

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008809153

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18226S [REDACTED]
Model Year: 2006
Make/Model:
RAM 1500 SLT QUAD CAB 4X4
DR6H41
Engine: EZB-5.7L V8 HEMI MDS Engine (Ser
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 033016

Report#: SSV008809153
Open Date: 04/16/2007
Mileage: 18070
Warr Built Dt: 03/30/2006
Supplier RP:

Zone/Cd: 35-45249
Name: DAVID DODGE, LLC
Address: 1801 ROUTE 202
GLEN MILLS, PA 193428178
Phone: 610 358-5300

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: THE GAUGE READS 1/4 WHEN FULL AND WHEN DRIVING IT GOES BACK TO FULL--WIPERS ARE ON HIGH SPEED THEY DROP TO INTERMITTENT, WHEN USING THE LEFT TURN

Service Action: IT POINTS T O A POSSIBLE CONCERN WITH THE TIPM. TECH STATES WHEN WIPERS GO ONTO HIGH THEY EVENTUALY GO INTO INTERMITTENT MODE. TECH STATES

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008795105

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18236S [REDACTED]

Report#: SSV008795105

Zone/Cd: 42-68341

Model Year: 2006

Open Date: 04/05/2007

Name: NORTHGATE CHRYSLER DODGE JEEP,

Make/Model:

Mileage: 15908

Address: 8536 COLERAIN AVE

RAM 1500 SLT QUAD CAB 4X4

Warr Built Dt: 11/21/2005

CINCINNATI, OH 45251

DR6H41

Supplier RP:

Phone: 513 385-3904

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

513 385-3900

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 112121

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:FCM CASE 293023 SOLUTION 8794121 THE FCM INTERNAL FAILURE CODE DOES RETURN AS SOON AS IT IS CLEARED. ALSO WOULD SET TURN SIGNAL CODES AND WHEN

Service Action:B2215 IS A FAULT CODE TO NOTIFY THAT A FAULT HAS ACCURED WITH THE COMPONENT SUPPORTED BY THE TIPM AND AN ADDITIONAL FAULT CODE WILL BE FOUND

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008464779

Vehicle Information

VIN: 1D7HU18246 [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 1500 SLT QUAD CAB 4X4
DR6H42
Engine: EZB-5.7L V8 HEMI MDS Engine (Ser
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 090819

Repair Information

Report#: SSV008464779
Open Date: 09/11/2006
Mileage: 16012
Warr Built Dt: 09/08/2005
Supplier RP:

Dealer Information

Zone/Cd: 42-45244
Name: HALL CHRYSLER, JEEP, DODGE OF
Address: 15123 NORTH RD
FENTON, MI 484301385
Phone: 810 714-3300

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 PLINK IN OPPOSITE DIRECTIONS, DIDN T CHECK DTCS

Service Action:TECH TO MONITOR SWITCH IN PUT TO CCN AND TIPM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008557528

Vehicle Information

VIN: 1D7HU18246S [REDACTED]
Model Year: 2006
Make/Model:
RAM 1500 SLT QUAD CAB 4X4
DR6H41
Engine: EZB-5.7L V8 HEMI MDS Engine (Ser
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 110707

Repair Information

Report#: SSV008557528
Open Date: 11/06/2006
Mileage: 6625
Warr Built Dt: 11/07/2005
Supplier RP:

Dealer Information

Zone/Cd: 74-44539
Name: ROSEDALE DODGE
Address: 2755 LONG LAKE ROAD
ROSEVILLE, MN 55113
Phone: 651 633-5455

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: DOME LAMPS GO ON AND OFF ERRATICALLY AND TURN SIGNALS ARE REVERSED.

Service Action: AUTHORIZED CLUSTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009115527

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18246S [REDACTED]

Report#: SSV009115527

Zone/Cd: 66-68380

Model Year: 2006

Open Date: 10/05/2007

Name: D & J AUTOMOTIVE LLC

Make/Model:

Mileage: 53934

Address: HIGHWAY 401 SOUTH

RAM 1500 SLT QUAD CAB 4X4

Warr Built Dt: 11/10/2005

LOUISBURG, NC 27549

DR6H41

Supplier RP:

Phone: 919 496-5161

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

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 111011

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: TECHNICIAN STATES THE B2215 IS ACTIVE. TECHNICIAN STATES THE RIGHT TURN SIGNAL FLASHES WHEN THE LEFT IS REQUESTED.

Service Action: ADVISED TECHNICIAN TO ADDRESS THE B2215 CODE INITIALLY. ADVISED TECHNICIAN THE B166E MAY BE CAUSED BY A TRAILER WIRING FAULT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009078315

Vehicle Information

VIN: 1D7HU18246S [REDACTED]
Model Year: 2006
Make/Model:
RAM 1500 SLT QUAD CAB 4X4
DR6H41
Engine: EZB-5.7L V8 HEMI MDS Engine (Ser
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 042519

Repair Information

Report#: SSV009078315
Open Date: 09/19/2007
Mileage: 11414
Warr Built Dt: 04/25/2006
Supplier RP:

Dealer Information

Zone/Cd: 42-57819
Name: COPPUS MOTORS INC
Address: 2190 WEST MARKET STREET
TIFFIN, OH 448839743
Phone: 419 447-8131

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 ON OPPOSITE SIDES AT TIMES AND INOP AT OTHER TIMES. TECH DID NOT RUN MUCH DIAGS YET.

Service Action: TECH WILL CHECK REQUEST IN TIPM WHEN OPPOSITE TURN SIGNAL OPERATES TO DETERMINE IF CLUSTER OR TIPM IS AT FAULT. AUTHORIZE CLUSTER PART INQUIRY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009629472

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18256S [REDACTED]
Model Year: 2006
Make/Model:
 RAM 1500 SLT QUAD CAB 4X4
 DR6H41
Engine: EZB-5.7L V8 HEMI MDS Engine (Ser
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 032909

Report#: SSV009629472
Open Date: 07/29/2008
Mileage: 21145
Warr Built Dt: 03/29/2006
Supplier RP:

Zone/Cd: 51-42465
Name: STEVE LAKIS DODGE INC
Address: 2201 W MAIN ST
 GALESBURG, IL 614013262
Phone: 309 342-1121

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 FLASH OPPOSITE DIRECTION OF WHAT WAS SELECTED PREVIOUSLY CONTACTED STAR CASE #9629230. FLASH OPPOSITE INSIDE AND OUTSIDE

Service Action: TROY, NO KNOWN ISSUES. PLEASE DUPLICATE AND MONITOR THE TURN SIGNAL INPUT INTO THE CCN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009629230

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18256S [REDACTED]

Report#: SSV009629230

Zone/Cd: 51-42465

Model Year: 2006

Open Date: 07/29/2008

Name: STEVE LAKIS DODGE INC

Make/Model:

Mileage: 21145

Address: 2201 W MAIN ST

RAM 1500 SLT QUAD CAB 4X4

Warr Built Dt: 03/29/2006

GALESBURG, IL 614013262

DR6H41

Supplier RP:

Phone: 309 342-1121

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

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 032909

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 YOU TURN ON TURN SIGNAL AND OPPOSITE SIGNAL LIGHTS UP.HAS STORED CODE B160E CAN NOT DUPLICATE CONCERN

Service Action:TROY, IS THE LAMP OPPOSITE SIGNAL FLASHING OR JUST THE INDICATOR. IF THE ACTUAL LAMP IS NOT FLASHING THEN WE HAVE NARROWED THE CONCERN TO A

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009388577

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18276S [REDACTED]

Report#: SSV009388577

Zone/Cd: 66-63570

Model Year: 2006

Open Date: 02/20/2008

Name: M & L MOTOR CO INC

Make/Model:

Mileage: 35252

Address: 406 PIEDMONT DRIVE

RAM 1500 LARAMIE QUAD CAB 4X4

Warr Built Dt: 08/26/2005

LEXINGTON, NC 27295

DR6P41

Supplier RP:

Phone: 336 248-5191

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

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 082611

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: RIGHT REAR TURNSIGNAL FLASHES AT TIMES WHEN TURN SIGNAL IS TURNED TO LEFT FCM UPDATED, NO DTCS, PLEASE ADVISE OF ANY KNOWN CONCERNS!!!!

Service Action: JACKIE, NO KNOWN ISSUES, DO YOU HAVE ANY FAULT CODES DOES THE CLUSTER INDICATOR FLASH AS WELL ADVISED TECH TO CHECK THE TRAILER CONNECTORS FOR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009037870

Vehicle Information

VIN: 1D7HU18296 [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 1500 SLT QUAD CAB 4X4
DR6H42
Engine: EZB-5.7L V8 HEMI MDS Engine (Ser
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 042818

Repair Information

Report#: SSV009037870
Open Date: 08/28/2007
Mileage: 22429
Warr Built Dt: 04/28/2006
Supplier RP:

Dealer Information

Zone/Cd: 51-67775
Name: CRYSTAL LAKE CHRYSLER-JEEP INC
Address: 5404 S.STATE RTE 31
CRYSTAL LAKE, IL 60012
Phone: 815 459-9000

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 INACCURATE, WHEN TURN LT TURN SIGNAL ON THE RT COMES ON, WHEN TURN RT SIDE ON NOTHING HAPPENS, TECH PULLED DTC OF B160E, CKD ALL

Service Action: AUTHORIZE CLUSTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008874908

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU182X6S5 [REDACTED]

Report#: SSV008874908

Zone/Cd: 51-45296

Model Year: 2006

Open Date: 05/23/2007

Name: DON BROWN AUTOMOTIVE GROUP, IN

Make/Model:

Mileage: 11398

Address: 3300 S KINGSHIGHWAY BLVD

RAM 1500 SLT QUAD CAB 4X4

Warr Built Dt: 11/16/2005

SAINT LOUIS, MO 631391102

DR6H41

Supplier RP:

Phone: 314 832-7200

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

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 111620

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. TECH STATES WHEN YOU PUT ON RT AND LT WILL OPERATE. TECH STATES NO CODES FOUND. TECH STATES CUSTOMER SAID WILL

Service Action: ADVISED TECH TO VERIFY INPUT TO TIPM WHEN ISSUE EXISTS AND CHECK TURN SIGNAL SWITCH IN COL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV003922108

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18N63S [REDACTED]

Report#: SSV003922108

Zone/Cd: 74-65954

Model Year: 2003

Open Date: 10/02/2003

Name: OZARK DODGE INC

Make/Model: DODGE

Mileage: 16903

Address: 6151 NO. 21ST STREET

RAM 1500 QUAD CAB PICKUP

Warr Built Dt: 10/08/2002

OZARK, MO 65721

DR6H41

Supplier RP: S1

Phone: 417 581-2776

Engine: EVA-4.7L V8 MPI Engine (Ser #:K275214445)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 100819

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 SELECTED, THE RIGHT ONE FLASHES. WHEN THE RIGHT SIDE IS SELECTED, IT WORKS OK. HASN T BEEN ABLE TO DUPLICATE. C USTOMER

Service Action: REALLY NEEDS TO DUPLICATE THE CONDITION TO DIAGNOSE PROPERLY. INSPECT THE CONNECTORS AT THE IPM FOR ANY EVIDENCE OF CORROSION. IF OK, TRY AN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004212525

Vehicle Information

VIN: 1D7HU18N72J2 [REDACTED]
Model Year: 2002
Make/Model: DODGE
RAM 1500 QUAD CAB PICKUP
DR6L41
Engine: EVA-4.7L V8 MPI Engine (Ser #:K163213288)
Transmission: DG4-Multi-Speed Auto 45RFE Transmiss (Ser
Plant: ST. LOUIS ASSEMBLY II - NORTH
MDH: 062100

Repair Information

Report#: SSV004212525
Open Date: 06/22/2004
Mileage: 45885
Warr Built Dt: 06/21/2002
Supplier RP:

Dealer Information

Zone/Cd: 42-44706
Name: GREENVILLE CHRYSLER DODGE JEE
Address: 6472 S GREENVILLE RD
GREENVILLE, MI 48838
Phone: 616 754-3635

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 CAUSES RIGHT TO TURN ON. :RAL10:06/22/2004

Service Action:ADVISED TECH TRY ANOTHER MFS, MUX CIRCUIT TO CLUSTER IS PROBABLY ERRAT IC. :RAL10:06/22/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008466304

Vehicle Information

VIN: 1D7HU18N74[REDACTED]

Model Year: 2004

Make/Model:

RAM 1500 SLT QUAD CAB 4X4

DR6H41

Engine: EVA-4.7L V8 MPI Engine (Ser #:K258313691)

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

Plant: ST. LOUIS ASSEMBLY II - NORTH

MDH: 092606

Repair Information

Report#: SSV008466304

Open Date: 09/11/2006

Mileage: 67928

Warr Built Dt: 09/26/2003

Supplier RP: J1

Dealer Information

Zone/Cd: 74-43693

Name: JIM RAYSIK, INC.

Address: 210 SOUTH SECOND STREET

CLINTON, MO 647351459

Phone: 660 885-3355

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: SOMETIMES WHEN TURN ON LEFT TURN SIGNAL THE RIGHT TURN SIGNAL FLASHES AND LIGHT ON DASH FOR THE RIGHT TURN SIGNAL FLASHES NONE

Service Action: THE MULTI FUNCTION SWITCH SENDS THE LAMP SIGNAL TO THE CCN. THAT THEN BUSSES THE SIGNAL TO THE FCM WHICH FLASHES THE THE TURN SIGNAL. AND THE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004700647

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18N93. [REDACTED]

Report#: SSV004700647

Zone/Cd: 51-68870

Model Year: 2003

Open Date: 10/04/2005

Name: HAUBSTADT CHRY-PLYM-DODGE-JEEP

Make/Model: DODGE

Mileage: 38826

Address: 111 NORTH MAIN STREET

RAM 1500 QUAD CAB PICKUP

Warr Built Dt: 12/19/2002

HAUBSTADT, IN 47639

DR6H41

Supplier RP:

Phone: 812 768-6218

Engine: EVA-4.7L V8 MPI Engine (Ser #:K339213453)

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

Plant: ST. LOUIS ASSEMBLY II - NORTH

MDH: 121902

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: WHEN THE RIGHT TURN SIGNAL IS TURNED ON THE LEFT WILL BLINK. TECH HASN T BEEN ABLE TO DUPLICATE THE CONCERN. :KD127:10/04/2005

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:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008848555

Vehicle Information

VIN: 1D7HU18N96. [REDACTED]

Model Year: 2006

Make/Model:

RAM 1500 SLT QUAD CAB 4X4

DR6H41

Engine: EVA-4.7L V8 MPI Engine (Ser #:K117613706)

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

Plant: ST. LOUIS ASSEMBLY II - NORTH

MDH: 051711

Repair Information

Report#: SSV008848555

Open Date: 05/08/2007

Mileage: 21873

Warr Built Dt: 05/17/2006

Supplier RP:

Dealer Information

Zone/Cd: 35-68305

Name: THREE RIVERS CHRYSLER JEEP DOD

Address: 2633 W LIBERTY AVE

PITTSBURGH, PA 152163407

Phone: 412 343-1200

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 ARE BACKWARDS WHEN TOGGLING SWITCH.TECH DISCONNECTED SWITCH CONNECTOR TO CHECK IT AND IS WORKING OK NOW.

Service Action:IF IT HAPPENS AGAIN MONITOR SWITCH INPUT IN CCN USING SCAN TOOL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009227218

Vehicle Information

VIN: 1D7HU18N96S [REDACTED]
Model Year: 2006
Make/Model:
RAM 1500 SLT QUAD CAB 4X4
DR6H41
Engine: EVA-4.7L V8 MPI Engine (Ser #:K005613491)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 022818

Repair Information

Report#: SSV009227218
Open Date: 11/01/2007
Mileage: 28764
Warr Built Dt: 02/28/2006
Supplier RP:

Dealer Information

Zone/Cd: 42-67243
Name: GOLLING CHRYSLER JEEP DODGE, I
Address: 2405 S TELEGRAPH RD
BLOOMFIELD HILLS, MI 483020256
Phone: 248 334-3600

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 WHEN LEFT TURN SIGNAL IS TURNED ON , RIGHT COMES ON, AND WHEN RIGHT TURN SIGNAL IS TURNED ON, LEFT COMES ON. CUSTOMER STATES

Service Action:ADVISED TECH TO DUPLICATE CONCERN FIRST , THEN MONITOR SWITCH INPUTS TO CCN,IF READING CORRECTLY, MOST LIKELY AN ISSUE WITH TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV003946130

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18NX2S [REDACTED]
Model Year: 2002
Make/Model: DODGE
RAM 1500 QUAD CAB PICKUP
DR6L41
Engine: EVA-4.7L V8 MPI Engine (Ser #:K165213131)
Transmission: DG4-Multi-Speed Auto 45RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 061414

Report#: SSV003946130
Open Date: 10/22/2003
Mileage: 25724
Warr Built Dt: 06/14/2002
Supplier RP: S1

Zone/Cd: 42-58899
Name: NORTHWESTERN DODGE INC
Address: 10500 WEST 8 MILE ROAD
FERNDALE, MI 482202197
Phone: 248 399-6700
248 399-2862

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, INTERMITTENTLY, WHEN THE RIGHT TURN SIGNAL IS SELE CTED, THE LEFT ONE FLASHES. :REC4:10/22/2003

Service Action:PER SOME RELATED CASES, SUGGESTED THAT HE TRY ANOTHER FCM. :REC4:10/ 22/2003

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009278212

Vehicle Information

VIN: 1D7HU18P07S2 [REDACTED]

Model Year: 2007

Make/Model: DODGE

RAM 1500 SLT QUAD CAB 4X4

DR6H41

Engine: EVD-4.7L V8 FFV Engine (Ser #:K004714243)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 031213

Repair Information

Report#: SSV009278212

Open Date: 12/07/2007

Mileage: 9075

Warr Built Dt: 03/12/2007

Supplier RP:

Dealer Information

Zone/Cd: 66-42576

Name: JIM COGDILL DODGE COMPANY

Address: 8544 KINGSTON PIKE

KNOXVILLE, TN 379195353

Phone: 865 690-1611

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: CONCERN TURN SIGNAL WHEN TURNING RIGHT LEFT TURN BLINKS.

Service Action: IF THE TURN SIGNAL INDICATOR ON THE CCN BLINKS CORRECTLY, WE CAN RULE OUT THE TURN SIGNAL SWITCH. IF THE INDICATOR ON THE CCN IS INCORRECT, THEN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004148511

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18Z23S [REDACTED]

Report#: SSV004148511

Zone/Cd: 66-44599

Model Year: 2003

Open Date: 04/23/2004

Name: JEFF HALL DODGE, LLC

Make/Model: DODGE

Mileage: 18247

Address: 1003 FOLGER DR

RAM 1500 QUAD CAB PICKUP

Warr Built Dt: 09/05/2002

STATESVILLE, NC 286256274

DR6H41

Supplier RP: S1

Phone: 704 924-7070

Engine: EML-5.9L V8 MPI Engine (Ser #:4178200080)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 090507

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 AT TIMES THE RIGHT TURN SIGNAL COMES ON WHEN THE LE FT IS SELECTED. ALSO AT TIMES THE TURN SIGNALS DON T COME ON. CUSTOMER SAID

Service Action:HE WILL CHECK THE CONNECTIONS AT THE FCM. HE WILL CHECK THE TURNSIGNAL SWITCH FEED. :RCB13:04/23/2004

Correction:

Sales & Marketing Incident Report



CONCERN #1

Customer Concern:

2002 RAM 1500 SPORT, 5.9L, 4X4. INTERMITTANTLY THE WIPERS, HEADLIGHT, & HAZZARD DO NOT WORK. FOR EXAMPLE, WHEN YOU TURN THE RIGHT TURN SIGNAL ON THEN THE LEFT ONE GOES ON OR SOMETIMES NONE WORK.

Repair Action:

THE FAULT CODES ARE (1) TURN HAZZRD SWITCH INPUT CIRCUIT OPEN (IGNITION CYCLE SET 0). (2) HEADLAMP SWITCH INPUT CIRCUIT OPEN (IGNITION CYCLE SET 13). (3) WIPER SWITCH INPUT CIRCUIT OPEN (IGNITION CYCLE 0). THESE CODES ARE NOT LISTED IN THE SERVICE MANUAL AND TECH CAN'T DIAGNOSE PROBLEM. STAR HOTLINE CONFIRMED THIS. TECH LOOKING FOR ASSISTANCE WITH THE FAULT CODES. DEALER 55483 CONTACT PHIL HONEYCUTT 317-582-4747

TSB Group: 8 Repair Successful: N

Issue Number: 167267201
Zone Number: 41-Cincinnati
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Churchill, Joel
Phone: () 829-1529
Created On: 04/26/2002

Images: 0

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
DR	2J [REDACTED]	1504	012318	55483	EML 4351 1004 84	DGT K313 1F16 21	

Sales & Marketing Incident Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV003328529

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HU18Z42. [REDACTED]

Report#: SSV003328529

Zone/Cd: 42-55483

Model Year: 2002

Open Date: 04/19/2002

Name: PALMER DODGE INC

Make/Model: DODGE

Mileage: 31

Address: 4545 EAST 96TH STREET

RAM 1500 QUAD CAB PICKUP

Warr Built Dt: 01/23/2002

INDIANAPOLIS, IN 46240

DR6L41

Supplier RP: J1

Phone: 317 846-5555

Engine: EML-5.9L V8 MPI Engine (Ser #:4351100484)

317 582-4750

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

Plant: ST. LOUIS ASSEMBLY II - NORTH

MDH: 012318

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 ACTING WEIRD. TURN THE LEFT ONE ON THE RIGHT MIGHT LIGHT, ETC. THREE CODES. WIPER SWITCH INPUT, HEADLAMP INPUT CIRCUIT, & T

Service Action: NEED TO CHECK THE CLUSTER CONNECTOR CONNECTOR. IF OK REPLACE THE CLUSTER. :RCB13:04/16/2002 -- SENT TO CLUSTERS. :KS1:04/19/2002 AUTHORIZED CLUSTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008390100

Vehicle Information

VIN: 1D7HW28K15S [REDACTED]
Model Year: 2005
Make/Model:
DAKOTA ST QUAD CAB 4X4
ND5L84
Engine: EKG-3.7L V6 Engine (Ser #:K257421333)
Transmission: DG6-4-Spd. Automatic 42RLE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 091518

Repair Information

Report#: SSV008390100
Open Date: 07/25/2006
Mileage: 32907
Warr Built Dt: 09/15/2004
Supplier RP: S1

Dealer Information

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:RIGHT TURN SIGNAL WILL FLASH WHEN LEFT IS TURNED ON. NO CODES AND CANNOT DUPLICATE.

Service Action:DETERMINE IF EXTERIOR LAMPS ALSO FLASH OPPOSITE. IF SO REPLACE FCM. IF NOT REPLACE CLUSTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008502386

Vehicle Information

Repair Information

Dealer Information

VIN: 1D7HW28N95S [REDACTED]

Report#: SSV008502386

Zone/Cd: 35-26616

Model Year: 2005

Open Date: 10/03/2006

Name: KREBS DODGE

Make/Model:

Mileage: 20872

Address: 100 KREBS DRIVE

DAKOTA ST QUAD CAB 4X4

Warr Built Dt: 10/09/2004

GIBSONIA, PA 15044

ND5L84

Supplier RP: S1

Phone: 724 444-8000

Engine: EVA-4.7L V8 MPI Engine (Ser #:K225413448)

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

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 100921

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 TURN SIGNALS ARE INOP AT TIMES. WHEN TURNING THE LEFT TURN SIGNAL ON THE RIGHT TURN SIGNAL WORKS. WHEN TURNING ON THE RIGHT THE OPPOSITE

Service Action: THE DLR NEEDS TO CHECK FOR A CONCERN WITH THE MULTIFUNCTION SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009392921

Vehicle Information

VIN: 1D7HW48NX7S [REDACTED]
Model Year: 2007
Make/Model: DODGE
DAKOTA SLT QUAD CAB 4X4
ND5H84
Engine: EVA-4.7L V8 MPI Engine (Ser #:K167613849)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: WARREN TRUCK ASSEMBLY PLANT 1
MDH: 063009

Repair Information

Report#: SSV009392921
Open Date: 02/25/2008
Mileage: 3251
Warr Built Dt: 06/30/2006
Supplier RP:

Dealer Information

Zone/Cd: 32-68665
Name: FRANKLIN SUSSEX AUTO MALL INC
Address: ROUTE 23
SUSSEX, NJ 07461
Phone: 973 875-3188

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 USING LEFT TURN SIGNAL AND CHANING LANES,IT WILL JUMP OVER TO RT TURN SIGNAL.\r\nSOMESTIMES STALLS WHEN COMMING TO A STOP.CHIME WILL GO OFF

Service Action:TRY A NEW IPM.

Correction: