

Customer Retention Analysis

VIN: [REDACTED]	Make/model/model year: 2021 JEEP WRANGLER UNLIMITED Vehicle MY
ISD: 4/9/2021	Current Mileage: 2,663
Owner's last name: [REDACTED]	State: Maryland
Dealer name/code: Ourisman Jeep, 27172	Business Center: 35-Mid-Atlantic
Warranty coverage code: WAV21SYN	MVP (Description): MVP description
MSRP: MSRP	
# of new vehicles: 1	
# of owners on vehicle: 2	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) Select Y or N	
What was mileage at purchase? Enter vehicle mileage at time of purchase	
Customer-stated reason for buyback request: Other	
Process identifier: Manufacturing	
Days down: 43	Repair attempts: 2
Last repair visit: 8/16/2021	
Is vehicle currently at dealer? (Y/N) Y	
Is customer in rental? (Y/N) If applicable, enter # of days in rental	
If yes, for how long?	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
27172	[REDACTED]	8/16/2021	9/28/2021	43	2,663	2,663	W	Customer experienced stalling with the vehicle and loss of power while driving.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: Preparer Name

Title: Title of Preparer

Comments: Enter Text.
