

# 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:** 06/30/2005

**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 |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* 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:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009470350

### Vehicle Information

**VIN:** 1D7HA16K06. [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
RAM 1500 ST REG CAB 4X2  
DR1L61  
**Engine:** EKG-3.7L V6 Engine (Ser #:K158610220)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 061413

### Repair Information

**Report#:** SSV009470350  
**Open Date:** 04/15/2008  
**Mileage:** 13706  
**Warr Built Dt:** 06/14/2006  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 66-45304  
**Name:** LANDMARK AUTOMOTIVE, LLC  
**Address:** 2131 N LOCUST AVE  
LAWRENCEBURG, TN 384644455  
**Phone:** 931 762-8828

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CUSTOMER STATES WHEN TURNING ON THE RT TURN SIGNAL THE LEFT COMES ON AND SAME WHEN TUNRING ON THE LEFT THE RT COMES ON. B160E P1277 STORED.

**Service Action:**ADVISED TECH NO KNOWN ISSUES. CHECK WIRING AND CONNECTORS FOR DAMAGE OR SPREAD TERMINALS.CHECK SIGNAL VOLTAGE FROM CCN. ADVISED TO CHECK

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004595712

### Vehicle Information

**VIN:** 1D7HA16K25 [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
RAM 1500 ST REG CAB 4X2  
DR1L61  
**Engine:** EKG-3.7L V6 Engine (Ser #:K125521357)  
**Transmission:** DG4-Multi-Speed Auto 45RFE Transmiss (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 051114

### Repair Information

**Report#:** SSV004595712  
**Open Date:** 07/11/2005  
**Mileage:** 546  
**Warr Built Dt:** 05/11/2005  
**Supplier RP:** J1

### Dealer Information

**Zone/Cd:** 51-68492  
**Name:** KING CITY CHRYSLER CENTER INC  
**Address:** 1603 BROADWAY  
MT VERNON, IL 62864  
**Phone:** 618 242-6600

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**TURN SIGNALS INOPERATIVE AT TIMES, AND THEY WORK OPPOSITE INTERMITTENT LY. TECH HAS REPLACED THE TURN SIGNAL SWITCH. CLUSTER DOES DISPLAY WHA T

**Service Action:**RECOMMEND REPLACEMENT OF THE CLUSTER. :EAW2:07/07/2005 \*\*07/11/05\*\* TECH NEEDS TO ORDER A NEW CLUSTER. TRANSFER FOR PART ORDER. :KB18:07 /11/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009081170

### Vehicle Information

**VIN:** 1D7HA16K32. [REDACTED]  
**Model Year:** 2002  
**Make/Model:** DODGE  
RAM 1500 REG. CAB PICKUP  
DR1L61  
**Engine:** EKG-3.7L V6 Engine (Ser #:K078210086)  
**Transmission:** DG4-Multi-Speed Auto 45RFE Transmiss (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 032204

### Repair Information

**Report#:** SSV009081170  
**Open Date:** 09/20/2007  
**Mileage:** 46168  
**Warr Built Dt:** 03/22/2002  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 63-45286  
**Name:** LITHIA DODGE OF CORPUS CHRISTI  
**Address:** 4313 S STAPLES ST  
CORPUS CHRISTI, TX 784112703  
**Phone:** 361 992-8000

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** FRANK STATES WHEN OPERATING THE LEFT TURN SIGNAL, THE RIGHT ONE COMES ON. TECH REPLACED THE MFS 2 WEEKS AGO AND IT WORKED PROPERLY. NOW IT S

**Service Action:** STAR ADVISED FRANK TO TRY A KNOWN GOOD COMBO FLASHER. ADVISED TO MONITOR THE SWITCH REQUEST IN THE FCM

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009414531

### Vehicle Information

**VIN:** 1D7HA16K62. [REDACTED]  
**Model Year:** 2002  
**Make/Model:** DODGE  
RAM 1500 REG. CAB PICKUP  
DR1L61  
**Engine:** EKG-3.7L V6 Engine (Ser #:K345110457)  
**Transmission:** DG4-Multi-Speed Auto 45RFE Transmiss (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 121717

### Repair Information

**Report#:** SSV009414531  
**Open Date:** 03/10/2008  
**Mileage:** 55767  
**Warr Built Dt:** 12/17/2001  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 63-42415  
**Name:** PAUL YOUNG DODGE CHRYSLER JEEP  
**Address:** 1102 BOB BULLOCK LOOP  
LAREDO, TX 780439800  
**Phone:** 956 764-7100

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** TECHNICIAN STATES THE TURN SIGNALS OPERATE OPPISITE OF THE SWITCH REQUESTS. NO DTC S PRESENT.

**Service Action:** ADVISED TECHNICIAN TO ACTUATE THE TURN SIGNALS FROM THE FCM AND OBSERVE OPERATION. ADVISED TO MONITOR THE MULTIFUNCTION SWITCH OUTPUTS IN THE

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009032202

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D7HA16N12. [REDACTED]

**Report#:** SSV009032202

**Zone/Cd:** 42-44900

**Model Year:** 2002

**Open Date:** 08/23/2007

**Name:** JEFF WYLER DODGE

**Make/Model:** DODGE

**Mileage:** 84428

**Address:** 1501 HILLCREST AVE

RAM 1500 REG. CAB PICKUP

**Warr Built Dt:** 06/03/2002

SPRINGFIELD, OH 45504

DR1L62

**Supplier RP:**

**Phone:** 937 325-4601

**Engine:** EVA-4.7L V8 MPI Engine (Ser #:K148214334)

**Transmission:** DG4-Multi-Speed Auto 45RFE Transmiss (Ser

**Plant:** ST. LOUIS ASSEMBLY II - NORTH

**MDH:** 060312

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** TURNSIGNALS WHEN TURNSIGNALS ARE USED FOR EXAMPLE LEFT IS SELECTED THE RIGHT BULB FLASHES ON THE DASH, IS THERE ANYTHING OTHER THAN TESTING THE

**Service Action:** THERE IS A TRANSISTOR IN CLUSTER THAT CONTROLS WHICH SIDE IS FLASHING WITH THE TURN SIGNAL IS ON THE CLUSTER IS AT FAULT.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008241603

### Vehicle Information

**VIN:** 1D7HA16N25 [REDACTED]  
**Model Year:** 2005  
**Make/Model:**  
RAM 1500 SLT REG CAB 4X2  
DR1H61  
**Engine:** EVA-4.7L V8 MPI Engine (Ser #:K147513333)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 062423

### Repair Information

**Report#:** SSV008241603  
**Open Date:** 05/05/2006  
**Mileage:** 2384  
**Warr Built Dt:** 06/24/2005  
**Supplier RP:** J1

### Dealer Information

**Zone/Cd:** 71-57475  
**Name:** BBC DODGE INC  
**Address:** 14650 1ST AVE SO  
SEATTLE, WA 981683495  
**Phone:** 206 246-2900  
206 244-4990

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**INTERMITTENTLY CUSTOMER WILL TURN ON LEFT TURN AND RIGHT TURN FLASHES. TECH CANNOT DUPLICATE. VEHICLE HAS BEEN LOWERED.

**Service Action:**RECOMMEND DUPLICATE CONCERN WHEN USING THE LEFT TURN SIGNAL, THE RIGHT INDICATOR FLASHES FAST. THERE IS NO LAMP OUTAGE MESSAGE AND NO TRAILER

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004156352

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D7HA16N53. [REDACTED]

**Report#:** SSV004156352

**Zone/Cd:** 74-43563

**Model Year:** 2003

**Open Date:** 04/30/2004

**Name:** BOB HOSS DODGE CHRYSLER JEEP,

**Make/Model:** DODGE

**Mileage:** 1

**Address:** 6640 STATE AVENUE

RAM 1500 REG. CAB PICKUP

**Warr Built Dt:** 08/22/2002

KANSAS CITY, KS 661023097

DR1L62

**Supplier RP:** J1

**Phone:** 913 334-2700

**Engine:** EVA-4.7L V8 MPI Engine (Ser #:K224214412)

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

**Plant:** ST. LOUIS ASSEMBLY II - NORTH

**MDH:** 082222

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** TURN SIGNALS WORK OPPOSITE BULB AT TIMES. WIPERS ARE ALSO INOP WHEN TH IS OCCURS. :RAL10:04/30/2004

**Service Action:** ADVISED TECH CHECK THE WIRING ON THE COLUMN FOR CHAFING. POSSIBLE SWIT CH CONCERN. :RAL10:04/30/2004

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004591528

### Vehicle Information

**VIN:** 1D7HA16N55 [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
RAM 1500 SLT REG CAB 4X2  
DR1H62  
**Engine:** EVA-4.7L V8 MPI Engine (Ser #:K236413856)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 090106

### Repair Information

**Report#:** SSV004591528  
**Open Date:** 07/01/2005  
**Mileage:** 10370  
**Warr Built Dt:** 09/01/2004  
**Supplier RP:** J1

### Dealer Information

**Zone/Cd:** 71-25034  
**Name:** DISHMAN DODGE  
**Address:** EAST 7700 SPRAGUE AVENUE  
SPOKANE, WA 99212  
**Phone:** 800 457-6500  
509 924-3250

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** INTERMITTENTLY, WHEN ACTUATING THE RIGHT TURN SIGNAL, THE LEFT TURN SIGNAL TURNS ON. NO CODES. MULTI-FUNCTION SWITCH REPLACED PREVIOUSLY.

**Service Action:** ADVISED TECH TO FIND OUT IF IT'S ONLY THE CLUSTER INDICATOR OR THE OUTSIDE LAMPS TOO. IF IT'S ONLY THE INDICATOR, THEN THE CLUSTER IS SUSPECT. IF IT'S

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004147224

### Vehicle Information

**VIN:** 1D7HA16N73[REDACTED]  
**Model Year:** 2003  
**Make/Model:** DODGE  
RAM 1500 REG. CAB PICKUP  
DR1H62  
**Engine:** EVA-4.7L V8 MPI Engine (Ser #:)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser #:)  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 111922

### Repair Information

**Report#:** SSV004147224  
**Open Date:** 04/22/2004  
**Mileage:** 23177  
**Warr Built Dt:** 11/19/2002  
**Supplier RP:** J1

### Dealer Information

**Zone/Cd:** 51-43720  
**Name:** SOUTH OAK DODGE CHRYSLER JEEP  
**Address:** 4550-4560 W LINCOLN HWY  
MATTESON, IL 604432300  
**Phone:** 708 747-7950

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**TURN SIGNALS SOMETIMES INOP - AT TIMES THE OPPOSITE TURN SIGNAL OPERATES AND THE VEHICLE RUNS ROUGH AT THE TIME OF THE ABOVE. : KS1:04/22/2004

**Service Action:**DLR TO CHECK THE LOWER IPM CONNECTIONS - CHECK THE FCM TO IPM CONNECTIONS. CHECK PCM CONNECTIONS. :KS1:04/22/2004

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008736545

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D7HA16NX5 [REDACTED]

**Report#:** SSV008736545

**Zone/Cd:** 66-67774

**Model Year:** 2005

**Open Date:** 03/01/2007

**Name:** PEPPERS CHRYSLER DODGE JEEP, I

**Make/Model:**

**Mileage:** 10900

**Address:** 2400 EAST WOOD STREET

RAM 1500 ST REG CAB 4X2

**Warr Built Dt:** 06/28/2005

PARIS, TN 38242

DR1L61

**Supplier RP:** J1

**Phone:** 731 642-5661

**Engine:** EVA-4.7L V8 MPI Engine (Ser #:K003513376)

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

**Plant:** ST. LOUIS ASSEMBLY II - NORTH

**MDH:** 062814

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CUSTOMER STATES THE LEFT TURN SIGNAL IS INOPERATIVE AND WHEN THE RIGHT IS ON, IT FLASHES THE LEFT SIDE.

**Service Action:**TECH TO MONITOR THE TURN \u0096 HAZ SIGNAL SWITCH RELEASED 4.2V LEFT 2.0V RIGHT 3.1V HAZARD ON 0.9V.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004557563

### Vehicle Information

**VIN:** 1D7HA18D04S [REDACTED]  
**Model Year:** 2004  
**Make/Model:** DODGE  
RAM 1500 SLT QUAD CAB 4X2  
DR1H41  
**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6212311025)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
**Plant:** WARREN TRUCK ASSEMBLY PLANT 1  
**MDH:** 081119

### Repair Information

**Report#:** SSV004557563  
**Open Date:** 05/31/2005  
**Mileage:** 17950  
**Warr Built Dt:** 08/11/2003  
**Supplier RP:** S1

### Dealer Information

**Zone/Cd:** 71-44544  
**Name:** AVONDALE DODGE  
**Address:** 10101 W PAPAGO FWY  
AVONDALE, AZ 85323  
**Phone:** 623 925-0011

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**LAMP OUT LIGHT FLASHES AND TURN SIGNALS INOP. TECH NOTICED THAT INTERMITTENTLY THE RIGHT TURN SIGNAL CAME ON WHEN THE LEFT WAS SELECTED. FCM HAS

**Service Action:**RECOMMEND MONITORING THE CLUSTER TURN SIGNAL FEED VOLTAGE. DOES IT DROP WHEN THIS CONDITION OCCURS IF SO POSSIBLE CLUSTER CAUSING THE CUSTO

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Dealer Product Sampling Report#: 687730385131

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D7HA18D34. [REDACTED]  
**Model Year:** 2004  
**Make/Model:** DODGE  
 RAM 1500 SLT QUAD CAB 4X2  
 DR1H41  
**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6176310522)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 090822

**Report#:** 687730385131  
**Open Date:** 10/01/2005  
**Mileage:** 24103  
**Warr Built Dt:** 09/08/2003  
**Supplier RP:** MD

**Zone/Cd:** 66-68773  
**Name:** FAYETTEVILLE DODGE CHRYSLER JE  
**Address:** 1600 HUNTSVILLE HWY  
 FAYETTEVILLE, TN 37334  
**Phone:** 931 433-4535

### Part Information

| Part Number | Part Description      | Quantity | Cost/Unit | Fail Cd | Retn Dt    |
|-------------|-----------------------|----------|-----------|---------|------------|
| 56045515AA  | SWITCH -MULTIFUNCTION | 1        | 42.70     | X       | 01/01/0001 |

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CK SOMETIMES WHEN TURN LEFT TURN SIGNAL ON RIGHT ONE WORKS, WILL NOT HOL

**Service Comment:**INTERNAL MULTIFUNCTION SWITCH

**Service Action:**REPLACED MULTIFUNCTION SWITCH

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004758926

### Vehicle Information

**VIN:** 1D7HA18D43S2 [REDACTED]  
**Model Year:** 2003  
**Make/Model:**  
DODGE RAM 1500 QUAD CAB PICKUP  
DR1H41  
**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6023310125)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
**Plant:** WARREN TRUCK ASSEMBLY PLANT 1  
**MDH:** 021019

### Repair Information

**Report#:** SSV004758926  
**Open Date:** 11/28/2005  
**Mileage:** 22516  
**Warr Built Dt:** 02/10/2003  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 63-44548  
**Name:** SAN MARCOS CHRYSLER PLYMOUTH D  
**Address:** 2990 I.H. 35 SOUTH  
SAN MARCOS, TX 78666  
**Phone:** 512 392-0107

### Part Information

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

### Labor Information

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

### Service Narrative Information

**Customer Comment:**CUSTOMER STATES THE OPPISTE TURN SIGNAL WILL FLASH :JGB38:11/28/2005

**Service Action:**TECH TO MONITOR THE MUX VOLTAGE FOR THE TURN HAZ SIGNAL RELEASED 4.2V LEFT 2.0V RIGHT 3.1V HAZARD ON 0.9V :JGB38:11/28/2 005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004321584

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D7HA18D53S [REDACTED]

**Report#:** SSV004321584

**Zone/Cd:** 51-41527

**Model Year:** 2003

**Open Date:** 10/05/2004

**Name:** DAVE CROFT MOTORS INC

**Make/Model:** DODGE

**Mileage:** 12460

**Address:** 901 N BLUFF RD

RAM 1500 QUAD CAB PICKUP

**Warr Built Dt:** 05/31/2003

COLLINSVILLE, IL 622345900

DR1H41

**Supplier RP:** S1

**Phone:** 618 344-0202

**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6133311351)

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

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 053120

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**WHEN THE LEFT TURN SIGNAL IS ON THE RIGHT ONE FLASHES THE MIC HAS BEEN FLASHED AND THE FCM HAS BEEN REPLACED THE TECH CANT DUPCLATE THE CONC ERN

**Service Action:**TRY TO DUPCLATE THE CONCERN :JLH125:10/05/2004

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Dealer Product Sampling Report#: 598197405701

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D7HA18D55S [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 RAM 1500 SLT QUAD CAB 4X2  
 DR1H41  
**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6115511665)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
**Plant:** WARREN TRUCK ASSEMBLY PLANT 1  
**MDH:** 061305

**Report#:** 598197405701  
**Open Date:** 07/27/2005  
**Mileage:** 200  
**Warr Built Dt:** 06/13/2005  
**Supplier RP:** MD

**Zone/Cd:** 63-59819  
**Name:** LONGHORN DODGE INCORPORATED  
**Address:** 4500 SOUTH FREEWAY  
 FORT WORTH, TX 761153513  
**Phone:** 817 926-2681

### Part Information

| Part Number | Part Description      | Quantity | Cost/Unit | Fail Cd | Retn Dt    |
|-------------|-----------------------|----------|-----------|---------|------------|
| 56045515AA  | SWITCH -MULTIFUNCTION | 1        | 42.70     | X       | 01/01/0001 |

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** Switch, multifunction - Test and replace Left stalk (B)

**Service Comment:** TURN SIGNALS CROSSED

**Service Action:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004619927

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D7HA18D55S [REDACTED]

**Report#:** SSV004619927

**Zone/Cd:** 63-59819

**Model Year:** 2005

**Open Date:** 07/28/2005

**Name:** LONGHORN DODGE INCORPORATED

**Make/Model:** DODGE

**Mileage:** 251

**Address:** 4500 SOUTH FREEWAY

RAM 1500 SLT QUAD CAB 4X2

**Warr Built Dt:** 06/13/2005

FORT WORTH, TX 761153513

DR1H41

**Supplier RP:** S1

**Phone:** 817 926-2681

**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6115511665)

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

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 061305

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** TURN SIGNALS ARE INOPERATIVE INTERMITTENTLY. REPLACED THE MULTIFUNCTION SWITCH AND THE PROBLEM IS STILL THERE. THE TURN SIGNALS WILL STOP WORKING

**Service Action:** LOAD TEST THE CIRCUIT BETWEEN THE MULTIFUNCTION SWITCH AND CLUSTER. CAREFULLY INSPECT THE TERMINALS AND CONNECTORS. :PWV:07/28/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV003859055

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D7HA18D63S [REDACTED]  
**Model Year:** 2003  
**Make/Model:** DODGE  
RAM 1500 QUAD CAB PICKUP  
DR1H41  
**Engine:** EZA-5.7L V8 HEMI Engine (Ser #.)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
**Plant:** WARREN TRUCK ASSEMBLY PLANT 1  
**MDH:** 120606

**Report#:** SSV003859055  
**Open Date:** 08/08/2003  
**Mileage:** 3968  
**Warr Built Dt:** 12/06/2002  
**Supplier RP:** S1

**Zone/Cd:** 51-68492  
**Name:** KING CITY CHRYSLER CENTER INC  
**Address:** 1603 BROADWAY  
MT VERNON, IL 62864  
**Phone:** 618 242-6600

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** TURN SIGNALS ARE COMING ON WITH NO SWITCH INPUT. IF RIGHT IS SIGNALLED THE LEFT COMES ON. :RAL10:08/08/2003

**Service Action:** ADVISED TECH CHECK THE CLUSTER FOR INPUT SHOWING TURN SIGNALS. CHECK SWITCH WIRING USING 8W52-2. :RAL10:08/08/2003 WHEN THE CONDITION OCCURS

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV003999868

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D7HA18D84S [REDACTED]

**Report#:** SSV003999868

**Zone/Cd:** 66-41383

**Model Year:** 2004

**Open Date:** 12/05/2003

**Name:** ORLANDO DODGE CHRYSLER JEEP

**Make/Model:** DODGE

**Mileage:** 678

**Address:** 4101 W COLONIAL DR

RAM 1500 SLT QUAD CAB 4X2

**Warr Built Dt:** 08/11/2003

ORLANDO, FL 328088122

DR1H41

**Supplier RP:** S1

**Phone:** 407 299-1120

**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6212310937)

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

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 081122

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CUSTOMER STATES THEN WHEN THE LEFT TURN SIGNAL IS ON THE RIGHT ONE IS WHAT COMES ON. :DSS29:12/05/2003

**Service Action:**ADVISED TO CHECK SWITCH INPUTS, CHECK CONNECOTRS AT THE BACK OF THE CL USTER AND THE ABS CONNECTOR. :DSS29:12/05/2003

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV003999868

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D7HA18D84S [REDACTED]

**Report#:** SSV003999868

**Zone/Cd:** 66-41383

**Model Year:** 2004

**Open Date:** 12/12/2003

**Name:** ORLANDO DODGE CHRYSLER JEEP

**Make/Model:** DODGE

**Mileage:** 1002

**Address:** 4101 W COLONIAL DR

RAM 1500 SLT QUAD CAB 4X2

**Warr Built Dt:** 08/11/2003

ORLANDO, FL 328088122

DR1H41

**Supplier RP:** S1

**Phone:** 407 299-1120

**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6212310937)

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

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 081122

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CUSTOMER STATES THEN WHEN THE LEFT TURN SIGNAL IS ON THE RIGHT ONE IS WHAT COMES ON. :DSS29:12/05/2003

**Service Action:**ADVISED TO CHECK SWITCH INPUTS, CHECK CONNECOTRS AT THE BACK OF THE CL USTER AND THE ABS CONNECTOR. :DSS29:12/05/2003 TECH REPLACED THE SW ITCH.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008760447

### Vehicle Information

**VIN:** 1D7HA18D85S [REDACTED]  
**Model Year:** 2005  
**Make/Model:**  
RAM 1500 SLT QUAD CAB 4X2  
DR1H41  
**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6049511806)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
**Plant:** WARREN TRUCK ASSEMBLY PLANT 1  
**MDH:** 031523

### Repair Information

**Report#:** SSV008760447  
**Open Date:** 03/15/2007  
**Mileage:** 31902  
**Warr Built Dt:** 03/15/2005  
**Supplier RP:** S1

### Dealer Information

**Zone/Cd:** 71-41011  
**Name:** SWIFT DODGE SACRAMENTO  
**Address:** 2301 ARDEN WAY  
SACRAMENTO, CA 958254016  
**Phone:** 916 920-1227  
916 920-0110

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**RIGHT SIDE TURN SIGNAL FLASHES WITH LEFT SWITCH APPLIED INTERMITTENTLY. TECH HAS DUPLICATED THE CONCERN AND NOTED NO CODES ARE SET. TECH HAS

**Service Action:**ADVISED TECH TO REPLACE THE CLUSTER PER LIKE CASES AND RETEST.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004315705

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D7HA18D94S5 [REDACTED]

**Report#:** SSV004315705

**Zone/Cd:** 66-43125

**Model Year:** 2004

**Open Date:** 09/29/2004

**Name:** SUNSET DODGE JEEP

**Make/Model:** DODGE

**Mileage:** 13468

**Address:** 7745 SOUTH TAMiami TRAIL

RAM 1500 SLT QUAD CAB 4X2

**Warr Built Dt:** 09/11/2003

SARASOTA, FL 34231

DR1H41

**Supplier RP:** S1

**Phone:** 941 922-2400

**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6202310019)

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

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 091114

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** TURN ON LEFT TURN SIGNAL AND RIGHT SIDE FLASHES AND TURN ON RIGHT SIDE AND NOTHING HAPPENS. WHEN IT HAPPENS WIPER CANCEL OUT ON FAST SPEED A ND

**Service Action:** JASON...YOU WILL WANT TO TRY AND DUPLICATE A PROBLEM BEFORE PERFORMING ANY REPAIRS. IF PROBLEM CAN BE DUPLICATED, YOU WILL WANT TO MONITOR THE

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004315705

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D7HA18D94S5 [REDACTED]

**Report#:** SSV004315705

**Zone/Cd:** 66-43125

**Model Year:** 2004

**Open Date:** 07/13/2005

**Name:** SUNSET DODGE JEEP

**Make/Model:** DODGE

**Mileage:** 13468

**Address:** 7745 SOUTH TAMiami TRAIL

RAM 1500 SLT QUAD CAB 4X2

**Warr Built Dt:** 09/11/2003

SARASOTA, FL 34231

DR1H41

**Supplier RP:** S1

**Phone:** 941 922-2400

**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6202310019)

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

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 091114

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** TURN ON LEFT TURN SIGNAL AND RIGHT SIDE FLASHES AND TURN ON RIGHT SIDE AND NOTHING HAPPENS. WHEN IT HAPPENS WIPER CANCEL OUT ON FAST SPEED A ND

**Service Action:** JASON...YOU WILL WANT TO TRY AND DUPLICATE A PROBLEM BEFORE PERFORMING ANY REPAIRS. IF PROBLEM CAN BE DUPLICATED, YOU WILL WANT TO MONITOR THE

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008214162

### Vehicle Information

**VIN:** 1D7HA18DX3S [REDACTED]  
**Model Year:** 2003  
**Make/Model:**  
DODGE RAM 1500 QUAD CAB PICKUP  
DR1H41  
**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6133311301)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
**Plant:** WARREN TRUCK ASSEMBLY PLANT 1  
**MDH:** 052916

### Repair Information

**Report#:** SSV008214162  
**Open Date:** 03/31/2006  
**Mileage:** 35933  
**Warr Built Dt:** 05/29/2003  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 32-66689  
**Name:** ROCKLAND CHRYSLER JEEP DODGE  
**Address:** 60 ROUTE 304  
NANUET, NY 10954  
**Phone:** 914 623-1367  
845 623-0810

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** TECH STATES THE LEFT TURN SIGNAL WILL FLASH WHEN THE RIGHT IS ON.

**Service Action:** TECH TO CHECK TURN \u0096 HAZ SIGNAL RELEASED 4.2V LEFT 2.0V RIGHT 3.1V HAZARD ON 0.9V

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004210384

### Vehicle Information

**VIN:** 1D7HA18K63. [REDACTED]  
**Model Year:** 2003  
**Make/Model:** DODGE  
RAM 1500 QUAD CAB PICKUP  
DR1L41  
**Engine:** EKG-3.7L V6 Engine (Ser #:K184210831)  
**Transmission:** DG4-Multi-Speed Auto 45RFE Transmiss (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 072421

### Repair Information

**Report#:** SSV004210384  
**Open Date:** 06/21/2004  
**Mileage:** 35334  
**Warr Built Dt:** 07/24/2002  
**Supplier RP:** J1

### Dealer Information

**Zone/Cd:** 63-43940  
**Name:** ALL STAR DODGE INC  
**Address:** 2590 RANGE PARK DRIVE  
DENHAM SPRINGS, LA 707263830  
**Phone:** 225 665-8266  
225 298-8080

### Part Information

| Part Number | Part Description | Quantity | Cost/Unit | Fail Cd | Retn Dt |
|-------------|------------------|----------|-----------|---------|---------|
|-------------|------------------|----------|-----------|---------|---------|

\*\* No Parts Information Available

### Labor Information

| LOP | LOP Description | Cost | Fail Cd |
|-----|-----------------|------|---------|
|-----|-----------------|------|---------|

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CUSTOMER SAYS THAT WHEN PUTTING THE RIGHT TURN SIGNAL ON THE LEFT INDI CATOR LIGHT WILL COME ON INTERMITTENTLY. :RCB13:06/21/2004

**Service Action:**TECH CAN T DUPLICATE. NOT SURE WHICH OUTSIDE LIGHTS FLASH. THE MULTI-F UNCTION SWITCH SENDS THE RIGHT OR LEFT MESSAGE TO THE INSTRUMENT CLUST ER,

**Correction:**