

Case

Case# 653956

Time To Respond	03d 21h
Time To Close	03d 21h

CASE ASSIGNMENT

ID:	653956
CASE OWNER:	RAFAEL CASTRO
CASE STATUS:	New
CASE CREATED DATE:	Oct 15, 2021 05:57 PM
CASE CLOSED DATE:	

CUSTOMER INFORMATION

CUSTOMER NAME:	James Dellorto
PHONE:	9145127053
EMAIL:	james4929@gmail.com
VIN:	1C4RJFBG8MC772882
MODEL:	Grand Cherokee

TRANSACTION INFORMATION

DEALER:	Riverdale Chrysler Jeep
DEALER CODE:	60234
TRANSACTION TYPE:	Sales
	(Question Only)
TRANSACTION DATE:	Oct 11, 2021
CONSULTANT/ADVISOR NAME:	Philip Caldarola

CASE TRIGGERS

SURVEY RESPONSE DATE:	Oct 15, 2021 05:54 PM
OVERALL PERFORMANCE OF CONSULTANT/ADVISOR (1-6):	8
LIKELY TO RECOMMEND DEALER (0-6):	1
VEHICLE DELIVERY PROCESS (1-6):	6
CONTACT AFTER DELIVERY (No):	No

COMMENT:	The sales consultant filled in the survey for me on the tablet prior to me taking possession of vehicle. One of the questions was did I get a full tank of gas- sales consultant answered yes, however, I only had 3/8 tank of gas. It was limited to \$25 I was told by sales consultant Phil. Please contact me regarding the truth of statement- james4929@gmail.com or 914-512-7053
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CASE ACTIVITY AND RESOLUTION

OUTCOME*:	
RESOLUTION DESCRIPTION*:	
ROOT CAUSE*:	

Enter an activity note each time you work the case that describes the action taken.

ADDITIONAL COMMENT (CONCERN):	Yes, a concern
BRAND	Jeep

DON'T FORGET TO CHANGE YOUR CASE STATUS TO CLOSED AFTER TALKING TO THE CUSTOMER.