

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV003935417

Vehicle Information

VIN: 3D7HA18N82G1 [REDACTED]
Model Year: 2002
Make/Model: DODGE
RAM 1500 QUAD CAB PICKUP
DR1L42
Engine: EVA-4.7L V8 MPI Engine (Ser #:K058213453)
Transmission: DG4-Multi-Speed Auto 45RFE Transmiss (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 030604

Repair Information

Report#: SSV003935417
Open Date: 10/14/2003
Mileage: 16789
Warr Built Dt: 03/06/2002
Supplier RP: G1

Dealer Information

Zone/Cd: 32-65631
Name: MANAHAWKIN CHRY-DODGE INC
Address: 500 ROUTE 72
MANAHAWKIN, NJ 080502886
Phone: 609 597-1045

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, THE RIGHT TURN SIGNAL BLINKS. THIS IS VERY INTERMITT ENT AND THERE IS NO CODES. :DAH18:10/14/2003

Service Action:THE DLR NEEDS TO LOOK AT THE CONNECTIONS AT THE FCM/IPM AND CHECK THE GROUNDS. IF GOOD, THEN THE DLR NEEDS TO LOOK AT THE CLUSTER. :DAH18

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV003617988

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7HA18NX2G [REDACTED]
Model Year: 2002
Make/Model: DODGE
 RAM 1500 QUAD CAB PICKUP
 DR1L41
Engine: EVA-4.7L V8 MPI Engine (Ser #:K226101360)
Transmission: DG4-Multi-Speed Auto 45RFE Transmiss (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 091920

Report#: SSV003617988
Open Date: 01/17/2003
Mileage: 32574
Warr Built Dt: 09/19/2001
Supplier RP: G1

Zone/Cd: 32-44232
Name: SANSONE PLAZA DODGE INC
Address: 3301 ROUTE 66
 NEPTUNE, NJ 07753
Phone: 732 922-1054
 732 922-1050

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 SIGNAL WILL TURN ON THE RIGHT SIDE WHEN THE LEFT SIDE IT ACTI VATED AND THE PARK LAMPS WILL FLASH. :RAH16:01/17/2003

Service Action: TECH TO CHECK THE C310 CONNECTOR FOR WATER INTRUSION. :RAH16:01/17/2 003

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009369159

Vehicle Information

VIN: 3D7HU18N12G1 [REDACTED]
Model Year: 2002
Make/Model: DODGE
RAM 1500 QUAD CAB PICKUP
DR6L41
Engine: EVA-4.7L V8 MPI Engine (Ser #:K170213959)
Transmission: DG4-Multi-Speed Auto 45RFE Transmiss (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 070209

Repair Information

Report#: SSV009369159
Open Date: 02/08/2008
Mileage: 59212
Warr Built Dt: 07/02/2002
Supplier RP:

Dealer Information

Zone/Cd: 32-58227
Name: TRI-CITY DODGE INC
Address: 189 ROUTE 108
SOMERSWORTH, NH 038781105
Phone: 603 742-9262

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 WORKS OPOSITE ONLY THE RIGHT SIDE WORKS. TECH STATES THAT THE CONDITION HAPPENS AND GOES AWAY. TECH HAS NO CODES.

Service Action:ADVISED THE TECH TO REPLACE THE FCM AND RETEST CONCERN,. TECH TO CALL BACK FOR FURTHER ASSISTNANCE AS NEEDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004766156

Vehicle Information

VIN: 3D7HU18N32G [REDACTED]
Model Year: 2002
Make/Model: DODGE
RAM 1500 QUAD CAB PICKUP
DR6L41
Engine: EVA-4.7L V8 MPI Engine (Ser #:K157215117)
Transmission: DDC-5-Speed HD Manual Transmission (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 061321

Repair Information

Report#: SSV004766156
Open Date: 12/02/2005
Mileage: 61145
Warr Built Dt: 06/13/2002
Supplier RP:

Dealer Information

Zone/Cd: 71-43508
Name: CARSON DODGE-CHRYSLER INC
Address: 3059 SOUTH CARSON STREET
CARSON CITY, NV 89701
Phone: 775 883-2020
775 883-2617

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 FLASH ON THE OPPOSITE SIDE THAT IS SELECTED :JLH125: 12/02/2005

Service Action: CHECK THE VOLTAGE TO MIC FROM THE MULTI FUNCTION SWITCH :JLH125:12/02/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004240936

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KA28C74G [REDACTED]

Report#: SSV004240936

Zone/Cd: 63-43268

Model Year: 2004

Open Date: 07/20/2004

Name: MAXWELL CHRYSLER DODGE JEEP

Make/Model: DODGE

Mileage: 22861

Address: 14150 STATE HIGHWAY 79

RAM 2500 SLT QUAD CAB 4X2

Warr Built Dt: 10/02/2003

TAYLOR, TX 765744606

DR2H42

Supplier RP: G1

Phone: 512 352-3696

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 100217

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 TURN SIGNALS ARE NOT OPERATING PROPERLY, VERY ERRATIC CUST. STATES THAT IF YOU TURN THE TURN SIGNALS ON TO THE LEFT SIDE THE

Service Action: NEED TO DUPLICATE CONCERN. :DG19:07/20/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 420681257791

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KA28DX4G [REDACTED]
Model Year: 2004
Make/Model: DODGE
 RAM 2500 SLT QUAD CAB 4X2
 DR2H41
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6315310354)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 111923

Report#: 420681257791
Open Date: 12/01/2004
Mileage: 18769
Warr Built Dt: 11/19/2003
Supplier RP: MD

Zone/Cd: 51-42068
Name: ALL STAR DODGE CHRYSLER JEEP
Address: 11503 SAINT CHARLES ROCK RD
 BRIDGETON, MO 630442726
Phone: 314 423-0200
 314 291-2050

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
56045515AA	SWITCH -MULTIFUNCTION	1	49.91	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:WHEN TURNING ON LEFT TURN SIGNAL RT TURN COMES ON WITH WIPERS

Service Comment:OVERSENSATIVE MULTI FUNCTION SWITCH

Service Action:REPLACED MULTI FUNCTION SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008816078

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KR19D66G [REDACTED]

Report#: SSV008816078

Zone/Cd: 66-44734

Model Year: 2006

Open Date: 04/19/2007

Name: HOOVER CHRY-JEEP-DODGE INC

Make/Model: DODGE

Mileage: 1200

Address: HIGHWAY 52 @ 17A

RAM 1500 SLT MEGA CAB 4X2

Warr Built Dt: 01/17/2006

MONCKS CORNER, SC 29461

DH1H81

Supplier RP:

Phone: 843 761-8053

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6350510592)

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 011718

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 THE LEFT TURN SIGNAL THE RIGHT ON WILL FLASH.

Service Action: TECH TO CHECK THE 5 VOLT SUPPLY TO THE CLUSTER, IT SHOULD BE 5 VOLTS +/- .1 AT THE SWITCH. ALL INPUT ARE CORRECT AND PRESENT.\r\n\r\nAUTHORIZED CCN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008836487

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KR19D86G [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 1500 SLT MEGA CAB 4X2
DH1H81
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6336510898)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 121407

Report#: SSV008836487
Open Date: 05/01/2007
Mileage: 33866
Warr Built Dt: 12/14/2005
Supplier RP:

Zone/Cd: 63-68490
Name: MACK GRUBBS MOTORS INC
Address: 1470 HWY 98 E
COLUMBIA, MS 39429
Phone: 601 736-3432

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: WIPER, TURN SIGNAL GO CRAZY AT TIMES. CUSTOMER STATES THAT YOU TURN ON THE RIGHT TURN SIGNAL THE LEFT WILL FLASH AND SOME TIMES THE WIPERS WILL

Service Action: NEED TO DUPLICATE. POSSIBLE TIPM ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004594773

Vehicle Information

VIN: 3D7KR28C85G [REDACTED]
Model Year: 2005
Make/Model: DODGE
RAM 2500 SLT QUAD CAB 4X2
DH2H41
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DG8-4-Spd. Automatic 48RE Transmissi (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 102300

Repair Information

Report#: SSV004594773
Open Date: 07/06/2005
Mileage: 1467
Warr Built Dt: 10/23/2004
Supplier RP: G1

Dealer Information

Zone/Cd: 71-44394
Name: TEMPE CHRYSLER JEEP DODGE
Address: 7975 S AUTOPLEX LOOP RD
TEMPE, AZ 85284
Phone: 480 496-4000

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 PROBLEMS. PUT THE TURN SIGNAL SWITCH IN THE LEFT POSITION AND THE RIGHT SIDE TURNS ON. PUSH THE SWITCH TO A RIGHT TURN SIGNAL POSITION,
Service Action: ADVISED TECH TO REPLACE THE CLUSTER. TRANSFER FOR PART ORDER. :KB18: 07/06/2005 AUTHORIZED CLUSTER. :EAM16:07/06/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009046302

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KR28D95G [REDACTED]

Report#: SSV009046302

Zone/Cd: 74-66701

Model Year: 2005

Open Date: 08/31/2007

Name: SMITH MOTOR

Make/Model: DODGE

Mileage: 30872

Address: 309 FORREST DRIVE

RAM 2500 SLT QUAD CAB 4X2

Warr Built Dt: 01/18/2005

BROOKFIELD, MO 64628

DH2H42

Supplier RP: G1

Phone: 660 258-2267

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6010510310)

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 011807

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 LEFT TURN SIGNAL IS ON THE RIGHT SIDE FLASHES.

Service Action: TECH TO CHECK THE TURN SIGNAL MUX VOLTAGE IN THE MIC. LEFT 2.0V RIGHT 3.1V HAZARD ON 0.9V

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008907843

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS19D66G [REDACTED]

Report#: SSV008907843

Zone/Cd: 74-67506

Model Year: 2006

Open Date: 06/13/2007

Name: TIMBERLINE AUTO CNTR INC

Make/Model: DODGE

Mileage: 34678

Address: 617 MINERAL AVENUE

RAM 1500 LARAMIE MEGA CAB 4X4

Warr Built Dt: 09/06/2005

LIBBY, MT 599231997

DH6P81

Supplier RP:

Phone: 406 293-4128

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6241511535)

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 090614

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE TURN SIGNALS WILL NOT COME ON, OTHER TIMES THEY WILL NOT CANCEL. OTHER TIMES THEY WILL WORK OPPOSITE. TECH CHECKED WIRING

Service Action:ADVISED TECH TO MONITOR THE INPUT IN THE CCN TO SEE WHAT IS BEING REQUESTED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008986100

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS26C96G [REDACTED]
Model Year: 2006
Make/Model: DODGE
 RAM 2500 SLT REG CAB 4X4
 DH7H62
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DEG-6-Speed Manual G56 Transmission (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 021507

Report#: SSV008986100
Open Date: 07/30/2007
Mileage: 23792
Warr Built Dt: 02/15/2006
Supplier RP:

Zone/Cd: 63-44582
Name: HOYTE DODGE CHRYSLER JEEP
Address: 2300 HIGHWAY 75 NORTH
 SHERMAN, TX 75090
Phone: 903 893-0144

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 SIGNALS IS USED THE RIGHT ONE ON THE DASH WILL FLASH AS IF THE RIGHT SIGNAL LAMP IS COMING ON . TECH WAS ABLE TO GET THE VEHICLE TO

Service Action: TECH WILL SEE IF THERE IS A ISSUE WITH THE CLUSTER OR THE SWITCH . WIRING IS NOT THE ISSUE. TECH NEEDS A CLUSTR. AUTHORIZED CLUSTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008506424

Vehicle Information

VIN: 3D7KS28C05G [REDACTED]
Model Year: 2005
Make/Model: DODGE
RAM 2500 SLT QUAD CAB 4X4
DH7H42
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DEG-6-Speed Manual G56 Transmission (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 031602

Repair Information

Report#: SSV008506424
Open Date: 10/04/2006
Mileage: 31024
Warr Built Dt: 03/16/2005
Supplier RP: G1

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
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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 STATES THE TURN SIGNALS FLASH OPPOSITE INTERMITTENTLY. HAS NOT DUPLICATED.

Service Action: RECOMMEND INSPECTING CONNECTIONS AT BOTH THE CLUSTER AND MUNTIFUNCTION SWITCH. LOAD TEST THE MUX WIRE FROM THE MIC TO THE SWITCH. WILL NEED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008469948

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS28C06G [REDACTED]

Report#: SSV008469948

Zone/Cd: 35-42127

Model Year: 2006

Open Date: 09/13/2006

Name: HANOVER DODGE CHRYSLER JEEP

Make/Model:

Mileage: 13227

Address: 765 CARLISLE ST

RAM 2500 SLT QUAD CAB 4X4

Warr Built Dt: 07/13/2005

HANOVER, PA 173311702

DH7H41

Supplier RP:

Phone: 717 637-1101

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 071319

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: AT TIMES WHEN USING TURN SIGNALS THE OPPOSITE TURN SIGNAL INDICATOR FLASHES

Service Action: TECH TO REPLACE CCN AUTHORIZED CLUSTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008415089

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS28C16G [REDACTED]

Report#: SSV008415089

Zone/Cd: 66-43654

Model Year: 2006

Open Date: 08/09/2006

Name: JERRY ULM DODGE CHRYSLER JEEP

Make/Model:

Mileage: 34371

Address: 2966 N DALE MABRY HWY

RAM 2500 SLT QUAD CAB 4X4

Warr Built Dt: 09/01/2005

TAMPA, FL 336072415

DH7H41

Supplier RP:

Phone: 813 872-6645

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 090115

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 USING TURN SIGNALS THEY DO NOT WORK SOMETIMES. OTHER TIMES WHEN USING THE LEFT TURN SIGNAL THE RIGHT COMES ON AND WHEN

Service Action:ADVISED TECH TO REPLACE THE CCN FOR THE INTERIOR LIGHTS TIMING OUT. THE TURN SIGNALS MAY BE RELATED. AUTHROIZED EXCHANGE ORDER ENTRY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008471243

Vehicle Information

VIN: 3D7KS28C16G [REDACTED]
Model Year: 2006
Make/Model:
RAM 2500 SLT QUAD CAB 4X4
DH7H41
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DEG-6-Speed Manual G56 Transmission (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 082613

Repair Information

Report#: SSV008471243
Open Date: 09/13/2006
Mileage: 28641
Warr Built Dt: 08/26/2005
Supplier RP:

Dealer Information

Zone/Cd: 66-44827
Name: ROCKIE WILLIAMS' PREMIER DODGE
Address: 1700 WEST MAIN ST
LEBANON, TN 37087
Phone: 615 444-9573

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 ON INSTRUMENT CLUSTER WILL FLASH IN OPPOSIT DIRECTION

Service Action: TECH TO DUPLICATE CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009097909

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS28C25G [REDACTED]

Report#: SSV009097909

Zone/Cd: 51-42819

Model Year: 2005

Open Date: 10/01/2007

Name: 5 CORNERS DODGE CHRYSLER JEEP

Make/Model:

Mileage: 25000

Address: 1292 WASHINGTON AVENUE HIGHWAY 60

RAM 2500 SLT QUAD CAB 4X4

Warr Built Dt: 04/26/2005

CEDARBURG, WI 530129304

DH7H41

Supplier RP: G1

Phone: 262 375-3900

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 042607

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 ERRATIC, WHEN PUTTING ON LEFT TURN SIGNAL RH SIDE FLASHES AT TIMES

Service Action: RICK, IS JUST THE OPPOSITE CLUSTER INDICATOR FLASHING ON OR ARE ALL THE EXTERNAL TURN LAMPS FLASHING WHEN THE CONCERN OCCURS, SUSPECT FCM PER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009100829

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS28C25G [REDACTED]

Report#: SSV009100829

Zone/Cd: 51-42819

Model Year: 2005

Open Date: 10/02/2007

Name: 5 CORNERS DODGE CHRYSLER JEEP

Make/Model:

Mileage: 25000

Address: 1292 WASHINGTON AVENUE HIGHWAY 60

RAM 2500 SLT QUAD CAB 4X4

Warr Built Dt: 04/26/2005

CEDARBURG, WI 530129304

DH7H41

Supplier RP: G1

Phone: 262 375-3900

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 042607

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: RESOLUTION: \n\n UPDATED TIME: 2007-10-01 11:39:48.875 RICK, IS JUST THE OPPOSITE CLUSTER INDICATOR FLASHING ON OR ARE ALL THE EXTERNAL TURN LAMPS

Service Action: RICK, WHEN YOU HAVE THE LEFT TURN SIGNAL ON AND THE RIGHT SIDE IS FLASHING, WHAT IS THE TURN SIGNAL MUX VOLTAGE IN THE MIC. IT SHOULD: RELEASED 4.2V

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008530451

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS28C26G [REDACTED]

Report#: SSV008530451

Zone/Cd: 63-60024

Model Year: 2006

Open Date: 08/09/2007

Name: RAMIREZ CHRYSLER JEEP DODGE IN

Make/Model:

Mileage: 19395

Address: 5373 EAST US HWY 83

RAM 2500 SLT QUAD CAB 4X4

Warr Built Dt: 11/16/2005

RIO GRANDE CITY, TX 78582

DH7H41

Supplier RP:

Phone: 956 487-2582

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 111611

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: FOREMAN STATES VEH HAS TURN SIG ERRORS POSS IN CLUSTER BUT IS NOT SURE AS TECH NOT AVAIL.

Service Action: TECH WILL CALL BACK WITH INFO TURN SIGNALS ON REAR WILL BLINK ON OPPOSITE SIDE, TIPM SOFTWARE WAS UPDATED, NO WIRING ISSUES.\r\nORDER TIPM, OUT OF

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008611924

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS28C36G [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 2500 ST QUAD CAB 4X4
DH7L41
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DG8-4-Spd. Automatic 48RE Transmissi (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 080118

Report#: SSV008611924
Open Date: 12/12/2006
Mileage: 37877
Warr Built Dt: 08/01/2005
Supplier RP:

Zone/Cd: 63-45056
Name: HELFMAN DODGE INC
Address: 7720 KATY FREEWAY
HOUSTON, TX 77024
Phone: 713 533-6100
713 533-6333

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 OPERATING LEFT TURN SIGNAL, RIGHT BLINKER STARTS TO BLINK. PERFORMED WIRING INSPECTION OF MULTIFUNCTION SWITCH, GOOD, INSPECTED FOR TSB

Service Action: CONCERN HANDLED BY PHONE 8611834.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008611834

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS28C36G [REDACTED]

Report#: SSV008611834

Zone/Cd: 63-45056

Model Year: 2006

Open Date: 12/12/2006

Name: HELFMAN DODGE INC

Make/Model: DODGE

Mileage: 37883

Address: 7720 KATY FREEWAY

RAM 2500 ST QUAD CAB 4X4

Warr Built Dt: 08/01/2005

HOUSTON, TX 77024

DH7L41

Supplier RP:

Phone: 713 533-6100

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

713 533-6333

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 080118

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:AFTER TURNING THE LEFT TURN SIGNAL AND IT FLASHES A FEW TIMES THEN THE RIGHT TURN SIGNAL STARTS TO FLASH AND THE LEFT STOPS FLASHING ALL WHILE THE

Service Action:REFER TO SIX STEP TROUBLESHOOTING PROCEDURE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008591620

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS28C66G [REDACTED]

Report#: SSV008591620

Zone/Cd: 71-43560

Model Year: 2006

Open Date: 11/29/2006

Name: FRAHM CHRYSLER JEEP DODGE

Make/Model:

Mileage: 24379

Address: 1983 HAMNER

RAM 2500 SLT QUAD CAB 4X4

Warr Built Dt: 07/05/2005

NORCO, CA 92860

DH7H41

Supplier RP:

Phone: 951 272-3110

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 070514

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 LT TURN SIGNAL IS PUT ON THEN GOES LT/RT/LT/RT ON CLUSTER. INTERMITTENT. TECH STATES FOUND NO CODES IN ANY MODS.

Service Action: ADVISED TECH TO VERIFY INPUTS TO CLUSTER AND OUTPUTS FROM TIPM FOR THIS ISSUE AND TO CHECK IF MULTI FUNCTION SWITCH IS STAYING CONSTANT AS INPUT TO

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008978758

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS28CX6G [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 2500 LARAMIE QUAD CAB 4X4
DH7P42
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DG8-4-Spd. Automatic 48RE Transmissi (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 082323

Report#: SSV008978758
Open Date: 07/25/2007
Mileage: 48351
Warr Built Dt: 08/23/2005
Supplier RP:

Zone/Cd: 32-68669
Name: TOWNE CHRYSLER DODGE JEEP, INC
Address: 5130 CAMP RD
HAMBURG, NY 140752704
Phone: 716 646-5200

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:B160E - IS THE CODE.. RIGHT SIGNAL ON SOMETIMES TURNS ON THE OPPOSITE SIDE TURN SIGNAL.. VEHICLE WAS TOWING AT THE TIME.. OWNER COMPLAINS THAT THE

Service Action:DLR TO TRACK THE TURN SIGNAL SWITCH CONNECTIONS AND THE POWER AND THE GRD TO THE CLUSTER - POSSIBLE CLUSTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008448815

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS28D55G [REDACTED]

Report#: SSV008448815

Zone/Cd: 74-67291

Model Year: 2005

Open Date: 08/29/2006

Name: DAVIS CHRYSLER DODGE JEEP

Make/Model:

Mileage: 21812

Address: 647 SOUTH MAIN STREET

RAM 2500 SLT QUAD CAB 4X4

Warr Built Dt: 02/03/2005

BRIGHAM CITY, UT 843023246

DH7H41

Supplier RP: G1

Phone: 435 723-3456

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6018511582)

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 020319

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 BLINKING ON THE OPPOSITE SIDES OF THE SWITCH INPUT. ALSO AT TIMES, THE HAZARD FLASHERS COME ON BY THEMSELVES. CODE FOR HAZARD

Service Action: ADVISED TECH TO ENTER THE CLUSTER WITH THE DRBIII, ACTIVATE THE MULTI-FUNCTION SWITCH AND SEE IF THE CLUSTER READS THE INPUT CORRECTLY. WHILE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008589654

Vehicle Information

VIN: 3D7KS28DX5G [REDACTED]
Model Year: 2005
Make/Model:
RAM 2500 SLT QUAD CAB 4X4
DH7H41
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6152511178)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 060322

Repair Information

Report#: SSV008589654
Open Date: 11/29/2006
Mileage: 13899
Warr Built Dt: 06/03/2005
Supplier RP: G1

Dealer Information

Zone/Cd: 71-43389
Name: EARNHARDT'S GILBERT DODGE INC
Address: 1301 NORTH ARIZONA AVENUE
GILBERT, AZ 85233
Phone: 480 926-4000

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 TURN SIGNAL OPERATION. OTHER TIMES, THE OPPOSITE SIGNAL WILL COME ON. IT S NOT KNOWN IF IT HAPPENS ON THE OUTSIDE OF THE VEHICLE ALONG

Service Action: ADVISED TECH TO ENTER THE CLUSTER WITH THE DRBIII, ACTIVATE THE MULTI-FUNCTION SWITCH AND SEE IF THE CLUSTER READS THE INPUT CORRECTLY. WHILE

Correction: