to the dealership. The part status shows shipped and invoiced. It just hasn't arrived at the dealership yet.

Thank you

Alisa
Case Specialist
844-378-0573 EXT: 4063139
[redacted]

Date	02/07/2024	Subject	RE: cost assitance		
From	uscustomercare@cac.stellantis.com	To	[redacted]	Sent Date/Time	02/07/2024 21:22 PM

Hello,

At this time, we are still working to get an eta for that part that is on order for you. It has not arrived at the dealership just yet, I will continue to make contact 2 times a week to provide an update on the part.

Thank you

Alisa
Case Specialist
844-378-0573 EXT: 4063139

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/5/2024 3:48 PM
To: [redacted]
Su[redacted]

Hello,

At this time we are still trying to get this part to the dealership. The part status shows shipped and invoiced. It just hasn't arrived at the dealership yet.

Thank you

Alisa
Case Specialist
844-378-0573 EXT: 4063139

ref:!00Dj001qsDF.!500KZ02HnV1:ref

Date	02/08/2024	Subject	Re: cost assitance		
From	[redacted]	To	uscustomercare@cac.stellantis.com	Sent Date/Time	02/08/2024 05:11 AM

Thank you Alisa
Sent from my iPhone

> On Feb 7, 2024, at 16:22, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
>
> At this time, we are still working to get an eta for that part that is on order for you. It has not arrived at the dealership just yet, I will continue to make contact 2 times a week to provide an update on the part.
>
> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 2/5/2024 3:48 PM
> To: [redacted]
> Subject: cost assitance
>
> Hello,
>
> At this time we are still trying to get this part to the dealership. The part status shows shipped and invoiced. It just hasn't arrived at the dealership yet.
>
> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
> [redacted]
>

Date	02/15/2024	Subject	Re: cost assitance		
From	uscustomercare@cac.stellantis.com	To	[redacted]	Sent Date/Time	02/15/2024 17:58 PM

Hello,

Send in documents here. Both rental invoices, and the repair order from the dealership.

Alisa
Case Specialist
844-378-0573 EXT: 4063139

———— Original Message ————
From: Grant Lacy [redacted]
Sent: 2/8/2024 12:11 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: cost assitance

Thank you Alisa
Sent from my iPhone
On Feb 7, 2024, at 16:22, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hello,

At this time, we are still working to get an eta for that part that is on order for you. It has not arrived at the dealership just yet, I will continue to make contact 2 times a week to provide an update on the part.

Thank you

Alisa
Case Specialist
844-378-0573 EXT: 4063139

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/5/2024 3:48 PM
To: [redacted]
Subject: cost assitance

Hello,

At this time we are still trying to get this part to the dealership. The part status shows shipped and invoiced. It just hasn't arrived at the dealership yet.

Thank you

Alisa
Case Specialist
844-378-0573 EXT: 4063139

[redacted]

Date	02/16/2024	***Subject***	Re: cost assitance		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/16/2024 16:06 PM

□ □ Dealership repair order. Rental agreements on the way as well

Sent from my iPhone

> On Feb 15, 2024, at 12:58, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
>
> Send in documents here. Both rental invoices, and the repair order from the dealership.
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: Grant Lacy [redacted]
> Sent: 2/8/2024 12:11 AM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: cost assitance
>
> Thank you Alisa
> Sent from my iPhone
>
> On Feb 7, 2024, at 16:22, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> ?
> Hello,
>
> At this time, we are still working to get an eta for that part that is on order for you. It has not arrived at the dealership just yet, I will continue to make contact 2 times a week to provide an update on the part.
>
> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 2/5/2024 3:48 PM
> To: [redacted]
> Subject: cost assitance
>
> Hello,
>
> At this time we are still trying to get this part to the dealership. The part status shows shipped and invoiced. It just hasn't arrived at the dealership yet.
>
> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
> [redacted]
>
>

[image0.jpeg (image/jpeg)]

[image1.jpeg (image/jpeg)]

Date	02/16/2024	***Subject***	Re: cost assitance		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/16/2024 16:09 PM

Please aware I did not keep the vehicle for the total agreement period. It was returned early and the receipt shows the actual time in which I had the truck.

Sent from my iPhone

> On Feb 15, 2024, at 12:58, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
>
> Send in documents here. Both rental invoices, and the repair order from the dealership.
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: Grant Lacy [redacted]
> Sent: 2/8/2024 12:11 AM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: cost assitance
>
> Thank you Alisa
> Sent from my iPhone
>
> On Feb 7, 2024, at 16:22, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> ?
> Hello,
>
> At this time, we are still working to get an eta for that part that is on order for you. It has not arrived at the dealership just yet, I will continue to make contact 2 times a week to provide an update on the part.
>
> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 2/5/2024 3:48 PM
> To: [redacted]
> Subject: [redacted]
>
> Hello,
>
> At this time we are still trying to get this part to the dealership. The part status shows shipped and invoiced. It just hasn't arrived at the dealership yet.
>
> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
> [redacted]
>
>

[image0.jpeg (image/jpeg)]

[image1.jpeg (image/jpeg)]

[image2.jpeg (image/jpeg)]

Date	02/16/2024	***Subject***	Re: cost assitance		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/16/2024 16:11 PM

First rental

Sent from my iPhone

> On Feb 15, 2024, at 12:58, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
>
> Send in documents here. Both rental invoices, and the repair order from the dealership.
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: Grant Lacy [redacted]
> Sent: 2/8/2024 12:11 AM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: cost assitance
>
> Thank you Alisa
> Sent from my iPhone
>
> On Feb 7, 2024, at 16:22, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> ?
> Hello,
>
> At this time, we are still working to get an eta for that part that is on order for you. It has not arrived at the dealership just yet, I will continue to make contact 2 times a week to provide an update on the part.
>
> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 2/5/2024 3:48 PM
> To: [redacted]
> Subject: cost assitance
>
> Hello,
>
> At this time we are still trying to get this part to the dealership. The part status shows shipped and invoiced. It just hasn't arrived at the dealership yet.
>
> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
> [redacted]

[image0.jpeg (image/jpeg)]

[image1.jpeg (image/jpeg)]

[image2.jpeg (image/jpeg)]

Date	02/19/2024	***Subject***	Re: cost assitance		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	02/19/2024 19:49 PM

Hello,

We have received the rental agreement, I'm not sure if the area you are in when you 1st sent these in. But there are so blurry even when e zoom in we cant understand what is on the agreement.
Can you send in a clear copy and make it a just a little bit bigger.

Thank you

Alisa
Case Specialist
844-378-0573 EXT: 4063139

---------- Original Message ----------
From: Grant Lacy [redacted]
Sent: 2/16/2024 11:11 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: cost assitance

First rental
Sent from my iPhone
On Feb 15, 2024, at 12:58, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hello,

Send in documents here. Both rental invoices, and the repair order from the dealership.

Alisa
Case Specialist
844-378-0573 EXT: 4063139

---------- Original Message ----------
From: Grant Lacy [redacted]
Sent: 2/8/2024 12:11 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: cost assitance

Thank you Alisa
Sent from my iPhone
On Feb 7, 2024, at 16:22, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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Hello,

At this time, we are still working to get an eta for that part that is on order for you. It has not arrived at the dealership just yet, I will continue to make contact 2 times a week to provide an update on the part.

Thank you

Alisa
Case Specialist
844-378-0573 EXT: 4063139

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/5/2024 3:48 PM
To: [redacted]
Subject: cost assitance

Hello,

At this time we are still trying to get this part to the dealership. The part status shows shipped and invoiced. It just hasn't arrived at the dealership yet.

Thank you

Alisa
Case Specialist
844-378-0573 EXT: 4063139

[redacted]

Date	02/20/2024	***Subject***	Re: cost assitance		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/20/2024 03:54 AM

Sent from my iPhone

> On Feb 19, 2024, at 14:49, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
>
> We have received the rental agreement, I'm not sure if the area you are in when you 1st sent these in. But there are so blurry even when e zoom in we cant understand what is on the agreement.
> Can you send in a clear copy and make it a just a little bit bigger.
>
> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: Grant Lacy [redacted]
> Sent: 2/16/2024 11:11 AM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: cost assitance
>
> First rental
>
> Sent from my iPhone
>
> On Feb 15, 2024, at 12:58, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> Hello,
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> Send in documents here. Both rental invoices, and the repair order from the dealership.
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: Grant Lacy [redacted]
> Sent: 2/8/2024 12:[redacted]
> To: uscustomercare@cac.stellantis.com
> Subject: Re: cost assitance
>
> Thank you Alisa
> Sent from my iPhone
>
> On Feb 7, 2024, at 16:22, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> ?
> Hello,
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> At this time, we are still working to get an eta for that part that is on order for you. It has not arrived at the dealership just yet, I will continue to make contact 2 times a week to provide an update on the part.
>
> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 2/5/2024 3:48 PM
> To: [redacted]
> Subject: cost assitance
>
> Hello,
>
> At this time we are still trying to get this part to the dealership. The part status shows shipped and invoiced. It just hasn't arrived at the dealership yet.
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> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
> [redacted]

[image0.jpeg (image/jpeg)]

[image1.jpeg (image/jpeg)]

Date	02/20/2024	***Subject***	Re: cost assitance		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/20/2024 03:56 AM

Sent from my iPhone

> On Feb 19, 2024, at 14:49, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
>
> We have received the rental agreement, I'm not sure if the area you are in when you 1st sent these in. But there are so blurry even when e zoom in we cant understand what is on the agreement.
> Can you send in a clear copy and make it a just a little bit bigger.
>
> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: Grant Lacy [redacted]
> Sent: 2/16/2024 11:11 AM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: cost assitance
>
> First rental
>
> Sent from my iPhone
>
> On Feb 15, 2024, at 12:58, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> ?
> Hello,
>
> Send in documents here. Both rental invoices, and the repair order from the dealership.
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: Grant Lacy [redacted]
> Sent: 2/8/2024 12:11 AM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: cost assitance
>
> Thank you Alisa
> Sent from my iPhone
>
> On Feb 7, 2024, at 16:22, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
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> Hello,
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> At this time, we are still working to get an eta for that part that is on order for you. It has not arrived at the dealership just yet, I will continue to make contact 2 times a week to provide an update on the part.
>
> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 2/5/2024 3:48 PM
> To: [redacted]
> Subject: cost assitance
>
> Hello,
>
> At this time we are still trying to get this part to the dealership. The part status shows shipped and invoiced. It just hasn't arrived at the dealership yet.
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> Thank you
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> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139



[image0.jpeg (image/jpeg)]

[image1.jpeg (image/jpeg)]

[image2.jpeg (image/jpeg)]

Date	02/20/2024	*Subject*	Re: cost assitance

From	[redacted]	To	uscustomercare@cac.stellantis.com	Sent Date/Time	02/20/2024 03:58 AM

Sent from my iPhone

> On Feb 19, 2024, at 14:49, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
>
> We have received the rental agreement, I'm not sure if the area you are in when you 1st sent these in. But there are so blurry even when e zoom in we cant understand what is on the agreement.
> Can you send in a clear copy and make it a just a little bit bigger.
>
> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: Grant Lacy [redacted]
> Sent: 2/16/2024 11:11 AM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: cost assitance
>
> First rental
>
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> On Feb 15, 2024, at 12:58, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> Send in documents here. Both rental invoices, and the repair order from the dealership.
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> Case Specialist
> 844-378-0573 EXT: 4063139
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>
> ---------- Original Message ----------
> From: Grant Lacy [redacted]
> Sent: 2/8/2024 12:11 AM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: cost assitance
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> Thank you Alisa
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> On Feb 7, 2024, at 16:22, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> Hello,
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> Thank you
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> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 2/5/2024 3:48 PM
> To: [redacted]
> Subject: cost assitance
>
> Hello,
>
> At this time we are still trying to get this part to the dealership. The part status shows shipped and invoiced. It just hasn't arrived at the dealership yet.
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> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139

[redacted]

[image1.jpeg (image/jpeg)]

[image2.jpeg (image/jpeg)]

Date	02/20/2024	Subject	Re: cost assitance		
From	[redacted]	To	uscustomercare@cac.stellantis.com	Sent Date/Time	02/20/2024 03:59 AM

Sent from my iPhone

> On Feb 19, 2024, at 14:49, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
>
> We have received the rental agreement, I'm not sure if the area you are in when you 1st sent these in. But there are so blurry even when e zoom in we cant understand what is on the agreement.
> Can you send in a clear copy and make it a just a little bit bigger.
>
> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: Grant Lacy [redacted]
> Sent: 2/16/2024 11:11 AM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: cost assitance
>
> First rental
>
> Sent from my iPhone
>
> On Feb 15, 2024, at 12:58, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> ?
> Hello,
>
> Send in documents here. Both rental invoices, and the repair order from the dealership.
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: Grant Lacy [redacted]
> Sent: 2/8/2024 12:11 AM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: cost assitance
>
> Thank you Alisa
> Sent from my iPhone
>
> On Feb 7, 2024, at 16:22, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
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> Hello,
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> At this time, we are still working to get an eta for that part that is on order for you. It has not arrived at the dealership just yet, I will continue to make contact 2 times a week to provide an update on the part.
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> Thank you
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> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 2/5/2024 3:48 PM
> To: [redacted]
> Subject: cost assitance
>
> Hello,
>
> At this time we are still trying to get this part to the dealership. The part status shows shipped and invoiced. It just hasn't arrived at the dealership yet.
>
> Thank you
>
> Alisa
> Case Specialist
> 844-378-0573 EXT: 4063139
> [redacted]
>

[image0.jpeg (image/jpeg)]

[image1.jpeg (image/jpeg)]

Date	02/20/2024	Subject	Regarding your Case [redacted]		
From	uscustomercare@cac.stellantis.com	To	[redacted]	Sent Date/Time	02/20/2024 03:59 AM

Dear GRANT LACY,

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

Date	02/22/2024	***Subject***	RE: Regarding your Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/22/2024 16:53 PM

Hello Grant,

We are reaching out to inform you that we are still working on your case, as we continue to engage our dealer and our corporate partners. I am working towards ensuring we deliver the most timely resolution as possible.

We plan to contact you within the next 1-2 business days as soon as we have a relevant update on this matter. We appreciate your patience, and thank you for being a loyal Stellantis customer.

Sincerely,
Stellantis Customer Care
844-378-0573

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/20/2024 3:59 AM
To: [redacted]
Subject: Regarding your Case [redacted]

Dear GRANT LACY,
Thank you for contacting Customer Care.
This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.
If you have any questions please respond to this email.
Thank you,
Customer Care
[redacted]

Date	02/22/2024	***Subject***	RE: Regarding your Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/22/2024 16:54 PM

Hello Grant,

We are reaching out to inform you that we are still working on your case, as we continue to engage our dealer and our corporate partners. I am working towards ensuring we deliver the most timely resolution as possible.

We plan to contact you within the next 1-2 business days as soon as we have a relevant update on this matter. We appreciate your patience, and thank you for being a loyal Stellantis customer.

Sincerely,
Stellantis Customer Care
844-378-0573

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/20/2024 3:59 AM
To: [redacted]
Subject: Regarding your Case [redacted]

Dear GRANT LACY,
Thank you for contacting Customer Care.
This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.
If you have any questions please respond to this email.
Thank you,
Customer Care
[redacted]

Date	02/22/2024	***Subject***	RE: Regarding your Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/22/2024 16:54 PM

Hello Grant,

We are reaching out to inform you that we are still working on your case, as we continue to engage our dealer and our corporate partners. I am working towards ensuring we deliver the most timely resolution as possible.

We plan to contact you within the next 1-2 business days as soon as we have a relevant update on this matter. We appreciate your patience, and thank you for being a loyal Stellantis customer.

Sincerely,
Stellantis Customer Care
844-378-0573

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/20/2024 3:59 AM
To: [redacted]
Subject: Regarding your Case [redacted]

Dear GRANT LACY,
Thank you for contacting Customer Care.
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If you have any questions please respond to this email.
Thank you,
Customer Care
[redacted]

Date	02/27/2024	***Subject***	Re: Regarding your Case [redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/27/2024 14:51 PM

Update?
Sent from my iPhone

> On Feb 22, 2024, at 11:54, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello Grant,
>
> We are reaching out to inform you that we are still working on your case, as we continue to engage our dealer and our corporate partners. I am working towards ensuring we deliver the most timely resolution as possible.
>
> We plan to contact you within the next 1-2 business days as soon as we have a relevant update on this matter. We appreciate your patience, and thank you for being a loyal Stellantis customer.
>
> Sincerely,
> Stellantis Customer Care
> 844-378-0573
>
>
> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 2/20/2024 3:59 AM
> To: [redacted]
> Subject: Regarding your Case [redacted]
>
>
>
>
> Dear GRANT LACY,
>
> Thank you for contacting Customer Care.
>
> This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.
>
> If you have any questions please respond to this email.
>
> Thank you,
>
> Customer Care
>
>
>
>
>
[redacted]

Date	03/14/2024	***Subject***	Re: Regarding your Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/14/2024 13:15 PM

Dear Mr. Lacy,

This is a courtesy email to inform you of the closure of your case.

I would like to express my appreciation for allowing me to assist you with your rental concerns.

We look forward to assisting you should you have any additional concerns or questions in the future.

Should you receive a customer satisfaction survey regarding your experience with me, your input would be greatly appreciated.

Thank you for being a loyal RAM customer!

Jaclyn

RAM Specialist
844-378-0573
ext: 4060768
[redacted]

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

VIN	3C63R3JL M[redacted]	Model Year	0 1	Brand	R M
Body	D 8P9	Vehicle	R M 3500 L R MIE CRE C B 4 4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	01/ 9/ 0 4	CAIR Type	Regular	Status	Closed
Close Date	0 / 0/ 0 4	Origin	Telephone	Reason	
Mileage	4 000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	RONNIE B RRINGER				
Customer Address	59 3 ROUTE 44 55				
City State/Country Zip	KERHONK ON		NY	1 4463438 30	U
Dealer	6 439	ROY L CHRY LER JEEP DODGE &		Dealer Phone	60 43 9331
Dealer Address	6464 T TE HIGH Y 3				
	ONEONT		NY	138 0 655	U
Dealer Zone	Northeast	Sales District		Service District	
Subject	Parts				
Synopsis	No response from cx no docs closing case as per H 055				
Customer Anomaly	Gears & Transmission				
	Differential				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	50	Differential gears issue
Reason Code	fter ales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
01/ 9/ 0 4 09 11 PM	Open
0 / 0/ 0 4 06 13 PM	Closed

Initial Description

cx sa s the truck is at the dealership for one month for the transmission and the cx need the eta

Case Comments

Date	Comment
01/ 9/ 0 4	Customer s oice Issues cx sa s the truck is at the dealership for one month for the transmission and the cx need the eta for the parts and the truck repair currentl ehicle at cx no Diagontics done es ction Taken created the case es resign the case es Next teps ad ise the cx about the call back H 185 Recall 13 DLR Code 6 439
01/30/ 0 4	OB TO DLR Called to get the part information for the customer P RT NUMBER 68533466 ORDER NUMBER [redacted] FEB DE C Transmission P RT NUMBER [redacted] C P RT NUMBER 06511
01/30/ 0 4	OB TO C Called cx to establish first contact L M and sent an email
01/31/ 0 4	ibc from cx cx sa s ehicle has transmission issues and has been at dealer for a month cx is inquiring about extended arrant ction taken riter gi es cx Mopar number for extended arrant 800 399 668 and updates CM
0 /01/ 0 4	OB TO C Called cx and to inform them that the parts ill arri e b nd Feb the cx anted a compensation for the incon enience he had faced for this issue the cx had to ed the ehicle and paid 500$ out of his pocket and the DLR is hours a a the cx is seeking for an extended arrant for the incon enience pologized for all the incon enience that the customer has faced the CM ill look into the ser ice contracts that is a ailable for the ehicle and ill follo up in BD cx understood the cx as not ith his ehicle for almost a month
0 /0 / 0 4	OB TO DLR Called DLR to confirm if the part came in or not the DLR mentioned that the part the DLR mentioned that the part as a transmission module and that part came in for the customer Transferred to er ice dep to get an ET for the repairs no response from the ser ice department
0 /0 / 0 4	OB TO DLR Called DLR to get an ET for the repairs the DLR mentioned that the do not ha e an ET for the repairs at the moment M Dustin does not ork at the DLR an more M Chris Email christopherk@ro alauton com
0 /0 / 0 4	OB TO C Called cx to inform them that the part ha e arri ed L M
0 /0 / 0 4	OB TO C Called cx and informed them that the DLR is currentl orking on the ehicle the cx anted a C ad ised cx that the C is not possible at the moment ad ised cx that CM ill look into possible reimbursement for monthl pa ments made on the ehicle for the time the ehicle as do n at the DLR Cx understood CM ill follo up in BD
0 /08/ 0 4	OB EM IL TO DLR Good fternoon I am orking on a case for a customer Named Ronnie Barringer at Ro al Chr sler Jeep Dodge & Dodge Truck of Oneonta 6 439 The ehicle is do n at the DLR for almost a month the Customer mentioned that the DLR as aiting for a transmission Module and the Parts department mentioned that the ha e recei ed it as ell I just anted to kno an ET for the repairs to be completed and hat is happening ith the ehicle and hat the diagnosis report as ell Please pro ide me an update at our earliest con enience Thank ou for our time and consideration ith Regards nubha | Case Management | tellantis Case Management 1 844 8 003 | 5140 58
0 /09/ 0 4	OB TO DLR The DLR mentioned that the ser ice is at lunch call back after 1 pm
0 /09/ 0 4	OB TO DLR Called DLR to get more information No response from the DLR cannot lea e M
0 /09/ 0 4	OB TO DLR called DLR spoke to Chris he mentioned that the repairs are completed and the are closing out the RO and the ehicle can be picked up b the EOD
0 /09/ 0 4	OB TO C Called cx to inform them that the ehicle is repaired and read to be picked up cx anted a C for 5 r/100000 miles for the incon enience ad ised cx that C ill not be possible at the moment e ill look into pro iding ou a monthl reimbursement for the time the ehicle as do n at the DLR Cx ants to talk to the UP
0 /09/ 0 4	NOTE FOR UP The cx ants a C for 5 rs/100 000 miles bumper to bumper arrant I ha e alread ad ised the cx that C ill not be possible at the moment as a fact e can look into possible reimbursement for the time the ehicle as do n at the DLR the cx is not read to listen and ants to talk to UP ho can make decision Cx mentioned that that monthl pa ments for the ehicle is $1000 CM looked into Dealer sales The M care PLN 60 Months / 60000 Miles $ 5030 nd based on the time the ehicle as do n the C is not possible Preferred timing for a call an time the cx ants a call before lunch on Monda
0 /1 / 0 4	OUTBOUND UP C LL RONNIE B RRINGER | (845) 389 365 Talked to the cx and explained him that he has an acti e po ertrain arrant for the another 6 months ot 50k miles and at this point of time e cannot pro ide ou a 5 ear/100k miles ser ice contract C does not feel that this is fair and no one is calling him back from Mopar for a ser ice contract he has the right number for that C as suggested to contact the DLR for getting a ser ice contract as ell
0 /1 / 0 4	OB EM IL TO C Good fternoon e do apologize for all the incon enience that ou faced in regards to this case e mentioned e ill look into possible reimbursement for a monthl pa ment for the time the ehicle as do n at the dealership Kindl submit the follo ing documents 1 Repair Order Bill of ale 3 Proof Of Monthl Pa ment made for the time the ehicle as do n 4 Name/ Mailing address to hich the check needs to be sent hile submitting the document Please select the option Repl ll and submit the documents for re ie Once the document has come through please allo 3 Business da s for an update If ou can an concerns Feel free to gi e me a call or repl to the er email and I ill get back ith ou Thank ou for our time and consideration ith Regards nubha | Case Management | tellantis Case Management □□□□□□□1 844 8 003 | 51405 8
0 /13/ 0 4	OB TO C Called cx to see if the picked up the ehicle the cx mentioned that the ha e not picked up the ehicle due to the sno storm the ill be going tomorro morning to pick the ehicle up Cx got the email about the monthl reimbursement ad ised c that the ha e Business da s to submit the document cx understood and ill do the required

Date	Comment
02/15/2024	***OB EMAIL TO CX*** Good Morning, This email is a gentle reminder to send the required documents, for possible reimbursement , Failure to send the documents By 20 Feb Will lead to the case being closed. Thank you for your time and consideration With Regards Anubhav | Case Management | Stellantis Case Management? 1-844-827-2003 | 5140258
02/19/2024	***OB EMAIL TO CX** Good Morning, This email is the last reminder , to send the required documents, for possible reimbursement , Failure to send the documents By 20 Feb Will lead to the case being closed.? If you have tried sending the documents please let me know as? I have not received it as of now, kindly select " Reply All " while submitting the document. Thank you for your time and consideration With Regards Anubhav | Case Management | Stellantis Case Management? 1-844-827-2003 | 5140258
02/20/2024	***OB EMAIL TO CX** Good Afternoon, Due to no documentation Received in the last 7 Business days the case is now being closed. However once you have all the documents, you have 14 days to re open the case and submit the document for review.? This email is to notify that case [redacted] reference to VIN: 3C63R3JL7MG[redacted] is now closed. You should be receiving one more email from Stellantis, a survey requesting feedback on your management experience. While it is up to you whether you respond to that survey, we would appreciate your honest response. Thank you for allowing us to support you. We look forward to working with you again.? Please don□t hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.? Best Regards,? Anubhav □ Case Management? 1-844-827-2003 Ext # 5140258

Email(s)

Date	01/30/2024	***Subject***	Parts		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/30/2024 15:43 PM

My name is Anubhav, from Stellantis Case Management, I have been assigned as your case Manager. I tried calling you, but I left a Voice mail. Here are some details regarding your case,

1. Case Number:[redacted]
2 Case Manager: Anubhav
3. Contact info: 1-844-827-2003
4. Extension: 5140258
5. Work timing: 8am-5pm (Mon- Fri) EST

Thank you for your time and consideration
with Regards
Anubhav| Case Management| Stellantis Case Management
1-844-827-2003| ext. 5140258
[redacted]

Date	01/30/2024	***Subject***	Parts		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	01/30/2024 15:43 PM

My name is Anubhav, from Stellantis Case Management, I have been assigned as your case Manager. I tried calling you, but I left a Voice mail. Here are some details regarding your case,

1. Case Numbe[redacted]
2 Case Manager: Anubhav
3. Contact info: 1-844-827-2003
4. Extension: 5140258
5. Work timing: 8am-5pm (Mon- Fri) EST

Thank you for your time and consideration
with Regards
Anubhav| Case Management| Stellantis Case Management
1-844-827-2003| ext. 5140258
[redacted]

Date	02/12/2024	***Subject***	RE: Parts		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/12/2024 19:08 PM

Good Afternoon,

We do apologize, for all the inconvenience that you faced in regards to this case, We mentioned we will look into possible reimbursement for a monthly payment for the time the vehicle was down at the dealership. Kindly submit the following documents,

1. Repair Order
2. Bill of Sale
3. Proof Of Monthly Payment made for the time the vehicle was down.
4. Name/ Mailing address to which the check needs to be sent.

While submitting the document , Please select the option " Reply All " and submit the documents for review, Once the document has come through, please allow 3 Business days for an update.

If you can any concerns Feel free to give me a call or reply to the very email and I will get back with you.

Thank you for your time and consideration
With Regards
Anubhav | Case Management | Stellantis Case Management
1-844-827-2003 | 5140528

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 10:43 AM
To: [redacted]
Subject: Parts

My name is Anubhav, from Stellantis Case Management, I have been assigned as your case Manager. I tried calling you, but I left a Voice mail. Here are some details regarding your case,

1. Case Number: [redacted]
2 Case Manager: Anubhav
3. Contact info: 1-844-827-2003
4. Extension: 5140258
5. Work timing: 8am-5pm (Mon- Fri) EST

Thank you for your time and consideration
with Regards
Anubhav| Case Management| Stellantis Case Management
1-844-827-2003| ext. 5140258

[redacted]

Date	02/12/2024	***Subject***	RE: Parts		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/12/2024 19:09 PM

Good Afternoon,

We do apologize, for all the inconvenience that you faced in regards to this case, We mentioned we will look into possible reimbursement for a monthly payment for the time the vehicle was down at the dealership. Kindly submit the following documents,

1. Repair Order
2. Bill of Sale
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1-844-827-2003 | 5140528

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 10:43 AM
To: [redacted]
Subject: Parts

My name is Anubhav, from Stellantis Case Management, I have been assigned as your case Manager. I tried calling you, but I left a Voice mail. Here are some details regarding your case,

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2 Case Manager: Anubhav
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Anubhav| Case Management| Stellantis Case Management
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[redacted]

Date	02/12/2024	***Subject***	RE: Parts		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/12/2024 19:09 PM

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From: US Customer Care [uscustomercare@cac.stellantis.com]
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To: [redacted]
Subject: Parts

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[redacted]

Date	02/15/2024	***Subject***	RE: Parts		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/15/2024 15:37 PM

Good Morning,

This email is a gentle reminder to send the required documents, for possible reimbursement , Failure to send the documents By 20 Feb Will lead to the case being closed.

Thank you for your time and consideration
With Regards
Anubhav | Case Management | Stellantis Case Management
1-844-827-2003 | 5140258

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/12/2024 2:09 PM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: [redacted]

Good Afternoon,

We do apologize, for all the inconvenience that you faced in regards to this case, We mentioned we will look into possible reimbursement for a monthly payment for the time the vehicle was down at the dealership. Kindly submit the following documents,

1. Repair Order
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1-844-827-2003 | 5140528

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 10:43 AM
To: [redacted]
Subject: Parts

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Anubhav| Case Management| Stellantis Case Management
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[redacted]

Date	02/15/2024	***Subject***	RE: Parts		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/15/2024 15:37 PM

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/12/2024 2:09 PM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: [redacted]

Good Afternoon,

We do apologize, for all the inconvenience that you faced in regards to this case, We mentioned we will look into possible reimbursement for a monthly payment for the time the vehicle was down at the dealership. Kindly submit the following documents,

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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 10:43 AM
To: [redacted]
Subject: Parts

My name is Anubhav, from Stellantis Case Management, I have been assigned as your case Manager. I tried calling you, but I left a Voice mail. Here are some details regarding your case,

1. Case Number: [redacted]
2 Case Manager: Anubhav
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Anubhav| Case Management| Stellantis Case Management
1-844-827-2003| ext. 5140258

[redacted]

Date	02/15/2024	***Subject***	RE: Parts		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/15/2024 15:37 PM

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1-844-827-2003 | 5140258

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/12/2024 2:09 PM
To: uscustomercare@cac.stellantis.com
C[redacted]
Subject: RE: Parts

Good Afternoon,

We do apologize, for all the inconvenience that you faced in regards to this case, We mentioned we will look into possible reimbursement for a monthly payment for the time the vehicle was down at the dealership. Kindly submit the following documents,

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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 10:43 AM
To[redacted]
Subject: Parts

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1. Case Number[redacted]
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Anubhav| Case Management| Stellantis Case Management
1-844-827-2003| ext. 5140258

[redacted]

Date	02/19/2024	***Subject***	RE: Parts		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/19/2024 15:38 PM

Good Morning,

This email is the last reminder , to send the required documents, for possible reimbursement , Failure to send the documents By 20 Feb Will lead to the case being closed.

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1-844-827-2003 | 5140258

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/15/2024 10:37 AM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: RE: Parts

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To: uscustomercare@cac.stellantis.com
Cc: [redacted]
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Sent: 1/30/2024 10:43 AM
To: [redacted]
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Anubhav| Case Management| Stellantis Case Management
1-844-827-2003| ext. 5140258

[redacted]

Date	02/19/2024	***Subject***	RE: Parts		
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To: [redacted]
Subject: Parts

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Date	02/19/2024	***Subject***	RE: Parts		
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Sent: 1/30/2024 10:43 AM
To: [redacted]
Subject: Parts

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1-844-827-2003| ext. 5140258

[redacted]

Date	02/20/2024	***Subject***	RE: Parts		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/20/2024 18:11 PM

Good Afternoon,

Due to no documentation Received in the last 7 Business days the case is now being closed. However once you have all the documents, you have 14 days to re open the case and submit the document for review.

This email is to notify that case # [redacted] reference to VIN: 3C63R3JL7MG[redacted] is now closed. You should be receiving one more email from Stellantis, a survey requesting feedback on your management experience. While it is up to you whether you respond to that survey, we would appreciate your honest response. Thank you for allowing us to support you. We look forward to working with you again.

Please don□t hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,
Anubhav □ Case Management
1-844-827-2003 Ext # 5140258

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/19/2024 10:38 AM
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Thank you for your time and consideration
With Regards
Anubhav | Case Management | Stellantis Case Management
1-844-827-2003 | 5140258

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/12/2024 2:09 PM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: RE: Parts

Good Afternoon,

We do apologize, for all the inconvenience that you faced in regards to this case, We mentioned we will look into possible reimbursement for a monthly payment for the time the vehicle was down at the dealership. Kindly submit the following documents,

1. Repair Order
2. Bill of Sale
3. Proof Of Monthly Payment made for the time the vehicle was down.
4. Name/ Mailing address to which the check needs to be sent.

While submitting the document , Please select the option " Reply All " and submit the documents for review, Once the document has come through, please allow 3 Business days for an update.

If you can any concerns Feel free to give me a call or reply to the very email and I will get back with you.

Thank you for your time and consideration
With Regards
Anubhav | Case Management | Stellantis Case Management
1-844-827-2003 | 5140528

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 1/30/2024 10:43 AM
To: [redacted]
Subject: Parts

My name is Anubhav, from Stellantis Case Management, I have been assigned as your case Manager. I tried calling you, but I left a Voice mail. Here are some details regarding your case,

1. Case Number: [redacted]
2 Case Manager: Anubhav
3. Contact info: 1-844-827-2003
4. Extension: 5140258
5. Work timing: 8am-5pm (Mon- Fri) EST

Thank you for your time and consideration
with Regards

Anubhav| Case Management| Stellantis Case Management
1-844-827-2003| ext. 5140258
[redacted]

Date	02/20/2024	***Subject***	RE: Parts		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/20/2024 18:12 PM

Good Afternoon,

Due to no documentation Received in the last 7 Business days the case is now being closed. However once you have all the documents, you have 14 days to re open the case and submit the document for review.

This email is to notify that case # [redacted] reference to VIN: 3C63R3JL7MG[redacted] is now closed. You should be receiving one more email from Stellantis, a survey requesting feedback on your management experience. While it is up to you whether you respond to that survey, we would appreciate your honest response. Thank you for allowing us to support you. We look forward to working with you again.

Please don't hesitate to contact me if you have any questions or concerns. Thank you for your patience and co-operation.

Best Regards,
Anubhav – Case Management
1-844-827-2003 Ext # 5140258

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/19/2024 10:38 AM
To: uscustomercare@cac.stellantis.com
Cc [redacted]
Subject: RE: Parts

Good Morning,

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1-844-827-2003 | 5140258

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 2/15/2024 10:37 AM
To: uscustomercare@cac.stellantis.com
Cc [redacted]
Subject: RE: Parts

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Sent: 1/30/2024 10:43 AM
To: [redacted]
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1. Case Number: 88759627
2 Case Manager: Anubhav
3. Contact info: 1-844-827-2003
4. Extension: 5140258
5. Work timing: 8am-5pm (Mon- Fri) EST

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Anubhav| Case Management| Stellantis Case Management
1-844-827-2003| ext. 5140258
[redacted]

Date	02/20/2024	***Subject***	RE: Parts		
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Anubhav| Case Management| Stellantis Case Management
1-844-827-2003| ext. 5140258

ref:!00Dj001qsDF.!500KZ02Hs7y:ref

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

VIN	3C RLEL MG[redacted]	Model Year	2021	Brand	R M
Body	DP9L93	Vehicle	R M 4500 CRE C B CH SSIS		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	02/0 /2024	CAIR Type	Regular	Status	Closed
Close Date	03/2 /2024	Origin	Telephone	Reason	
Mileage	46 000 Miles	Market	U	Language	English
Contact Email	[redacted]	Contact Phone	[redacted]	Contact Mobile	[redacted]
Caller Address				Source	Customer
City State/Country Zip					
Customer	D ID T SPENCER				
Customer Address	1593 BURGESS SMITH RD				
City State/Country Zip	S DIE ILLE		K	403 09506934	US
Dealer	2 329	FREED M CHR SLER D DGE JEEP R M F		Dealer Phone	8592683000
Dealer Address	1560 E NE CIRCLE RD				
	LEXINGT N		K	40509 1022	US
Dealer Zone	Great Lakes	Sales District		Service District	
Subject	ehicle concern				
Synopsis	no action				
Customer Anomaly	Gears & Transmission				
	utomatic Gearbox				
Contact Reason	C105	Technical Issue With ehicle	Customer Anomaly	45	utomatic Gearbox issue
Reason Code	fter Sales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
02/0 /2024 09 56 PM	pen
03/16/2024 01 01 M	Closed
03/20/2024 01 25 PM	pen
03/2 /2024 08 36 PM	Closed

Initial Description

CX ehicle is at dealer is needing ne transmission and as told it is co ered under arrant but the dealer is needing appro al for the transmission ehicle is at Freedom dodge in Lexington Kentuck

Case Comments

Date	Comment
02/0 /2024	Inbound Call from Cx gent spoke to Cx and the explained their ehicle is at dealer is needing ne transmission and as told it is co ered under arrant but the dealer is needing appro al for the transmission ehicle is at Freedom dodge in Lexington Kentuck Agent mentioned recall on ehicle and Cx said the ere a are and as told b the dealer the ere unable to order parts et Cx stated the ere on a aiting list for the part gent ad ised Cx the ill hear from a specialist ithin 1 2 business da s and the ill be able to further assist them
02/09/2024	UTB UND EM IL C NT CT T CX Sent initial email contact to CX
02/09/2024	UTB UND T DLR 2 329|Freedom Chr sler Dodge Jeep Ram of Lexington|8592683000 Called DLR to get more info on case Spoke ith Chantelle unable to find ehicle DLR ha e the rong IN on the s stem CM pro ided the complete IN S assigned to case is K le S not a ailable at the moment CM ill callback after an hour In Ser ice Date 9/25/2021 riginal ner ES Mileage 46 000 Ne /Used ehicle Purchase Histor 5 Lo alt Score 0000 Case Critical 0 Multiple Repairs/ Pre ious related repairs N Basic arrant Expired dometer Po ertrain arrant 31 Months or 54 000 Miles M P plans no acti e Ser ice Contracts Open Recalls 13
02/09/2024	UTB UND T DLR 2 329|Freedom Chr sler Dodge Jeep Ram of Lexington|8592683000 called DLR to get info on case no ans er
02/13/2024	CX called in requesting to speak ith CM and an updated on the case d isor transferred cx to CM for further assistance on the case No further action as taken
02/13/2024	INB UND C LL FR M CX D ID calling to get update on case CM ill contact DLR to get more info CM promised to keep CX posted as soon as ne updates are a ailable from DLR
02/13/2024	UTB UND T DLR 2 329|Freedom Chr sler Dodge Jeep Ram of Lexington|8592683000 MG599116 2021 R M 4500 CRE C B CH SSIS CM requested to speak to S no ans er left M
02/13/2024	EM IL T DLR T k leobrien@lithia com jacobskidmore@lithia com Good Da I m reaching out for an update on a case and ould like to inquire about the current status of the ehicle located at our dealership Name D ID T SPENCER Case[redacted] IN 3C RLEL MG[redacted] re e aiting on backordered parts If so hat are the part and order numbers hat is the current diagnosis or repair ET please Thank ou for our time and ha e a onderful da ! Regards
02/16/2024	INB UND CUST MER C NT CT Customer called in for an update CM ad Jerem is out of the office toda Customer sts Dealership sent e er thing to the factor that the needed Im guessing for arrrant Cm sts I ill ha e jerem call ou back
02/20/2024	UTB UND T DLR 2 329|Freedom Chr sler Dodge Jeep Ram of Lexington|8592683000 MG[redacted] 2021 R M 4500 Called DLR to get update on case S not a ailable CM left contact details and requested call back from S request resubmitted to PTSC 02/20/2024 aiting for appro al for REPLACE TR NSMISSI N
02/21/2024	INB UND C LL FR M THE CX CX as calling too see hat is going on ith the repair he as told b the dealership the ha e sent in all that is need to get the appro al but from hat CM riter see that e are still aiting on doc for it a chatter has been sent to CM on the case to get in touch ith cx and dealer FYI Please don t tell the cx about the recall an more he has been told man times and it has been fixed once but it did not fix it so no it as told he is on a ait list for it he as not happ then I told me about the recall
02/22/2024	UTB UND T DLR 2 329|Freedom Chr sler Dodge Jeep Ram of Lexington|8592683000 CM called DLR to get update on case no one from ser ice is a ailable left callback number as per dealer connect PTSC is still asking for some images for DLR to submit
02/2 /2024	UTB UND T DLR 2 329|Freedom Chr sler Dodge Jeep Ram of Lexington|8592683000 3C RLEL MG599116 2021 R M 4500 as per S k le PTSC still asking for more info/pics of the ehicle
02/2 /2024	UTB UND T CX Called CX to pro ide update on case no ans er left M
02/2 /2024	IB Call from cx cx called me in To get an update on his ehicle cx sa s that his ehicle is ith DLR From 4 eeks and no Update recei ed Cx as asking For CM to get Updates on ehicle Please call back cx and update
02/2 /2024	UTB UND T CX CM returning CX phone call no ans er CM ill tr calling again after an hour
02/2 /2024	UTB UND T CX CM called CX and spoke ith Da id Spencer ad ised that e are just rela ing info from the DLR PTSC is still asking for more info/pics on ehicle CM ill update CX once ne info is a ailable
03/01/2024	UTB UND T DLR 2 329|Freedom Chr sler Dodge Jeep Ram of Lexington|8592683000 CM called DLR to get update on ehicle repair PTSC appro ed Feb 28 no ans er from ser ice requested call back
03/01/2024	UTB UND T CX CM tried to contact CX to ad ised that PTSC appro ed no ans er left M
03/05/2024	UTB UND T DLR 2 329|Freedom Chr sler Dodge Jeep Ram of Lexington|8592683000 CM called DLR to get update on ehicle repair Ser ice/S not a ailable CM left message and contact info for callback
03/05/2024	M from DLR 1800992199 K LE BRI N FREED M D DGE TIM SPENCER ITING F R TR NSMISSI N ET T M RR 859268 541
03/08/2024	UTB UND T DLR 2 329|Freedom Chr sler Dodge Jeep Ram of Lexington|8592683000 CM spoke ith Chantelle ehicle repair has been completed CX ill pick up the ehicle toda

Date	Comment
03/08/2024	***EMAIL SENT TO CX*** advised that repair has been completed

Email(s)

Date	02/09/2024	***Subject***	Case: 88868543 VIN: 3C7WRLEL7MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	02/09/2024 17:55 PM

Hello,

This is Jeremy with Stellantis Fleet Case Management, and I've been assigned to assist you with the 2021 RAM 4500 with the VIN 3C7WRLEL7MG[redacted]
We understand the inconvenience of business interruptions and are willing to work with you and the dealership to facilitate the vehicle's repair. Our next course of action involves reaching out to the dealership to gather more details about the situation, and we will keep you informed as we receive any new information or updates.

I must also make sure you're aware that the VIN currently has the following open recall:
13A 2021-2023 Ram Heavy Duty Grid Heater Relay

Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Regards,
Jeremy
Fleet Case Management
1-800-999-3533 ext. 5140651
[redacted]

Date	02/09/2024	***Subject***	Case:[redacted]/IN: 3C7WRLEL7M[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	tspenbfree63@gmail.com	***Sent Date/Time***	02/09/2024 17:56 PM

Hello,

This is Jeremy with Stellantis Fleet Case Management, and I've been assigned to assist you with the 2021 RAM 4500 with the VIN 3C7WRLEL7M[redacted]
We understand the inconvenience of business interruptions and are willing to work with you and the dealership to facilitate the vehicle's repair. Our next course of action involves reaching out to the dealership to gather more details about the situation, and we will keep you informed as we receive any new information or updates.

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Jeremy
Fleet Case Management
1-800-999-3533 ext. 5140651
[redacted]

Date	02/12/2024	***Subject***	Re: Case:[redacted]/IN: 3C7WRLEL7MG[redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/12/2024 16:54 PM

Thanks for replying

I□m aware of the recall and the dealer, freedom in Lexington has me on a waiting list for the recall.

What is the status of the transmission for my Ram? I□m in desperate need of my truck. My business is at a standstill due to my $80k truck with only 46k miles on it being down for a known transmission problem which is documented everywhere.

I realize this is not an individual thing for you but my livelihood is being affected by this.

This is the 3rd ram I□ve had, the previous 2 never had ANY problems so that□s why my loyalty has stayed with Ram.

Please help get me back on the road

Thanks
Sent from my iPhone

> On Feb 9, 2024, at 12:55□PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □ Hello,
>
> This is Jeremy with Stellantis Fleet Case Management, and I've been assigned to assist you with the 2021 RAM 4500 with the VIN 3C7WRLEL7MG[redacted]
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> Regards,
> Jeremy
> Fleet Case Management
> 1-800-999-3533 ext. 5140651
>
> [redacted]

Date	02/13/2024	***Subject***	Re: Case: 88868543 VIN: 3C7WRLEL7MG[redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/13/2024 15:31 PM

Tuesday 2/13, I□ve talked to the dealer, freedom Dodge, they are still waiting on approval from Ram to repair my truck. This is 3 weeks now my truck has been down. I□m not sure what could be the hold up with this approval. There is a very well known issue with the transmission in these trucks. Is Ram not standing by their warranty and repairing them? This is very frustrating when I□ve spent $80k on this unit and done nothing but brag on the Ram brand and how good they are.

Please help get my truck back on the road and have some communication on what is going on.

Thanks

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> On Feb 12, 2024, at 11:53□AM, Tim Spencer [redacted] wrote:
>
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>> 1-800-999-3533 ext. 5140651
>>
>> [redacted]

Date	02/13/2024	***Subject***	Re: Case: 88868543 VIN: 3C7WRLEL7M[redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/13/2024 15:32 PM

Sent from my iPhone

> On Feb 13, 2024, at 10:30□AM, Tim Spencer [redacted] wrote:
>
> □Tuesday 2/13, I□ve talked to the dealer, freedom Dodge, they are still waiting on approval from Ram to repair my truck. This is 3 weeks now my truck has been down. I□m not sure what could be the hold up with this approval. There is a very well known issue with the transmission in these trucks. Is Ram not standing by their warranty and repairing them? This is very frustrating when I□ve spent $80k on this unit and done nothing but brag on the Ram brand and how good they are.
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>>> Regards,
>>> Jeremy
>>> Fleet Case Management
>>> 1-800-999-3533 ext. 5140651
>>[redacted]
>>

Date	03/08/2024	***Subject***	Re: Case: 88868543 VIN: 3C7WRLEL7MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/08/2024 18:56 PM

Hello,

I'm reaching out to let you know that according to dealership, they have completed the repair on the vehicle.

Regards,
Jeremy

---------- Original Message ----------
From: Tim Spencer [redacted]
Sent: 2/13/2024 10:52 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case [redacted] VIN: 3C7WRLEL7MG[redacted]

Sent from my iPhone
On Feb 13, 2024, at 10:30□AM, Tim Spencer [redacted] wrote:
□
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Thanks for replying
I□m aware of the recall and the dealer, freedom in Lexington has me on a waiting list for the recall.
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I realize this is not an individual thing for you but my livelihood is being affected by this.
This is the 3rd ram I□ve had, the previous 2 never had ANY problems so that□s why my loyalty has stayed with Ram.
Please help get me back on the road
Thanks
Sent from my iPhone
On Feb 9, 2024, at 12:55□PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
□
Hello,

This is Jeremy with Stellantis Fleet Case Management, and I've been assigned to assist you with the 2021 RAM 4500 with the VIN 3C7WRLEL7MG[redacted]
We understand the inconvenience of business interruptions and are willing to work with you and the dealership to facilitate the vehicle's repair. Our next course of action involves reaching out to the dealership to gather more details about the situation, and we will keep you informed as we receive any new information or updates.

I must also make sure you're aware that the VIN currently has the following open recall:
13A 2021-2023 Ram Heavy Duty Grid Heater Relay

Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Regards,
Jeremy
Fleet Case Management
1-800-999-3533 ext. 5140651
[redacted]

Date	03/08/2024	***Subject***	Re: Case [redacted] VIN: 3C7WRLEL7MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/08/2024 18:56 PM

Hello,

I'm reaching out to let you know that according to dealership, they have completed the repair on the vehicle.

Regards,
Jeremy

———— Original Message ————
From: Tim Spencer [redacted]
Sent: 2/13/2024 10:52 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case [redacted] VIN: 3C7WRLEL7MG[redacted]

Sent from my iPhone
On Feb 13, 2024, at 10:30?AM, Tim Spencer [redacted] wrote:
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Tuesday 2/13, I've talked to the dealer, freedom Dodge, they are still waiting on approval from Ram to repair my truck. This is 3 weeks now my truck has been down. I'm not sure what could be the hold up with this approval. There is a very well known issue with the transmission in these trucks. Is Ram not standing by their warranty and repairing them? This is very frustrating when I've spent $80k on this unit and done nothing but brag on the Ram brand and how good they are.
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[redacted]

Date	03/13/2024	***Subject***	Re: Case: 88868543 VIN: 3C7WRLEL7MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/13/2024 22:32 PM

Hello,

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Regards,

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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/8/2024 1:56 PM
To: [redacted]
Subject: Re: Case: [redacted] VIN: 3C7WRLEL7MG[redacted]

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Jeremy

---------- Original Message ----------
From: Tim Spencer [redacted]
Sent: 2/13/2024 10:[redacted]
To: uscustomercare@cac.stellantis.com
Subject: Re: Case: [redacted] VIN: 3C7WRLEL7M[redacted]

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On Feb 13, 2024, at 10:30?AM, Tim Spencer <tspenbfree63@gmail.com> wrote:
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1-800-999-3533 ext. 5140651

[redacted]

Date	03/13/2024	***Subject***	Re: Case: [redacted] VIN: 3C7WRLEL7MG[redacted]		
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Subject: Re: Case: [redacted] VIN: 3C7WRLEL7MG[redacted]

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Date	03/13/2024	***Subject***	Re: Case [redacted] VIN: 3C7WRLEL7MG[redacted]		
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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/8/2024 1:56 PM
To: [redacted]
Subject: Re: Case: [redacted] VIN: 3C7WRLEL7MG[redacted]

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From: Tim Spencer [redacted]
Sent: 2/13/2024 10:32 AM
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Subject: Re: Case: [redacted] VIN: 3C7WRLEL7MG[redacted]

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Thank you for your patience and cooperation!

Regards,
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Fleet Case Management
1-800-999-3533 ext. 5140651
[redacted]

Date	03/13/2024	***Subject***	Re: Case: 88868543 VIN: 3C7WRLEL7MG[redacted]		
From	[redacted]	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	03/13/2024 22:58 PM

Thanks for the follow up Jeremy. The repair seems to be fine. Everything is working as normal.

After retiring from auto manufacturing with 34 yrs of service and 32 of that being on management positions I am perplexed that a $90k truck less than 2.3 yrs in service would fail in this manner. This is not what I expected from Ram products.

The timeliness for this repair was beyond imagination. When a customers vehicle is out of service and they wait 3 weeks for an approval for the repair with people not even in the area requesting pictures as proof of no tampering with systems or abuse it really makes me wonder how much Ram really cares about customer service. In my experience we always trusted the dealer or a factory rep to make speedy judgement. Usually within 24-48 hours after the unit has failed.

Again I appreciate your follow up and do realize this delays was not totally driven by you.

Tim Spencer, 5023165277
Sent from my iPhone

> On Mar 13, 2024, at 6:32□PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
>
> □
> Hello,
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> I'm reaching out to ensure that everything with your vehicle is in proper order and to inquire about your satisfaction with the repair. Additionally, I'd like to know if you require any further assistance from Customer Care before we close this case within the next two business days.
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> Regards,
>
> Jeremy
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> ---------- Original Message ----------
> From: US Customer Care [uscustomercare@cac.stellantis.com]
> Sent: 3/8/2024 1:56 PM
> To: [redacted]
> Subject: Re: Case: [redacted] VIN: 3C7WRLEL7[redacted]
>
>
> Hello,
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> I'm reaching out to let you know that according to dealership, they have completed the repair on the vehicle.
>
> Regards,
> Jeremy
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> ---------- Original Message ----------
> From: Tim Spencer [redacted]
> Sent: 2/13/2024 10:32 AM
> To: uscustomercare@cac.stellantis.com
> Subject: Re: Case: [redacted] VIN: 3C7WRLEL7MG[redacted]
>
> Sent from my iPhone
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> On Feb 13, 2024, at 10:30?AM, Tim Spencer [redacted] wrote:
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> Thank you for your patience and cooperation!
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> Regards,
> Jeremy
> Fleet Case Management
> 1-800-999-3533 ext. 5140651
[redacted]
>
>

Date	03/16/2024	***Subject***	Re: Case[redacted] IN: 3C7WRLEL7MG[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/16/2024 01:00 AM

Hello,

We sincerely apologize for the unsatisfactory experience you had with Customer Care. Your feedback is valuable to us, and we are committed to improving our response times. Thank you for bringing this to our attention, and we appreciate your patience and understanding.

We are now closing case #: [redacted] which pertains to VIN: 3C7WRLEL7MG[redacted] . If you encounter any additional issues with your vehicle, we kindly encourage you to return it to our dealership for further diagnosis and give us a call. You can expect to receive one more email from Stellantis, which will include a survey seeking feedback on your overall experience with our service. Please feel free to reach out if you have any questions or concerns.

Thank You,

Jeremy
Fleet Case Management

---------- Original Message ----------
From: Tim Spencer [redacted]
Sent: 3/13/2024 6:58 PM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case: [redacted] VIN: 3C7WRLEL7MG[redacted]

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Sent: 3/8/2024 1:56 PM
To: tspenbfree63@gmail.com
Subject: Re: Case: 88868543 VIN: 3C7WRLEL7MG599116

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From: Tim Spencer [tspenbfree63@gmail.com]
Sent: 2/13/2024 10:32 AM
To: uscustomercare@cac.stellantis.com
Subject: Re: Case: [redacted] VIN: 3C7WRLEL7MG[redacted]

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Date	03/16/2024	***Subject***	Re: Case[redacted] VIN: 3C7WRLEL7M[redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/16/2024 01:00 AM

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Subject: Re: Case: [redacted] VIN: 3C7WRLEL7MG[redacted]

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On Feb 13, 2024, at 10:30?AM, Tim Spencer <tspenbfree63@gmail.com> wrote:
?
Tuesday 2/13, I've talked to the dealer, freedom Dodge, they are still waiting on approval from Ram to repair my truck. This is 3 weeks now my truck has been down. I'm not sure what could be the hold up with this approval. There is a very well known issue with the transmission in these trucks. Is Ram not standing by their warranty and repairing them? This is very frustrating when I've spent $80k on this unit and done nothing but brag on the Ram brand and how good they are.
Please help get my truck back on the road and have some communication on what is going on.
Thanks
Sent from my iPhone
On Feb 12, 2024, at 11:53?AM, Tim Spencer [redacted] wrote:
?
Thanks for replying
I'm aware of the recall and the dealer, freedom in Lexington has me on a waiting list for the recall.
What is the status of the transmission for my Ram? I'm in desperate need of my truck. My business is at a standstill due to my $80k truck with only 46k miles on it being down for a known transmission problem which is documented everywhere.
I realize this is not an individual thing for you but my livelihood is being affected by this.
This is the 3rd ram I've had, the previous 2 never had ANY problems so that's why my loyalty has stayed with Ram.
Please help get me back on the road
Thanks
Sent from my iPhone
On Feb 9, 2024, at 12:55?PM, US Customer Care <uscustomercare@cac.stellantis.com> wrote:
?
Hello,

This is Jeremy with Stellantis Fleet Case Management, and I've been assigned to assist you with the 2021 RAM 4500 with the VIN 3C7WRLEL7MG[redacted]
We understand the inconvenience of business interruptions and are willing to work with you and the dealership to facilitate the vehicle's repair. Our next course of action involves reaching out to the dealership to gather more details about the situation, and we will keep you informed as we receive any new information or updates.

I must also make sure you're aware that the VIN currently has the following open recall:
13A 2021-2023 Ram Heavy Duty Grid Heater Relay

Parts are available and the recall repair can be completed by any Business Link dealership at no cost to you.

Please do not hesitate to respond to this email or call me at my contact information below should you have any questions or concerns in the meantime.

Thank you for your patience and cooperation!

Regards,

Jeremy
Fleet Case Management
1-800-999-3533 ext. 5140651
[redacted]

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

VIN	3C63RRHL3MG[redacted]	Model Year	2021	Brand	R M
Body	D28H92	Vehicle	R M 3500 BIG H RN CRE C B 4X4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	02/13/2024	CAIR Type	Top Care	Status	Closed
Close Date	02/2 /2024	Origin	Email	Reason	
Mileage	4 464 Miles	Market	U	Language	English
Contact Email	mcginnisfarm@frontiernet net	Contact Phone		Contact Mobile	
Caller Address				Source	Top Management
City State/Country Zip					
Customer	MICH EL MCGINNIS				
Customer Address	2000 M LL R LN STE 290				
City State/Country Zip	FR NKLIN		TN	3 06 628 653	US
Dealer	45540	SPIT ER UT RLD H MESTE D INC		Dealer Phone	3052485880
Dealer Address	30101 S DIXIE H				
	H MESTE D		FL	33033 3205	US
Dealer Zone	Southeast	Sales District		Service District	
Subject	Top Care Customer Stranded / DEF Filter & Check Engine Light Concern				
Synopsis	repairs ere performed and CM offered rental and trip interruption reimbursement				
Customer Anomaly	Engine				
	arning Light MIL				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	2	Check engine light is on
Reason Code	fter Sales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
02/13/2024 02 12 PM	pen
02/2 /2024 06 45 PM	Closed

Initial Description

Top Care Customer Stranded / DEF Filter & Check Engine Light Concern

Case Comments

Date	Comment
02/13/2024	2/13/24 ner sent riter the follo ing email Hello Mr MacDonald M name is Sha n McGinnis and I o n a 2021 Ram 3500 DR H ith 4 464 miles on it e are lo al Ram truck o ners The last 4 trucks I ha e o ned ha e been Dodge/Ram M ife and I are full time R ers and upgraded to a brand ne 2021 Ram 3500 to pull our 5th heel as e take off our our once in a lifetime journe to tra el the US Currentl e are in the Florida Ke s esterda our DPF filter said it is 100% full the check engine light is on and e are in limp mode e took it to an auto parts store and the got a P242f code Miami dealership can fit us in tomorro but on t e en look at the truck until next eek There are no rental trucks a ailable ith a puck s stem e need to attach our 5th heel hitch to to our rig to our next fe sites hile e ait e ha e 4 R campgrounds booked o er the next t o eeks e ha e to be out of our current location b Thursda 11am The ser ice department said to dri e the truck as close as e can get it to the dealership and if necessar call a to I am sure this ill be at our expense e ha e had issues ith the truck regening too often check engine lights coming on and it thro ing codes e tried to a oid an problems hile e are on the road b taking our truck into three dealerships multiple times because of the frequent regens The dealerships kept impl ing it as our fault for o er filling the oil durring an oil change done b a reputable deisel mechanic in our home to n a rong air filter Def not to spec etc The did change a sensor but it didn t fix the problem The dealerships ha e admitted that it is regening too often but the ha e et to fix the issue and no e are in Florida stranded and ithout a a to mo e our H ME e can not sta an longer at this location the are full booked for months out e also can not afford to sta long term in the ke s if e could find an r spot
02/13/2024	CM spoke ith the customer and he stated that he just arri ed to Spitzer CDJR Homestead and it might take a eek to diagnose/repair He needs a rental ith a 5th hitch to to a trailer Cst also cannot be parked at the R lot so he needs to mo e it CM ad ised that e ill send a request to Enterprise to tr and locate a comparable rental and ill partner ith the dealership to repair the ehicle
02/13/2024	ehicle has arri ed at dealership Spitzer uto orld Homestead Inc and attended b dealer emplo ee Marko Torres
02/13/2024	T0555 E has escalated case to external s stem ith name ES 1 485 Case as escalated successfull
02/13/2024	ehicle has arri ed at dealership Spitzer uto orld Homestead Inc and attended b dealer emplo ee Marko Torres
02/14/2024	CM spoke ith Bruno in ser ice and as ad ised that the filter is clogged up due to the customer doing short trips in the ke s The did a manual regen and the ill contact the customer to pick it up toda
02/14/2024	ehicle has arri ed at dealership Spitzer uto orld Homestead Inc and attended b dealer emplo ee Marko Torres
02/15/2024	customer picked up the ehicle and the CEL returned after dri ing it for 20 miles customer dropped off the ehicle at the dlr CM ad ised the cst that e ill reimburse the customer to transport the R or the rental CM spoke ith Marko the S M and he stated that he on t be able to look at the ehicle until next eek CM requested that the ork ith ST R since this is a repeat concern CM ill follo up on an update next eek S M requested communication ia email
02/15/2024	CM spoke ith the cst and she stated that the dlr ont look at the ehicle until next eek CM requested the transportation in oice and mailing address cst ill send
02/21/2024	T0555 E has escalated case to external s stem ith name [redacted] Case as escalated successfull
02/21/2024	CM spoke ith Bruno and as ad ised that the did not reach back out to ST R The cleaned the DPF and dro e the ehicle extensi el and the ehicle as able to do its o n regen the ill dri e the ehicle more toda to confirm the repair CM spoke ith Mrs McGinnis and she stated that she is concerned about the concern coming back since the dealership onl added cleaner to the DPF and didn t look into the reason this keeps happening CM ad ised that the dlr dro e the ehicle 30 miles after adding the cleaner and the ehicle did its o n regen the ill continue to dri e it before ad ising to pick it up CM ill add a M X Care to pro ide additional co erage
02/21/2024	CM added a 3/36 M X Care
02/23/2024	customer is at the dlr picking up the ehicle
02/26/2024	cst ad ised that she ill send the rental docs
02/2 /2024	customer submitted in oices for Tolls for Enterprise car rental $18 65 truck rental $102 14 Earl check in to Encore $30 Enterprise car rental $123 09 R Transport $26 50 Tolls for rental truck $10 28 total $1476 66

Email(s)

Date	02/13/2024	Subject	Stellantis Executi e Referrals case[redacted]		
From	uscustomercare@cac stellantis com	To	mcginnisfarm@frontiernet net	Sent Date Time	02/13/2024 15 51 PM

Hello Mr. Mcginnis,

Thank you for taking the time to speak with me today regarding your 2021 Ram 3500. As discussed, I will be your case manager and will assisting with repairing the vehicle and providing a resolution. If you would like to reach me, you may reply to this email or call me directly at 248-856-8504.

Thank you,

Wadad
Stellantis Executive Referrals manager
[redacted]

Date	02/14/2024	***Subject***	EMERGENCY!!!!! HELP!!!!: Stellantis Executive Referrals case#[redacted]		
From	mcginnisfarm@frontiernet.net	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	02/14/2024 19:04 PM

Hello Wadad,We picked up our "fixed" truck today. We have driven it less than 20 miles and we have the same message "Exhaust Filter Full power reduced see dealer". The same message before. We HAVE to move our 5th wheel tomorrow!!!!!!! There are no rental trucks available with a puck system. We can possibly hire someone at 450.00 and up. We need to move multiple times this weekend. Or possibly we can take a truck off the lot with a puck system and put our hitch in it.Please call us asap. This is an emergency!Shawn McGinnis 530.510.1538 Sent from my Verizon, Samsung Galaxy smartphone
——— Original message ———From: US Customer Care <uscustomercare@cac.stellantis.com> Date: 2/13/24 10:51 AM (GMT-05:00) To: mcginnisfarm@frontiernet.net Subject: Stellantis Executive Referrals case#[redacted]Hello Mr. Mcginnis,

Thank you for taking the time to speak with me today regarding your 2021 Ram 3500. As discussed, I will be your case manager and will assisting with repairing the vehicle and providing a resolution. If you would like to reach me, you may reply to this email or call me directly at 248-856-8504.

Thank you,

Wadad
Stellantis Executive Referrals manager
[redacted]

New Customer Assistance Inquiry Record (CAIR)#

VIN	3C63RRHL5LG	Model Year	2020	Brand	R M
Body	D28H92	Vehicle	R M 3500 BIG H RN CRE C B 4X4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	03/15/2024	CAIR Type	Regular	Status	Closed
Close Date	05/0 /2024	Origin	Telephone	Reason	
Mileage	56 225 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	Customer
City State/Country Zip					
Customer	J MES LSH				
Customer Address	8210 SE C UNT R D 33				
City State/Country Zip	TRENT N		FL	326932318102	US
Dealer	450	CHIEFL ND CHR SLER D DGE JEEP R M		Dealer Phone	3524904969
Dealer Address	2 1 N RTH UNG BL D				
	CHIEFL ND		FL	32626 918	US
Dealer Zone	Southeast	Sales District		Service District	C
Subject	ehicle concern				
Synopsis	Repairs are done no further action needed from CX				
Customer Anomaly	Fuel S stem				
	Diesel Fuel S stem				
Contact Reason	C105	Technical Issue ith ehicle	Customer Anomaly	165	Diesel fuel s stem issues
Reason Code	fter Sales Complaint Product ehicle concern dditional details				

Case Status History

Create Date	Status
03/15/2024 02 34 PM	pen
03/25/2024 04 16 PM	Closed
04/02/2024 05 14 PM	pen
05/0 /2024 02 12 PM	Closed

Initial Description

ehicle Concern

Case Comments

Date	Comment
03/15/2024	C CX sa s he has taken his ehicle into the DLR three times and the same repair code came up Code P2459 Diesel Particulate Filter Regeneration Frequenc CX mention he has been orking ith Ms Nanc as has all his ehicle ser ice histor T d isor inform the cx that his case has been created documented his issue and that the DLR is orking on correcting the issue as ell as his case ould be sent up to CM for technical assistance NS CR
03/18/2024	BC T CX CX said that he paid $2500 to repair and code came back S is Nanc CX ants email confirming CX has no financial responsibilit if further issues occur and CM ad ised that corporate is not able to make that guarantee CM ad ised that DLR ill be contacted to see hat options are a ailable
03/18/2024	BC T DLR S Nanc said code is currentl being researched b Chr sler b/c there is no resolution for code P2459 CX ants DLR to gi e a letter to ensure that CX is not further damaging ehicle b dri ing it and S said that the don t ha e an documentation from ST R or corporate that ould guarantee that CM ad ised that corporate resources ill be contacted for additional info
03/21/2024	BC T CX & utbound Email CX CM L M and sent email Hi Mr alsh I just left ou a oicemail message I reached out to m corporate resources and the asserted the same information that our ser ice ad isor Nanc informed me of hich is that there is currentl no resolution for error code P2459 R M s corporate engineers are currentl researching that issue for a resolution If our ehicle has an functional concerns/issues in the future then the standard protocol is to go to one of our authorized dealerships for a diagnosis and for their technical experts to determine if our ehicle concern leads to a repair that is co ered under arrant recall or fault of an authorized dealership I can onl assist ith technical assistance expediting parts and facilitating repairs and as so I am unable to pro ide ou ith an erbal guarantee that future repairs for our ehicle ould be co ered as those incidents are assessed b the technical experts at our dealerships on a case b case basis If ou ha e an questions or concerns please reach out to me as I am happ to assist ou
03/25/2024	BC T CX CM ad ised CX that since there is currentl no resolution there is no action to be taken until an engineering re ie is complete CM ad ised CX to call in if an further concerns/issues arise and that case ill be closed for no CM reminded CX of NS T and ho it helps corporate impro e abilit to aid CXs
04/02/2024	INB UND CUST MER C LL The customer is calling to reopen the case The customer is getting an error filter full and the po er has been reduced on the truck The customer can t go o er 45 MPH The customer is orking to get the ehicle back to the dealership The customer is going to take the ehicle to the dealership toda
04/02/2024	ehicle has arri ed at dealership Chiefland Chr sler Dodge Jeep Ram FI T and attended b dealer emplo ee Patrick Mennenga
04/02/2024	ehicle has arri ed at dealership Chiefland Chr sler Dodge Jeep Ram FI T and attended b dealer emplo ee Patrick Mennenga
04/04/2024	Inbound CX call CX called in requesting to speak ith the CM agent transferred the CX to the CM
04/04/2024	Inbound CX call CX called in requesting to speak ith the CM agent transferred the CX to the CM
04/04/2024	IBC FR M CX CX said truck ent into limp mode again hile ha ing li estock in to CX has brought ehicle to Chiefland DLR and S is Nanc This is 5th time this incident has occurred and 2nd time DLR has gi en CX loaner CM ad ised that DLR ill be contacted to acquire final diagnosis recommended repairs and arrantable co erages then follo up / CX
04/09/2024	IB CST C LL/ B CST C LL CST called asking to speak to CM CM as not a ailable CST as ha ing problems hearing gent and requested agent call him back gent returned CST phone call CST reported that he as frustrated ith current situation as he as assured that diagnosis of ehicle had to do ith a fault sensor ho e er the final diagnosis indicates that the Diesel particulate filter has gone out and needs to be replaced and that this could cost him up to $3000 to replace CST does not understand ho this could ha e happened since this could ha e been a oided if someone had actuall listened to him and the arning lights on the dashboard that indicated that this issue ould become a problem CST seeking assistance ith repairs CST reported that SM Nanc told him that the ha e not heard an thing at all from CM No open recalls to report Task to be placed in s stem for CM
04/10/2024	IBC FRM CX CX REQUESTING CM
04/10/2024	Customer called in seeking to speak ith case manager CM N/ customer seeking cost assistance for repairs after alread pa ing thousands for prior repair and issued remains ad ised ould call dlr to confirm dlr oka ith us co ering repair and e ould follo up ith customer S Nanc
04/10/2024	Called DLR Informed S Nanc N/ DLR took do n m info ad ised S ould call back Called cst and informed a aiting DLR callback ith pricing on repairs for G consideration
04/10/2024	S called in seeking to speak ith CM CM is not a ailable gent updated S ith case notes and ad ised S pricing is needed for G consideration S stated she ill email all the pricing for the repairs
04/10/2024	IBD DLR tr ing to send in docs Transferred to a ailable CM
04/10/2024	S Called in pro ided pricing for repairs ad ised the are pushing to ha e the entire repair co ered due to customer alread pa ing 2k out of pocket and ST R did not ha e a fix ad ised ould ha e this re ie ed for customer Est for James alsh lg2 1696 part# 6843 4 1aa $14 83 68296341ae $28 6 0 lop #11610139 2 3 11610163 1 part $ 2891 53 labor $ 381 4 total $ 32 3 2
04/10/2024	ibc call transferred to cm
04/10/2024	Customer called in I ad ised e did recei e pricing from DLR case is under re ie for cost assistance ill ha e an update tmmr cst understood and thanked me follo up set

Date	Comment
04/11/2024	***IBC from Cx seeking Callback agent sent message
04/11/2024	***OBC DLR*** CM contacted DLR but SA was not available SA will be in tomorrow at 8AM CM will try again tomorrow
04/11/2024	INBOUND CALL FROM CUSTOMER: Seeking to speak to the case manager case manager was logged off, writer informed the customer the case manager will give a call back
04/11/2024	IB Call from the Customer Description of the Call: Customer is calling in about their active case. Agent transferred the customer to CM.
04/11/2024	***IBC CX*** CX called in looking for CM CM informed CX there was no new information due to not being able to get in contact with the DLR CM will get in contact with DLR tomorrow for new info and then update CX
04/12/2024	IBC from DLR (Nancy) asking to speak to CM. Warm transferred Nancy to CM. Branded call.
04/12/2024	***IBC DLR*** DLR contacted CM and CM asked for update or info on what is going on with case DLR informed CM that CX brought vehicle in originally because check engine light was on but then CX ended up having to bring it back because there was an in service DEF message CX hasn't has vehicle since 4/2/2024 it has now been 10 days and CX is seeking assistance DLR informed CX the vehicle has 53,000, it's not under warranty due to expiration and the CX is not the original owner
04/12/2024	*Called dlr* Made contact with SM Service Manager, Patrick.. states they thought they agreed to accept DM notes already. Agent asked if we can get warranty pricing. Service Advisor, Nancy was tranfered to line Diesel Particulate Filter: Part: $2891.53 Labor: $381.74 Total $3273.27 States the least amount the better. CAC $3073.27 Cst will be offered $200 copay Email: Nancy@chieflandcdj.com Advised I will reach out to cst and advise he wil be responsible for $200 copay if request is approved
04/12/2024	Next step ;Call cst and advise there was a request submitted to our team for internal review to see if we are able to assist with cost of repairs and he will be responsible for copay of $200 if approved, can not promise assistance or guarantee coverage until approved. Send Screenshot of Approved GW
04/12/2024	Next step ;Call cst and advise there was a request submitted to our team for internal review to see if we are able to assist with cost of repairs and he will be responsible for copay of $200 if approved, can not promise assistance or guarantee coverage until approved.
04/15/2024	***IBC CX*** CX called in asking on update on vehicle CM notified CX that there was a request submitted to our team for internal review to see if we are able to assist with cost of repairs and he will be responsible for copay of $200 if approved CX expressed that vehicle has been at DLR for 10 tens and doesn't think that makes sense but agrees because CX says that's better then $4,000 CM advised CM that once ETA of when approval will be received is known CX will get a call on that information
04/15/2024	The dealer is calling in to speak with the Case manager in reference to the case. The agent warm transferred the Dealer over to the Case manager for further assistance.
04/17/2024	***Inbound CX Call*** Voice of CX: CX states he doesn't under why he keeps getting switched to different case managers and each one can't reach out to him. CX is stating the dealership sent over the quote via CM email. Next steps: Agent advised CX agent will put a CM callback request
04/17/2024	Dealer seeking to speak to CM. Please call Dealer.
04/18/2024	***HIGH DOLLAR GW TEMPLATE**** Case # [redacted]ear : 2020 Make: Ram Model: 3500 Mileage: 53,943 ISD: 11/16/2020 Original Owner: NO Brand loyalty: 0315 Warranty Status: expired by 6,225 miles/would've been covered under DIESEL ENG EMISSION WARRANTY // cx still in by time Mechanical SC : None FCA History: First Stellantis vehicle Does SM agree customer merits goodwill: Yes Name of SM granting approval to accept: Patrick Confirmation By phone or email: Phone Date of Confirmation: 4/12/24 Total cost for Parts: $2891.53 Part number: 68537471AA // 68296341AE Total cost for Labor: $381.74 Total cost for Repairs: $3073.27 CAC pay: $3073.27 Customer co-pay: $200 Justification: Diesel Particulate Filter Regeneration Frequency. CX already paying 2k out of pocket and STAR did not have a fix.
04/18/2024	***Inbound CX call*** CX called in seeking To talk with the case manager, agent advise the CX that the CM is not available for the moment and the CM is going to contact the CX back.
04/18/2024	***OBE CX*** CM sent CX email notifying CX that cost assistance request is under review. CM will contact CX when review is completed.
04/19/2024	***Inbound CX call*** CX called in seeking to talk with the case manager, agent transferred the cx to the case manager.
04/19/2024	***IBC CX*** CX called in seeking answers on update with vehicle CM informed CX that CM is still waiting on approval or denial of cost assistance request and then CM will contact CX and give him the update
04/22/2024	***Inbound CX call*** CX called in seeking To talk with the case manager, agent advise the CX that the CM is not available for the moment and the CM is going to contact the CX back. CX requested supervisor call
04/22/2024	SA Nancy called to see if the CEC is still assisting with goodwill and if we would help with rental. SA states they are waiting on approval but have not heard from the CM in a bit. Agent advised the CM was unavailable but a call back will be requested and referred her to the AM for the rental assistance as well.
04/23/2024	DLR couldn't get a hold of AM. Also waiting on GW approval that got rejected and needs to be re submitted for approval.
04/24/2024	Sent request to Cm to update
04/24/2024	INBOUND CALL: SERVICE ADVISOR NANCY IS CALLING IN FOR CST TO SPEAK WITH THE CM. THEY ARE ALSO REQUESTING A CALL FROM AS SUPERVISOR STATING THIS IS THE SECOND REQUEST. CST AND ADVISOR NANCY WOULD LIKE ALL EMAIL TO INCLUDE BOTH CST AND ADVISOR NANCY. SERVICE ADVISOR NANCY EMAIL IS NANCY@CHEIFLANDCBJ.COM ADVISOR: NEW CASE COMMENT, WILL CHECK TO SEE IF THE CM IS AVAILABLE. NEXT STEPS: ADVISED THE CST THAT THE CM IS NOT AVAILABLE AT THIS TIME AND I WILL SEND A DIRECT MESSAGE TO THE CM TO CONTACT THE CST ASAP AS WELL AS A TASK FOR A SUPERVISOR CALL. CALL BRANDED.
04/25/2024	***Justification for GW Request*** What is cx requesting for Dm Notes/ reimbursement?: Repair cost What is the CX concern for the vehicle to be in the dlr?: CX says he has taken his vehicle into the DLR three times and the same repair code came up what was the diagnostic that was founded?: Diesel Particulate Filter Regeneration Frequency What is the repair that needs to be done?: Diesel Particulate Filter Why didn't sm accept DM Notes, if it's a reimbursement?: They accepted What is the CX's co-pay, if needed: $200 Then put the details of cx's vehicle mileage: 53,943 warranty: expired by 6,225 miles/would've been covered under DIESEL ENG EMISSION WARRANTY // cx still in by time ownership: 3rd owner ISD: 11/16/2020 loyalty score: 0315
04/25/2024	***IBC CX*** CX called in for update on case but CM still waiting on cost assistance approval
04/26/2024	***HIGH DOLLAR GW TEMPLATE**** Case # [redacted]ear : 2020 Make: Ram Model: 3500 Mileage: 53,943 ISD: 11/16/2020 Original Owner: NO Brand loyalty: 0315 Warranty Status: expired by 6,225 miles/would've been covered under DIESEL ENG EMISSION WARRANTY // cx still in by time Mechanical SC : None FCA History: First Stellantis vehicle Does SM agree customer merits goodwill: Yes Name of SM granting approval to accept: Patrick Confirmation By phone or email: Phone Date of Confirmation: 4/12/24 Total cost for Parts: $2891.53 Part number: 68537471AA // 68296341AE Total cost for Labor: $381.74 Total cost for Repairs: $3073.27 CAC pay: $3073.27 Customer co-pay: $200 JUSTIFICATION: What is CX requesting for DM Notes/ reimbursement?: Repair cost What is the CX concern for the vehicle to be in the dlr?: CX says he has taken his vehicle into the DLR three times and the same repair code came up what was the diagnostic that was founded?: Diesel Particulate Filter Regeneration Frequency What is the repair that needs to be done?: Diesel Particulate Filter Why didn't SM accept DM Notes, if it's a reimbursement?: They accepted What is the CX's co-pay, if needed: $200 Then put the details of CX'S vehicle mileage: 53,943 warranty: expired by 6,225 miles/would've been covered under DIESEL ENG EMISSION WARRANTY // cx still in by time ownership: 3rd owner ISD: 11/16/2020 loyalty score: 0315
04/29/2024	** IB CALL FROM CX ** CX called in to speak to a supervisor because a supervisor request was made multiple times. CX says the reasoning for the call because CX needs to know the next steps with case.
04/29/2024	IBC from Dealer asking to speak to CM, Warm transferred SA to CM. Branded call.
04/29/2024	***IBC DLR*** DLR calling to ask if there are any new updates on CX vehicle but CM informed DLR there is no further updates at this time CM will contact CX when there is new information
04/30/2024	***OBC DLR*** CM got in contact with SA Nancy at the DLR to let her know an email with the DM note has been sent and CM was following up to see if it was received SA confirmed DM note was received and that she would contact CX and let him know ***OBE CX*** CM sent email to CX to inform him that the cost assistance request was approved and the DLR is also aware, CX should be receiving a call from SA Nancy
05/01/2024	****OBC TO CX**** Cx didn't respond left voicemail told cx I am a sup and to give me a call so we can further assist
05/06/2024	***OBE CX*** CM sent email to CX to follow up on vehicle after repairs next step is to get in contact with CX and close case
05/07/2024	***OBC CX*** Cm called in to get a vehicle update after repairs CX states car is running good cx glad to have vehicle back CM will proceed to close case and notified CX of survey that he will receive

Email(s)

Date	03/21/2024	*Subject*	vehicle concern		
From	uscustomercare@cac.stellantis.com	*To*	[redacted]	*Sent Date/Time*	03/21/2024 21:21 PM

Hi Mr. Walsh,

I just left you a voicemail message. I reached out to my corporate resources and they asserted the same information that your service advisor Nancy informed me of, which is that there is currently no resolution for error code P2459. RAM's corporate engineers are currently researching that issue for a resolution.

If your vehicle has any functional concerns/issues in the future, then the standard protocol is to go to one of our authorized dealerships for a diagnosis, and for their technical experts to determine if your vehicle concern leads to a repair that is covered under warranty, recall, or fault of an authorized dealership.

I can only assist with technical assistance, expediting parts, and facilitating repairs and as so, I am unable to provide you with any verbal guarantee that future repairs for your vehicle would be covered as those incidents are assessed by the technical experts at our dealerships on a case by case basis. If you have any questions or concerns please reach out to me as I am happy to assist you.

Thank You,

Damion
Customer Care Case Manager
866-932-3878 Ext. 4063305
ref:!00Dj001qsDF.!500KZ03B2X4:ref

Date	03/21/2024	***Subject***	vehicle concern		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	03/21/2024 21:22 PM

Hi Mr. Walsh,

I just left you a voicemail message. I reached out to my corporate resources and they asserted the same information that your service advisor Nancy informed me of, which is that there is currently no resolution for error code P2459. RAM's corporate engineers are currently researching that issue for a resolution.

If your vehicle has any functional concerns/issues in the future, then the standard protocol is to go to one of our authorized dealerships for a diagnosis, and for their technical experts to determine if your vehicle concern leads to a repair that is covered under warranty, recall, or fault of an authorized dealership.

I can only assist with technical assistance, expediting parts, and facilitating repairs and as so, I am unable to provide you with any verbal guarantee that future repairs for your vehicle would be covered as those incidents are assessed by the technical experts at our dealerships on a case by case basis. If you have any questions or concerns please reach out to me as I am happy to assist you.

Thank You,

Damion
Customer Care Case Manager
866-932-3878 Ext. 4063305
[redacted]

Date	04/10/2024	***Subject***	RE: vehicle concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/10/2024 13:11 PM

[redacted]

Isaiah
Stellantis Customer Care
844-533-7928 Ext 4061554

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2024 4:22 PM
To: [redacted]
Subject: Vehicle concern

Hi Mr. Walsh,

I just left you a voicemail message. I reached out to my corporate resources and they asserted the same information that your service advisor Nancy informed me of, which is that there is currently no resolution for error code P2459. RAM's corporate engineers are currently researching that issue for a resolution.

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Damion
Customer Care Case Manager
866-932-3878 Ext. 4063305

[redacted]

Date	04/10/2024	***Subject***	RE: vehicle concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/10/2024 13:12 PM

89305998

Isaiah
Stellantis Customer Care
844-533-7928 Ext 4061554

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2024 4:22 PM
To: [redacted]
Subject: vehicle concern

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Customer Care Case Manager
866-932-3878 Ext. 4063305

[redacted]

Date	04/10/2024	***Subject***	RE: vehicle concern		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/10/2024 13:12 PM

[redacted]

Isaiah
Stellantis Customer Care
844-533-7928 Ext 4061554

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2024 4:22 PM
To: [redacted]
Subject: vehicle concern

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Damion
Customer Care Case Manager
866-932-3878 Ext. 4063305

[redacted]

Date	04/10/2024	***Subject***	Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	nancy@chieflandcdj.com	***Sent Date/Time***	04/10/2024 18:50 PM

Reply to this email.

Thomas
Jeep Wave Advisor
844-533-7928

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 9:12 AM
To: [redacted]
Cc: [redacted]
Subject: RE: vehicle concern

89305998

Isaiah
Stellantis Customer Care
844-533-7928 Ext 4061554

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2024 4:22 PM
To: [redacted]
Subject: vehicle concern

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Customer Care Case Manager
866-932-3878 Ext. 4063305

ref:!00Dj001qsDF.!500KZ03B2X4:ref

Date	04/10/2024	***Subject***	Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	nancy@chieflandcdj.com	***Sent Date/Time***	04/10/2024 18:50 PM

Reply to this email.

Thomas
Jeep Wave Advisor
844-533-7928

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 9:12 AM
To: [redacted]
Cc: [redacted]
Subject: RE: vehicle concern

[redacted]

Isaiah
Stellantis Customer Care
844-533-7928 Ext 4061554

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2024 4:22 PM
To: walshjm.nhs@gmail.com
Subject: vehicle concern

Hi Mr. Walsh,

I just left you a voicemail message. I reached out to my corporate resources and they asserted the same information that your service advisor Nancy informed me of, which is that there is currently no resolution for error code P2459. RAM's corporate engineers are currently researching that issue for a resolution.

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Damion
Customer Care Case Manager
866-932-3878 Ext. 4063305

ref:!00Dj001qsDF.!500KZ03B2X4:ref

Date	04/18/2024	***Subject***	RE: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	04/18/2024 15:01 PM

Good Morning Mr. Walsh, This is Kai with Ram Customer Care, I wanted to inform you that I am waiting on a review from corporate resources on your cost assistance request. As soon as it is reviewed, I will contact you and update you. If you have an questions or concerns you can contact me and I will help you in every way that I can. Thank you and Have a nice day.

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 2:50 PM
To: nancy@chieflandcdj.com
Subject: Case [redacted]

Reply to this email.

Thomas
Jeep Wave Advisor
844-533-7928

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 9:12 AM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: RE: Vehicle concern
[redacted]

Isaiah
Stellantis Customer Care
844-533-7928 Ext 4061554

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2024 4:22 PM
To: [redacted]
Subject: Vehicle concern

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Thank You,

Damion
Customer Care Case Manager
866-932-3878 Ext. 4063305

[redacted]

Date	04/18/2024	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	04/18/2024 23:31 PM

How much longer is this going to take? I was told one to two business days and I work out of my truck and every day I do not have my truck it is costing me we need to get this figured out please. Again, I was told one to two business days and we are now going on five days with no answer

On Thu, Apr 18, 2024 at 11:01□AM RAM Customer Care < ramcustomercare@cac.stellantis.com> wrote:

> Good Morning Mr. Walsh, This is Kai with Ram Customer Care, I wanted to
> inform you that I am waiting on a review from corporate resources on your
> cost assistance request. As soon as it is reviewed, I will contact you and
> update you. If you have an questions or concerns you can contact me and I
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>
>
> ---------- Original Message ----------
> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
> *Sent:* 4/10/2024 2:50 PM
> *To:* nancy@chieflandcdj.com
> *Subject:* Case [redacted]
>
> Reply to this email.
>
> Thomas
> Jeep Wave Advisor
> 844-533-7928
>
>
> ---------- Original Message ----------
> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
> *Sent:* 4/10/2024 9:12 AM
> *To:* uscustomercare@cac.stellantis.com
> *Cc:* [redacted]
> *Subject:* RE: vehicle concern
>
> 89305998
>
> Isaiah
> Stellantis Customer Care
> 844-533-7928 Ext 4061554
>
>
> ---------- Original Message ----------
> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
> *Sent:* 3/21/2024 4:22 PM
> *To:* [redacted]
> *Subject:* vehicle concern
>
> Hi Mr. Walsh,
>
> I just left you a voicemail message. I reached out to my corporate
> resources and they asserted the same information that your service advisor
> Nancy informed me of, which is that there is currently no resolution for
> error code P2459. RAM's corporate engineers are currently researching that
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> out to me as I am happy to assist you.
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> Thank You,
>
> Damion
> Customer Care Case Manager
> 866-932-3878 Ext. 4063305
>
> [redacted]
>
>

Date	04/23/2024	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	04/23/2024 19:37 PM

Good Afternoon Mr. Walsh,
Unfortunately we are still waiting on an approval for your cost assistance. Until we get that we can't move forward with anything. as soon as there is an answer you will know. I apologize for the inconvenience but until the request is approved or denied, there is nothing we can do at this time.

Best regards,
Kai
Ram Customer Care Specialist
(844) 378-0573 ext. 4063497

---------- Original Message ----------
From: James Walsh [redacted]
Sent: 4/18/2024 7:31 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted]
How much longer is this going to take? I was told one to two business days and I work out of my truck and every day I do not have my truck it is costing me we need to get this figured out please. Again, I was told one to two business days and we are now going on five days with no answer
On Thu, Apr 18, 2024 at 11:01□AM RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 2:50 PM
To: nancy@chiefjeepdodi.com
Subject: Case [redacted]

Reply to this email.

Thomas
Jeep Wave Advisor
844-533-7928

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 9:12 AM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: RE: vehicle concern
[redacted]

Isaiah
Stellantis Customer Care
844-533-7928 Ext 4061554

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2024 4:22 PM
To: [redacted]
Subject: vehicle concern

Hi Mr. Walsh,

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Thank You,

Damion
Customer Care Case Manager
866-932-3878 Ext. 4063305

[redacted]

Date	04/23/2024	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	04/23/2024 19:37 PM

Good Afternoon Mr. Walsh,
Unfortunately we are still waiting on an approval for your cost assistance. Until we get that we can't move forward with anything. as soon as there is an answer you will know. I apologize for the inconvenience but until the request is approved or denied, there is nothing we can do at this time.

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Kai
Ram Customer Care Specialist
(844) 378-0573 ext. 4063497

---------- Original Message ----------
From: James Walsh [redacted]
Sent: 4/18/2024 7:31 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted]
How much longer is this going to take? I was told one to two business days and I work out of my truck and every day I do not have my truck it is costing me we need to get this figured out please. Again, I was told one to two business days and we are now going on five days with no answer
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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 2:50 PM
To: nancy@chieflandcdj.com
Subject: Case #[redacted]

Reply to this email.

Thomas
Jeep Wave Advisor
844-533-7928

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 9:12 AM
To [redacted]antis.com
Co[redacted]
Subject: RE: vehicle concern
[redacted]

Isaiah
Stellantis Customer Care
844-533-7928 Ext 4061554

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2024 4:22 PM
To [redacted]
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Thank You,

Damion
Customer Care Case Manager
866-932-3878 Ext. 4063305

[redacted]

Date	04/29/2024	***Subject***	Re: Case [redacted]		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	04/29/2024 15:52 PM

Good afternoon!
As of today I am going on one whole month without my vehicle. I have put in multiple requests to speak to a supervisor and have not received one phone call. I don't understand how its taken almost 3 weeks for the financial request the dealer sent over to take this long, and how i've had a request to speak to a supervisor for almost a week now and still no call. Can somebody please get me an answer or a way to talk to someone higher up about the holdup.

Thanks,
James Walsh

On Tue, Apr 23, 2024 at 3:37□PM RAM Customer Care <
ramcustomercare@cac.stellantis.com> wrote:

> Good Afternoon Mr. Walsh,
> Unfortunately we are still waiting on an approval for your cost
> assistance. Until we get that we can't move forward with anything. as soon
> as there is an answer you will know. I apologize for the inconvenience but
> until the request is approved or denied, there is nothing we can do at this
> time.
>
> Best regards,
> Kai
> Ram Customer Care Specialist
> (844) 378-0573 ext. 4063497
>
>
>
> ---------- Original Message ----------
> *From:* James Walsh [redacted]
> *Sent:* 4/18/2024 7:31 PM
> *To:* ramcustomercare@cac.stellantis.com
> *Subject:* Re: Case #[redacted]
>
> How much longer is this going to take? I was told one to two business days
> and I work out of my truck and every day I do not have my truck it is
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>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>> *Sent:* 4/10/2024 2:50 PM
>> *To:* nancy@chieflandcdj.com
>> *Subject:* Case #[redacted]
>>
>> Reply to this email.
>>
>> Thomas
>> Jeep Wave Advisor
>> 844-533-7928
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>> *From:* US Customer Care [uscustomercare@cac.stellantis.com]
>> *Sent:* 4/10/2024 9:12 AM
>> *To:* uscustomercare@cac.stellantis.com
>> *Cc:* [redacted]
>> *Subject:* RE: vehicle concern
>>
>> [redacted]
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>> Isaiah
>> Stellantis Customer Care
>> 844-533-7928 Ext 4061554
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>> ---------- Original Message ----------
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>> *Sent:* 3/21/2024 4:22 PM
>> *To:* [redacted]
>> *Subject:* vehicle concern
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>> Thank You,
>>
>> Damion
>> Customer Care Case Manager
>> 866-932-3878 Ext. 4063305
>>
[redacted]
>>
>>
>>
>>
>
>
>

Date	04/29/2024	*Subject*	Re: Case # [redacted]		
From	ramcustomercare@cac.stellantis.com	*To*	[redacted]	*Sent Date/Time*	04/29/2024 16:26 PM

Good Afternoon Mr. Walsh,
I apologize for the inconvenience this may be bringing you, but until that cost assistance gets approved or denied, there is nothing to do or report at this time. There has been a note put in for the supervisor to call you and The request is still under review, so as soon as I get more information I will contact you with the updated information. Have a great rest of your day, Thank you.

Best regards,
Kai
Ram Customer Care Specialist
(844) 378-0573 ext. 4063497

---------- Original Message ----------
From: James Walsh [redacted]
Sent: 4/29/2024 11:52 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted]
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Kai
Ram Customer Care Specialist
(844) 378-0573 ext. 4063497

---------- Original Message ----------
From: James Walsh [redacted]
Sent: 4/18/2024 7:31 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted]
How much longer is this going to take? I was told one to two business days and I work out of my truck and every day I do not have my truck it is costing me we need to get this figured out please. Again, I was told one to two business days and we are now going on five days with no answer
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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 2:50 PM
To: nancy@chiefjandcdj.com
Subject: Case [redacted]

Reply to this email.

Thomas
Jeep Wave Advisor
844-533-7928

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 9:12 AM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: RE: vehicle concern

[redacted]

Isaiah
Stellantis Customer Care
844-533-7928 Ext 4061554

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2024 4:22 PM
To: [redacted]
Subject: Vehicle concern

Hi Mr. Walsh,

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If your vehicle has any functional concerns/issues in the future, then the standard protocol is to go to one of our authorized dealerships for a diagnosis, and for their technical experts to determine if your vehicle concern leads to a repair that is covered under warranty, recall, or fault of an authorized dealership.

I can only assist with technical assistance, expediting parts, and facilitating repairs and as so, I am unable to provide you with any verbal guarantee that future repairs for your vehicle would be covered as those incidents are assessed by the technical experts at our dealerships on a case by case basis. If you have any questions or concerns please reach out to me as I am happy to assist you.

Thank You,

Damion
Customer Care Case Manager
866-932-3878 Ext. 4063305

[redacted]

Date	04/29/2024	*Subject*	Re: Case [redacted]

From	ramcustomercare@cac.stellantis.com	To	[redacted]	Sent Date/Time	04/29/2024 16:26 PM

Good Afternoon Mr. Walsh,
I apologize for the inconvenience this may be bringing you, but until that cost assistance gets approved or denied, there is nothing to do or report at this time. There has been a note put in for the supervisor to call you and The request is still under review, so as soon as I get more information I will contact you with the updated information. Have a great rest of your day, Thank you.

Best regards,
Kai
Ram Customer Care Specialist
(844) 378-0573 ext. 4063497

---------- Original Message ----------
From: James Walsh [redacted]
Sent: 4/29/2024 11:52 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted]
Good afternoon!
As of today I am going on one whole month without my vehicle. I have put in multiple requests to speak to a supervisor and have not received one phone call. I don't understand how its taken almost 3 weeks for the financial request the dealer sent over to take this long, and how i've had a request to speak to a supervisor for almost a week now and still no call. Can somebody please get me an answer or a way to talk to someone higher up about the holdup.
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Kai
Ram Customer Care Specialist
(844) 378-0573 ext. 4063497

---------- Original Message ----------
From: James Walsh [redacted]
Sent: 4/18/2024 7:31 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted]
How much longer is this going to take? I was told one to two business days and I work out of my truck and every day I do not have my truck it is costing me we need to get this figured out please. Again, I was told one to two business days and we are now going on five days with no answer
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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 2:50 PM
To: nancy@chieflandcdj.com
Subject: Case [redacted]

Reply to this email.

Thomas
Jeep Wave Advisor
844-533-7928

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 9:12 AM
To: [redacted]
Cc: [redacted]
Subject: RE: Vehicle concern

[redacted]

Isaiah
Stellantis Customer Care
844-533-7928 Ext 4061554

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2024 4:22 PM
To: [redacted]
Subject: Vehicle concern

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Damion
Customer Care Case Manager
866-932-3878 Ext. 4063305

[redacted]

Date	04/29/2024	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	04/29/2024 20:14 PM

Good Afternoon Mr. Walsh,
I am still waiting on that approval or rejection on that cost assistance request. Hopefully I will have an answer tomorrow but if not I will continue to keep you updated. I understand how frustrating this may be and I am trying everything I can to follow up with the Dealership and keep you updated. Thank you for your patience.

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Kai
Ram Customer Care Specialist
(844) 378-0573 ext. 4063497

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 4/29/2024 12:26 PM
To: walshjm.nhs@gmail.com
Subject: Re: Case #[redacted]

Good Afternoon Mr. Walsh,
I apologize for the inconvenience this may be bringing you, but until that cost assistance gets approved or denied, there is nothing to do or report at this time. There has been a note put in for the supervisor to call you and The request is still under review, so as soon as I get more information I will contact you with the updated information. Have a great rest of your day, Thank you.

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To: ramcustomercare@cac.stellantis.com
Subject: Re: Case #[redacted]
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From: James Walsh[redacted]
Sent: 4/18/2024 7:31 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case #[redacted]
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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 2:50 PM
To: nancy@chieflandcdj.com
Subject: Case #[redacted]

Reply to this email.

Thomas
Jeep Wave Advisor
844-533-7928

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 9:12 AM
To: uscustomercare@cac.stellantis.com
Cc:[redacted]
Subject: RE: vehicle concern

[redacted]

Isaiah
Stellantis Customer Care
844-533-7928 Ext 4061554

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2024 4:22 PM
To[redacted]
Subject: vehicle concern

Hi Mr. Walsh,

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Thank You,

Damion
Customer Care Case Manager
866-932-3878 Ext. 4063305

[redacted]

Date	04/29/2024	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	04/29/2024 20:15 PM

Good Afternoon Mr. Walsh,
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Kai
Ram Customer Care Specialist
(844) 378-0573 ext. 4063497

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From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 4/29/2024 12:26 PM
To: [redacted]
Subject: Re: Case #[redacted]

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To: nancy@chieflandcdj.com
Subject: Case #[redacted]

Reply to this email.

Thomas
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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 9:12 AM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: RE: vehicle concern

[redacted]

Isaiah
Stellantis Customer Care
844-533-7928 Ext 4061554

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2024 4:22 PM
To: [redacted]
Subject: vehicle concern

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866-932-3878 Ext. 4063305

[redacted]

Date	04/30/2024	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	04/30/2024 13:53 PM

Good Morning Mr. Walsh,
This is Kai your case manager, and I am contacting you to inform you that the cost assistance request was approved and sent over to the Dealership. I will contact the Dealership to confirm they received it and then we can go from there. Thank you for your patience, have a great day.

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From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
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To: ramcustomercare@cac.stellantis.com
Cc: [redacted]
Subject: Re: Case #[redacted]

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To[redacted]
Subject: Re: Case #[redacted]

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Jeep Wave Advisor
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Subject: RE: vehicle concern

[redacted]

Isaiah
Stellantis Customer Care
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[redacted]
Subject: vehicle concern

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866-932-3878 Ext. 4063305

[redacted]

Date	04/30/2024	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	04/30/2024 13:53 PM

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Subject: RE: vehicle concern

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Sent: 3/21/2024 4:22 PM
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Damion
Customer Care Case Manager
866-932-3878 Ext. 4063305

[redacted]

Date	05/02/2024	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/02/2024 13:07 PM

Good Morning Mr. Walsh,
I wanted to inform you that a supervisor did try to reach out yesterday and left a voicemail. If you would still like to speak with a Supervisor, you can return the call and get some assistance on you concerns.

Best regards,
Kai
Ram Customer Care Specialist
(844) 378-0573 ext. 4063497

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 4/30/2024 9:53 AM
To: ramcustomercare@cac.stellantis.com
Cc [redacted]
Subject: Re: Case # [redacted]

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Subject: Re: Case # [redacted]

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I apologize for the inconvenience this may be bringing you, but until that cost assistance gets approved or denied, there is nothing to do or report at this time. There has been a note put in for the supervisor to call you and The request is still under review, so as soon as I get more information I will contact you with the updated information. Have a great rest of your day, Thank you.

Best regards,
Kai
Ram Customer Care Specialist
(844) 378-0573 ext. 4063497

---------- Original Message ----------
From: James Walsh [redacted]
Sent: 4/29/2024 11:52 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case # [redacted]
Good afternoon!
As of today I am going on one whole month without my vehicle. I have put in multiple requests to speak to a supervisor and have not received one phone call. I don't understand how its taken almost 3 weeks for the financial request the dealer sent over to take this long, and how i've had a request to speak to a supervisor for almost a week now and still no call. Can somebody please get me an answer or a way to talk to someone higher up about the holdup.
Thanks,
James Walsh
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Ram Customer Care Specialist
(844) 378-0573 ext. 4063497

---------- Original Message ----------
From: James Walsh [redacted]]
Sent: 4/18/2024 7:31 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case # [redacted]
How much longer is this going to take? I was told one to two business days and I work out of my truck and every day I do not have my truck it is costing me we need to get this figured out please. Again, I was told one to two business days and we are now going on five days with no answer
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---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 2:50 PM
To: nancy@chieflandcdj.com
Subject: Case # [redacted]

Reply to this email.

Thomas
Jeep Wave Advisor
844-533-7928

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 9:12 AM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: RE: Vehicle concern

[redacted]

Isaiah
Stellantis Customer Care
844-533-7928 Ext 4061554

———— Original Message ————
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2024 4:22 PM
To: [redacted]
Subject: Vehicle concern

Hi Mr. Walsh,

I just left you a voicemail message. I reached out to my corporate resources and they asserted the same information that your service advisor Nancy informed me of, which is that there is currently no resolution for error code P2459. RAM's corporate engineers are currently researching that issue for a resolution.

If your vehicle has any functional concerns/issues in the future, then the standard protocol is to go to one of our authorized dealerships for a diagnosis, and for their technical experts to determine if your vehicle concern leads to a repair that is covered under warranty, recall, or fault of an authorized dealership.

I can only assist with technical assistance, expediting parts, and facilitating repairs and as so, I am unable to provide you with any verbal guarantee that future repairs for your vehicle would be covered as those incidents are assessed by the technical experts at our dealerships on a case by case basis. If you have any questions or concerns please reach out to me as I am happy to assist you.

Thank You,

Damion
Customer Care Case Manager
866-932-3878 Ext. 4063305

[redacted]

Date	05/02/2024	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/02/2024 13:07 PM

Good Morning Mr. Walsh,
I wanted to inform you that a supervisor did try to reach out yesterday and left a voicemail. If you would still like to speak with a Supervisor, you can return the call and get some assistance on you concerns.

Best regards,
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From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 4/30/2024 9:53 AM
To: ramcustomercare@cac.stellantis.com
Cc: [redacted]
Subject: Re: Case # [redacted]

Good Morning Mr. Walsh,
This is Kai your case manager, and I am contacting you to inform you that the cost assistance request was approved and sent over to the Dealership. I will contact the Dealership to confirm they received it and then we can go from there. Thank you for your patience, have a great day.

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From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
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Cc [redacted]
Subject: Re: Case # [redacted]

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Subject: Re: Case # [redacted]

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From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 4/10/2024 2:50 PM
To: nancy@chieflandcdj.com
Subject: Case # [redacted]

Reply to this email.

Thomas
Jeep Wave Advisor
844-533-7928

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Sent: 4/10/2024 9:12 AM
To: uscustomercare@cac.stellantis.com
Cc: [redacted]
Subject: RE: vehicle concern

[redacted]

Isaiah
Stellantis Customer Care
844-533-7928 Ext 4061554

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To: [redacted]
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Thank You,

Damion
Customer Care Case Manager
866-932-3878 Ext. 4063305

[redacted]

Date	05/06/2024	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/06/2024 13:08 PM

Good Morning Mr. Walsh,
I got an email from the Dealership saying the repairs have been finished and the vehicle has been picked up. I just wanted to follow up with you and see how the vehicle is running after repairs.

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 5/2/2024 9:07 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case #[redacted]

Good Morning Mr. Walsh,
I wanted to inform you that a supervisor did try to reach out yesterday and left a voicemail. If you would still like to speak with a Supervisor, you can return the call and get some assistance on you concerns.

Best regards,
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Sent: 4/30/2024 9:53 AM
To: ramcustomercare@cac.stellantis.com
Cc[redacted]
Subject: Re: Case #[redacted]

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To: ramcustomercare@cac.stellantis.com
Cc:[redacted]
Subject: Re: Case #[redacted]

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To[redacted]
Subject: Re: Case #[redacted]

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Date	05/06/2024	***Subject***	Re: Case [redacted]		
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Cc [redacted]
Subject: RE: Vehicle concern
[redacted]

Isaiah
Stellantis Customer Care
844-533-7928 Ext 4061554

---------- Original Message ----------
From: US Customer Care [uscustomercare@cac.stellantis.com]
Sent: 3/21/2024 4:22 PM
To: [redacted]
Subject: Vehicle concern

Hi Mr. Walsh,

I just left you a voicemail message. I reached out to my corporate resources and they asserted the same information that your service advisor Nancy informed me of, which is that there is currently no resolution for error code P2459. RAM's corporate engineers are currently researching that issue for a resolution.

If your vehicle has any functional concerns/issues in the future, then the standard protocol is to go to one of our authorized dealerships for a diagnosis, and for their technical experts to determine if your vehicle concern leads to a repair that is covered under warranty, recall, or fault of an authorized dealership.

I can only assist with technical assistance, expediting parts, and facilitating repairs and as so, I am unable to provide you with any verbal guarantee that future repairs for your vehicle would be covered as those incidents are assessed by the technical experts at our dealerships on a case by case basis. If you have any questions or concerns please reach out to me as I am happy to assist you.

Thank You,

Damion
Customer Care Case Manager
866-932-3878 Ext. 4063305

[redacted]

Date	05/06/2024	***Subject***	Re: Case [redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/06/2024 13:09 PM

Good Morning Mr. Walsh,
I got an email from the Dealership saying the repairs have been finished and the vehicle has been picked up. I just wanted to follow up with you and see how the vehicle is running after repairs.

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 5/2/2024 9:07 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case #[redacted]

Good Morning Mr. Walsh,
I wanted to inform you that a supervisor did try to reach out yesterday and left a voicemail. If you would still like to speak with a Supervisor, you can return the call and get some assistance on you concerns.

Best regards,
Kai
Ram Customer Care Specialist
(844) 378-0573 ext. 4063497

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From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 4/30/2024 9:53 AM
To: ramcustomercare@cac.stellantis.com
Cc: [redacted]
Subject: Re: Case #[redacted]

Good Morning Mr. Walsh,
This is Kai your case manager, and I am contacting you to inform you that the cost assistance request was approved and sent over to the Dealership. I will contact the Dealership to confirm they received it and then we can go from there. Thank you for your patience, have a great day.

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Subject: Re: Case #[redacted]

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Subject: Re: Case #[redacted]

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To: nancy@chieflandcdj.com
Subject: Case [redacted]

Reply to this email.

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Jeep Wave Advisor
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[redacted]

Date	05/07/2024	***Subject***	Re: Cas[redacted]		
From	ramcustomercare@cac.stellantis.com	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/07/2024 14:11 PM

Dear Mr. Walsh,
This is a courtesy email to inform you of the case closure. I would like to express my appreciation for allowing me to assist with your vehicle concern. We look forward to assisting you with any additional concerns or questions. There will be a survey sent to you for the dealership, and one about the services that I have provided to you today.
It will come to you in 5-7 days, please check your spam and junk folder. It is 3 questions all about the services that I provided to you, will you take the survey so that I may learn and improve my customer service for you in the future.
Thank you for being a loyal Ram customer! Have a great rest of your day!

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Sent: 5/6/2024 9:09 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case #[redacted]

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Customer Care Case Manager
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[redacted]

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

VIN	3C63RRGL8[redacted]	Model Year	0 3	Brand	R M
Body	D 8L9	Vehicle	R M 3500 TR DE M N CRE C B 4 4		
Customer Provided VIN		Line of Business	C C	Customer ssistance Center	
Batch Case Information					
Open Date	04/08/ 0 4	CAIR Type	Regular	Status	Open
Close Date		Origin	Telephone	Reason	
Mileage	80 49 Miles	Market	U	Language	English
Contact Email		Contact Phone	608811533	Contact Mobile	
Caller Address				Source	FC
City State/Country Zip					
Customer	GLORI LUGO C TILLO				
Customer Address	10 84 H THORNE E				
City State/Country Zip	HE PERI		C	9 345 410848	U
Dealer	60909	ICTOR ILLE MOTOR CHRY LER JEEP D		Dealer Phone	60 45 991
Dealer Address	1461 CI IC DR				
	ICTOR ILLE		C	9 394 0844	U
Dealer Zone	California	Sales District		Service District	N
Subject	LEMON L INQUIRY				
Synopsis					
Customer Anomaly	Engine				
	arning Light MIL				
Contact Reason	C 1	Dispute Resolution Bu back/Lemon La	Customer Anomaly		Check engine light is on
Reason Code	fter ales Complaint Product Dispute Resolution Bu back/Lemon La Request				

Case Status History

Create Date	Status
04/08/ 0 4 0 5 PM	Open

Initial Description

the engine light is on again/ Lemon La /Bu Back

Case Comments

Date	Comment
04/08/ 0 4	C is sa that she being at the DRL 3 times for this ear for the same reasons her Transmission is gi ing trouble cx just took back the Ram to the DRL toda cx ant to do a lemon la d ice cx that her case ill be reassign for the Lemon La / Bu back Current ehicle location DRL Customer description of concern Lemon La Current mileage 80 000 Rental (Y/N) N Da s in rental N Da s at DLR 1 Current diagnosis Transmission issues Date of last DLR isit/last diagnosis 0 / 1/ 0 4 Current ser icing dealer/dealer contact ictor ille Motors Chr sler Jeep Dodge Ram FI T 60909 Nature of most recent dealer contact 60 45 991 Confirm customer telephone and email as ell as best contact method and time best time ill be @1 noon 60 881 1533 Reassign to pecialist
04/11/ 0 4	cm called dlr sa da e ad ised that the cx had not been at the dlr et
04/11/ 0 4	cm called cx cx ad ised that the there is a grinding of the transmission speciall during dri ing cx ad ised that the had to ha e a rebuilt transmission as ad ised that the purchased the ehicle brand ne and lights come on just after 9000 miles cx ad ised the ehicle is currentl or ad ised that the ehicle abs lights brake lights not orking along ith noise front dri ers side tractions settings are not orking along ith cruise control and trailer brain lights not orking at all cx ad ised of cooling s stem concern due to a hose coming from the turbo that as coming off loose cx ad ised the ehicle has not been enjo able as ad ised that this ehicle is used for ork and is currentl losing income due to the man issues ith it cx ad ised that the are requesting the ehicle for a bu back ad ised the cx e ould escalate the information and ma take 48 business hours cx understood cm emailed cx ith the information needed for escalation
04/11/ 0 4	Customer reported number of da s do n 14 da s Customer reported number of Repair ttempts 1 First Repair ttempt Date and Problem 01/1 / 0 4 xel dri e shaft differential concern along ith a transmission concern Current er icing Dealership / Contact Name □ Number ictor ille Motors Chr sler Jeep Dodge Ram FI T M ergio Lugo 60 981 1566 tate ehicle Purchase C tate Customer Residence C Original O ner (Y) re the militar (N) oice of the Customer / Complaint ee pre ious note Rental (N)
04/11/ 0 4	TRICTLY CONFIDENTI L TELL NTI INTERN L U E ONLY Dispute Resolution Re ie Re ie ed arrant histor at customer request riter determined this case should be handled b BC pecialist per normal case handling guidelines Do not return this case to Dispute Resolution (LLQ) queue ssigned case to pecialist Pro ide feedback on L1/L handling to our Team Leader t this time this case does not merit escalation to the CRT group If additional information becomes a ailable please submit for secondar re ie
04/1 / 0 4	OBC C at (60) 881 1533 C said is Dean and DLR is charging o er $ 000 and not co ering an thing under the arrant C said it is a business truck and she is losing mone riter ad ised C about BB decision C said DLR unable to resol e other issues ith the truck since the ha e to resol e the ongoing issue first and then the can look into other issues sked C hat she is seeking at this point and she said she just does not ant the truck an more because it has been gi ing issues since she bought it d ised C that case ill be escalated to LLQ again C to be ad ised b email about final decision riter ad ised e can look into repair cost assistance if C decides to go for repair 50 up to $3000[redacted]
04/1 / 0 4	C requested for BB again Customer reported number of da s do n 30 da s Customer reported number of Repair ttempts 1 First Repair ttempt Date and Problem 01/1 / 0 4 xel dri e shaft differential concern along ith a transmission concern Current er icing Dealership / Contact Name □ Number ictor ille Motors Chr sler Jeep Dodge Ram FI T M ergio Lugo 60 981 1566 tate ehicle Purchase C tate Customer Residence C Original O ner (Y) re the militar (N) oice of the Customer / Complaint ee pre ious note Rental (N)
04/18/ 0 4	Dispute Resolution Re ie Case Escalated to CRT Re ie ed arrant histor at customer request riter determined this should be escalated to CRT for case management ssigned case to CRT
04/18/ 0 4	CRT RE IE ehicle 3C63RRGL8PG5 545 0 3 R M 3500 TR DE M N CRE C B 4 4 In er ice Date 5/ 1/ 0 3 Purchase Date same elling tate C Original O ner es Mileage 80 49 Open Recall(s) no Parts a ailable n/a Past recall(s) B Open RO es T R case currentl open none Multiple Repairs/ Pre ious related repairs es Currentl 39 da s do n / attempts to repair Rental status and update
04/18/ 0 4	ttempted to call dealer no response
04/18/ 0 4	Emailed M Chris requesting current status and next steps for ehicle concerns Requested if customer has a loaner/rental
04/19/ 0 4	INBOUND DLR EM IL Looks like a fuel contamination issue The customer declined ha ing the ehicle repaired OUTBOUND EM IL hat as the cause of the contamination ould it ha e been co ered under arrant or an out of pocket expense INBOUND EM IL This is the technician s stor on the repair order scanned ehicle and found dtc p 69 ater in fuel condition p0304 c l 4 misfire p 38f ater in fuel condition sensor B and p04de cold start egr flo excessi e detected gor fuel sample from rear fuel filter and found a bro n contaminate in sample guest declined replacing the intake fuel pump both fuel filters and flushing the entire s stem This repair ould ha e been a customer pa repair
04/19/ 0 4	OUTBOUND CU TOMER CONT CT GLORI LUGO C TILLO | 0 3 R M 3500 | 60 881 1533 L M ith customer requesting the call back to further discuss ehicle concerns and ho e can best assist mo ing for ard
04/19/ 0 4	INBOUND CU TOMER CONT CT GLORI LUGO C TILLO | 0 3 R M 3500 | 60 881 1533 Customer bought ehicle at 9 500 miles Dealer sa s it ill cost $ 300 to repair contamination concern customer does not ha e this mone CM ad ised that once repairs are complete e can re ie for compensation Customer asked about BB CM ad ised that at this time R M ould not be in a position to repurchase the ehicle Customer said the ehicle is still ha ing transmission issues CM ad ised that the cannot further diagnose hile engine fuel is contaminated Customer ill see if she can get the mone for repairs ill follo up next eek

Date	Comment
04/24/2024	*****OUTBOUND CUSTOMER CONTACT***** GLORIA LUGO-CASTILLO | 2023 RAM 3500 | 760-881-1533 Customer is putting together the money for repairs. Has half of it already. She has told the dealer to move ahead with repairs but they told her there are some parts on back order. CM will touch base with dealer to assist with part expediting. Will stay in contact with customer and dealer for updates. Once repairs are complete, customer is so submit receipts for out of pocket expenses for reimbursement review. Customer confirmed and thanked CM.
04/24/2024	***OUTBOUND DLR EMAIL*** "I spoke with Gloria again today. She confirmed that she has decided to put the money together for the fuel system repairs and tells me that she has advised your team to go ahead with repairs. She also said parts are on order. Are there any part orders that I can assist by expediting? If so, please provide the part numbers and order number."
04/29/2024	"We are currently waiting on part # 68490266AA" CM checked and according to tracking, part arrived last Thursday. Emailed SM to confirm repairs and request update.
04/30/2024	***INBOUND DLR EMAIL*** "The part came in and the vehicle has been repaired."
05/01/2024	*****OUTBOUND CUSTOMER CONTACT***** GLORIA LUGO-CASTILLO | 2023 RAM 3500 | 760-881-1533 Customer advised she has not picked up yet, she has $200 more to obtain before she can pay for repairs. Would like CM to follow up on Friday to confirm receipt of vehicle and discuss reimbursement/compensation.
05/03/2024	Emailed SM advising that CM would like to assist with a $200 co-pay. If dealer approves, CM will notify customer.
05/03/2024	*****OUTBOUND CUSTOMER CONTACT***** GLORIA LUGO-CASTILLO | 2023 RAM 3500 | 760-881-1533 Customer advised she has not picked up yet, she still has $200 more to obtain before she can pay for repairs. Asked CM to call back next Wednesday.
05/06/2024	7608811533 Fri Gloria Lugo - customer came up with the rest of the money and is on her way to pick up the truck right now 7608811533 Sat Had to bring the truck back to the dealer, it's not fixed, she's being charged so much, especially for labor, but its still not fixed. The loud noise it was making. Customer can't borrow anymore money. She's stuck now.
05/06/2024	*****OUTBOUND CUSTOMER CONTACT***** GLORIA LUGO-CASTILLO | 2023 RAM 3500 | 760-881-1533 Customer confirmed vehicle is back at the dealer again and she has not more money Wasn't just the fuel pump. The vehicle is still making a loud noise. Customer is worried they might charge her diagnostic again. CM will discuss cost assistance this time with SM. Also asked customer to send in receipt for out of pocket repair as well as vehicle payment statement. Customer has no money and needs immediate reimbursement. CM will review. Will email customer and will follow up once we hear back from dealer. Customer confirmed.
05/07/2024	*****INBOUND CUSTOMER CONTACT***** GLORIA LUGO-CASTILLO | 2023 RAM 3500 | 760-881-1533 Customer advised she has not received CM's email, CM advised she check in junk file which is where it was. Customer will reply with receipt for reimbursement. Asked CM to call back tomorrow if emails do not arrive.
05/08/2024	*****OUTBOUND DEALER CONTACT***** EDGAR RODRIGUEZ | 60909 | 760-245-7991 SA Dave Unable to locate a new open RO after CM advised that customer dropped the vehicle back off at the dealer on Saturday, May 5. SA will follow up with SM Chris and ask him to call CM back with any updates. Customer paid $2104.00 for previous repairs.
05/08/2024	***INBOUND DLR CONTACT*** "This vehicle has not returned since it was here for the fuel system repair." ***OUTBOUND*** "Could you possibly have someone see if it's physically on site? The customer told me she dropped it back off on Saturday and it's still there."
05/08/2024	Customer called in seeking update on vehicle, got email, CM advised that SM has not responded to query yet but we will call to advise they need to open an RO asap if it has not been done yet.
05/08/2024	Vehicle has arrived at dealership Victorville Motors Chrysler Jeep Dodge Ram FIAT and attended by dealer employee
05/08/2024	*****OUTBOUND DEALER CONTACT***** VICTORVILLE MOTORS | 60909 | (760) 981-1500 Spoke with SW and advised the customer dropped vehicle back off on Saturday, May 4th because loud engine sound had not been resolved. According to SM's recent email, he is not even aware it is on site and there is no open RO. SW advised she will speak with SLM Sergio to see if vehicle can be located (placed on hold). SW could not locate so she placed call over to SM Chris' line. CM left voicemail requesting that SM locate vehicle on site and have new RO opened so we can confirm with the customer as she has no way of making money until this vehicle is fixed.
05/14/2024	*****OUTBOUND DEALER CONTACT***** VICTORVILLE MOTORS | 60909 | (760) 981-1500 Writer placed a call to DLR to request for the diagnostics report but got the VM-Box of "Dean" Writer left a message informing him that he is calling in on behalf of CM. Writer requested a call back to CM's number (1-800-654-2486) and left the Case Number.
05/14/2024	****OUTBOUND CUSTOMER CONTACT***** GLORIA LUGO-CASTILLO | 2023 RAM 3500 | 760-881-1533 Customer stated that the DLR compared it to a similar vehicle that the noise in the front at the bottom is the same as the similar vehicle. Customer stated that they found something in the rear end and there is metal debris in the oil. Agent let customer know as soon as we get the update from the DLR we will call her back. Customer asked about the reimbursement that CM was looking after. Agent stated she will let the CM discuss that with her when she is back from holidays.
05/17/2024	VOICEMAIL 7608811533 May 13 Regarding the front noise, they could not confirm the noise, they compared it to another vehicle, the dealer did find something else, I'm not picking up the vehicle when they tell me it's done if they don't actually diagnose the sound in the front
05/17/2024	SM's email: We were unable to duplicate the engine noise. We were able to duplicate the noise at highway speeds. The rear differential is making an abnormal noise. We need to tear down the rear differential to find the source of the noise. Once we find the cause of the noise, we can see if the failed components are covered under the factory Powertrain warranty. Being that we don't know if the repairs are covered or not, it would be the customer's responsibility to authorize the cost of tear down. The cost of tear down using warranty pricing is $880.72 . Do you want to cover the cost of tear down for this customer? CM's response: Yes, I do.
05/20/2024	***INBOUND SM EMAIL*** "We are in the process of tearing down the differential."
05/20/2024	****CRT Goodwill Check Request**** Type of reimbursement: reimbursement of out of pocket repair Amount: $2292.27 Dates: April 8 - April 16 Justification: customer satisfaction Reason for check: out of pocket repair cost, reimbursing per goodwill Documents: [redacted]LR Invoice)[redacted]onfirmation of payment
05/20/2024	SUBMITTED CHECK REQUEST TO REIMBURSE CUSTOMER FOR OUT OF POCKET REPAIRS FOR GOODWILL & CUSTOMER SATISFACTION
05/21/2024	****CRT Goodwill Check Request**** Type of reimbursement: reimbursement of 2 vehicle payments Amount: $3,077.32 Justification: goodwill assistance Reason for check: customer cannot make money without her vehicle, difficult circumstances Documents: DOC-9119496 vehicle payment statement, DOC-9119497 bank statement
05/21/2024	SUBMITTED CHECK REQUEST TO REIMBURSE 2 VEHICLE PAYMENTS DUE TO CHALLENGING FINANCIAL CIRCUMSTANCES FOR CUSTOMER GOODWILL
05/29/2024	*****INBOUND CUSTOMER CONTACT***** GLORIA LUGO | 2023 RAM 3500 | (760) 881-1533 Customer called in to seek update on status of reimburse checks. CM advised both were approved and were issued as of May 29th. Customer should expect to see them in 10-15 business days. CM will send email to SM seeking update on status of vehicle and will let customer know once we hear back. Customer confirmed and thanked CM.
05/29/2024	Emailed SM seeking update on status of vehicle.
06/03/2024	Emailed SM seeking update on status of vehicle. May 29th update - tech was doing tear-down of differential
06/05/2024	INBOUND DLR EMAIL "We are waiting on part #68494303AA, order[redacted]
06/05/2024	Part# 68494303AA Orde[redacted]tatus: S ETA: June 10 DLR: 60909
06/05/2024	System Update:[?Order ha[redacted]pgraded to CCV for priority. Please refer to the parts detail screen for most up to date ETA]
06/10/2024	Part# 68494303AA Order [redacted]atus: S ETA: June 14 DLR: 60909

Email(s)

Date	04/11/2024	*Subject*	Dispute Resolution engine		
From	uscustomercare@cac.stellantis.com	*To*	[redacted]	*Sent Date/Time*	04/11/2024 15:00 PM

Good Morning ,

My name is Franklin and I have been assigned as your Case Manager.

In the meantime, I would like to ask that you reply to this email confirming the following information for this case.

-Best Contact # to reach you.

-Best email to comminute with you

-Your preferred method of contact

Customer reported number of days down:

Customer reported number of Repair Attempts:

First Repair Attempt Date and Problem:

Current Servicing Dealership / Contact Name □ Number:

State - Vehicle Purchase:

State - Customer Residence:

Original Owner (Y/N)

Are they military (Y/N)

Voice of the Customer / Complaint:

Rental (Y/N)

Here is some additional information that will be helpful for you to have.

Your Case# is: [redacted]

Case Management Contact#: 1-844-888-0601 Ex. 5141008

My work hours are: 9:00am to 5:30pm EST Monday to Friday

I will contact you once further information is available.

Please don□t hesitate to contact me if you have any questions a concerns. Thank you for your patience and co-operation.

Best Regards,

Franklin

Ram Case Management

[redacted]

Date	04/11/2024	***Subject***	Dispute Resolution engine		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	04/11/2024 15:00 PM

Good Morning ,

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Customer reported number of days down:

Customer reported number of Repair Attempts:

First Repair Attempt Date and Problem:

Current Servicing Dealership / Contact Name – Number:

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State - Customer Residence:

Original Owner (Y/N)

Are they military (Y/N)

Voice of the Customer / Complaint:

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Best Regards,

Franklin

Ram Case Management

[redacted]

Date	04/11/2024	***Subject***	RE: Dispute Resolution engine		
From	ramcustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/11/2024 15:02 PM

Good Morning ,

My name is Franklin and I have been assigned as your Case Manager.

In the meantime, I would like to ask that you reply to this email confirming the following information for this case.

-Best Contact # to reach you.

-Best email to comminute with you

-Your preferred method of contact

Customer reported number of days down:

Customer reported number of Repair Attempts:

First Repair Attempt Date and Problem:

Current Servicing Dealership / Contact Name □ Number:

State - Vehicle Purchase:

State - Customer Residence:

Original Owner (Y/N)

Are they military (Y/N)

Voice of the Customer / Complaint:

Rental (Y/N)

Here is some additional information that will be helpful for you to have.

Your Case# is: [redacted]

Case Management Contact#: 1-844-888-0601 Ex. 5141008

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I will contact you once further information is available.

Please don□t hesitate to contact me if you have any questions a concerns. Thank you for your patience and co-operation.

Best Regards,

Franklin

Ram Case Management

[redacted]

Date	04/11/2024	***Subject***	RE: Dispute Resolution engine		
From	ramcustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/11/2024 15:02 PM

Good Morning ,

My name is Franklin and I have been assigned as your Case Manager.

In the meantime, I would like to ask that you reply to this email confirming the following information for this case.

-Best Contact # to reach you.

-Best email to comminute with you

-Your preferred method of contact

Customer reported number of days down:

Customer reported number of Repair Attempts:

First Repair Attempt Date and Problem:

Current Servicing Dealership / Contact Name – Number:

State - Vehicle Purchase:

State - Customer Residence:

Original Owner (Y/N)

Are they military (Y/N)

Voice of the Customer / Complaint:

Rental (Y/N)

Here is some additional information that will be helpful for you to have.

Your Case# is: [redacted]

Case Management Contact#: 1-844-888-0601 Ex. 5141008

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I will contact you once further information is available.

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Best Regards,

Franklin

Ram Case Management

[redacted]

Date	04/11/2024	***Subject***	RE: Dispute Resolution engine		
From	ramcustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/11/2024 15:02 PM

Good Morning ,

My name is Franklin and I have been assigned as your Case Manager.

In the meantime, I would like to ask that you reply to this email confirming the following information for this case.

-Best Contact # to reach you.

-Best email to comminute with you

-Your preferred method of contact

Customer reported number of days down:

Customer reported number of Repair Attempts:

First Repair Attempt Date and Problem:

Current Servicing Dealership / Contact Name – Number:

State - Vehicle Purchase:

State - Customer Residence:

Original Owner (Y/N)

Are they military (Y/N)

Voice of the Customer / Complaint:

Rental (Y/N)

Here is some additional information that will be helpful for you to have.

Your Case# is [redacted]

Case Management Contact#: 1-844-888-0601 Ex. 5141008

My work hours are: 9:00am to 5:30pm EST Monday to Friday

I will contact you once further information is available.

Please don't hesitate to contact me if you have any questions a concerns. Thank you for your patience and co-operation.

Best Regards,

Franklin

Ram Case Management

[redacted]

Date	04/18/2024	***Subject***	[Action Required!] Customer Retention Team - First Customer Contact		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/18/2024 14:12 PM

CRT case 89586468 has been assigned to you:

Customer Name: GLORIA LUGO-CASTILLO

VIN: 3C63RRGL8PG[redacted]

Vehicle Description: 2023 | D28L92 | RAM 3500 TRADESMAN CREW CAB 4X4

Phone: 7608811533

Email:

Please contact customer within 1 business day through their preferred mode of communication.

Date	04/18/2024	***Subject***	[Action Required!] First Inquiry with Dealer - Customer Retention Team		
From	uscustomercare@cac.stellantis.com	***To***	uscustomercare@cac.stellantis.com	***Sent Date/Time***	04/18/2024 14:12 PM

This is a high-priority vehicle. Customer may have requested repurchase or replacement. Send repair orders immediately by email to customerretention@fcagroup.com, with case number 89586468 in subject line:

Customer Name: GLORIA LUGO-CASTILLO

VIN: 3C63RRGL8PG[redacted]

Vehicle Description: 2023 | D28L92 | RAM 3500 TRADESMAN CREW CAB 4X4

Phone: 7608811533

Email:

Date	04/19/2024	***Subject***	Case[redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	04/19/2024 16:42 PM

Good morning, Gloria.

My name is Jeanette and I have received a case for you regarding concerns you expressed with your 2023 RAM 3500 TRADESMAN CREW CAB 4X4. I have assumed ownership of your case regarding the service-related difficulties you have experienced. I sincerely apologize for the challenges you've faced. Your case was assigned to my department because we have access to additional factory and corporate resources that we can utilize to assist in resolving your concerns/requests.

I'm sorry we were unable to connect by phone. I tried calling you today but there was no response so I left you a voicemail at the number we have on file for you.

If I do not hear back from you, I will try to reach out again in 2-3 business days.

My regular work hours are: 9:00 am - 5:30 pm Eastern Standard Time (6am-2:30pm, PST), Monday-Friday. Should you have any questions, please do not hesitate to contact me at the number listed below or by replying to this email.

For your reference, your case number [redacted]

As the Case Manager assigned to your issue, I can assist with:

-Getting a diagnosis.

-I will work with the dealer to have your vehicle repaired to your satisfaction.

-Obtain technical assistance when necessary.

-Keep you updated on all information on the progression of the repair, and next steps.

-Any possible reimbursement, compensation

I look forward to working with you!

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033
[redacted]

Date	04/29/2024	***Subject***	Case[redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	04/29/2024 20:56 PM

Good morning, Gloria.

I just sent an email off to the service manager requesting an update on the status of your repairs. I will let you know when I hear back from him.

Hope you had a nice weekend.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033
[redacted]

Date	04/30/2024	***Subject***	Case[redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	04/30/2024 15:02 PM

Good morning, Gloria.

SM Chris advised that repairs are complete on your truck. Please confirm when you have it back in your possession so I can follow up with you by phone.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033
[redacted]

Date	05/06/2024	***Subject***	Case[redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/06/2024 21:22 PM

Gloria,

As discussed, please send me a copy of the receipt for the repairs that were just completed, as well as a copy of your monthly vehicle payment statement. I will review for immediate reimbursement.

I will provide you with further updates once I hear back from the service manager.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033
[redacted]

Date	05/07/2024	***Subject***	Case[redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/07/2024 16:50 PM

Gloria,

As discussed, please send me a copy of the receipt for the repairs that were just completed, as well as a copy of your monthly vehicle payment statement. I will review for immediate reimbursement.

I will provide you with further updates once I hear back from the service manager.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033
[redacted]

Date	05/07/2024	***Subject***	Re: Case [redacted] RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/07/2024 17:01 PM

Sent from my iPhone

> On May 7, 2024, at 9:50□AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> □ Gloria,
>
> As discussed, please send me a copy of the receipt for the repairs that were just completed, as well as a copy of your monthly vehicle payment statement. I will review for immediate reimbursement.
>
> I will provide you with further updates once I hear back from the service manager.
>
> Respectfully,
>
> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
[redacted]

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[image6.jpeg (image/jpeg)]

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[image8.jpeg (image/jpeg)]

[image9.jpeg (image/jpeg)]

Date	05/07/2024	***Subject***	Case [redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/07/2024 17:02 PM

Hi Gloria,

I got them all!

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/7/2024 1:01 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] RAM Corporate Office

Sent from my iPhone
On May 7, 2024, at 9:50□AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
□
Gloria,

As discussed, please send me a copy of the receipt for the repairs that were just completed, as well as a copy of your monthly vehicle payment statement. I will review for immediate reimbursement.

I will provide you with further updates once I hear back from the service manager.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

ref:!00Dj001qsDF.!500KZ03DIZP:ref
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[image6.jpeg (image/jpeg)]
[image7.jpeg (image/jpeg)]
[image8.jpeg (image/jpeg)]
[image9.jpeg (image/jpeg)]

Date	05/07/2024	***Subject***	Re: Case [redacted] RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/07/2024 17:08 PM

Sent from my iPhone

> On May 7, 2024, at 10:01□AM, Gloria Lugo [redacted] wrote:
>
> □
> <image3.jpeg>
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> <image7.jpeg>
> <image8.jpeg>
> <image9.jpeg>
>
> Sent from my iPhone
>
>>> On May 7, 2024, at 9:50□AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>>>
>> □ Gloria,
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>> As discussed, please send me a copy of the receipt for the repairs that were just completed, as well as a copy of your monthly vehicle payment statement. I will review for immediate reimbursement.
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>>
>> Respectfully,
>>
>> Jeanette | RAM Customer Retention Specialist
>> Office: 1-248-464-6694 ext. 5033
>>
>>
> [redacted]

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Date	05/07/2024	***Subject***	Regarding your Case [redacted]		
From	uscustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/07/2024 17:08 PM

Dear GLORIA LUGO-CASTILLO,

Thank you for contacting Customer Care.

This is to inform you that we are unable to upload the document(s) that you sent because the total attachment size exceeds 5MB. If you are sending one document that is larger than 5MB, save it as multiple files and send it to us in separate emails. If you are attempting to send multiple documents that exceed 5MB, send the documents in multiple emails.

If you have any questions please respond to this email.

Thank you,

Customer Care

Date	05/07/2024	***Subject***	Re: Cas[redacted]RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/07/2024 22:45 PM

perfect if you need anything else let me know thank you
Sent from my iPhone

> On May 7, 2024, at 10:03□AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> □ Hi Gloria,
>
> I got them all!
>
> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
>
> ---------- Original Message ----------
> From: Gloria Lugo [redacted]
> Sent: 5/7/2024 1:01 PM
> To: ramcustomercare@cac.stellantis.com
> Subject: Re: Case [redacted] RAM Corporate Office
>
>
> Sent from my iPhone
>
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>
> ?
> Gloria,
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> Respectfully,
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>
>
> ref:!00Dj001qsDF.!500KZ03DIZP:ref
> [image3.jpeg (image/jpeg)]
> [image4.jpeg (image/jpeg)]
> [image5.jpeg (image/jpeg)]
> [image6.jpeg (image/jpeg)]
> [image7.jpeg (image/jpeg)]
> [image8.jpeg (image/jpeg)]
> [image9.jpeg (image/jpeg)]
>
>

Date	05/08/2024	***Subject***	Case [redacted] - RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/08/2024 20:24 PM

Gloria,

The dealer does not have a current open repair order for your vehicle. If you did indeed drop the vehicle back off at the dealership on Saturday, who did you tell? The service manager didn't know you had brought it back. Is it still there?

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033
[redacted]

Date	05/08/2024	***Subject***	Re: Case [redacted] RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/08/2024 20:46 PM

yes the truck is still there the person who helped out was jose im going to send in over the text i recieve for conformation of drop of again
Sent from my iPhone

> On May 8, 2024, at 1:24□PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> □ Gloria,
>
> The dealer does not have a current open repair order for your vehicle. If you did indeed drop the vehicle back off at the dealership on Saturday, who did you tell? The service manager didn't know you had brought it back. Is it still there?
>
> Respectfully,
>
> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
>
> [redacted]

Date	05/08/2024	***Subject***	Re: Case [redacted] RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/08/2024 20:47 PM

Sent from my iPhone

> On May 8, 2024, at 1:24□PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> □ Gloria,
>
> The dealer does not have a current open repair order for your vehicle. If you did indeed drop the vehicle back off at the dealership on Saturday, who did you tell? The service manager didn't know you had brought it back. Is it still there?
>
> Respectfully,
>
> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
>
> [redacted]

[image1.jpeg (image/jpeg)]

Date	05/08/2024	***Subject***	Re: Cas[redacted] RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/08/2024 20:56 PM

Sent from my iPhone

> On May 8, 2024, at 1:24□PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> □ Gloria,
>
> The dealer does not have a current open repair order for your vehicle. If you did indeed drop the vehicle back off at the dealership on Saturday, who did you tell? The service manager didn't know you had brought it back. Is it still there?
>
> Respectfully,
>
> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
>
> ref:!00Dj001qsDF.!500KZ03DIZP:ref

Date	05/08/2024	***Subject***	Case[redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/08/2024 21:11 PM

Hi Gloria,

They've got your vehicle in the service bay now. I just received a notice in your case that is automatically triggered when an RO is opened.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033
[redacted]

Date	05/08/2024	***Subject***	Re: Case[redacted] RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/08/2024 21:50 PM

ok great . what does that mean ?
Sent from my iPhone

> On May 8, 2024, at 2:11□PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> □ Hi Gloria,
>
> They've got your vehicle in the service bay now. I just received a notice in your case that is automatically triggered when an RO is opened.
>
> Respectfully,
>
> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
> [redacted]

Date	05/09/2024	***Subject***	Case[redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/09/2024 13:25 PM

Gloria,

The service manager advised me that there was a glitch in their computer system. When they submitted your ticket originally on Saturday, it did not go through. That's the problem when everything is so computer dependant. I had them send someone out to look for the vehicle, they of course located it and have brought it in for further diagnosis.

The transmission or engine sound that you explained to them is not related to the fuel system concern that was just repaired. This is a different issue. I have advised the service manager that I would like him to diagnose and let me know what the issue is so I can review for cost assistance.

It will take a few days but I will let you know what they discover.

Please be advised that I will be out of the office next week for holidays. I can have a co-worker touch base on your concerns and follow up with the dealer while I am away.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033
[redacted]

Date	05/10/2024	***Subject***	Re: Case[redacted] RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/10/2024 03:37 AM

ok sounds good thank you
Sent from my iPhone

> On May 9, 2024, at 6:25□AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> □ Gloria,
>
> The service manager advised me that there was a glitch in their computer system. When they submitted your ticket originally on Saturday, it did not go through. That's the problem when everything is so computer dependant. I had them send someone out to look for the vehicle, they of course located it and have brought it in for further diagnosis.
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> The transmission or engine sound that you explained to them is not related to the fuel system concern that was just repaired. This is a different issue. I have advised the service manager that I would like him to diagnose and let me know what the issue is so I can review for cost assistance.
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> Please be advised that I will be out of the office next week for holidays. I can have a co-worker touch base on your concerns and follow up with the dealer while I am away.
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> Respectfully,
>
> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
> [redacted]

Date	05/17/2024	***Subject***	Cas[redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/17/2024 19:28 PM

Hi Gloria,

I received your voicemail. I have emailed Chris seeking an update on the status of your truck.

They did confirm an abnormal sound in the rear differential which I have agreed to cover the $880.72 tear down cost (which would normally have been an out of pocket expense for you) so they can appropriately diagnose. I'm waiting for further info on that.

Regarding the like-vehicle comparison, that is a normal action for technicians. After they run tests based on your desciption of concerns, if they are unable to confirm via those tests and there are no codes and apparent issues, they will compare the running sound with another like vehicle on site to make sure they sound the same.

I will let you know more once I hear back from them.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

———— Original Message ————
From: Gloria Lugo [redacted]
Sent: 5/9/2024 11:37 PM
To: ramcustomer[redacted]stellantis.com
Subject: Re: Cas[redacted] RAM Corporate Office

ok sounds good thank you
Sent from my iPhone
On May 9, 2024, at 6:25□AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
□
Gloria,

The service manager advised me that there was a glitch in their computer system. When they submitted your ticket originally on Saturday, it did not go through. That's the problem when everything is so computer dependant. I had them send someone out to look for the vehicle, they of course located it and have brought it in for further diagnosis.

The transmission or engine sound that you explained to them is not related to the fuel system concern that was just repaired. This is a different issue. I have advised the service manager that I would like him to diagnose and let me know what the issue is so I can review for cost assistance.

It will take a few days but I will let you know what they discover.

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Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033
[redacted]

Date	05/20/2024	***Subject***	Re: Case [redacted] RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/20/2024 04:42 AM

hello so the waranty does not cover whatever the issue is ? i spoke to jose and he said it was something waranty covers . so now im so confused since your telling me it would have been an expense for me if i wasent getting the help from you guys. How much more longer till they actually repair the truck do you know . Im so behind on my bills and my rent and everything i am beyond stress at this point . And regarding the reimbursement with the money i paid and the days that the truck was at service departent whats is going on with that ? i really need a rush on that please .
Sent from my iPhone

> On May 17, 2024, at 12:28□PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> □ Hi Gloria,
>
> I received your voicemail. I have emailed Chris seeking an update on the status of your truck.
>
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> I will let you know more once I hear back from them.
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> Respectfully,
>
> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
>
> ---------- Original Message ----------
> From: Gloria Lugo [redacted]
> Sent: 5/9/2024 11:37 PM
> To: ramcustomercare@cac.stellantis.com
> Subject: Re: Case [redacted] - RAM Corporate Office
>
> ok sounds good thank you
> Sent from my iPhone
>
> On May 9, 2024, at 6:25?AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> ?
> Gloria,
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>
> Respectfully,
>
> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
>
> [redacted]

Date	05/20/2024	***Subject***	Case [redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/20/2024 15:54 PM

Hi Gloria,

The most recent update on received on Friday was that they are in the process of tearing down the differential. I will ask for an update and a possible ETA for completion.

Regarding the out of pocket expense, as they can't confirm if a repair will be under warranty or not until the issue has been properly diagnosed, and that diagnosis required a tear-down, I authorized coverage of it on your behalf. Once the tear down is complete, if it is comfirmed that the issue is a warranty issue, then the tear down is also covered. They just need agreement to cover the cost before they proceed in case it isn't a warranty issue. So I agreed to cover if it was discovered the issue was not under warranty to make things easier for you.

Once the vehicle is repaired and back in your possession, we will certainly have a discussion regarding compenation/reimbursement.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

———— Original Message ————
From: Gloria Lugo [redacted]
Sent: 5/20/2024 12:42 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] RAM Corporate Office

hello so the waranty does not cover whatever the issue is ? i spoke to jose and he said it was something waranty covers . so now im so confused since your telling me it would have been an expense for me if i wasent getting the help from you guys. How much more longer till they actually repair the truck do you know . Im so behind on my bills and my rent and everything i am beyond stress at this point . And regarding the reimbursement with the money i paid and the days that the truck was at service departent whats is going on with that ? i really need a rush on that please .
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□
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I will let you know more once I hear back from them.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

———— Original Message ————
From: Gloria Lugo [redacted]
Sent: 5/9/2024 11:37 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] RAM Corporate Office

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Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033
[redacted]

Date	05/20/2024	***Subject***	Case [redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/20/2024 16:55 PM

Gloria,

The service manager advises that they are hoping to have your repairs completed by the end of this week.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 5/20/2024 11:54 AM
To: [redacted]
Subject: Case [redacted] RAM Corporate Office

Hi Gloria,

The most recent update on received on Friday was that they are in the process of tearing down the differential. I will ask for an update and a possible ETA for completion.

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Once the vehicle is repaired and back in your possession, we will certainly have a discussion regarding compenation/reimbursement.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/20/2024 12:42 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] RAM Corporate Office

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Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/9/2024 11:37 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] RAM Corporate Office

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Sent from my iPhone
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Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033
[redacted]

Date	05/20/2024	***Subject***	Re: Case [redacted] RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/20/2024 17:21 PM

you cant start the reimbursement already since i paid the out of pocket already ? and for all the days it was there too . Because i did pick it up and brought it back to them . i did sent you all the documents you needed . the bank is already calling for payment also and i have no idea how im going to pay this months bill . And then start another reimbusement once this issue is fixed & resolve for this situation going on right now . And also the other concern of mines of the front noise so i know its going to be still a while thats why im trying to get the reimbusement of what inpaid already and the days it was there . Service department are taking thier time and i have no time already its been a while since i took it back to them and they are berlly starting anything i spokw to them last week and they still werent doing anything yet .
Sent from my iPhone

> On May 20, 2024, at 9:55□AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> □ Gloria,
>
> The service manager advises that they are hoping to have your repairs completed by the end of this week.
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> Respectfully,
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> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
>
> ---------- Original Message ----------
> From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
> Sent: 5/20/2024 11:54 AM
> [redacted]
> Subject: Case [redacted] - RAM Corporate Office
>
> Hi Gloria,
>
> The most recent update on received on Friday was that they are in the process of tearing down the differential. I will ask for an update and a possible ETA for completion.
>
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> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
>
> ---------- Original Message ----------
> From: Gloria Lugo [redacted]
> Sent: 5/20/2024 12:42 AM
> To: ramcustomercare@cac.stellantis.com
> Subject: Re: Case [redacted] - RAM Corporate Office
>
> hello so the waranty does not cover whatever the issue is ? i spoke to jose and he said it was something waranty covers . so now im so confused since your telling me it would have been an expense for me if i wasent getting the help from you guys. How much more longer till they actually repair the truck do you know . Im so behind on my bills and my rent and everything i am beyond stress at this point . And regarding the reimbursement with the money i paid and the days that the truck was at service departent whats is going on with that ? i really need a rush on that please .
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> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
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> ---------- Original Message ----------
> From: Gloria Lugo [redacted]
> Sent: 5/9/2024 11:37 PM
> To: ramcustomercare@cac.stellantis.com
> Subject: Re: Case [redacted] - RAM Corporate Office
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> It will take a few days but I will let you know what they discover.
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> Respectfully,
>

> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
> [redacted]

Date	05/20/2024	***Subject***	Case [redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/20/2024 18:58 PM

Hi Gloria,

Apologies! I was thinking about something else. Yes, I have submitted a request to have a check sent to you in the amount of $2292.27 for the repairs that were completed. I will confirm once it has been mailed.

You did send me a vehicle payment statement from Chase, but it's a little too blurry to read. Could you send it again only this time a little larger?

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/20/2024 1:21 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

you cant start the reimbursement already since i paid the out of pocket already ? and for all the days it was there too . Because i did pick it up and brought it back to them . i did sent you all the documents you needed . the bank is already calling for payment also and i have no idea how im going to pay this months bill . And then start another reimbusement once this issue is fixed & resolve for this situation going on right now . And also the other concern of mines of the front noise so i know its going to be still a while thats why im trying to get the reimbusement of what inpaid already and the days it was there . Service department are taking thier time and i have no time already its been a while since i took it back to them and they are berlly starting anything i spokw to them last week and they still werent doing anything yet .
Sent from my iPhone
On May 20, 2024, at 9:55□AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
□
Gloria,

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Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 5/20/2024 11:54 AM
To [redacted]
Subject: Case [redacted] - RAM Corporate Office

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Once the vehicle is repaired and back in your possession, we will certainly have a discussion regarding compenation/reimbursement.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/20/2024 12:42 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

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From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/20/2024 19:08 PM

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[image0.jpeg (image/jpeg)]

[image1.jpeg (image/jpeg)]

[image2.jpeg (image/jpeg)]

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[image0.jpeg (image/jpeg)]

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From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/20/2024 19:21 PM

So to confirm, you pay $1,538.66 a month and you're asking if we can reimburse you for 2 months payments? For a total of $3,077.32?

Jeanette | RAM Customer Retention Specialist
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Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message
From: Gloria Lug[redacted]
Sent: 5/9/2024 11:37 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case[redacted] RAM Corporate Office

ok sounds good thank you
Sent from my iPhone
On May 9, 2024, at 6:25?AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
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Gloria,

The service manager advised me that there was a glitch in their computer system. When they submitted your ticket originally on Saturday, it did not go through. That's the problem when everything is so computer dependant. I had them send someone out to look for the vehicle, they of course located it and have brought it in for further diagnosis.

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It will take a few days but I will let you know what they discover.

Please be advised that I will be out of the office next week for holidays. I can have a co-worker touch base on your concerns and follow up with the dealer while I am away.

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Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033
[redacted]

Date	05/20/2024	***Subject***	Re: Case[redacted] RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/20/2024 19:29 PM

yes if you can do that but i belive jeff the other case manager that helped me out the first time when the truck had the engine rebuilt, he said he added up the days the truck was at service department and thats how he came up with the total he gaved me . But whatever works for you .
Sent from my iPhone

> On May 20, 2024, at 12:21□PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> □ So to confirm, you pay $1,538.66 a month and you're asking if we can reimburse you for 2 months payments? For a total of $3,077.32?
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> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
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> ---------- Original Message ----------
> From: Gloria Lugo[redacted]
> Sent: 5/20/2024 3:11 PM
> To: ramcustomercare@cac.stellantis.com
> Subject: Re: Case[redacted] - RAM Corporate Office
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> From: Gloria Lugo[redacted]
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> To:[redacted]
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Date	05/20/2024	***Subject***	Re: Case [redacted] RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/20/2024 21:12 PM

yes i do pay $1,538.66 a month
Sent from my iPhone

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>> From: Gloria Lugo [redacted]
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>> To: ramcustomercare@cac.stellantis.com
>> Subject: Re: Case [redacted] - RAM Corporate Office

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>> From: Gloria Lugo [redacted]
>> Sent: 5/9/2024 11:57 PM
>> To: ramcustomercare@cac.stellantis.com
>> Subject: Re: Case [redacted] RAM Corporate Office
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>> [redacted]

Date	05/21/2024	***Subject***	Cas[redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/21/2024 19:43 PM

Ok, I have submitted a second check request in the amount of $3,077.32 to reimburse 2 vehicle payments to assist you due to your current challenging circumstances.

I will let you know once it has been sent for payment and will also keep you apprised of the status of repairs on your truck at the dealership.

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

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From: Gloria Lugo [redacted]
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To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

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Date	05/21/2024	***Subject***	Re: Case [redacted] - RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/21/2024 20:11 PM

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> On May 20, 2024, at 9:55?AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
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>
> Respectfully,
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> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
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> ---------- Original Message ----------
> From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
> Sent: 5/20/2024 11:54 AM
> To: [redacted]
> Subject: Case [redacted] - RAM Corporate Office
>
> Hi Gloria,

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> The most recent update on received on Friday was that they are in the process of tearing down the differential. I will ask for an update and a possible ETA for completion.
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> From: Gloria Lugo [redacted]
> Sent: 5/20/2024 12:42 AM
> To: ramcustomercare@cac.stellantis.com
> Subject: Re: Case [redacted] - RAM Corporate Office
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From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/23/2024 17:28 PM

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Date	05/23/2024	***Subject***	Case [redacted] - RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/23/2024 21:18 PM

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Date	05/24/2024	***Subject***	Re: Case [redacted] RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/24/2024 01:10 AM

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> Once the vehicle is repaired and back in your possession, we will certainly have a discussion regarding compenation/reimbursement.
>
> Respectfully,
>
> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
>
> ---------- Original Message ----------
> From: Gloria Lugo [redacted]
> Sent: 5/20/2024 12:42 AM
> To: ramcustomercare@cac.stellantis.com
> Subject: Re: Case [redacted] - RAM Corporate Office
>
> hello so the waranty does not cover whatever the issue is ? i spoke to jose and he said it was something waranty covers . so now im so confused since your telling me it would have been an expense for me if i wasent getting the help from you guys. How much more longer till they actually repair the truck do you know . Im so behind on my bills and my rent and everything i am beyond stress at this point . And regarding the reimbursement with the money i paid and the days that the truck was at service departent whats is going on with that ? i really need a rush on that please .
> Sent from my iPhone
>
> On May 17, 2024, at 12:28?PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> ?
> Hi Gloria,
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> I received your voicemail. I have emailed Chris seeking an update on the status of your truck.
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> They did confirm an abnormal sound in the rear differential which I have agreed to cover the $880.72 tear down cost (which would normally have been an out of pocket expense for you) so they can appropriately diagnose. I'm waiting for further info on that.
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> From: Gloria Lugo [redacted]
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> To: ramcustomercare@cac.stellantis.com
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> Office: 1-248-464-6694 ext. 5033
>
> [redacted]

Date	05/24/2024	***Subject***	Case [redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	05/24/2024 13:46 PM

Hi Gloria,

I just received another update from the service manager. He said they are really backed up in the shop so they won't have answers for us until Tuesday (due to Monday being Memorial Day). He apologizes for the delay.

Just wanting to keep you in the know.

Have a pleasant long weekend.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

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From: Gloria Lugo [redacted]
Sent: 5/23/2024 9:10 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

ok please let me know when that does sent out and when the other one is approved . And ok sounds good im in really need of the truck idk what to do with so many bills that pilled up now . i really need to start working .But thank you again i apreciate your help .
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On May 23, 2024, at 2:18□PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
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Hi Gloria,

The check for reimbursement of repairs has been approved and will be mailed out soon. The other one for vehicle payments is still waiting on approval, I'll keep an eye on it.

The service manager said they were working toward completion for the end of the week, I sent him an email today seeking follow up to confirm if that is still their expectation. I'll let you know when he replies with an update.

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

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From: Gloria Lugo [redacted]
Sent: 5/23/2024 1:28 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

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I will let you know once it has been sent for payment and will also keep you apprised of the status of repairs on your truck at the dealership.

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

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From: Gloria Lugo [redacted]
Sent: 5/20/2024 5:12 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

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Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

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From: Gloria Lugo [redacted]
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Date	05/24/2024	***Subject***	Re: Case [redacted] RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/24/2024 17:47 PM

hi goodmorning well theres anything i cant do then but wait i guess . thank you . If you can just keep me inform with when the check does senta out and when the other one is approve please its urgent the bank keeps calling for payment for the truck .
Sent from my iPhone

> On May 24, 2024, at 6:51□AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
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> □ Hi Gloria,
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> From: Gloria Lugo [lugo_gloria_1@icloud.com]
> Sent: 5/20/2024 12:42 AM
> To: ramcustomercare@cac.stellantis.com
> Subject: Re: Case 89586468 - RAM Corporate Office
>
> hello so the waranty does not cover whatever the issue is ? i spoke to jose and he said it was something waranty covers . so now im so confused since your telling me it would have been an expense for me if i wasent getting the help from you guys. How much more longer till they actually repair the truck do you know . Im so behind on my bills and my rent and everything i am beyond stress at this point . And regarding the reimbursement with the money i paid and the days that the truck was at service departent whats is going on with that ? i really need a rush on that please .
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Date	05/28/2024	***Subject***	Re: Case [redacted] RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	05/28/2024 21:00 PM

hello goodafternoon no update on the first check being sent out ? and the other one still . Also the truck ?
Sent from my iPhone

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>> Subject: Re: Case [redacted] - RAM Corporate Office
>>
>> yes i do pay $1,538.66 a month
>> Sent from my iPhone
>>
>> On May 20, 2024, at 12:29?PM, Gloria Lugo [redacted] > wrote:
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>> yes if you can do that but i belive jeff the other case manager that helped me out the first time when the truck had the engine rebuilt, he said he added up the days the truck was at service department and thats how he came up with the total he gaved me . But whatever works for you .
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>> So to confirm, you pay $1,538.66 a month and you're asking if we can reimburse you for 2 months payments? For a total of $3,077.32?
>>
>> Jeanette | RAM Customer Retention Specialist
>> Office: 1-248-464-6694 ext. 5033
>>
>>
>> ---------- Original Message ----------

>> From: Gloria Lugo [redacted]
>> Sent: 5/20/2024 3:11 PM
>> To: ramcustomercare@cac.stellantis.com
>> Subject: Re: Case [redacted] - RAM Corporate Office
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>> From: Gloria Lugo [redacted]
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>> From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
>> Sent: 5/20/2024 11:54 AM
>> To [redacted]
>> Subject: Case [redacted] - RAM Corporate Office
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>> The most recent update on received on Friday was that they are in the process of tearing down the differential. I will ask for an update and a possible ETA for completion.
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>> From: Gloria Lugo [redacted]
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>> To: ramcustomercare@cac.stellantis.com
>> Subject: Re: Case [redacted] - RAM Corporate Office
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>> Office: 1-248-464-6694 ext. 5033
>>
>> [redacted]

Date	06/03/2024	***Subject***	Case [redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	06/03/2024 20:06 PM

Hi Gloria,

I'm waiting on a recent update from the service manager, I sent him an email with a request early this morning. I will update you once I hear back from him.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/28/2024 5:00 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

hello goodafternoon no update on the first check being sent out ? and the other one still . Also the truck ?
Sent from my iPhone
On May 24, 2024, at 10:46□AM, Gloria Lugo [redacted] wrote:
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hi goodmorning well theres anything i cant do then but wait i guess . thank you . If you can just keep me inform with when the check does senta out and when the other one is approve please its urgent the bank keeps calling for payment for the truck .
Sent from my iPhone
On May 24, 2024, at 6:51□AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
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Hi Gloria,

I just received another update from the service manager. He said they are really backed up in the shop so they won't have answers for us until Tuesday (due to Monday being Memorial Day). He apologizes for the delay.

Just wanting to keep you in the know.

Have a pleasant long weekend.

Respectfully,

Jeanette | RAM Customer Retention Specialist
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Sent: 5/23/2024 9:10 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

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Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

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Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

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Sent: 5/20/2024 11:54 AM
To [redacted]
Subject: Case [redacted] - RAM Corporate Office

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Once the vehicle is repaired and back in your possession, we will certainly have a discussion regarding compenation/reimbursement.

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Jeanette | RAM Customer Retention Specialist
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Sent: 5/20/2024 12:42 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

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Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

———— Original Message ————
From: Gloria Lugo [redacted]
Sent: 5/9/2024 11:37 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] RAM Corporate Office

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Please be advised that I will be out of the office next week for holidays. I can have a co-worker touch base on your concerns and follow up with the dealer while I am away.

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Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

[redacted]

Date	06/04/2024	***Subject***	Re: Case [redacted] - RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	06/04/2024 01:38 AM

yes if you can let me know please im in need of it this is taking so long . we are already entering another month .
Sent from my iPhone

> On Jun 3, 2024, at 1:07□PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
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> From: Gloria Lugo [redacted]
> Sent: 5/28/2024 5:00 PM
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> From: Gloria Lugo [redacted]
> Sent: 5/20/2024 12:42 AM
> To: ramcustomercare@cac.stellantis.com
> Subject: Re: Case [redacted] RAM Corporate Office
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> On May 17, 2024, at 12:28?PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> ?
> Hi Gloria,
>
> I received your voicemail. I have emailed Chris seeking an update on the status of your truck.
>
> They did confirm an abnormal sound in the rear differential which I have agreed to cover the $880.72 tear down cost (which would normally have been an out of pocket expense for you) so they can appropriately diagnose. I'm waiting for further info on that.
>
> Regarding the like-vehicle comparison, that is a normal action for technicians. After they run tests based on your desciption of concerns, if they are unable to confirm via those tests and there are no codes and apparent issues, they will compare the running sound with another like vehicle on site to make sure they sound the same.
>
> I will let you know more once I hear back from them.
>
> Respectfully,
>
> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
>
> ---------- Original Message ----------
> From: Gloria Lugo [redacted]
> Sent: 5/9/2024 11:37 PM
> To: ramcustomercare@cac.stellantis.com
> Subject: Re: Case [redacted] RAM Corporate Office
>
> ok sounds good thank you
> Sent from my iPhone
>
> On May 9, 2024, at 6:25?AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> ?
> Gloria,
>
> The service manager advised me that there was a glitch in their computer system. When they submitted your ticket originally on Saturday, it did not go through. That's the problem when everything is so computer dependant. I had them send someone out to look for the vehicle, they of course located it and have brought it in for further diagnosis.
>
> The transmission or engine sound that you explained to them is not related to the fuel system concern that was just repaired. This is a different issue. I have advised the service manager that I would like him to diagnose and let me know what the issue is so I can review for cost assistance.
>
> It will take a few days but I will let you know what they discover.
>
> Please be advised that I will be out of the office next week for holidays. I can have a co-worker touch base on your concerns and follow up with the dealer while I am away.
>
> Respectfully,
>
> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
> [redacted]
>

Date	06/05/2024	***Subject***	Case [redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	06/05/2024 20:38 PM

Hello Gloria,

The dealership is waiting on a part they have ordered, ETA for arrival is this coming Monday, June 10th. I will track in case it arrives earlier.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 6/3/2024 9:38 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

yes if you can let me know please im in need of it this is taking so long . we are already entering another month .
Sent from my iPhone
On Jun 3, 2024, at 1:07 PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:

Hi Gloria,

I'm waiting on a recent update from the service manager, I sent him an email with a request early this morning. I will update you once I hear back from him.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/28/2024 5:00 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

hello goodafternoon no update on the first check being sent out ? and the other one still . Also the truck ?
Sent from my iPhone
On May 24, 2024, at 10:46?AM, Gloria Lugo [redacted] wrote:
?
hi goodmorning well theres anything i cant do then but wait i guess . thank you . If you can just keep me inform with when the check does senta out and when the other one is approve please its urgent the bank keeps calling for payment for the truck .
Sent from my iPhone
On May 24, 2024, at 6:51?AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
Hi Gloria,

I just received another update from the service manager. He said they are really backed up in the shop so they won't have answers for us until Tuesday (due to Monday being Memorial Day). He apologizes for the delay.

Just wanting to keep you in the know.

Have a pleasant long weekend.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/23/2024 9:10 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

ok please let me know when that does sent out and when the other one is approved . And ok sounds good im in really need of the truck idk what to do with so many bills that pilled up now . i really need to start working .But thank you again i apreciate your help .
Sent from my iPhone
On May 23, 2024, at 2:18?PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
Hi Gloria,

The check for reimbursement of repairs has been approved and will be mailed out soon. The other one for vehicle payments is still waiting on approval, I'll keep an eye on it.

The service manager said they were working toward completion for the end of the week, I sent him an email today seeking follow up to confirm if that is still their expectation. I'll let you know when he replies with an update.

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/23/2024 1:28 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

hello no update on the truck yet ? or with the checks
Sent from my iPhone
On May 21, 2024, at 1:10?PM, Gloria Lugo [redacted] > wrote:
?
ok thank you can you let me know when you do send those checks out to me please . And ok sounds good
Sent from my iPhone
On May 21, 2024, at 12:43?PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
Ok, I have submitted a second check request in the amount of $3,077.32 to reimburse 2 vehicle payments to assist you due to your current challenging circumstances.

I will let you know once it has been sent for payment and will also keep you apprised of the status of repairs on your truck at the dealership.

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/20/2024 5:12 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

yes i do pay $1,538.66 a month
Sent from my iPhone
On May 20, 2024, at 12:29?PM, Gloria Lugo [redacted] wrote:
?
yes if you can do that but i belive jeff the other case manager that helped me out the first time when the truck had the engine rebuilt, he said he added up the days the truck was at service department and thats how he came up with the total he gaved me . But whatever works for you .
Sent from my iPhone
On May 20, 2024, at 12:21?PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
So to confirm, you pay $1,538.66 a month and you're asking if we can reimburse you for 2 months payments? For a total of $3,077.32?

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/20/2024 3:11 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

Sent from my iPhone
On May 20, 2024, at 12:08?PM, Gloria Lugo [redacted] wrote:
?
ok great and yes ill send those pictures again
Sent from my iPhone
On May 20, 2024, at 11:59?AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
Hi Gloria,

Apologies! I was thinking about something else. Yes, I have submitted a request to have a check sent to you in the amount of $2292.27 for the repairs that were completed. I will confirm once it has been mailed.

You did send me a vehicle payment statement from Chase, but it's a little too blurry to read. Could you send it again only this time a little larger?

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/20/2024 1:21 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

you cant start the reimbursement already since i paid the out of pocket already ? and for all the days it was there too . Because i did pick it up and brought it back to them . i did sent you all the documents you needed . the bank is already calling for payment also and i have no idea how im going to pay this months bill . And then start another reimbusement once this issue is fixed & resolve for this situation going on right now . And also the other concern of mines of the front noise so i know its going to be still a while thats why im trying to get the reimbusement of what inpaid already and the days it was there . Service department are taking thier time and i have no time already its been a while since i took it back to them and they are berlly starting anything i spokw to them last week and they still werent doing anything yet .
Sent from my iPhone
On May 20, 2024, at 9:55?AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
Gloria,

The service manager advises that they are hoping to have your repairs completed by the end of this week.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 5/20/2024 11:54 AM
To [redacted]
Subject: Case [redacted] - RAM Corporate Office

Hi Gloria,

The most recent update on received on Friday was that they are in the process of tearing down the differential. I will ask for an update and a possible ETA for completion.

Regarding the out of pocket expense, as they can't confirm if a repair will be under warranty or not until the issue has been properly diagnosed, and that diagnosis required a tear-down, I authorized coverage of it on your behalf. Once the tear down is complete, if it is comfirmed that the issue is a warranty issue, then the tear down is also covered. They just need agreement to cover the cost before they proceed in case it isn't a warranty issue. So I agreed to cover if it was discovered the issue was not under warranty to make things easier for you.

Once the vehicle is repaired and back in your possession, we will certainly have a discussion regarding compenation/reimbursement.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/20/2024 12:42 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

hello so the waranty does not cover whatever the issue is ? i spoke to jose and he said it was something waranty covers . so now im so confused since your telling me it

would have been an expense for me if i wasent getting the help from you guys. How much more longer till they actually repair the truck do you know . Im so behind on my bills and my rent and everything i am beyond stress at this point . And regarding the reimbursement with the money i paid and the days that the truck was at service departent whats is going on with that ? i really need a rush on that please .
Sent from my iPhone
On May 17, 2024, at 12:28?PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
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Hi Gloria,

I received your voicemail. I have emailed Chris seeking an update on the status of your truck.

They did confirm an abnormal sound in the rear differential which I have agreed to cover the $880.72 tear down cost (which would normally have been an out of pocket expense for you) so they can appropriately diagnose. I'm waiting for further info on that.

Regarding the like-vehicle comparison, that is a normal action for technicians. After they run tests based on your desciption of concerns, if they are unable to confirm via those tests and there are no codes and apparent issues, they will compare the running sound with another like vehicle on site to make sure they sound the same.

I will let you know more once I hear back from them.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

———— Original Message ————
From: Gloria Lugo [redacted]
Sent: 5/9/2024 11:37 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

ok sounds good thank you
Sent from my iPhone
On May 9, 2024, at 6:25?AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
Gloria,

The service manager advised me that there was a glitch in their computer system. When they submitted your ticket originally on Saturday, it did not go through. That's the problem when everything is so computer dependant. I had them send someone out to look for the vehicle, they of course located it and have brought it in for further diagnosis.

The transmission or engine sound that you explained to them is not related to the fuel system concern that was just repaired. This is a different issue. I have advised the service manager that I would like him to diagnose and let me know what the issue is so I can review for cost assistance.

It will take a few days but I will let you know what they discover.

Please be advised that I will be out of the office next week for holidays. I can have a co-worker touch base on your concerns and follow up with the dealer while I am away.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

[redacted]

Date	06/05/2024	***Subject***	[Action Required!] Parts Expedite Request		
From	uscustomercare@cac.stellantis.com	***To***	t6885a0@external.fcagroup.com	***Sent Date/Time***	06/05/2024 20:43 PM

CRT case [redacted] has been escalated to Parts Expediting. Please review and assist:
Customer Name : GLORIA LUGO-CASTILLO
VIN : 3C63RRGL8PG[redacted]
Vehicle Description: 2023 | RAM 3500 TRADESMAN CREW CAB 4X4 | D28L92
Dealer : 60909 | VICTORVILLE MOTORS CHRYSLER JEEP D
Part Number : 68494303AA
Order Number : [redacted]

Date	06/07/2024	***Subject***	Re: Case [redacted] RAM Corporate Office		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	06/07/2024 18:15 PM

ok thank you you dont have an exact date when it will be ready ? this is taking so long.. i just catch up on the current truck payments with the check that i got . will i get all these days paid too for this current month just incase they take much longer ? i hope not since i really need the truck. i really need it urgently .
Sent from my iPhone

> On Jun 5, 2024, at 1:44□PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> □ Hello Gloria,
>
> The dealership is waiting on a part they have ordered, ETA for arrival is this coming Monday, June 10th. I will track in case it arrives earlier.
>
> Respectfully,
>
> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
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> ---------- Original Message ----------
> From: Gloria Lugo [redacted]
> Sent: 6/3/2024 9:38 PM
> To: ramcustomercare@cac.stellantis.com
> Subject: Re: Case [redacted] - RAM Corporate Office
>
> yes if you can let me know please im in need of it this is taking so long . we are already entering another month .
> Sent from my iPhone
>
> On Jun 3, 2024, at 1:07?PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
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> ?
> Hi Gloria,
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> I'm waiting on a recent update from the service manager, I sent him an email with a request early this morning. I will update you once I hear back from him.
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> ---------- Original Message ----------
> From: Gloria Lugo [redacted]
> Sent: 5/28/2024 5:00 PM
> To: ramcustomercare@cac.stellantis.com
> Subject: Re: Case [redacted] - RAM Corporate Office
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> hello goodafternoon no update on the first check being sent out ? and the other one still . Also the truck ?
> Sent from my iPhone
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> hi goodmorning well theres anything i cant do then but wait i guess . thank you . If you can just keep me inform with when the check does senta out and when the other one is approve please its urgent the bank keeps calling for payment for the truck .
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> On May 24, 2024, at 6:51?AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
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> Hi Gloria,
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> I just received another update from the service manager. He said they are really backed up in the shop so they won't have answers for us until Tuesday (due to Monday being Memorial Day). He apologizes for the delay.
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> Just wanting to keep you in the know.
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> Have a pleasant long weekend.
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> ---------- Original Message ----------
> From: Gloria Lugo [redacted]
> Sent: 5/23/2024 9:10 PM
> To: ramcustomercare@cac.stellantis.com
> Subject: Re: Case [redacted] - RAM Corporate Office
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> ok please let me know when that does sent out and when the other one is approved . And ok sounds good im in really need of the truck idk what to do with so many bills that pilled up now . i really need to start working .But thank you again i apreciate your help .
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> Hi Gloria,
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> The check for reimbursement of repairs has been approved and will be mailed out soon. The other one for vehicle payments is still waiting on approval, I'll keep an eye on it.
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> The service manager said they were working toward completion for the end of the week, I sent him an email today seeking follow up to confirm if that is still their expectation. I'll let you know when he replies with an update.
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> From: Gloria Lugo [redacted]
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> Ok, I have submitted a second check request in the amount of $3,077.32 to reimburse 2 vehicle payments to assist you due to your current challenging circumstances.
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> I will let you know once it has been sent for payment and will also keep you apprised of the status of repairs on your truck at the dealership.
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> Office: 1-248-464-6694 ext. 5033
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> ---------- Original Message ----------
> From: Gloria Lugo [redacted]
> Sent: 5/20/2024 5:12 PM
> To: ramcustomercare@cac.stellantis.com
> Subject: Re: Case [redacted] - RAM Corporate Office
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> yes i do pay $1,538.66 a month
> Sent from my iPhone
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> Office: 1-248-464-6694 ext. 5033
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> ---------- Original Message ----------
> From: Gloria Lugo [redacted]
> Sent: 5/20/2024 3:11 PM
> To: ramcustomercare@cac.stellantis.com
> Subject: Re: Case [redacted] - RAM Corporate Office
>
>
> Sent from my iPhone
>
> On May 20, 2024, at 12:08?PM, Gloria Lugo <lugo_gloria_1@icloud.com> wrote:
>
> ?
> ok great and yes ill send those pictures again
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> On May 20, 2024, at 11:59?AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
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> Hi Gloria,
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> Apologies! I was thinking about something else. Yes, I have submitted a request to have a check sent to you in the amount of $2292.27 for the repairs that were completed. I will confirm once it has been mailed.
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> You did send me a vehicle payment statement from Chase, but it's a little too blurry to read. Could you send it again only this time a little larger?
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> Respectfully,
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> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
> [redacted]
>

Date	06/10/2024	***Subject***	Case [redacted] RAM Corporate Office		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	06/10/2024 18:22 PM

Hi Gloria,

I have our parts specialist tracking to assist with expediting, but the ETA got bumped a few days and may not be arriving until closer to the end of this week. My sincerest apologies, I'll let you know if there are any changes.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 6/7/2024 2:15 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

ok thank you you dont have an exact date when it will be ready ? this is taking so long.. i just catch up on the current truck payments with the check that i got . will i get all these days paid too for this current month just incase they take much longer ? i hope not since i really need the truck. i really need it urgently .
Sent from my iPhone
On Jun 5, 2024, at 1:44□PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
□
Hello Gloria,

The dealership is waiting on a part they have ordered, ETA for arrival is this coming Monday, June 10th. I will track in case it arrives earlier.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 6/3/2024 9:38 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

yes if you can let me know please im in need of it this is taking so long . we are already entering another month .
Sent from my iPhone
On Jun 3, 2024, at 1:07?PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
Hi Gloria,

I'm waiting on a recent update from the service manager, I sent him an email with a request early this morning. I will update you once I hear back from him.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/28/2024 5:00 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

hello goodafternoon no update on the first check being sent out ? and the other one still . Also the truck ?
Sent from my iPhone
On May 24, 2024, at 10:46?AM, Gloria Lugo [redacted] > wrote:
?
hi goodmorning well theres anything i cant do then but wait i guess . thank you . If you can just keep me inform with when the check does senta out and when the other one is approve please its urgent the bank keeps calling for payment for the truck .
Sent from my iPhone
On May 24, 2024, at 6:51?AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
Hi Gloria,

I just received another update from the service manager. He said they are really backed up in the shop so they won't have answers for us until Tuesday (due to Monday being Memorial Day). He apologizes for the delay.

Just wanting to keep you in the know.

Have a pleasant long weekend.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/23/2024 9:10 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

ok please let me know when that does sent out and when the other one is approved . And ok sounds good im in really need of the truck idk what to do with so many bills that pilled up now . i really need to start working .But thank you again i apreciate your help .
Sent from my iPhone
On May 23, 2024, at 2:18?PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
Hi Gloria,

The check for reimbursement of repairs has been approved and will be mailed out soon. The other one for vehicle payments is still waiting on approval, I'll keep an eye on it.

The service manager said they were working toward completion for the end of the week, I sent him an email today seeking follow up to confirm if that is still their expectation. I'll let you know when he replies with an update.

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/23/2024 1:28 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

hello no update on the truck yet ? or with the checks
Sent from my iPhone
On May 21, 2024, at 1:10?PM, Gloria Lugo [redacted] > wrote:
?
ok thank you can you let me know when you do send those checks out to me please . And ok sounds good
Sent from my iPhone
On May 21, 2024, at 12:43?PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
Ok, I have submitted a second check request in the amount of $3,077.32 to reimburse 2 vehicle payments to assist you due to your current challenging circumstances.

I will let you know once it has been sent for payment and will also keep you apprised of the status of repairs on your truck at the dealership.

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/20/2024 5:12 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

yes i do pay $1,538.66 a month
Sent from my iPhone
On May 20, 2024, at 12:29?PM, Gloria Lugo [redacted] wrote:
?
yes if you can do that but i belive jeff the other case manager that helped me out the first time when the truck had the engine rebuilt, he said he added up the days the truck was at service department and thats how he came up with the total he gaved me . But whatever works for you .
Sent from my iPhone
On May 20, 2024, at 12:21?PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
So to confirm, you pay $1,538.66 a month and you're asking if we can reimburse you for 2 months payments? For a total of $3,077.32?

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/20/2024 3:11 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

Sent from my iPhone
On May 20, 2024, at 12:08?PM, Gloria Lugo [redacted] wrote:
?
ok great and yes ill send those pictures again
Sent from my iPhone
On May 20, 2024, at 11:59?AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
Hi Gloria,

Apologies! I was thinking about something else. Yes, I have submitted a request to have a check sent to you in the amount of $2292.27 for the repairs that were completed. I will confirm once it has been mailed.

You did send me a vehicle payment statement from Chase, but it's a little too blurry to read. Could you send it again only this time a little larger?

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: Gloria Lugo [redacted]
Sent: 5/20/2024 1:21 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] - RAM Corporate Office

you cant start the reimbursement already since i paid the out of pocket already ? and for all the days it was there too . Because i did pick it up and brought it back to them . i did sent you all the documents you needed . the bank is already calling for payment also and i have no idea how im going to pay this months bill . And then start another reimbusement once this issue is fixed & resolve for this situation going on right now . And also the other concern of mines of the front noise so i know its going to be still a while thats why im trying to get the reimbusement of what inpaid already and the days it was there . Service department are taking thier time and i have no time already its been a while since i took it back to them and they are berlly starting anything i spokw to them last week and they still werent doing anything yet .
Sent from my iPhone
On May 20, 2024, at 9:55?AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
Gloria,

The service manager advises that they are hoping to have your repairs completed by the end of this week.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

---------- Original Message ----------
From: RAM Customer Care [ramcustomercare@cac.stellantis.com]
Sent: 5/20/2024 11:54 AM
To [redacted]
Subject: Case [redacted] - RAM Corporate Office

Hi Gloria,

The most recent update on received on Friday was that they are in the process of tearing down the differential. I will ask for an update and a possible ETA for

completion.

Regarding the out of pocket expense, as they can't confirm if a repair will be under warranty or not until the issue has been properly diagnosed, and that diagnosis required a tear-down, I authorized coverage of it on your behalf. Once the tear down is complete, if it is comfirmed that the issue is a warranty issue, then the tear down is also covered. They just need agreement to cover the cost before they proceed in case it isn't a warranty issue. So I agreed to cover if it was discovered the issue was not under warranty to make things easier for you.

Once the vehicle is repaired and back in your possession, we will certainly have a discussion regarding compenation/reimbursement.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

———— Original Message ————
From: Gloria Lugo [redacted]
Sent: 5/20/2024 12:42 AM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] RAM Corporate Office

hello so the waranty does not cover whatever the issue is ? i spoke to jose and he said it was something waranty covers . so now im so confused since your telling me it would have been an expense for me if i wasent getting the help from you guys. How much more longer till they actually repair the truck do you know . Im so behind on my bills and my rent and everything i am beyond stress at this point . And regarding the reimbursement with the money i paid and the days that the truck was at service departent whats is going on with that ? i really need a rush on that please .
Sent from my iPhone
On May 17, 2024, at 12:28?PM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
Hi Gloria,

I received your voicemail. I have emailed Chris seeking an update on the status of your truck.

They did confirm an abnormal sound in the rear differential which I have agreed to cover the $880.72 tear down cost (which would normally have been an out of pocket expense for you) so they can appropriately diagnose. I'm waiting for further info on that.

Regarding the like-vehicle comparison, that is a normal action for technicians. After they run tests based on your desciption of concerns, if they are unable to confirm via those tests and there are no codes and apparent issues, they will compare the running sound with another like vehicle on site to make sure they sound the same.

I will let you know more once I hear back from them.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033

———— Original Message ————
From: Gloria Lugo [redacted]
Sent: 5/9/2024 11:37 PM
To: ramcustomercare@cac.stellantis.com
Subject: Re: Case [redacted] RAM Corporate Office

ok sounds good thank you
Sent from my iPhone
On May 9, 2024, at 6:25?AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
?
Gloria,

The service manager advised me that there was a glitch in their computer system. When they submitted your ticket originally on Saturday, it did not go through. That's the problem when everything is so computer dependant. I had them send someone out to look for the vehicle, they of course located it and have brought it in for further diagnosis.

The transmission or engine sound that you explained to them is not related to the fuel system concern that was just repaired. This is a different issue. I have advised the service manager that I would like him to diagnose and let me know what the issue is so I can review for cost assistance.

It will take a few days but I will let you know what they discover.

Please be advised that I will be out of the office next week for holidays. I can have a co-worker touch base on your concerns and follow up with the dealer while I am away.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033
[redacted]

Date	06/12/2024	***Subject***	Case [redacted] RAM Corporate Office / part update		
From	ramcustomercare@cac.stellantis.com	***To***	[redacted]	***Sent Date/Time***	06/12/2024 18:13 PM

Hi Gloria,

As advised, I have our parts specialist tracking to assist with expediting. The ETA got bumped a few days and may not be arriving until the end of this week. My sincerest apologies. I will check in with the dealer on Monday to see if it has arrived.

Respectfully,

Jeanette | RAM Customer Retention Specialist
Office: 1-248-464-6694 ext. 5033
[redacted]

Date	06/12/2024	***Subject***	Re: Case [redacted] RAM Corporate Office / part update		
From	[redacted]	***To***	ramcustomercare@cac.stellantis.com	***Sent Date/Time***	06/12/2024 19:44 PM

hello you dont know around when will they start working in it once they get that part . This is actually taking super long ... regarding these days now that it will be and has been at service department will i get that refunded too because i have this month payment to do as well and i just catch up with the check you sent out . But from the looks of it this is going to take much longer still.
Sent from my iPhone

> On Jun 12, 2024, at 11:13□AM, RAM Customer Care <ramcustomercare@cac.stellantis.com> wrote:
>
> □ Hi Gloria,
>
> As advised, I have our parts specialist tracking to assist with expediting. The ETA got bumped a few days and may not be arriving until the end of this week. My sincerest apologies. I will check in with the dealer on Monday to see if it has arrived.
>
> Respectfully,
>
> Jeanette | RAM Customer Retention Specialist
> Office: 1-248-464-6694 ext. 5033
>
[redacted]