

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009547282

### Vehicle Information

**VIN:** 1D7KS28C16 [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
RAM 2500 LARAMIE QUAD CAB 4X4  
DH7P41  
**Engine:** ETH-5.9L HO Cummins Turbo Diesel Engine (Ser  
**Transmission:** DG8-4-Spd. Automatic 48RE Transmissi (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 032901

### Repair Information

**Report#:** SSV009547282  
**Open Date:** 06/05/2008  
**Mileage:** 27135  
**Warr Built Dt:** 03/29/2006  
**Supplier RP:**

### Dealer Information

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

### Part Information

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

\*\* No Parts Information Available

### Labor Information

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

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** THE PANEL LAMPS ARE INOP AT TIMES AND THE TURN SIGNALS WILL FLASH ON THE OPPOSITE SIDE AT TIMES. NO CODES THE TECH CANT DUPLICATE THE CONCERN

**Service Action:** THE TECH NEEDS TO DUPLICATE THE CONCERN.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008547160

### Vehicle Information

**VIN:** 1D7KS28C36. [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
RAM 2500 SLT QUAD CAB 4X4  
DH7H41  
**Engine:** ETH-5.9L HO Cummins Turbo Diesel Engine (Ser  
**Transmission:** DG8-4-Spd. Automatic 48RE Transmissi (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 110100

### Repair Information

**Report#:** SSV008547160  
**Open Date:** 10/31/2006  
**Mileage:** 484  
**Warr Built Dt:** 11/01/2005  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 63-45031  
**Name:** ALL AMERICAN CHRYSLER JEEP DOD  
**Address:** 3801 W WALL ST  
MIDLAND, TX 797037711  
**Phone:** 432 522-3115

### 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:** CLUSTER WARNING LAMPS ON LEFT SIDE OF CLUSTER STAY ON EQ: LOW FUEL, DOOR AJAR, CK GUAGES, CRUISE, ALSO WHEN RT TURN SIGNAL IS TURNED ON LEFT SIDE

**Service Action:** AUHTORIZE CLUSTER

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008677773

### Vehicle Information

**VIN:** 1D7KS28C36. [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
RAM 2500 SLT QUAD CAB 4X4  
DH7H41  
**Engine:** ETH-5.9L HO Cummins Turbo Diesel Engine (Ser  
**Transmission:** DG8-4-Spd. Automatic 48RE Transmissi (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 012315

### Repair Information

**Report#:** SSV008677773  
**Open Date:** 01/25/2007  
**Mileage:** 28111  
**Warr Built Dt:** 01/23/2006  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 63-43526  
**Name:** BOSSIER COUNTRY  
**Address:** 350 EAST I H 45  
FAIRFIELD, TX 75840  
**Phone:** 903 389-5100

### 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:** THE OWNER STATES THAT AT TIMES WHEN TURNING THE LEFT TURN SIGNAL ON THE RIGHT TURN SIGNAL FLASHES. FAULT CODES ARE B160E, P0708.

**Service Action:** SUGGESTED TECH REPLACE THE MULTI-FUNCTION SWITCH.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009735439

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D7KS28C36. [REDACTED]

**Report#:** SSV009735439

**Zone/Cd:** 66-59320

**Model Year:** 2006

**Open Date:** 09/25/2008

**Name:** D & E CAR EXCHANGE INC

**Make/Model:**

**Mileage:** 24300

**Address:** 6220 MARKET STREET

RAM 2500 SLT QUAD CAB 4X4

**Warr Built Dt:** 04/06/2006

WILMINGTON, NC 28405

DH7H41

**Supplier RP:**

**Phone:** 910 799-5502

**Engine:** ETH-5.9L HO Cummins Turbo Diesel Engine (Ser

910 799-4210

**Transmission:** DG8-4-Spd. Automatic 48RE Transmissi (Ser

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

**MDH:** 040612

### 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:** THE TURN SIGNAL FLASH ON THE WRONG SIDE THE WIPERS WONT WORK AT TIMES.

**Service Action:** THE TECH NEEDS TO CHECK THE INFO THAT THE MULTI FUNCTION SWITCH SENDS TO THE CLUSTER AND THEN TO THE FCM. POSSIBLE FCM CONCERN.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009449884

### Vehicle Information

**VIN:** 1D7KS28C46. [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
RAM 2500 SLT QUAD CAB 4X4  
DH7H41  
**Engine:** ETH-5.9L HO Cummins Turbo Diesel Engine (Ser  
**Transmission:** DG8-4-Spd. Automatic 48RE Transmissi (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 101805

### Repair Information

**Report#:** SSV009449884  
**Open Date:** 04/02/2008  
**Mileage:** 47000  
**Warr Built Dt:** 10/18/2005  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-44148  
**Name:** GO DODGE SOUTHWEST  
**Address:** 7980 W TUFTS AVE  
LITTLETON, CO 801232400  
**Phone:** 303 979-8600

### Part Information

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

\*\* No Parts Information Available

### Labor Information

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

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CUSTOMER STATES WHEN MAKEING A RIGHT TURN , THE LEFT TURN SIGNAL WILL COME ON AND VISE VERSA. TECH STATES HE IS UNABLE TO DUPLICATE CONCERN AND IS

**Service Action:**ADVISED TECH TO FIRST DUPLICATE CONCERN AND MONITOR THE INPUTS TO THE CLUSTER, IF INCORRECT , THEN REPLACE THE CLUSTER IF ALL POWERS AND GROUNDS

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008300950

### Vehicle Information

**VIN:** 1D7KS28C46. [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
RAM 2500 SLT QUAD CAB 4X4  
DH7H41  
**Engine:** ETH-5.9L HO Cummins Turbo Diesel Engine (Ser  
**Transmission:** DG8-4-Spd. Automatic 48RE Transmissi (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 013112

### Repair Information

**Report#:** SSV008300950  
**Open Date:** 06/08/2006  
**Mileage:** 5514  
**Warr Built Dt:** 01/31/2006  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-65415  
**Name:** LOPP MOTORS INC  
**Address:** 305 NORTH 2ND STREET  
DODGE CITY, KS 678015499  
**Phone:** 620 225-3371  
620 225-0271

### 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:** AT TIMES CLUSTER IS DEAD. SET CODE, B2107. IF CONNECTOR IS REMOVED AND CONNECTED TO IGNITION SWITCH IT WILL WORK OK FOR A WHILE.

**Service Action:** IF THERE IS NO PIN DAMAGE, REPLACE IGNITION SWITCH. TECH CALLED BACK. NEW IGNITION SWITCH, SAME PROBLEMS. THE P0513 WAS FIXED WHEN HE FOUND LOOSE

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008300950

### Vehicle Information

**VIN:** 1D7KS28C46. [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
RAM 2500 SLT QUAD CAB 4X4  
DH7H41  
**Engine:** ETH-5.9L HO Cummins Turbo Diesel Engine (Ser  
**Transmission:** DG8-4-Spd. Automatic 48RE Transmissi (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 013112

### Repair Information

**Report#:** SSV008300950  
**Open Date:** 09/25/2006  
**Mileage:** 14351  
**Warr Built Dt:** 01/31/2006  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-56189  
**Name:** HINCKLEY DODGE CHRYSLER JEEP,  
**Address:** 2280 S STATE ST  
SALT LAKE CITY, UT 841152724  
**Phone:** 801 484-8755

### 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:** AT TIMES CLUSTER IS DEAD. SET CODE, B2107. IF CONNECTOR IS REMOVED AND CONNECTED TO IGNITION SWITCH IT WILL WORK OK FOR A WHILE.

**Service Action:** IF THERE IS NO PIN DAMAGE, REPLACE IGNITION SWITCH. TECH CALLED BACK. NEW IGNITION SWITCH, SAME PROBLEMS. THE P0513 WAS FIXED WHEN HE FOUND LOOSE

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009536144

### Vehicle Information

**VIN:** 1D7KS28CX6[REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
RAM 2500 LARAMIE QUAD CAB 4X4  
DH7P41  
**Engine:** ETH-5.9L HO Cummins Turbo Diesel Engine (Ser  
**Transmission:** DG8-4-Spd. Automatic 48RE Transmissi (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 100320

### Repair Information

**Report#:** SSV009536144  
**Open Date:** 05/29/2008  
**Mileage:** 21085  
**Warr Built Dt:** 10/03/2005  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-43480  
**Name:** VICTORY MOTORS OF CRAIG INC  
**Address:** 2705 W 1ST STREET  
CRAIG, CO 816253698  
**Phone:** 970 824-7111  
970 824-4422

### 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:** OPPOSITE TURN SIGNAL AND INDICATOR FLASH ON AT TIMES WHEN THE TURN SIGNAL SWITCH. TECH HAS MADE NO REPAIRS AND CALLED TO REVIEW POSSIBLE LIKE

**Service Action:** ADVISED TECH NO KNOWN ISSUES TO REPORT. MONITOR THE MULTIFUNCTION SWITCH AND REPAIR IF NEEDED.

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008876741

### Vehicle Information

**VIN:** 1D7KS28D46 [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
RAM 2500 SLT QUAD CAB 4X4  
DH7H42  
**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6283510002)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
**Plant:** ST. LOUIS ASSEMBLY II - NORTH  
**MDH:** 102122

### Repair Information

**Report#:** SSV008876741  
**Open Date:** 05/24/2007  
**Mileage:** 10  
**Warr Built Dt:** 10/21/2005  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 42-65121  
**Name:** HARDIN MOTORS INC  
**Address:** SOUTH MAIN STREET  
MT VICTORY, OH 43340  
**Phone:** 937 354-4061

### Part Information

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

\*\* No Parts Information Available

### Labor Information

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

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CUSTOMER STATES THE TURN SIGNALS WORK OPPOSITE AT TIMES. THEY SAYS THE INDICATOR ON THE CLUSTER SHOWS THE OPPOSITE DIRECTION. VEHICLE NOT AT

**Service Action:**ADVISED TECH WHEN THE VEHICLE COMES IN RECOMEND TO CHECK THE INPUT TO THE CCN AND SEE IF THE CCN IS BEING TOLD BY THE MFS TO DO THE OPPOSITE.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008648105

### Vehicle Information

**VIN:** 1D7KS28D65. [REDACTED]

**Model Year:** 2005

**Make/Model:**

RAM 2500 SLT QUAD CAB 4X4

DH7H41

**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6108511051)

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

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

**MDH:** 050913

### Repair Information

**Report#:** SSV008648105

**Open Date:** 01/09/2007

**Mileage:** 34828

**Warr Built Dt:** 05/09/2005

**Supplier RP:** J1

### Dealer Information

**Zone/Cd:** 74-43563

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

**Address:** 6640 STATE AVENUE

KANSAS CITY, KS 661023097

**Phone:** 913 334-2700

### 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:** COMPLAINT THAT THE TAIL LAMPS WILL NOT WORK ALL OF THE TIME ,IF THE LEFT TURN SIGNAL IS TURNED ON THE RIGHT ONE WILL COMES ON , WHEN THE HEAD LAMPS

**Service Action:** CHECKED TSB - TECH HAS NOT CHECKED STAR ON LINE CASES - FAULT CODE FOR THE WIPER/PARK INPUT PERFORMANCE FAULT\r\nSTORED - TECH WILL NEED TO

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009633517

### Vehicle Information

**VIN:** 1D8HB48276F [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
DURANGO SLT 4X4  
HB5H74  
**Engine:** EZB-5.7L V8 HEMI MDS Engine (Ser  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
**Plant:** NEWARK ASSEMBLY PLANT  
**MDH:** 082406

### Repair Information

**Report#:** SSV009633517  
**Open Date:** 07/31/2008  
**Mileage:** 29040  
**Warr Built Dt:** 08/24/2005  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 42-52664  
**Name:** JUNCTION AUTO SALES INC  
**Address:** 12423 MAYFIELD  
CHARDON, OH 44024  
**Phone:** 440 946-5577  
440 286-6161

### 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:** THE LEFT TURN SIGNAL WORKS ON THE OPPOSITE AND THE RIGHT SIDE TURN SIGNAL IS INOP. NO CODES

**Service Action:** THE TECH NEEDS TO REPLACE THE MULTI FUNCTION SWITCH.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004655275

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D8HB48D25F [REDACTED]

**Report#:** SSV004655275

**Zone/Cd:** 35-60013

**Model Year:** 2005

**Open Date:** 08/26/2005

**Name:** THOMAS CARS OF EAST FREEDOM LL

**Make/Model:** DODGE

**Mileage:** 13158

**Address:** RR #2 BOX 316D

DURANGO SLT 4X4

**Warr Built Dt:** 08/31/2004

EAST FREEDOM, PA 16637

HB5H74

**Supplier RP:** F1

**Phone:** 814 224-2614

**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6194411354)

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

**Plant:** NEWARK ASSEMBLY PLANT

**MDH:** 083107

### 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:** INFORMATION FROM TECH VIA STAR ONLINE: RIHGT TURN SIGNAL FLASHES WHEN LEFT IS SELECTED SOME TIMES WILL ALTERNATE BETWEEN SIDES. MULTIFUNCT ION

**Service Action:** VERIFY THE CIRCUIT BETWEEN THE MULTIFUNCTION SWITCH AND THE CLUSTER. MONITOR THE SWITCH STATUS IN THE CLUSTER ON THE STARSCAN WHEN THE COND

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009645239

### Vehicle Information

**VIN:** 1D8HB48N24F [REDACTED]  
**Model Year:** 2004  
**Make/Model:**  
DURANGO SLT 4X4  
HB5H74  
**Engine:** EVA-4.7L V8 MPI Engine (Ser #:K028413273)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
**Plant:** NEWARK ASSEMBLY PLANT  
**MDH:** 020309

### Repair Information

**Report#:** SSV009645239  
**Open Date:** 08/11/2008  
**Mileage:** 70876  
**Warr Built Dt:** 02/03/2004  
**Supplier RP:** F1

### Dealer Information

**Zone/Cd:** 74-60383  
**Name:** COON RAPIDS CHRYSLER JEEP  
**Address:** 10541 WOODCREST DR NW  
COON RAPIDS, MN 554336535  
**Phone:** 763 421-8000

### Part Information

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

\*\* No Parts Information Available

### Labor Information

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

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CUSTOMER STATES WHEN TURNING LEFT, IT BLINKS RIGHT. TECH REPLACED THE FCM AND NOW IS UNABLE TO RESTORE THE CONFIGURATION, PROCEDURE FAILED

**Service Action:**ADVISED TO VERIFY THE CURRENT AND ORIGINAL VIN IN ALL MODULES TECH STATES HE IS UNABLE TO PERFORM RESTORE CONFIGURATION, KEEPS GETTING A FAILED

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008100440

### Vehicle Information

**VIN:** 1D8HB58D84F [REDACTED]  
**Model Year:** 2004  
**Make/Model:**  
DURANGO LIMITED 4X4  
HB5P74  
**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6013410948)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
**Plant:** NEWARK ASSEMBLY PLANT  
**MDH:** 020509

### Repair Information

**Report#:** SSV008100440  
**Open Date:** 01/19/2006  
**Mileage:** 21464  
**Warr Built Dt:** 02/05/2004  
**Supplier RP:** F1

### Dealer Information

**Zone/Cd:** 74-44373  
**Name:** PERFORMANCE JEEP DODGE OF LINC  
**Address:** 6601 TELLURIDE DRIVE  
LINCOLN, NE 68521  
**Phone:** 402 477-3777

### Part Information

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

\*\* No Parts Information Available

### Labor Information

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

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** INTERMITTENTLY THEN TURNING ON THE TURN SIGNAL FOR THE LEFT THE RIGHT SIDE WILL FLASH, TURN ON THE RIGHT SIDE TURN SIGNAL AND THE LEFT SIDE WILL BLINK.

**Service Action:** NEED TO MONITOR THE CCN TO SEE IF THE CCN IS SEEING THE CORRECT INPUT AND THEN CHECK THE OUT PUT TO SEE IF THE CCN IS PUTTING THE RIGHT SIGNAL OUT TO

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004548225

### Vehicle Information

**VIN:** 1D8HD58D34F [REDACTED]  
**Model Year:** 2004  
**Make/Model:** DODGE  
DURANGO LIMITED 4X2  
HB1P74  
**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6086411015)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
**Plant:** NEWARK ASSEMBLY PLANT  
**MDH:** 041619

### Repair Information

**Report#:** SSV004548225  
**Open Date:** 05/20/2005  
**Mileage:** 14305  
**Warr Built Dt:** 04/16/2004  
**Supplier RP:** F1

### Dealer Information

**Zone/Cd:** 66-62369  
**Name:** WALKER HARRIS AUTOS INC  
**Address:** 5190 HWY 278 EAST  
COVINGTON, GA 30014  
**Phone:** 770 786-2271

### Part Information

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

\*\* No Parts Information Available

### Labor Information

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

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**TURN SIGNALS BLINK ON OPPOSITE SIDES. TAIL LIGHT INOP. RIGHT HEADLAMP BRIGHT LEFT ON DIM. NO CODES. :SLG3:05/20/2005

**Service Action:**INSPECT FOR WATER INTRUSION IN FCM. IF OK REPLACE FCM. :SLG3:05/20/2 005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004548225

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D8HD58D34F [REDACTED]

**Report#:** SSV004548225

**Zone/Cd:** 66-62369

**Model Year:** 2004

**Open Date:** 06/01/2005

**Name:** WALKER HARRIS AUTOS INC

**Make/Model:** DODGE

**Mileage:** 14305

**Address:** 5190 HWY 278 EAST

DURANGO LIMITED 4X2

**Warr Built Dt:** 04/16/2004

COVINGTON, GA 30014

HB1P74

**Supplier RP:** F1

**Phone:** 770 786-2271

**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6086411015)

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

**Plant:** NEWARK ASSEMBLY PLANT

**MDH:** 041619

### Part Information

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

\*\* No Parts Information Available

### Labor Information

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

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** TURN SIGNALS BLINK ON OPPOSITE SIDES. TAIL LIGHT INOP. RIGHT HEADLAMP BRIGHT LEFT ON DIM. NO CODES. :SLG3:05/20/2005

**Service Action:** INSPECT FOR WATER INTRUSION IN FCM. IF OK REPLACE FCM. :SLG3:05/20/2 005 FCM REPLACED- STILL HAS ISSUES. RECOMMEND REPLACEMENT OF THE PDM. THE

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004651104

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 3B3HU18N42G [REDACTED]  
**Model Year:** 2002  
**Make/Model:** DODGE  
RAM 1500 QUAD CAB PICKUP  
DR6L41  
**Engine:** EVA-4.7L V8 MPI Engine (Ser #:K169114613)  
**Transmission:** DG4-Multi-Speed Auto 45RFE Transmiss (Ser  
**Plant:** SALTILLO TRUCK ASSEMBLY PLANT  
**MDH:** 072616

**Report#:** SSV004651104  
**Open Date:** 08/23/2005  
**Mileage:** 39965  
**Warr Built Dt:** 07/26/2001  
**Supplier RP:**

**Zone/Cd:** 51-65505  
**Name:** LA PORTE CHRYSLER INC.  
**Address:** 1309 PINE LAKE ROAD  
LAPORTE, IN 463502039  
**Phone:** 219 326-6850

### Part Information

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

\*\* No Parts Information Available

### Labor Information

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

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**WHEN USE LEFT T/S RIGHT ONE WILL FLASH, WHEN USE RIGHT T/S NOTHING WOR KS, USE 4 WAYS AND THEN IS OKAY. :TRL7:08/23/2005

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

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV003674916

### Vehicle Information

**VIN:** 3B7HA18N32G [REDACTED]  
**Model Year:** 2002  
**Make/Model:** DODGE  
RAM 1500 QUAD CAB PICKUP  
DR1L41  
**Engine:** EVA-4.7L V8 MPI Engine (Ser #:K209113541)  
**Transmission:** DG4-Multi-Speed Auto 45RFE Transmiss (Ser  
**Plant:** SALTILLO TRUCK ASSEMBLY PLANT  
**MDH:** 082814

### Repair Information

**Report#:** SSV003674916  
**Open Date:** 03/05/2003  
**Mileage:** 26828  
**Warr Built Dt:** 08/28/2001  
**Supplier RP:** G1

### Dealer Information

**Zone/Cd:** 63-44173  
**Name:** GUNN DODGE LTD  
**Address:** 12540 I-35 NORTH  
SAN ANTONIO, TX 78233  
**Phone:** 210 599-5800

### 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:** THE LEFT TURN SIGNAL INDICATOR COMES ON WHEN THE RIGHT TURN SWITCH IS ACTIVATED. THE HEAD LAMPS STAY ON HIGH BEAM. :MBQ1:03/05/2003

**Service Action:** ADVISED THE TECHNICIAN TO CHECK THE MULTIFUNCTION SWITCH MUX VOLTAGE O UTPUT TO THE CHUSTER. :MBQ1:03/05/2003

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009515719

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 3D3HA18H15G [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
RAM 1500 SRT-10 QUAD CAB 4X2  
DR1S41  
**Engine:** EWC-8.3L V10 SFI Engine (Ser #:3118500009)  
**Transmission:** DG8-4-Spd. Automatic 48RE Transmissi (Ser  
**Plant:** SALTILLO TRUCK ASSEMBLY PLANT  
**MDH:** 051222

**Report#:** SSV009515719  
**Open Date:** 05/15/2008  
**Mileage:** 22945  
**Warr Built Dt:** 05/12/2005  
**Supplier RP:** G1

**Zone/Cd:** 35-66479  
**Name:** BERGEY'S CHRYSLER JEEP DODGE  
**Address:** 408 HARLEYSVILLE PIKE  
FRANCONIA, PA 18924  
**Phone:** 215 721-3490  
215 721-3470

### 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:** BRIAN STATES THAT VEHICLE HAS A LOSS OF POWER STEERING WHEN WET. ALSO HAS A TURN SIGNAL RIGHT SIDE FLASH WHEN LEFT SELECTED, HAS BEEN UNABLE TO

**Service Action:** STAR ADVISED NO POWER STEERING OR BELT ISSUES FOUND, TRANSFERRED TO STEERING GROUP FOR FURTHER ASSISTANCE. ADVISED NO POWER STEERING OR BELT

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008809746

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 3D3KS19D36G [REDACTED]

**Report#:** SSV008809746

**Zone/Cd:** 74-41938

**Model Year:** 2006

**Open Date:** 04/20/2007

**Name:** LITHIA DODGE OF CHERRY CREEK

**Make/Model:** DODGE

**Mileage:** 11036

**Address:** 2727 SOUTH HAVANA

RAM 1500 LARAMIE MEGA CAB 4X4

**Warr Built Dt:** 03/10/2006

AURORA, CO 800142899

DH6P81

**Supplier RP:**

**Phone:** 303 751-1104

**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6065610565)

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

**Plant:** SALTILLO TRUCK ASSEMBLY PLANT

**MDH:** 031010

### Part Information

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

\*\* No Parts Information Available

### Labor Information

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

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** WHEN LEFT TURN SIGNAL IS USED THE RIGHT REAR TURN SIGNAL ACTIVATES CHECKED ALL WIRING FOR TURN SIGNALS, CHECKED WIRES COMING OUT OF TIPM WHEN

**Service Action:** ADVISED TECH TO VERIFY WHEN TURN SIGNAL IS TURNED ON (EITHER RT OR LT) THAT THE TIPM SHOWS PROPER DIRECTING IN INPUTS FROM MULTI FUNCTION SWITCH

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009031505

### Vehicle Information

**VIN:** 3D3KS29DX6G [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
RAM 2500 SLT MEGA CAB 4X4  
DH7H81  
**Engine:** EZA-5.7L V8 HEMI Engine (Ser #:6307511005)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
**Plant:** SALTILLO TRUCK ASSEMBLY PLANT  
**MDH:** 110820

### Repair Information

**Report#:** SSV009031505  
**Open Date:** 10/02/2007  
**Mileage:** 39770  
**Warr Built Dt:** 11/08/2005  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 51-68296  
**Name:** CENTRAL GARAGE OF CHILTON INC  
**Address:** 516 N MADISON STREET  
CHILTON, WI 530140327  
**Phone:** 920 849-9301

### Part Information

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

\*\* No Parts Information Available

### Labor Information

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

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** WHEN LEFT T/S IS USED THE RIGHT ONE FLASHES AND WHEN RIGHT IS USED NOTHING HAPPENS.

**Service Action:** ADVISED TO CHECK INPUT IN CCN AND IF IT READS CORRECTLY THERE THEN TIPM IS ISSUE, IF NOT REPLACE MULTI FUNCTION SWITCH. TECH STATES TURN SIGNALS ON

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV003972549

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 3D3LA38C53G [REDACTED]

**Report#:** SSV003972549

**Zone/Cd:** 71-44039

**Model Year:** 2003

**Open Date:** 11/12/2003

**Name:** PERRIS VALLEY DODGE JEEP CHRYS

**Make/Model:** DODGE

**Mileage:** 831

**Address:** 707 A EAST 4TH ST

RAM 3500 QUAD CAB PICKUP

**Warr Built Dt:** 12/17/2002

PERRIS, CA 92570

DR3H42

**Supplier RP:** G1

**Phone:** 951 657-7371

**Engine:** ETH-5.9L HO Cummins Turbo Diesel Engine (Ser

**Transmission:** DEE-6-Speed HD Manual Transmission (Ser

**Plant:** SALTILLO TRUCK ASSEMBLY PLANT

**MDH:** 121720

### Part Information

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

\*\* No Parts Information Available

### Labor Information

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

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**RIGHT TURN SIGNAL WORKS WHEN TURN SIGNAL SWITCH IS IN LEFT TURN MODE, WIPERS COME ON WHEN TURN SIGNALS ARE ACTIVATED. NO CODES PRESENT IN ANY

**Service Action:**SUGGEST TECH CHECK MUX CIRCUIT FROM MULTIFUNCTION SWITCH TO CLUSTER. :CCM8:11/12/2003

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009497336

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 3D3ML48A37G [REDACTED]  
**Model Year:** 2007  
**Make/Model:** DODGE  
RAM 3500 LARAMIE QUAD CAB 4X2  
D13P42  
**Engine:** ETJ-6.7L Cummins Turbo Diesel Engine (Ser  
**Transmission:** DG7-6-Spd Automatic 68RFE Transmissi (Ser  
**Plant:** SALTILLO TRUCK ASSEMBLY PLANT  
**MDH:** 060705

**Report#:** SSV009497336  
**Open Date:** 05/02/2008  
**Mileage:** 7799  
**Warr Built Dt:** 06/07/2007  
**Supplier RP:**

**Zone/Cd:** 71-45381  
**Name:** SUSANVILLE AUTO CENTER  
**Address:** 937 MAIN ST  
SUSANVILLE, CA 961304406  
**Phone:** 530 257-5092

### 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:**CC: TURN SIGNALLS AND HAZARDS INTERMITTENTLY INOP OR BLINK OPPOSITE. \n\n\nTECH STATES HE HAS A B160D CODE WHICH LEADS HIM TO A CLUSTER AND HE IS

**Service Action:**ADVISE TECH OF NO KNOWN ISSUES. ADVISE TECH IF HE FOLLOWED DIAGNOSTIC CHART AND IT LED TO A CLUSTER TO GO AHEAD AND REPLACE IT.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008756284

### Vehicle Information

**VIN:** 3D7HA18N22G [REDACTED]  
**Model Year:** 2002  
**Make/Model:**  
DODGE RAM 1500 QUAD CAB PICKUP  
DR1L41  
**Engine:** EVA-4.7L V8 MPI Engine (Ser #:K022214542)  
**Transmission:** DG4-Multi-Speed Auto 45RFE Transmiss (Ser  
**Plant:** SALTILLO TRUCK ASSEMBLY PLANT  
**MDH:** 013122

### Repair Information

**Report#:** SSV008756284  
**Open Date:** 03/13/2007  
**Mileage:** 72635  
**Warr Built Dt:** 01/31/2002  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 63-68543  
**Name:** LOVE CHRYSLER DODGE JEEP LLC  
**Address:** 1259 EAST MAIN ST  
ALICE, TX 78332  
**Phone:** 361 664-9955

### 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:** THE TURN SIGNAL WORK ON THE OPOSITE SIDE THAT SELECTED. THE MULTI FUNCTION SWITCH AND FCM HAVE BEEN REPLACED.

**Service Action:** THE TECH NEEDS TO REPLACE THE CLUSTER.

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008979710

### Vehicle Information

**VIN:** 3D7HA18N72G [REDACTED]  
**Model Year:** 2002  
**Make/Model:**  
DODGE RAM 1500 QUAD CAB PICKUP  
DR1L41  
**Engine:** EVA-4.7L V8 MPI Engine (Ser #:K248113742)  
**Transmission:** DG4-Multi-Speed Auto 45RFE Transmiss (Ser  
**Plant:** SALTILLO TRUCK ASSEMBLY PLANT  
**MDH:** 101211

### Repair Information

**Report#:** SSV008979710  
**Open Date:** 07/26/2007  
**Mileage:** 44690  
**Warr Built Dt:** 10/12/2001  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 66-41221  
**Name:** BOB WILSON DODGE CHRYSLER JEEP  
**Address:** 11945 N FLORIDA AVE  
TAMPA, FL 336125221  
**Phone:** 813 933-6343

### Part Information

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

\*\* No Parts Information Available

### Labor Information

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

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**TECH STATES THE TURN SIGNALS ARE WORKING BACKWARDS.

**Service Action:**TECH TO CHECK THE TURN SIGNAL SWITCH MUX VOLTAGE IN THE MIC. TURN SIGNAL HAZ SIGNAL RELEASED 4.2V LEFT 2.0V RIGHT 3.1V HAZARD ON 0.9V IF OK, THEN THE

**Correction:**