

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009026640

Vehicle Information

VIN: 1D7HA16216J [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 1500 SLT REG CAB 4X2
DR1H61
Engine: EZB-5.7L V8 HEMI MDS Engine (Ser
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 051520

Repair Information

Report#: SSV009026640
Open Date: 08/22/2007
Mileage: 11580
Warr Built Dt: 05/15/2006
Supplier RP:

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: RED BRAKE LAMP COMES ON IN THE CCN, LEFT SIGNAL INDICATOR FUNCTIONED WHEN THE RIGHT TURN SIGNAL OPERATED, SIGNAL LIGHTS ARE INOP AT TIMES OR BOTH

Service Action: RECOMMEND REPLACEMENT OF THE CLUSTER. TRNASFER WAS INCORRECT. FORWARD TO CORRECT GROUP AUTHORIZED CCN. INSTALLE DNEW CLUSTER ANS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008764691

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HA16246J [REDACTED]
Model Year: 2006
Make/Model: DODGE
 RAM 1500 SLT REG CAB 4X2
 DR1H62
Engine: EZB-5.7L V8 HEMI MDS Engine (Ser
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 121318

Report#: SSV008764691
Open Date: 03/19/2007
Mileage: 10681
Warr Built Dt: 12/13/2005
Supplier RP:

Zone/Cd: 74-43299
Name: WHITE BEAR DODGE INC
Address: 3430 HIGHWAY 61 NORTH
 WHITE BEAR LAKE, MN 551105248
Phone: 651 482-6100
 651 482-8531

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 DO NOT WORK. LAST TIME IN THE TECH TESTED AND THE TURN SIGNALS WORKED BUT THEY WORKED OPPOSITE. TECH TESTED

Service Action: NO KNOWN CONCERNS. ADVISED TECH IF HE CAN DUPLICATE IT, RECOMMEND TO CHECK THE CCN INPUTS FROM THE MFS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008858622

Vehicle Information

VIN: 1D7HA18206S6 [REDACTED]
Model Year: 2006
Make/Model:
RAM 1500 SLT QUAD CAB 4X2
DR1H41
Engine: EZB-5.7L V8 HEMI MDS Engine (Ser
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 030115

Repair Information

Report#: SSV008858622
Open Date: 05/23/2007
Mileage: 15589
Warr Built Dt: 03/01/2006
Supplier RP:

Dealer Information

Zone/Cd: 63-45107
Name: DODGE CITY OF MCKINNEY
Address: 700 S CENTRAL EXPY
MCKINNEY, TX 750703834
Phone: 972 569-9650

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: INCORRECT TURN SIGNAL RESPONSE.

Service Action: B160E. TECHNICIAN WILL CHECK FOR DTCS IN THE TIPM MODULE. NO DTCS. NO AFTERMARKET EQUIPMENT INSTALLED. LH TURN SIGNAL ON RH FLASHES. RH IS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008932900

Vehicle Information

VIN: 1D7HA18236S [REDACTED]

Model Year: 2006

Make/Model:

RAM 1500 SLT QUAD CAB 4X2

DR1H41

Engine: EZB-5.7L V8 HEMI MDS Engine (Ser

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 031703

Repair Information

Report#: SSV008932900

Open Date: 06/28/2007

Mileage: 18683

Warr Built Dt: 03/17/2006

Supplier RP:

Dealer Information

Zone/Cd: 63-44911

Name: LONE STAR DODGE CHRYSLER JEEP

Address: 1309 SOUTH PACIFIC STREET

MINEOLA, TX 75773

Phone: 903 569-8600

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 SAYS THAT THE RADIO WILL CHANGE STATIONS. THAT THE TURN SIGNAL INDICATORS FLASH OPPOSIT THE WAY SHE TURNS THEM ON. AND THE WIPERS ONLY

Service Action: NEED TO DUPLICATE SOMETHING TO CONFIRM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008974906

Vehicle Information

VIN: 1D7HA18246J [REDACTED]
Model Year: 2006
Make/Model:
RAM 1500 SLT QUAD CAB 4X2
DR1H41
Engine: EZB-5.7L V8 HEMI MDS Engine (Ser
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 080313

Repair Information

Report#: SSV008974906
Open Date: 07/24/2007
Mileage: 22093
Warr Built Dt: 08/03/2005
Supplier RP:

Dealer Information

Zone/Cd: 66-60218
Name: TRAPNELL CHRYSLER DODGE JEEP
Address: 1000 HIGHWAY 301 SOUTH
STATESBORO, GA 30458
Phone: 912 681-9246

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: TAILLIGHTS AND BRAKE LIGHTS INOP. INTERMITTENT. TECH STATES FOUND 2 (B2215,B1647) ACTIVE DTC IN TIPM. TECH STATES CLEARED CODES AND NOW HAS B160E

Service Action: ORDERED TIPM OUT OF ATL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009058905

Vehicle Information

VIN: 1D7HA18296 [REDACTED]
Model Year: 2006
Make/Model:
RAM 1500 SLT QUAD CAB 4X2
DR1H41
Engine: EZB-5.7L V8 HEMI MDS Engine (Ser
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 011916

Repair Information

Report#: SSV009058905
Open Date: 09/08/2007
Mileage: 31319
Warr Built Dt: 01/19/2006
Supplier RP:

Dealer Information

Zone/Cd: 71-26772
Name: MCCONNELL CHRYSLER JEEP DODGE
Address: 1395 HEALDSBURG AVE
HEALDSBURG, CA 954483200
Phone: 707 433-3384

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 UNUSUAL TURNSIGNAL OPERATION CUSTOMER STATES WHEN TURN SIGNAL SET TO LEFT RIGHT TURN SIGNAL FLASHING UNABLE TO DUPLICATE

Service Action:RECOMMEND INSTALL STARMOBILE AND USE TO RECORD EVENT DATA

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009150827

Vehicle Information

VIN: 1D7HA18296 [REDACTED]
Model Year: 2006
Make/Model:
RAM 1500 SLT QUAD CAB 4X2
DR1H41
Engine: EZB-5.7L V8 HEMI MDS Engine (Ser
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 030301

Repair Information

Report#: SSV009150827
Open Date: 11/07/2007
Mileage: 27518
Warr Built Dt: 03/03/2006
Supplier RP:

Dealer Information

Zone/Cd: 63-59853
Name: KILLEBREW INC
Address: 2108 HOUSTON HIGHWAY
VICTORIA, TX 779015796
Phone: 361 575-0483

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: C.C. SOME TIMES USING THE TURN SIGNALS WOULD TURN THE OPPOSITE SIDE ON. MULTIFUNCTION SWITCH REPLACED WITH NO CHANGE. \r\n2 CODES STORED - B2302 &

Service Action: NOTIFIED PER PAST CASES OF ISSUES WITH BOTH THE MULTIFUNCTION SWITCH AND CLUSTER INVOLVING THE FAULT CODES. CLUSTER REPLACED AND CORRECTED THE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009032369

Vehicle Information

VIN: 1D7HA182X6 [REDACTED]

Model Year: 2006

Make/Model:

RAM 1500 SLT QUAD CAB 4X2

DR1H41

Engine: EZB-5.7L V8 HEMI MDS Engine (Ser

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

Plant: ST. LOUIS ASSEMBLY II - NORTH

MDH: 083022

Repair Information

Report#: SSV009032369

Open Date: 08/28/2007

Mileage: 16967

Warr Built Dt: 08/30/2005

Supplier RP:

Dealer Information

Zone/Cd: 71-44542

Name: UNION CHRYSLER JEEP DODGE

Address: 9898 TRASK AVE

GARDEN GROVE, CA 928442800

Phone: 714 210-5330

714 539-5757

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 RT TURN SIGNAL IS ON LT TURN LIGHTS FLASH. TECH STATES WILL HAPPEN ON BOTH OUTSIDE AND IN CLUSTER. TECH STATES FOUND B160C ACTIVE DTC IN

Service Action: AUTHORIZED CLUSTER. RECOMMENDED TO TECH TO KEEP VEHICLE DOWN UNTIL ORIGINAL MILES ARE REINSTALLED INTO NEW MOD. PART INQUIRY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008203095

Vehicle Information

VIN: 1D7HA18N85S [REDACTED]
Model Year: 2005
Make/Model:
RAM 1500 SLT QUAD CAB 4X2
DR1H41
Engine: EVA-4.7L V8 MPI Engine (Ser #:K182413810)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 070722

Repair Information

Report#: SSV008203095
Open Date: 03/24/2006
Mileage: 9321
Warr Built Dt: 07/07/2004
Supplier RP: S1

Dealer Information

Zone/Cd: 63-44909
Name: FLETCHER DODGE-CHRYSLER-JEEP
Address: 3314 STADIUM BLVD
JONESBORO, AR 724049311
Phone: 870 932-2246

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:DLR STATES TURN SIGNALS FLASHING ON OPPOSITES SIDES

Service Action:TECH TO CHECK CHECK SWITCH INPUT TO CLUSTER AND BUSED INPUT TO FCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004463712

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HA18N93J [REDACTED]
Model Year: 2003
Make/Model: DODGE
 RAM 1500 QUAD CAB PICKUP
 DR1H41
Engine: EVA-4.7L V8 MPI Engine (Ser #:K101313852)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 042419

Report#: SSV004463712
Open Date: 02/28/2005
Mileage: 12219
Warr Built Dt: 04/24/2003
Supplier RP:

Zone/Cd: 63-43380
Name: LANDERS DODGE
Address: 315 EAST GOODMAN RD
 SOUTHAVEN, MS 386719521
Phone: 662 349-3006

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: LEFT BLINKER ON RIGHT BLINKS CUSTCONCERN DUPLICATED YES REPAIRSPART STESTSFAULTCODES 2 MULTIFUNCTION SWITCH HAVE BEEN REPLACED IN PAST 1 1126 & 1

Service Action: MONITOR THE TURN SIGNAL MUX VOLTAGES WITH THE DRB. LEFT 2.0V RIGHT 3.1 INSPECT THE FCM/IPM CONNECTIONS FOR ANY WATER INTRUSION/BENT TERMINALS. IF

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262457661

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HA18N93S [REDACTED]
Model Year: 2003
Make/Model: DODGE
 RAM 1500 QUAD CAB PICKUP
 DR1H41
Engine: EVA-4.7L V8 MPI Engine (Ser #:K023314037)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 012913

Report#: 416262457661
Open Date: 09/12/2005
Mileage: 22048
Warr Built Dt: 01/29/2003
Supplier RP:

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE INC
Address: 725 ILLINOIS AVENUE
 MAUMEE, OH 435371796
Phone: 419 893-7690
 419 893-0241

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
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** No Labor Information Available

Service Narrative Information

Customer Comment:CUSTOMER STATES THE TURN SIGNALS WHEN USING THE LT. ONE THE RT. SIDE COM

Service Comment:

Service Action:REPLACED MULTI-FUNCTION SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004739085

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HA18Z42J [REDACTED]

Report#: SSV004739085

Zone/Cd: 63-42933

Model Year: 2002

Open Date: 11/07/2005

Name: ELDER CHRYSLER-DODGE-JEEP

Make/Model:

Mileage: 58264

Address: 1798 EAST HIGHWAY 31

DODGE RAM 1500 QUAD CAB PICKUP

Warr Built Dt: 03/28/2002

ATHENS, TX 75751

DR1L41

Supplier RP:

Phone: 903 677-2292

Engine: EML-5.9L V8 MPI Engine (Ser #:4058200540)

Transmission: DGT-4-Spd. Automatic 46RE Transmissi (Ser

Plant: ST. LOUIS ASSEMBLY II - NORTH

MDH: 032812

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 ARE INACCURATE. WHEN USING THE LEFT TURN SIGNAL, THE RIGHT ONE COMES ON. :CJK35:11/07/2005

Service Action: ADVISED THE TECH TO CHECK FOR ANY CODES PRESENT. TECH TO DUPLICATE THE COMPLAINT, CHECK THE TURN SIGNAL MUX VOLTAGE AT THE TIME OF FAILURE AND

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 7S100213711A019

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HE42K27S [REDACTED]

Report#: 7S100213711A019

Zone/Cd: ZZ-19028

Model Year: 2007

Open Date: 11/08/2007

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 18395

Address: 800 CHRYSLER DRIVE

DAKOTA SLT CLUB CAB 4X2

Warr Built Dt: 06/13/2006

AUBURN HILLS, MI 48326-2757

ND1H33

Supplier RP:

Phone:

Engine: EKG-3.7L V6 Engine (Ser #:K074610084)

Transmission: DEJ-6-Speed Manual Getrag 238 Trans (Ser

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 061306

Service Narrative Information

Evaluator's Comment: 019 Features, Accessories & Controls, Turn Signal/Switch. HAVING PROBLEMS WITH TURN SIGNAL INDICATOR. SOMETIMES WHEN TURNING LEFT THE RIGHT TURN SIGNALS

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009752864

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HE48N36S [REDACTED]

Report#: SSV009752864

Zone/Cd: 42-68960

Model Year: 2006

Open Date: 10/02/2008

Name: WESTGATE CHRYSLER JEEP DODGE I

Make/Model: DODGE

Mileage: 35966

Address: 2695 EAST MAIN STREET

DAKOTA SLT QUAD CAB 4X2

Warr Built Dt: 03/08/2006

PLAINFIELD, IN 46168

ND1H84

Supplier RP:

Phone: 317 839-6554

Engine: EVA-4.7L V8 MPI Engine (Ser #:K347514025)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 030801

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:CC: TURN SIGNALS INOP AT TIMES UNLESS THE TILT IN THE DOWN POSITION. STATES AT TIMES THE TURN SIGNALS WORK OPPOSITE OF THE SWITCH. TECH IS UNABLE TO

Service Action:ADVISED TECH NO KNOWN CONCERNS LOAD TEST THE L12 CIRCUIT. ADVISED TO DUPLICATE THE CONCERN AND NOTE OPERATION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008543247

Vehicle Information

VIN: 1D7HE48N85S [REDACTED]
Model Year: 2005
Make/Model: DODGE
DAKOTA SLT QUAD CAB 4X2
ND1H84
Engine: EVA-4.7L V8 MPI Engine (Ser #:K329413517)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 120120

Repair Information

Report#: SSV008543247
Open Date: 10/27/2006
Mileage: 1
Warr Built Dt: 12/01/2004
Supplier RP: S1

Dealer Information

Zone/Cd: 63-66490
Name: CRENWELGE MOTORS
Address: 301 MAIN ST
KERRVILLE, TX 780285294
Phone: 830 896-4835

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 SIDE TURN SIGNAL IS ON, THE LEFT TURN SIGNAL COMES ON INSTEAD. THIS IS AN INTERMITTENT CONCERN AND THERE ARE NO CODES. THE FCM HAS

Service Action: THE DLR WOULD NEED TO DUPLICATE THE CONCERN TO TEST THE CIRCUIT. THE DLR WOULD NEED TO SEE HOW THE CLUSTER IS SEEING THE MULTIFUNCTION SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008949004

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HE58N56S [REDACTED]

Report#: SSV008949004

Zone/Cd: 35-55035

Model Year: 2006

Open Date: 07/10/2007

Name: LAWRENCE MOTOR CO INC

Make/Model: DODGE

Mileage: 10732

Address: 7411 WEST BROAD ST

DAKOTA LARAMIE QUAD CAB 4X2

Warr Built Dt: 12/13/2005

RICHMOND, VA 23294

ND1P84

Supplier RP:

Phone: 804 672-2371

Engine: EVA-4.7L V8 MPI Engine (Ser #:K305513359)

804 672-3719

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 121323

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 TURNING ON TURN SIGNAL THEY FLASH ON OPPOSITE SIDE.

Service Action: ADVISED TO REPLACE TIPM/FCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004742037

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU16D35[REDACTED]

Report#: SSV004742037

Zone/Cd: 32-67833

Model Year: 2005

Open Date: 11/09/2005

Name: SCOVILLE-MENO CHRYSLER- DODGE

Make/Model:

Mileage: 3300

Address: 18 UNION STREET

RAM 1500 SLT REG CAB 4X4

Warr Built Dt: 04/12/2005

SIDNEY, NY 13838

DR6H61

Supplier RP: J1

Phone: 607 561-7500

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6075511391)

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

Plant: ST. LOUIS ASSEMBLY II - NORTH

MDH: 041212

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 RIGHT TURN SIGNAL IS SWITCHED ON THE LEFT TURN INDICATOR FLASHES. CANNOT DUPLICATE. :SLG3:11/09/2005

Service Action: 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 THE O UTSIDE LAMPS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV003870247

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU16N23[REDACTED]

Report#: SSV003870247

Zone/Cd: 74-43299

Model Year: 2003

Open Date: 08/25/2003

Name: WHITE BEAR DODGE INC

Make/Model: DODGE

Mileage: 52

Address: 3430 HIGHWAY 61 NORTH

RAM 1500 REG. CAB PICKUP

Warr Built Dt: 12/06/2002

WHITE BEAR LAKE, MN 551105248

DR6H61

Supplier RP: J1

Phone: 651 482-6100

Engine: EVA-4.7L V8 MPI Engine (Ser #:K330214560)

651 482-8531

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

Plant: ST. LOUIS ASSEMBLY II - NORTH

MDH: 120622

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 RIGHT TURN SIGNAL WILL NOT TURN OFF AND WHEN THE RIGHT TURN SIGNAL IS TURNED ON THE LEFT TURN SIGNAL COMES ON. :WH11:08/19/2003

Service Action: ADVISED TO CHECK THE RESISTANCE OF THE TURN SIGNAL SWITCH TO THE MIC, COMPARE TO A LIKE VEHICLE THE VOLTAGE DROP. MONITOR THE INPUT TO THE M IC AND

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009366659

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU16N67. [REDACTED]

Report#: SSV009366659

Zone/Cd: 71-44122

Model Year: 2007

Open Date: 02/08/2008

Name: FULLERTON DODGE INCORPORATED

Make/Model: DODGE

Mileage: 22737

Address: 1110 W ORANGETHORPE AVE

RAM 1500 SLT REG CAB 4X4

Warr Built Dt: 12/10/2006

FULLERTON, CA 928334798

DR6H61

Supplier RP:

Phone: 714 879-6880

Engine: EVA-4.7L V8 MPI Engine (Ser #:K321613847)

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

Plant: ST. LOUIS ASSEMBLY II - NORTH

MDH: 121001

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 LEFT TURN SIGNAL IS ON THE RIGHT BLINKS. WHEN THE RIGHT IS ON IT DOES NOT HAPPEN. IT HAPPENS WHEN PUTTING YOUR FOOT ON THE BRAKE. CODE FOR

Service Action: THE L7 CIRCUIT IS IN THE C9 PIN 8 OF THE TIPM. THE DLR NEEDS TO CHECK GROUND G104. DLR HAS REPLACED THE TIPM - THIS DID NOT CHANGE THE FAILURE - B165E. AS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004333035

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU16N72. [REDACTED]
Model Year: 2002
Make/Model: DODGE
 RAM 1500 REG. CAB PICKUP
 DR6L62
Engine: EVA-4.7L V8 MPI Engine (Ser #:K333114069)
Transmission: DG4-Multi-Speed Auto 45RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 120513

Report#: SSV004333035
Open Date: 10/15/2004
Mileage: 31000
Warr Built Dt: 12/05/2001
Supplier RP:

Zone/Cd: 51-43490
Name: CHUCK VAN HORN DODGE INC
Address: 3000 COUNTY HIGHWAY C
 PLYMOUTH, WI 53073
Phone: 920 893-6591
 920 892-6420

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:INTERMITTENTLY, WHEN USING THE LEFT TURN SIGNAL, THE RIGHT SIDE WORKS, AND VICE VERSA. HASN T BEEN ABLE TO DUPLICATE. THE CUSTOMER SAYS THAT IF HE

Service Action:PER SOME OTHER CASES, SUGGESTED THAT HE TRY ANOTHER MFS. :REC4:10/15 /2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV003836672

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU16N82. [REDACTED]

Report#: SSV003836672

Zone/Cd: 32-63881

Model Year: 2002

Open Date: 07/22/2003

Name: MEADOWLAND OF CARMEL

Make/Model: DODGE

Mileage: 13654

Address: 1952 ROUTE 6

RAM 1500 REG. CAB PICKUP

Warr Built Dt: 10/10/2001

CARMEL, NY 10512

DR6L61

Supplier RP: J1

Phone: 845 225-8468

Engine: EVA-4.7L V8 MPI Engine (Ser #:K276113183)

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

Plant: ST. LOUIS ASSEMBLY II - NORTH

MDH: 101007

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 LEFT TURN SIGNAL IS USED THE RIGHT SIDE COMES ON AND FLASH.BOTH L ICENSE PLATE LAMPS LIGHT UP WHEN THIS HAPPENS. :RRM4:07/22/2003

Service Action:CHECK TURN SIGNAL MUX FROM MIC USING DRB AND IF GOOD THEN FCM IS MOST LIKELY ISSUE SENDING VOLTAGE OUT ON WRONG CIRCUIT TO LAMP ASSEMBLY.SEE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004580406

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU16Z02. [REDACTED]

Report#: SSV004580406

Zone/Cd: 51-43316

Model Year: 2002

Open Date: 06/28/2005

Name: HOMAN AUTO SALES INC

Make/Model: DODGE

Mileage: 25210

Address: 925 WEST MAIN STREET

RAM 1500 REG. CAB PICKUP

Warr Built Dt: 06/07/2002

WAUPUN, WI 53963

DR6L62

Supplier RP:

Phone: 920 324-7979

Engine: EML-5.9L V8 MPI Engine (Ser #:4112200667)

Transmission: DGT-4-Spd. Automatic 46RE Transmissi (Ser

Plant: ST. LOUIS ASSEMBLY II - NORTH

MDH: 060720

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: DIRECTIONAL LAMPS INTERMITTENT. ABOUT 50% OF THE TIME RIGHT DIRECTIONAL WILL ACTIVATE THE LEFT SIDE :KS1:06/22/2005 TECH HASN T BEEN ABLE TO DUPLICATE

Service Action: MARK, TRY TO DUPLICATE - HOWEVER IF THIS ISSUE INVOLVES THE FRONT TURN SIGNALS FCM AND OF C3 IPM SHOULD BE CHECKED FOR ANY SIGNS OF WATER IN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004119146

Vehicle Information

VIN: 1D7HU16Z32. [REDACTED]
Model Year: 2002
Make/Model: DODGE
RAM 1500 REG. CAB PICKUP
DR6L61
Engine: EML-5.9L V8 MPI Engine (Ser #:4296100540)
Transmission: DGT-4-Spd. Automatic 46RE Transmissi (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 110915

Repair Information

Report#: SSV004119146
Open Date: 03/26/2004
Mileage: 41021
Warr Built Dt: 11/09/2001
Supplier RP:

Dealer Information

Zone/Cd: 51-42994
Name: DEMPSEY DODGE CHRYSLER JEEP IN
Address: 101 WATTERS DR
DWIGHT, IL 604201280
Phone: 815 584-1907

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:ERRATIC TURN SIGNAL OPERATION; WHEN LEFT IS TURNED ON, RIGHT SIDE ACTU ATES. REPLACED MFS-NO EFFECT. NO CODES. :DJP66:03/26/2004

Service Action:AUTHORIZE CLUSTER. :DJP66:03/26/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004463712

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HA18N93. [REDACTED]
Model Year: 2003
Make/Model: DODGE
 RAM 1500 QUAD CAB PICKUP
 DR1H41
Engine: EVA-4.7L V8 MPI Engine (Ser #:K101313852)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 042419

Report#: SSV004463712
Open Date: 02/28/2005
Mileage: 12219
Warr Built Dt: 04/24/2003
Supplier RP:

Zone/Cd: 63-43380
Name: LANDERS DODGE
Address: 315 EAST GOODMAN RD
 SOUTHAVEN, MS 386719521
Phone: 662 349-3006

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: LEFT BLINKER ON RIGHT BLINKS CUSTCONCERN DUPLICATED YES REPAIRSPART TESTS FAULTCODES 2 MULTIFUNCTION SWITCH HAVE BEEN REPLACED IN PAST 1 1126 & 1

Service Action: MONITOR THE TURN SIGNAL MUX VOLTAGES WITH THE DRB. LEFT 2.0V RIGHT 3.1 INSPECT THE FCM/IPM CONNECTIONS FOR ANY WATER INTRUSION/BENT TERMINALS. IF

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004469380

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18D03S [REDACTED]
Model Year: 2003
Make/Model: DODGE
RAM 1500 QUAD CAB PICKUP
DR6H41
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6041310431)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 022519

Report#: SSV004469380
Open Date: 03/04/2005
Mileage: 25872
Warr Built Dt: 02/25/2003
Supplier RP:

Zone/Cd: 42-68790
Name: HAROLD ZEIGLER DODGE JEEP
Address: 1186 EAST M-89
PLAINWELL, MI 490801134
Phone: 269 685-5800

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:VERY INTERMITTENTLY, WHEN USING LEFT TURN SIGNAL, IT EITHER DOESN T WO RK, OR THE RIGHT ONE FLASHES. ALSO INTERMITTENTLY, WHEN PRESSING THE R ESUME

Service Action:SUGGESTED THAT HE REALLY NEEDS TO DUPLICATE BEFORE ANY FURTHER DIAGNOS TICS CAN BE DONE. ASKED JOHN TO MONITOR THE MUX VOLTAGE IN THE CLUSTER

Correction: