

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009610000

Vehicle Information

VIN: 1D4HB48N16F [REDACTED]
Model Year: 2006
Make/Model:
DURANGO SLT 4X4
HB5H74
Engine: EVA-4.7L V8 MPI Engine (Ser #:K125613645)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: NEWARK ASSEMBLY PLANT
MDH: 052606

Repair Information

Report#: SSV009610000
Open Date: 07/17/2008
Mileage: 22170
Warr Built Dt: 05/26/2006
Supplier RP:

Dealer Information

Zone/Cd: 32-23011
Name: BRIGHAM-GILL MOTORCARS INC
Address: 817 WORCESTER ST
NATICK, MA 017602099
Phone: 508 655-4200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Service Narrative Information

Customer Comment:CUSTOMER STATES THE TURN SIGNALS OPERATE ERRADICALLY AT TIMES, LEFT TURN , RIGHT WILL BLINK AND VICE VERSA, AND AT OTHER TIMES INDICATORS DONT COME

Service Action:ADVISED TECH TO MONITOR THE MUX VOLTAGE FOR THE TURN SIGNALS IN THE CLUSTER, MOST LIKELY A CLUSTER ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV003980968

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4HB48N24F [REDACTED]

Report#: SSV003980968

Zone/Cd: 42-58899

Model Year: 2004

Open Date: 11/19/2003

Name: NORTHWESTERN DODGE INC

Make/Model: DODGE

Mileage: 1

Address: 10500 WEST 8 MILE ROAD

DURANGO SLT 4X4

Warr Built Dt: 11/06/2003

FERNDALE, MI 482202197

HB5H74

Supplier RP: F1

Phone: 248 399-6700

Engine: EVA-4.7L V8 MPI Engine (Ser #:K303313780)

248 399-2862

Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser

Plant: NEWARK ASSEMBLY PLANT

MDH: 110618

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Service Narrative Information

Customer Comment:THE RR TURN SIGNAL IS INOPERATIVE.THE RF AND THE TURN INDICATOR ARE OPERATIVE. THE TECHNICIAN INSTALLED A KNOWN GOOD FCM AND NOW THE RR TURN

Service Action:AUTHORIZED THE FCM. :MBQ1:11/19/2003 PARTS INQUIRE :MJH95:11/19/ 2003

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008605031

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4HB48N24F1 [REDACTED]

Report#: SSV008605031

Zone/Cd: 42-66662

Model Year: 2004

Open Date: 12/07/2006

Name: TOM AHL CHRYSLER DODGE, INC

Make/Model:

Mileage: 52890

Address: 617 KING AVENUE

DURANGO SLT 4X4

Warr Built Dt: 12/05/2003

LIMA, OH 458051793

HB5H74

Supplier RP: F1

Phone: 419 227-0202

Engine: EVA-4.7L V8 MPI Engine (Ser #:K328314020)

Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser

Plant: NEWARK ASSEMBLY PLANT

MDH: 120506

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Service Narrative Information

Customer Comment: WHEN THE RIGHT TURN SIGNAL IS ON THE LEFT SIDE COMES ON. THE TECH CANT TO DUPCLATE THE CONCERN

Service Action: THE TECH NEEDS TO DUPCLATE THE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008448783

Vehicle Information

VIN: 1D4HB48N55F [REDACTED]
Model Year: 2005
Make/Model:
DURANGO SLT 4X4
HB5H74
Engine: EVA-4.7L V8 MPI Engine (Ser #:K080513004)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: NEWARK ASSEMBLY PLANT
MDH: 041110

Repair Information

Report#: SSV008448783
Open Date: 08/29/2006
Mileage: 8077
Warr Built Dt: 04/11/2005
Supplier RP: F1

Dealer Information

Zone/Cd: 51-65062
Name: PALMEN MOTORS INC
Address: 5431-75TH STREET
KENOSHA, WI 531423601
Phone: 262 697-3100

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Service Narrative Information

Customer Comment:WHEN YOU USE ONE TURN SIGNAL THE OTHER ONE COMES ON. THERE IS A CODE B230E. THE POWER WINDOWS AND HORNS ARE INOP.

Service Action:THE DLR NEEDS TO CHECK THE CONNECTIONS AT THE FCM/IPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008561148

Vehicle Information

VIN: 1D4HB48N96F [REDACTED]
Model Year: 2006
Make/Model:
DURANGO SLT 4X4
HB5H74
Engine: EVA-4.7L V8 MPI Engine (Ser #:K230513320)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: NEWARK ASSEMBLY PLANT
MDH: 091916

Repair Information

Report#: SSV008561148
Open Date: 11/08/2006
Mileage: 7920
Warr Built Dt: 09/19/2005
Supplier RP:

Dealer Information

Zone/Cd: 42-42189
Name: CENTURY DODGE INC
Address: 13500 TELEGRAPH ROAD
TAYLOR, MI 481804691
Phone: 734 946-9430

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Service Narrative Information

Customer Comment:TURN SIGNALS INTERMITTENTLY WRONG SIDE WILL ILLUMINATE, MULTIFUNCTION SWITCH ALREADY REPLACED, TECH CKD RLEATED WIRING AND CONNECTORS.

Service Action:AUTHORIZE CLUSTER,

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004727467

Vehicle Information

VIN: 1D4HD48N04F [REDACTED]
Model Year: 2004
Make/Model: DODGE
DURANGO SLT 4X2
HB1H74
Engine: EVA-4.7L V8 MPI Engine (Ser #:K261313790)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: NEWARK ASSEMBLY PLANT
MDH: 101612

Repair Information

Report#: SSV004727467
Open Date: 10/26/2005
Mileage: 23627
Warr Built Dt: 10/16/2003
Supplier RP: F1

Dealer Information

Zone/Cd: 63-67754
Name: MCLARTY CHRYSLER-DODGE
Address: 3222 SUMMERHILL ROAD
TEXARKANA, TX 75503
Phone: 903 792-7121

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Service Narrative Information

Customer Comment:LEFT TURN SIGNAL ILLUMINATES RIGHT SIDE OF VEHICLE. RIGHT TURNSIGNAL D OES NOTHING. WITH 4-WAYS ONLY THE LEFT SIDE ILLUMINATES. :SLG3:10/26 /2005

Service Action:REPLACE FCM. :SLG3:10/26/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004296064

Vehicle Information

VIN: 1D4HD58D94F [REDACTED]
Model Year: 2004
Make/Model: DODGE
DURANGO LIMITED 4X2
HB1P74
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6091411063)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: NEWARK ASSEMBLY PLANT
MDH: 042323

Repair Information

Report#: SSV004296064
Open Date: 10/15/2004
Mileage: 6371
Warr Built Dt: 04/23/2004
Supplier RP: F1

Dealer Information

Zone/Cd: 66-62869
Name: BENSON CHRY-DODGE-JEEP
Address: 400 W WADE HAMPTON BLVD
GREER, SC 296501537
Phone: 864 877-0161

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Service Narrative Information

Customer Comment:ETC LAMP ON CLUSTER COMES ON, AND WHEN TURNING LEFT TURN SIGNAL ON RIG HT ONE COMES ON, AND WHEN TURNING WIPERS ON GOES FROM HIGH TO DELAY. C

Service Action:ADVISED TECH TO INSPECT JB FOR WATER INTRUSION :JLS172:09/09/2004 C LEAR THE CODE AND TURN THE KEY TO THE RUN POSITION AND WITH THE HEADLI GHTS ON

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004296064

Vehicle Information

VIN: 1D4HD58D94F [REDACTED]
Model Year: 2004
Make/Model: DODGE
DURANGO LIMITED 4X2
HB1P74
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6091411063)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: NEWARK ASSEMBLY PLANT
MDH: 042323

Repair Information

Report#: SSV004296064
Open Date: 09/09/2004
Mileage: 6371
Warr Built Dt: 04/23/2004
Supplier RP: F1

Dealer Information

Zone/Cd: 66-62869
Name: BENSON CHRY-DODGE-JEEP
Address: 400 W WADE HAMPTON BLVD
GREER, SC 296501537
Phone: 864 877-0161

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Service Narrative Information

Customer Comment:ETC LAMP ON CLUSTER COMES ON, AND WHEN TURNING LEFT TURN SIGNAL ON RIG HT ONE COMES ON, AND WHEN TURNING WIPERS ON GOES FROM HIGH TO DELAY. C

Service Action:ADVISED TECH TO INSPECT JB FOR WATER INTRUSION :JLS172:09/09/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004296064

Vehicle Information

VIN: 1D4HD58D94F [REDACTED]
Model Year: 2004
Make/Model: DODGE
DURANGO LIMITED 4X2
HB1P74
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6091411063)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: NEWARK ASSEMBLY PLANT
MDH: 042323

Repair Information

Report#: SSV004296064
Open Date: 11/04/2004
Mileage: 6371
Warr Built Dt: 04/23/2004
Supplier RP: F1

Dealer Information

Zone/Cd: 66-62869
Name: BENSON CHRY-DODGE-JEEP
Address: 400 W WADE HAMPTON BLVD
GREER, SC 296501537
Phone: 864 877-0161

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Service Narrative Information

Customer Comment:ETC LAMP ON CLUSTER COMES ON, AND WHEN TURNING LEFT TURN SIGNAL ON RIG HT ONE COMES ON, AND WHEN TURNING WIPERS ON GOES FROM HIGH TO DELAY. C

Service Action:ADVISED TECH TO INSPECT JB FOR WATER INTRUSION :JLS172:09/09/2004 C LEAR THE CODE AND TURN THE KEY TO THE RUN POSITION AND WITH THE HEADLI GHTS ON

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004323892

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4HD58N24F [REDACTED]

Report#: SSV004323892

Zone/Cd: 66-41322

Model Year: 2004

Open Date: 10/12/2004

Name: MONARCH DODGE INC

Make/Model: DODGE

Mileage: 11700

Address: 2000 NORTH STATE ROAD #7

DURANGO LIMITED 4X2

Warr Built Dt: 11/18/2003

LAUDERDALE LAKES, FL 333137098

HB1P74

Supplier RP: F1

Phone: 954 484-2300

Engine: EVA-4.7L V8 MPI Engine (Ser #:K316313052)

Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser

Plant: NEWARK ASSEMBLY PLANT

MDH: 111817

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Service Narrative Information

Customer Comment:WHEN THE RIGHT TURN SIGNAL IS USED THE LEFT SIDE IS ON. :RAL10:10/0 6/2004 TECH REPLACED THE MULTI-FUNCTION SWITCH- STILL HAVING THE SAME PROBLEM.

Service Action:ADVISED TECH CHECK THE SWITCH MUX TO THE CLUSTER. POSSIBLE MFS. :RA L10:10/06/2004 ADVISED THE TECH TO CHECK THE JUNCTION BLOCK FOR WATER INTRUSION

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004323892

Vehicle Information

VIN: 1D4HD58N24F [REDACTED]
Model Year: 2004
Make/Model: DODGE
DURANGO LIMITED 4X2
HB1P74
Engine: EVA-4.7L V8 MPI Engine (Ser #:K316313052)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: NEWARK ASSEMBLY PLANT
MDH: 111817

Repair Information

Report#: SSV004323892
Open Date: 10/06/2004
Mileage: 11700
Warr Built Dt: 11/18/2003
Supplier RP: F1

Dealer Information

Zone/Cd: 66-41322
Name: MONARCH DODGE INC
Address: 2000 NORTH STATE ROAD #7
LAUDERDALE LAKES, FL 333137098
Phone: 954 484-2300

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Service Narrative Information

Customer Comment: WHEN THE RIGHT TURN SIGNAL IS USED THE LEFT SIDE IS ON. :RAL10:10/0 6/2004

Service Action: ADVISED TECH CHECK THE SWITCH MUX TO THE CLUSTER. POSSIBLE MFS. :RA L10:10/06/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004323892

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4HD58N24F [REDACTED]

Report#: SSV004323892

Zone/Cd: 66-41322

Model Year: 2004

Open Date: 10/21/2004

Name: MONARCH DODGE INC

Make/Model: DODGE

Mileage: 11700

Address: 2000 NORTH STATE ROAD #7

DURANGO LIMITED 4X2

Warr Built Dt: 11/18/2003

LAUDERDALE LAKES, FL 333137098

HB1P74

Supplier RP: F1

Phone: 954 484-2300

Engine: EVA-4.7L V8 MPI Engine (Ser #:K316313052)

Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser

Plant: NEWARK ASSEMBLY PLANT

MDH: 111817

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Service Narrative Information

Customer Comment:WHEN THE RIGHT TURN SIGNAL IS USED THE LEFT SIDE IS ON. :RAL10:10/0 6/2004 TECH REPLACED THE MULTI-FUNCTION SWITCH- STILL HAVING THE SAME PROBLEM.

Service Action:ADVISED TECH CHECK THE SWITCH MUX TO THE CLUSTER. POSSIBLE MFS. :RA L10:10/06/2004 ADVISED THE TECH TO CHECK THE JUNCTION BLOCK FOR WATER INTRUSION

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004056355

Vehicle Information

VIN: 1D7HA16D53. [REDACTED]
Model Year: 2003
Make/Model: DODGE
RAM 1500 REG. CAB PICKUP
DR1H61
Engine: EZA-5.7L V8 HEMI Engine (Ser #.)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser #.)
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 022615

Repair Information

Report#: SSV004056355
Open Date: 01/28/2004
Mileage: 25089
Warr Built Dt: 02/26/2003
Supplier RP: J1

Dealer Information

Zone/Cd: 63-44283
Name: TRUMAN BAKER DODGE INC
Address: 900 TRUMAN BAKER DRIVE
SEARCY, AR 72143
Phone: 501 279-3311

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT INTERMITTENTLY THE LAMP OUT IS ILLUMINATED AND AT THE SAME TIME TURN SIGNAL OPERATE IN OPPOSITE DIRECTIONS, PANEL LAMP

Service Action: ADVISED TECH THAT WHEN THE CONCERN IS DUPLICATED TO CHECK THE IGNITION FEED TO THE RADIO AND CLUSTER. :WH11:01/28/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004128783

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HA16D94 [REDACTED]
Model Year: 2004
Make/Model: DODGE
RAM 1500 SLT REG CAB 4X2
DR1H61
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6248310638)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 092617

Report#: SSV004128783
Open Date: 04/05/2004
Mileage: 5713
Warr Built Dt: 09/26/2003
Supplier RP: J1

Zone/Cd: 71-26578
Name: BARWICK CHRYSLER-JEEP-DODGE
Address: 33301 CAMINO CAPISTRANO
SAN JUAN CAPISTRANO, CA 92675
Phone: 949 493-8210

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Service Narrative Information

Customer Comment: WHEN THE RIGHT TURN SIGNAL IS TURNED ON, THE LEFT TURN SIGNAL WILL OPE RATE. :REC4:04/05/2004

Service Action: TRY USING A DRB TO MONITOR THE TURN SIGNAL SWITCH INPUT TO THE MIC. IF THAT S OK, CHECK THE INPUT TO THE FCM. HAVE SEEN OTHER CASES WITH THI S

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004519770

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HA16K04. [REDACTED]

Report#: SSV004519770

Zone/Cd: 63-41548

Model Year: 2004

Open Date: 04/27/2005

Name: BANKSTON DODGE OF GRAND PRAIRI

Make/Model: DODGE

Mileage: 27325

Address: 2615 INTERSTATE 20

RAM 1500 ST REG CAB 4X2

Warr Built Dt: 09/26/2003

GRAND PRAIRIE, TX 75052

DR1L61

Supplier RP: J1

Phone: 972 595-5400

Engine: EKG-3.7L V6 Engine (Ser #:K265310017)

Transmission: DDC-5-Speed HD Manual Transmission (Ser

Plant: ST. LOUIS ASSEMBLY II - NORTH

MDH: 092619

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Service Narrative Information

Customer Comment:2004 DR - RAM PICKUP 3.7L 6 CYL GAS (MPI) WHEN ENGAGING LEFT TURN SIGN AL COLD RIGHT TURN SIGNAL FLASHES ON CLUSTER INSTALLED MULTI FUNCTION SWITCH &

Service Action:WITH THE OPEN SIGNAL CODE, IT SOUND LIKE IT COULD BE WIRING DUE TO HOW IN CONSISTENT THE CONDITION IS. DID YOU PERFORM A SELF TEST ON THE M ODULE DID

Correction: