

Customer Retention Analysis

ISD: 9/13/2020	Make/model/model year: Jeep Wrangler 2021
Owner's last name: [REDACTED]	Current Mileage: 41
Dealer name/code: HEMET CHRYSLER DODGE JEEP RAM 60515	State: California
Warranty coverage code: 560	Business Center: 71-California
MSRP: 41,880.00	MVP (Description): JEEP WAVE,SCHEDULED MAINTENANCE
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) n	
What was mileage at purchase? 41	
Customer-stated reason for buyback request: Electrical	
Process identifier: Select an identifier	
Days down: 1	Repair attempts: 0
Last repair visit: 9/9/2020	
Is vehicle currently at dealer? (Y/N) y	
Is customer in rental? (Y/N) n	
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
	RO #	Date In	Date Out	#	Miles	Miles	Type			
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: Jazmine

Title: LLQ

Comments: Vehicle was dropped off to dlr today for electrical concerns with dash and radio
