

Customer Retention Analysis

VIN: [REDACTED]	Make/model/model year: Wrangler, 4XE, 2021
ISD: 5/3/2021	Current Mileage: 1461
Owner's last name: [REDACTED]	State: Illinois
Dealer name/code: [REDACTED]	Business Center: 51-Midwest
Warranty coverage code: 561	MVP (Description): MVP description
MSRP: 55985	
# of new vehicles: # of new vehicles	
# of owners on vehicle: # of owners on vehicle	
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: Vehicle Performance	
Process identifier: Manufacturing	
Days down: 32	Repair attempts: 2
Last repair visit: Select date of last repair visit	
Is vehicle currently at dealer? (Y/N) Y	
Is customer in rental? (Y/N) Y	
If yes, for how long? If applicable, enter # of days in rental	
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
26951	[REDACTED]	6/30/2021	Date Out	28+	1556	Miles	Type	check engine light will come on. throttle light, lost throttle response	Enter Text.	\$

26951		6/12/2021	6/21/2021	4	1461	Miles	w	<p>oncern : VEHICLE STALLED OUT 3 TIMES, STABILITY CONTROL, THROTTLE LIGHTS ON</p> <p>Cause : VEHICLE WAS TOWED IN, NO DTC'S PRESENT HAVE DRIVEN VEHICLE FOR 17 MILES ON AND OFF DURING WEEK AND NO PROBLEMS HAVE BEEN FOUND</p> <p>Corrective Action : NO REPAIR TO MAKE AT THIS TIME</p>	<p>oncern : VEHICLE STALLED OUT 3 TIMES, STABILITY CONTROL, THROTTLE LIGHTS ON</p> <p>Cause : VEHICLE WAS TOWED IN, NO DTC'S PRESENT HAVE DRIVEN VEHICLE FOR 17 MILES ON AND OFF DURING WEEK AND NO PROBLEMS HAVE BEEN FOUND</p> <p>Corrective Action : NO REPAIR TO MAKE AT THIS TIME</p>	\$
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:

Title: CRT

Comments: lease