INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Mopar – Amazon Fleet Service Request Form

Please email to: MoparFleetService@Stellantis.com

Customer Information

Primary Contact for updates: DSP[xx] Central Ops[fleetsolutionsreporting@amazon.com] Both[xx]

DSP/FMC Contact Name: ASP Logistics LLC/Element [redacted] [redacted]

DSP/FMC Contact Email: [redacted]

Amazon Central Ops Contact: Call Center Phone: +1 800-983-7819

Amazon Central Ops Contact Email: fleetsolutionsreporting@amazon.com

Vehicle Information & All Relevant Information

VIN: [redacted]

Current Mileage: 21634

Location of Vehicle in use: [redacted]

Dealer Name: Thelen Chrysler Dodge Jeep Ram

Dealer Contact Name: Mathew

Dealer Phone #: 9894029449

Is vehicle currently at the Dealership: Yes [x] No [ ]

Date vehicle dropped off at the Dealership: 10/16/2023

Reason:

_x_Technical Assistance / Dealer can't diagnose

What is the vehicle concern? Power Steering - Steering gear assembly malfuncti on. Also, vendor lacks capacity, service is very slow.

__Parts Delay

Describe part needed: _____

__Repair unresolved after ___ days. Support Hub Case was created on ____

__Dealer Capacity / Unable to get an appt.

What dealer(s) was contacted: _____

Type of service needed: _____ _____