

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV003945795

Vehicle Information

VIN: 1D7HU18D03S [REDACTED]
Model Year: 2003
Make/Model: DODGE
RAM 1500 QUAD CAB PICKUP
DR6H41
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6155310419)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 061805

Repair Information

Report#: SSV003945795
Open Date: 10/22/2003
Mileage: 2055
Warr Built Dt: 06/18/2003
Supplier RP: S1

Dealer Information

Zone/Cd: 51-42283
Name: LOU FUSZ CHRYSLER JEEP DODGE
Address: 3480 HIGHWAY K
O FALLON, MO 633688138
Phone: 314 966-0630

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 SOME TIMES THE LEFT TURN SIGNAL AND I NDICATOR COMES ON. THE MUX VOLTAGE STAYS THE SAME WHEN THIS HAPPENS.

Service Action:AUTHORIZED THE CLUSTER :MBQ1:10/22/2003

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004291953

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18D04S [REDACTED]

Report#: SSV004291953

Zone/Cd: 35-42125

Model Year: 2004

Open Date: 09/03/2004

Name: LUSTINE DODGE JEEP

Make/Model: DODGE

Mileage: 12000

Address: 14211 JEFFERSON DAVIS HWY

RAM 1500 SLT QUAD CAB 4X4

Warr Built Dt: 09/18/2003

WOODBIDGE, VA 221912108

DR6H41

Supplier RP: S1

Phone: 703 494-1900

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6226310962)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 091813

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 OPPOSITE. TURN ON LEFT AND RIGHT WILL COME ON OR THEY DON T COME ON AT ALL. :RRM4:09/03/2004

Service Action: ADVISED TECH TO MONITOR SWITCH INPUT IN MIC AND SEE WHICH RELAY THE FC M APPLYS GROUND TO. MOST LIKELY A FCM ISSUE. :RRM4:09/03/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008418056

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18D04S [REDACTED]

Report#: SSV008418056

Zone/Cd: 51-67416

Model Year: 2004

Open Date: 08/11/2006

Name: WESTPORT AUTO SALES INC

Make/Model:

Mileage: 32532

Address: RURAL ROUTE 2 BOX #39

RAM 1500 SLT QUAD CAB 4X4

Warr Built Dt: 02/05/2004

LAWRENCEVILLE, IL 624399611

DR6H41

Supplier RP: S1

Phone: 618 884-9062

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6021410094)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 020517

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 SIGNAL WILL BLNK RIGHT SIDE WHEN ON LEFT AND WHEN GO BACK TO RIGHT THEY ARE INOP. INTERMITTENT CONDITION NO DTCS, HAVE TRIED MULTIFUNCTION

Service Action:JIMMIE,\r\nYOU WILL NEED TO MONITOR THE MUX VOLTAGE IN THE MIC USING THE DRB UNDER SENSORS.\r\nWITH THE TURN SIGNAL SWITCH RELEASED 4.2V LEFT 2.0V

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008414144

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18D14S [REDACTED]

Report#: SSV008414144

Zone/Cd: 74-62418

Model Year: 2004

Open Date: 08/09/2006

Name: HARLAN AUTO MART INC

Make/Model:

Mileage: 30994

Address: HIGHWAYS 59 & 44

RAM 1500 SLT QUAD CAB 4X4

Warr Built Dt: 10/22/2003

HARLAN, IA 51537

DR6H41

Supplier RP: S1

Phone: 712 755-5121

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6275311143)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 102212

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: TECH STATES THE TURN SIGNALS WILL NOT WORK PROPERLY. WHEN THE RIGHT IS ON, THE LEFT LAMPS WILL FLASH. TECH HAS NO FAULT CODES.

Service Action: TECH TO CHECK THE MUX VOLTAGE OF THE TURN SIGNAL SWITCH. \r\n\r\nTURN \u0096 HAZ SIGNAL RELEASED 4.2 LEFT 2.0V RIGHT 3.1V HAZARD ON 0.9

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV003813459

Vehicle Information

VIN: 1D7HU18D23S [REDACTED]

Model Year: 2003

Make/Model: DODGE

RAM 1500 QUAD CAB PICKUP

DR6H41

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6099310299)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 042422

Repair Information

Report#: SSV003813459

Open Date: 07/07/2003

Mileage: 2209

Warr Built Dt: 04/24/2003

Supplier RP: S1

Dealer Information

Zone/Cd: 32-57247

Name: JOE CECCONI'S CHRYSLER COMPLEX

Address: 2380 MILITARY RD

NIAGARA FALLS, NY 143041563

Phone: 716 297-5800

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: TECH STATES WHEN THE TURN SIGNAL IS ON (LEFT) THE RIGHT SIDE WILL STAR T FLASHING. :JGB38:07/01/2003

Service Action: ADVISED TECH TO MONITOR THE TURN SIGNAL MUX VOLTAGES WITH THE DRB. LE FT 2.0V RIGHT 3.1 IF THE VOLTAGES DO NOT CHANGE THEN THE MIC IS A T FAULT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV003813459

Vehicle Information

VIN: 1D7HU18D23S [REDACTED]

Model Year: 2003

Make/Model: DODGE

RAM 1500 QUAD CAB PICKUP

DR6H41

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6099310299)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 042422

Repair Information

Report#: SSV003813459

Open Date: 07/01/2003

Mileage: 2209

Warr Built Dt: 04/24/2003

Supplier RP: S1

Dealer Information

Zone/Cd: 32-57247

Name: JOE CECCONI'S CHRYSLER COMPLEX

Address: 2380 MILITARY RD

NIAGARA FALLS, NY 143041563

Phone: 716 297-5800

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: TECH STATES WHEN THE TURN SIGNAL IS ON (LEFT) THE RIGHT SIDE WILL STAR T FLASHING. :JGB38:07/01/2003

Service Action: ADVISED TECH TO MONITOR THE TURN SIGNAL MUX VOLTAGES WITH THE DRB. LE FT 2.0V RIGHT 3.1 IF THE VOLTAGES DO NOT CHANGE THEN THE MIC IS A T FAULT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV003813459

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18D23S [REDACTED]

Report#: SSV003813459

Zone/Cd: 32-57247

Model Year: 2003

Open Date: 07/09/2003

Name: JOE CECCONI'S CHRYSLER COMPLEX

Make/Model: DODGE

Mileage: 2209

Address: 2380 MILITARY RD

RAM 1500 QUAD CAB PICKUP

Warr Built Dt: 04/24/2003

NIAGARA FALLS, NY 143041563

DR6H41

Supplier RP: S1

Phone: 716 297-5800

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6099310299)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 042422

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: TECH STATES WHEN THE TURN SIGNAL IS ON (LEFT) THE RIGHT SIDE WILL STAR T FLASHING. :JGB38:07/01/2003

Service Action: ADVISED TECH TO MONITOR THE TURN SIGNAL MUX VOLTAGES WITH THE DRB. LE FT 2.0V RIGHT 3.1 IF THE VOLTAGES DO NOT CHANGE THEN THE MIC IS A T FAULT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004745406

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18D24S [REDACTED]

Report#: SSV004745406

Zone/Cd: 42-44706

Model Year: 2004

Open Date: 11/11/2005

Name: GREENVILLE CHRYSLER DODGE JEE

Make/Model:

Mileage: 15492

Address: 6472 S GREENVILLE RD

RAM 1500 SLT QUAD CAB 4X4

Warr Built Dt: 09/29/2003

GREENVILLE, MI 48838

DR6H41

Supplier RP: S1

Phone: 616 754-3635

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6245310598)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 092922

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 TURNED ON THE RIGHT ONE FLASHES. THERE ARE NO CODES AND IT IS AN INTERMITTENT CONCERN. :DAH18:11/11/2005 TECH STATES HE

Service Action: THE DLR NEEDS TO DETERMINE IF THE MIC IS SEEING THE CORRECT INPUT AT THE TIME THE CONCERN IS HAPPENING. THE DLR WOULD MOST LIKELY HAVE A CLUSTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004289758

Vehicle Information

VIN: 1D7HU18D34S [REDACTED]
Model Year: 2004
Make/Model: DODGE
RAM 1500 SLT QUAD CAB 4X4
DR6H41
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6174310047)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 071010

Repair Information

Report#: SSV004289758
Open Date: 09/02/2004
Mileage: 8733
Warr Built Dt: 07/10/2003
Supplier RP: S1

Dealer Information

Zone/Cd: 51-43855
Name: DODGE CITY MOTORS INC
Address: 1300 VANDIVER DR
COLUMBIA, MO 652021925
Phone: 573 474-7400

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 INDICATOR COMES ON WITH RIGHT SIGNAL INPUT. TECH CAN TAP ON CLUSTER AND CONDITION WILL GO AWAY. TECH HAS CHECKED ALL CONNEC

Service Action: AUTHORIZED CLUSTER :JLS172:09/02/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008067423

Vehicle Information

VIN: 1D7HU18D34S [REDACTED]
Model Year: 2004
Make/Model:
RAM 1500 SLT QUAD CAB 4X4
DR6H41
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6212310695)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 080714

Repair Information

Report#: SSV008067423
Open Date: 12/30/2005
Mileage: 47669
Warr Built Dt: 08/07/2003
Supplier RP: S1

Dealer Information

Zone/Cd: 32-65146
Name: KEENE CHRYSLER DODGE JEEP
Address: 410 WINCHESTER ST
KEENE, NH 03431
Phone: 603 357-0808

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: TECH STST WHEN LEFT TURN SIGNAL IS ON, THE EXTERIOR LAMPS ARE CORRECT BU T THE CLUSTER LITES THE RIGHT TURN INDICATOR. TECH HAS CHECKED WITH SCAN

Service Action: AUTHORIZED CLUSTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008300937

Vehicle Information

VIN: 1D7HU18D64[REDACTED]
Model Year: 2004
Make/Model:
RAM 1500 SLT QUAD CAB 4X4
DR6H41
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6206310127)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 090610

Repair Information

Report#: SSV008300937
Open Date: 05/26/2006
Mileage: 26239
Warr Built Dt: 09/06/2003
Supplier RP: J1

Dealer Information

Zone/Cd: 74-68069
Name: RUSSWOOD CHRYSLER
Address: 8350 O STREET
LINCOLN, NE 685102676
Phone: 402 489-7156

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 THE TURN SIGNALS ARE TURNED ON THE OPPOSITE CLUSTER INDICATOR WILL FLASH. CAN T DUPLICATE. SECOND TIME IN. REPLACED THE

Service Action:TECH WILL CHECK THE WIRING AND WIGGLE TEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004293743

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18D73. [REDACTED]

Report#: SSV004293743

Zone/Cd: 66-65074

Model Year: 2003

Open Date: 09/08/2004

Name: HAYES CHRY-DODGE-JEEP INC

Make/Model: DODGE

Mileage: 40595

Address: 719 W PIKE ST

RAM 1500 QUAD CAB PICKUP

Warr Built Dt: 02/25/2003

LAWRENCEVILLE, GA 300454305

DR6H41

Supplier RP: J1

Phone: 770 963-5251

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6034310130)

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

Plant: ST. LOUIS ASSEMBLY II - NORTH

MDH: 022508

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 DON T WORK, AND INTERMITTENTLY THE INDICATORS WILL FLASH OPPOSITE OF WHICH SIDE IS BEING USED (RIGHT INDICATOR WILL

Service Action: CHECK THE POWER AND GROUNDS FOR THE MIC, AND CHECK THE GROUND FOR THE MULTIFUNCTION SWITCH. IF ALL THAT S OK, TRY ANOTHER MIC. :REC4:09/08 /2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004122744

Vehicle Information

VIN: 1D7HU18D73S [REDACTED]
Model Year: 2003
Make/Model: DODGE
RAM 1500 QUAD CAB PICKUP
DR6H41
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6337210350)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 010308

Repair Information

Report#: SSV004122744
Open Date: 03/30/2004
Mileage: 43234
Warr Built Dt: 01/03/2003
Supplier RP: S1

Dealer Information

Zone/Cd: 63-43268
Name: MAXWELL CHRYSLER DODGE JEEP
Address: 14150 STATE HIGHWAY 79
TAYLOR, TX 765744606
Phone: 512 352-3696

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 APPLYING TURN SIGNALS SOMETIMES THE OPPOSITE SIDE TURN SIGNAL WIL L FLASH INSTEAD OF THE ONE SELECTED :RKR:03/30/2004

Service Action: MAKE SURE THAT THERE IS NO ADD ON EQUIPMENT SUCH AS A TRAILER TOW PACK AGE OR SNOW PLOW WIRED INCORRECTLY. IF NOT, MONITOR THE INPUT OF THE TURN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004176022

Vehicle Information

VIN: 1D7HU18D74S [REDACTED]
Model Year: 2004
Make/Model: DODGE
RAM 1500 SLT QUAD CAB 4X4
DR6H41
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6328310596)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 121022

Repair Information

Report#: SSV004176022
Open Date: 05/19/2004
Mileage: 6870
Warr Built Dt: 12/10/2003
Supplier RP: S1

Dealer Information

Zone/Cd: 42-66950
Name: SCHAFER INC
Address: 125 NORTH MABLE STREET
PINCONNING, MI 48650
Phone: 989 879-2211

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 THE TURN SIGNALS WILL ACT UP. WHEN THE RIGHT TURN SIGN AL IS TURNED ON THE LEFT WILL FLASH. :RCB13:05/19/2004

Service Action:TECH WILL REPLACE THE CLUSTER. :RCB13:05/19/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 598831394631

Vehicle Information

VIN: 1D7HU18D83[REDACTED]
Model Year: 2003
Make/Model: DODGE
RAM 1500 QUAD CAB PICKUP
DR6H41
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6056310494)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 031409

Repair Information

Report#: 598831394631
Open Date: 10/24/2005
Mileage: 31198
Warr Built Dt: 03/14/2003
Supplier RP:

Dealer Information

Zone/Cd: 42-59883
Name: OAKLAND DODGE INC
Address: 101 W 14 MILE RD
MADISON HGHTS, MI 480711390
Phone: 248 585-8800

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:CK TURN SIGNAL TURN-WHEN TURN RIGHT WILL BLINK LEFT-SOMETIME NOT AT ALL-

Service Comment:

Service Action:TEST AND REPLACE MULTIFUNCTION SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009636683

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18D85S [REDACTED]

Report#: SSV009636683

Zone/Cd: 35-60186

Model Year: 2005

Open Date: 08/11/2008

Name: KING CHRYSLER JEEP DODGE, LLC

Make/Model:

Mileage: 25988

Address: 3239 WILMINGTON ROAD

RAM 1500 SLT QUAD CAB 4X4

Warr Built Dt: 04/13/2005

NEW CASTLE, PA 16105

DR6H41

Supplier RP: S1

Phone: 724 654-7761

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6076510041)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 041306

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: KEVIN STATES THE LEFT TURN SIGNAL COMES ON WHEN THE RIGHT IS USED. WHEN THE LEFT IS USED, NOTHING. TECH REPLACED THE FCM AND IT WAS GOOD FOR 20

Service Action: STAR ADVISED KEVIN TO REPLACE THE IPM. ADVISED THE TECH TO CHECK THE SWITCH INPUT TO THE CCN. TECH TO CHECK THE TRAILER TOW WIRING. IF INACCURATE,

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004300032

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18D93. [REDACTED]
Model Year: 2003
Make/Model: DODGE
 RAM 1500 QUAD CAB PICKUP
 DR6H41
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6164310683)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 070823

Report#: SSV004300032
Open Date: 09/14/2004
Mileage: 10391
Warr Built Dt: 07/08/2003
Supplier RP: J1

Zone/Cd: 74-42795
Name: BURTIS MOTOR COMPANY INC
Address: 601 W KANSAS
 GARDEN CITY, KS 67846
Phone: 620 275-6177
 620 275-6171

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 TURN SIGNALS COMES ON. NO CODES. :CJK35:09/14/2004

Service Action: ADVISED TECH TO MONITOR THE TURN SIGNAL MUX VOLTAGES WITH THE DRB. LE FT 2.0V RIGHT 3.1 TECH TO CHECK THE FCM/IPM CONNECTIONS FOR ANY WA TER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008463509

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18D94S [REDACTED]

Report#: SSV008463509

Zone/Cd: 42-59244

Model Year: 2004

Open Date: 09/08/2006

Name: MT CLEMENS DODGE INC

Make/Model:

Mileage: 23657

Address: 43774 N GRATIOT AVE

RAM 1500 SLT QUAD CAB 4X4

Warr Built Dt: 09/23/2003

CLINTON TOWNSHIP, MI 480363331

DR6H41

Supplier RP: S1

Phone: 586 772-1130

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6237310930)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 092319

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 TURN SIGNALS USED, WILL NOT GO ON OR OPPOSITE SIDE WORKS

Service Action: MARC, PLEASE CHECK FOR ANY CODES AND AFTERMARKET TRAILER TOW WIRING. IF YOU CAN DUPLICATE THE COMPLAINT, PLEASE CHECK THE MULTI-FUNCTION MUX

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004646317

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18D94S [REDACTED]

Report#: SSV004646317

Zone/Cd: 71-60049

Model Year: 2004

Open Date: 08/18/2005

Name: MT HOME CHRYSLER JEEP DODGE LL

Make/Model: DODGE

Mileage: 1

Address: 2800 AMERICAN LEGION BLVD

RAM 1500 SLT QUAD CAB 4X4

Warr Built Dt: 12/19/2003

MOUNTAIN HOME, ID 836473100

DR6H41

Supplier RP: S1

Phone: 208 580-1000

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6338310298)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 121907

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 OPERATES THE RIGHT SIGNAL ON THE INDICATOR. PROBLEM HAPPENED ONCE AND NOT LONG ENOUGH TO CONFIRM IF THE EXTERIOR LIGHTS WERE

Service Action: RECOMMEND TESTING THE MULTIFUNCTION SWITCH LEFT RESISTANCE- 345-384 AND RIGHT 786-873. IF OK, THEN TEST THE WIRES TO THE CLUSTER. :EAW2:08 /18/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004448240

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18DX4S [REDACTED]

Report#: SSV004448240

Zone/Cd: 66-43129

Model Year: 2004

Open Date: 02/11/2005

Name: SULLIVAN-WATTS DODGE

Make/Model: DODGE

Mileage: 13782

Address: 2322 S WOODLAND BLVD

RAM 1500 SLT QUAD CAB 4X4

Warr Built Dt: 09/24/2003

DELAND, FL 32720

DR6H41

Supplier RP: S1

Phone: 386 734-7800

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6237310450)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 092405

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 WILL NOT COME ON AT TIMES AND SOME TIMES LEFT INDICATOR ON WHEN RIGHT TURN ON. DID DIAG IN TEST BOOK CAME TO CLUSTER HAD CODE FOR

Service Action: AUTHORIZED CLUSTER, HAVE YOUR PARTS DEPARTMENT ORDER IT THROUGH EXCHANGE ORDER ENTRY. :JLS172:02/11/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV003843061

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18N13S [REDACTED]
Model Year: 2003
Make/Model: DODGE
RAM 1500 QUAD CAB PICKUP
DR6H41
Engine: EVA-4.7L V8 MPI Engine (Ser #:K214213626)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 080808

Report#: SSV003843061
Open Date: 07/28/2003
Mileage: 7538
Warr Built Dt: 08/08/2002
Supplier RP: S1

Zone/Cd: 32-23073
Name: HADDAD JEEP
Address: PITTSFIELD-LENOX ROAD
PITTSFIELD, MA 01202
Phone: 413 445-4535

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 WORK OPPOSITE OF EACH OTHER; RIGHT BLINKS LEFT AND LEFT B LINKS RIGHT. :KB18:07/28/2003

Service Action: WAS GOING TO ADVISE TECH OF THE FOLLOWING BEFORE HE TERMINATED THE CAL L: USE THE DRBIII, ENTER THE CLUSTER, UNDER INPUT/OUTPUT DISPLAY, SEE IF THE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004646548

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18N34S [REDACTED]
Model Year: 2004
Make/Model: DODGE
 RAM 1500 ST QUAD CAB 4X4
 DR6L41
Engine: EVA-4.7L V8 MPI Engine (Ser #:K307313127)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 110619

Report#: SSV004646548
Open Date: 08/19/2005
Mileage: 14701
Warr Built Dt: 11/06/2003
Supplier RP: S1

Zone/Cd: 35-41586
Name: B & L DODGE-CHRY-JEEP
Address: 300 CENTER STREET
 SHAMOKIN, PA 178721199
Phone: 570 644-0377

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 SOMETIMES FLASH OPPOSITE. MULTIFUNCTION SWITCH TESTED OK. WIRING TO THE CLUSTER IS OK. TECH REQUESTING 56051103AE :EAW2:08/19 /2005

Service Action: REFERED TO CLUSTER GROUP FOR REVIEW. :EAW2:08/19/2005 CONCERN IS INTERMITTENT. TECH WAS TRANSFERED TO WRONG CLUSTER GROUP. TRANSFER TEC H TO

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009097984

Vehicle Information

VIN: 1D7HU18N36. [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 1500 SLT QUAD CAB 4X4
DR6H42
Engine: EVA-4.7L V8 MPI Engine (Ser #:K314513046)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 011909

Repair Information

Report#: SSV009097984
Open Date: 10/01/2007
Mileage: 39214
Warr Built Dt: 01/19/2006
Supplier RP:

Dealer Information

Zone/Cd: 74-45221
Name: RUSSWOOD CHRYSLER JEEP DODGE
Address: 2151 CARDINAL LN
CRETE, NE 683333318
Phone: 402 826-5300

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: INTERMITTENT NO WIPERS AND DOAM LAMPS COME ON BY THEM SELVES. TURN SIGNALS WORK OPISITE. TECH CANNOT DUPLACATE THE CONDITION.

Service Action: ADVISED THE TECH TO DUPLACATE THE CONDITION AND TO INSPECTED FOR WATER IN CONNECTORS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008286658

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18N45S [REDACTED]

Report#: SSV008286658

Zone/Cd: 32-68671

Model Year: 2005

Open Date: 05/17/2006

Name: CARBONE CHRYSLER DODGE JEEP

Make/Model:

Mileage: 8861

Address: ROUTE 12

RAM 1500 SLT QUAD CAB 4X4

Warr Built Dt: 04/28/2005

BOONVILLE, NY 13309

DR6H41

Supplier RP: S1

Phone: 315 942-4305

Engine: EVA-4.7L V8 MPI Engine (Ser #:K110514031)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 042802

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: OWNER TURNS ON THE THE TURN SIGNAL TO THE LEFT AND THE RIGHT COMES ON- LIGHTS AND CLUSTER INDICATOR. DLR HAS REPLACED THE MULTI FUNCTION SWITCH -

Service Action: TECH TO TEST THE SWITCH FROM THE CLUSTER TO REVIEW A POSSIBLE RESISTANCE ISSUE - RESISTANCE VALUES OF THE SWITCH ARE ON TECH CONNECT.\r\nMULTI-

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004715250

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18N53S [REDACTED]

Report#: SSV004715250

Zone/Cd: 74-68957

Model Year: 2003

Open Date: 10/17/2005

Name: DAKOTA CHRYSLER CENTER

Make/Model: DODGE

Mileage: 25397

Address: HWY 13 WEST

RAM 1500 QUAD CAB PICKUP

Warr Built Dt: 11/13/2002

WAHPETON, ND 58075

DR6H41

Supplier RP:

Phone: 701 642-1551

Engine: EVA-4.7L V8 MPI Engine (Ser #:K316214752)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 111321

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 SIDE BLINKS. NO CODES. INTER MITTENT. :KD127:10/17/2005

Service Action: USE THE DRBIII, ENTER THE CLUSTER, UNDER INPUT/OUTPUT DISPLAY, SEE IF THE CLUSTER IS SEEING THE CORRECT TURN SIGNAL INPUT. OK HERE, THEN EIT HER THE

Correction: