

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008821305

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS29C06G [REDACTED]

Report#: SSV008821305

Zone/Cd: 63-60179

Model Year: 2006

Open Date: 05/18/2007

Name: QUINN CHRYSLER DODGE, LLC

Make/Model: DODGE

Mileage: 50750

Address: 3250 SE WASHINGTON BLVD

RAM 2500 SLT MEGA CAB 4X4

Warr Built Dt: 10/24/2005

BARTLESVILLE, OK 74006

DH7H81

Supplier RP:

Phone: 918 766-0000

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 102412

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 INACCURATE, OTHER SIDE COMES ON & WASHERS WILL SQUIRT, TECH PULLED DTC OF B2302, B160E & U0155, TECH PERFORMED DIAG, CKD RELATED

Service Action: AUTHORIZE CLUSTER STICKY SPEEDOMETER. REAUTHORIZED. NEW CLUSTER HAS FIXED SIGNAL PROBLEM, BUT CUSTOMER COMPLAINS OF STICKY NEEDLE. HAS NOT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008707544

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS29C36G [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 2500 LARAMIE MEGA CAB 4X4
DH7P81
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DG8-4-Spd. Automatic 48RE Transmissi (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 120208

Report#: SSV008707544
Open Date: 02/12/2007
Mileage: 75977
Warr Built Dt: 12/02/2005
Supplier RP:

Zone/Cd: 42-42952
Name: ALEX MONTGOMERY INC
Address: 915 MEADER STREET
CAMPBELLSVILLE, KY 427182637
Phone: 270 465-8113
270 789-4326

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:B2302 - B160E-- INTERMITTENT CODES - WIPERS AT TIMES STOP WORKING -- WHEN ACTUATING THE TURN SIGNALS THE OPPOSITE ONE WILL COME ON.. DLR HAS NOT

Service Action:DLR TO REPLACE THE WIPER SWITCH AS NEEDED . OWNER CLAIMS HE CAN TAP ON THE STEERING WHEEL AND THE UNIT WILL START TO WORK PROPERLY.. DLR TO CALL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009110648

Vehicle Information

VIN: 3D7KS29C36G [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 2500 SLT MEGA CAB 4X4
DH7H81
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DG8-4-Spd. Automatic 48RE Transmissi (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 011708

Repair Information

Report#: SSV009110648
Open Date: 10/04/2007
Mileage: 35235
Warr Built Dt: 01/17/2006
Supplier RP:

Dealer Information

Zone/Cd: 63-67754
Name: MCLARTY CHRYSLER-DODGE
Address: 3222 SUMMERHILL ROAD
TEXARKANA, TX 75503
Phone: 903 792-7121

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: THE TURN SIGNALS WORK ON THE OPSITE THAT IS SELECTED. THE CLUSTER HAS BEEN REPLACED THE TECH CANT DUPLICATE THE CONCERN.

Service Action: THE TECH NEEDS TO RUN THE TEST FOR THE CODE AND DUPLICATE THE CONCERN. POSSIBLE MULTI FUNCTION SWITCH OR TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009030540

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS29C56G [REDACTED]

Report#: SSV009030540

Zone/Cd: 63-44202

Model Year: 2006

Open Date: 08/23/2007

Name: ROSS HYDEN AUTO SUPERSTORE

Make/Model: DODGE

Mileage: 22029

Address: 1044 N CANAL ST

RAM 2500 SLT MEGA CAB 4X4

Warr Built Dt: 12/20/2005

CARLSBAD, NM 882205112

DH7H81

Supplier RP:

Phone: 575 887-5555

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 122009

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:IF THE CUSTOMER TURNS THE RIGHT TURN SIGNAL ON THE LEFT TURN SIGNAL WORKS. WHEN THE TECH WENT TO ORDER A NEW MULTIFUNCTION SWITCH HE WAS ASKED

Service Action:ADVISED TECH TO PLACE ANOTHER CALL NOT ONLY TO MIKE BUT TO THE SECOND ENGINEER THAT WAS ON THE LIST. THEY NEED THE INFORMATION FROM THIS VEHICLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008923670

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS29C66G [REDACTED]

Report#: SSV008923670

Zone/Cd: 42-42620

Model Year: 2006

Open Date: 08/27/2007

Name: TEAM HODGES INC

Make/Model: DODGE

Mileage: 26169

Address: 2265 SOUTH M-76

RAM 2500 SLT MEGA CAB 4X4

Warr Built Dt: 08/31/2005

WEST BRANCH, MI 48661

DH7H81

Supplier RP:

Phone: 989 345-1022

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 083116

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, RT WILL COME ON WHEN LEFT IS TURNED ON, AND ALSO WILL COME ON BY SELF WHEN DRIVING INTERMITTENTLY. NO DTC S, CKD ALL

Service Action:ORDER TIPM, OUT OF POR PARTS DEPT RETURNED PART NOT KNOWING IT WAS FOR THIS CUSTOMER. SERV MGR REQUESTING REORDER PART.\n\nREORDERED TIPM OUT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009023351

Vehicle Information

VIN: 3D7KS29C76G [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 2500 SLT MEGA CAB 4X4
DH7H81
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DG8-4-Spd. Automatic 48RE Transmissi (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 083018

Repair Information

Report#: SSV009023351
Open Date: 08/20/2007
Mileage: 26185
Warr Built Dt: 08/30/2005
Supplier RP:

Dealer Information

Zone/Cd: 63-45006
Name: ALL STAR DODGE
Address: 4600 CANYON DRIVE
AMARILLO, TX 79109
Phone: 806 359-2886

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 INDICATORS ON CLUSTER WORK OPPOSITE OF EXTERNAL LAMPS INTERMITTANTLY. NO CODES IN CLUSTER.

Service Action:AUTHORIZED CLUSTER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008764781

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KS29C96G [REDACTED]

Report#: SSV008764781

Zone/Cd: 74-42090

Model Year: 2006

Open Date: 03/19/2007

Name: LAYTON HILLS DODGE

Make/Model: DODGE

Mileage: 24710

Address: 650 NORTH MAIN STREET

RAM 2500 SLT MEGA CAB 4X4

Warr Built Dt: 11/22/2005

LAYTON, UT 840412291

DH7H81

Supplier RP:

Phone: 801 546-2456

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

800 944-3133

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 112219

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:TRUN SIGNALS ARE INTERMITTENTLY WORKING CORRECTLY.CUSTOMER SAID THAT HE TURNS RIGHT TURN SIGNAL ON THE THE LEFT SIDE WILL FLASH. HAPPENS ALSO

Service Action:NEED TO TRY AND DUPLICATE CONDITON.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004221165

Vehicle Information

VIN: 3D7KU266X3G [REDACTED]
Model Year: 2003
Make/Model: DODGE
RAM 2500 REG. CAB PICKUP
DR7H62
Engine: ETC-5.9L Cummins 24V Diesel Engine (Ser
Transmission: DDX-5-Speed HD Manual Transmission (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 092513

Repair Information

Report#: SSV004221165
Open Date: 06/30/2004
Mileage: 33340
Warr Built Dt: 09/25/2002
Supplier RP: G1

Dealer Information

Zone/Cd: 63-68433
Name: JAMES HODGE MOTORS INC
Address: 5100 SE LOOP 286
PARIS, TX 754606553
Phone: 903 785-8447

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:WHEN THE RIGHT TURN SIGNAL IS ON THE LEFT SIDE FLASHES :JLH125:06/30 /2004

Service Action:REPLACE THE MULTI FUNCTION SWITCH :JLH125:06/30/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 431251837203

Vehicle Information

VIN: 3D7KU28C14G [REDACTED]
Model Year: 2004
Make/Model: DODGE
RAM 2500 SLT QUAD CAB 4X4
DR7H42
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DEE-6-Speed HD Manual Transmission (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 052409

Repair Information

Report#: 431251837203
Open Date: 09/19/2005
Mileage: 30672
Warr Built Dt: 05/24/2004
Supplier RP: MD

Dealer Information

Zone/Cd: 66-43125
Name: SUNSET DODGE JEEP
Address: 7745 SOUTH TAMiami TRAIL
SARASOTA, FL 34231
Phone: 941 922-2400

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
56045515AA	SWITCH -MULTIFUNCTION	1	42.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES SOMETIMES WHEN THE RIGHT TURN SIGNAL IS TURN ON THE LEFT

Service Comment:CROSS-CANCEL

Service Action:REPLACED MULTIFUNCTION SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008304222

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KU28C34G [REDACTED]

Report#: SSV008304222

Zone/Cd: 74-67518

Model Year: 2004

Open Date: 05/30/2006

Name: PETTIJOHN AUTO CENTER INC

Make/Model:

Mileage: 52436

Address: HIGHWAY 69 SOUTH

RAM 2500 SLT QUAD CAB 4X4

Warr Built Dt: 11/06/2003

BETHANY, MO 64424

DR7H41

Supplier RP: G1

Phone: 660 425-0444

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

660 425-2244

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 110606

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 INTERMITTENTLY. USE THE LEFT TURN SIGNAL, THE RIGHT TURN SIGNAL AND RIGHT TURN INDICATOR COME ON. USE THE RIGHT TURN SIGNAL

Service Action: ADVISED TECH TO MONITOR THE INPUT TO THE CLUSTER FROM THE MULTI-FUNCTION SWITCH WITH THE DRBIII. IF THE INPUT IS CORRECT, THEN THE CLUSTER IS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008585194

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KU28C64G1 [REDACTED]

Report#: SSV008585194

Zone/Cd: 51-26100

Model Year: 2004

Open Date: 11/27/2006

Name: BRICKNER'S PARK CITY INC

Make/Model:

Mileage: 27658

Address: 3000 E MAIN ST

RAM 2500 SLT QUAD CAB 4X4

Warr Built Dt: 09/01/2003

MERRILL, WI 544522397

DR7H41

Supplier RP: G1

Phone: 715 536-2833

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 090108

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:LAMP OUT COMES ON INTERMIT, AND TURN SIGNALS FLASH THE OPPOSITE DIRECTION THEY ARE TURNED, RIGHT AND LEFT HIGH AND LOW BEAMS OPEN, AND WIPER

Service Action:ADVISED TO RUN DIAGNOSTIC FOR THE FAULT CODES PRESENT GREG IS ASKING WHERE IS THE BULKHEAD CONNECTOR, ADVISED DRIVER SIDE OF THE FIREWALL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004610382

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KU28C74G1 [REDACTED]

Report#: SSV004610382

Zone/Cd: 63-44527

Model Year: 2004

Open Date: 07/20/2005

Name: FRONTIER DODGE

Make/Model: DODGE

Mileage: 27317

Address: 5801 SPUR 327

RAM 2500 SLT QUAD CAB 4X4

Warr Built Dt: 10/01/2003

LUBBOCK, TX 794242703

DR7H41

Supplier RP: G1

Phone: 806 798-4500

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 100110

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 INDICATORS WORK OPPOSITE OF THE SWITCH POSITION. TECH STAT ES ALL EXTERIOR LAMPS WORK PROPERLY. NO CODES IN CCN :JLS172:07/20/2 005

Service Action: AUTHORIZED CCN :JLS172:07/20/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004521144

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KU28C83G [REDACTED]

Report#: SSV004521144

Zone/Cd: 32-57765

Model Year: 2003

Open Date: 04/26/2005

Name: FREEHOLD DODGE INC

Make/Model: DODGE

Mileage: 53785

Address: SOUTH STREET AT RT9

RAM 2500 QUAD CAB PICKUP

Warr Built Dt: 04/02/2003

FREEHOLD, NJ 07728

DR7H41

Supplier RP:

Phone: 908 462-2299

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

732 462-1600

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 040206

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: WHEN THE RIGHT TURN SIGNAL IS ON THE LEFT ONE IS GOING, AND THE LEFT TURN SIGNAL IS INOP. INTERMITTEN CONCERN. TECH IS UNABLE TO DUPLICATE THIS

Service Action: HE WILL CHECK THE CONNECTIONS AT THE FCM. HE WILL CHECK THE TURN SIGNAL SWITCH FEED. TECH WILL ALSO CHECK FOR CODES IN BOTH THE CTM AND FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004549820

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KU28D24G [REDACTED]
Model Year: 2004
Make/Model: DODGE
RAM 2500 SLT QUAD CAB 4X4
DR7H41
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6247310434)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 091009

Report#: SSV004549820
Open Date: 05/23/2005
Mileage: 55547
Warr Built Dt: 09/10/2003
Supplier RP: G1

Zone/Cd: 74-62769
Name: CORNHUSKER AUTO CENTER INC
Address: 700 EAST NORFOLK AVE
NORFOLK, NE 687015514
Phone: 402 371-3765

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 SWITCHED, THE RIGHT SIGNAL COMES ON INTER MITTENTLY. :TDZ:05/23/2005

Service Action: KASEY...USE THE DRB TO MONITOR THE TURN SIGNAL SWITCH INPUT TO THE MIC . IF THAT IS OKAY, MONITOR THE INPUT IN THE FCM. :TDZ:05/23/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004676964

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KU28D34G [REDACTED]
Model Year: 2004
Make/Model: DODGE
 RAM 2500 SLT QUAD CAB 4X4
 DR7H41
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6216310742)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 081923

Report#: SSV004676964
Open Date: 11/02/2005
Mileage: 13677
Warr Built Dt: 08/19/2003
Supplier RP: G1

Zone/Cd: 32-42295
Name: BALD HILL DODGE CHRYSLER
Address: 1035 BALD HILL RD
 WARWICK, RI 028860723
Phone: 401 822-3039
 401 828-3700

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: WHEN LEFT TURN SIGNAL IS SELECTED, RIGHT BULB FLASHES, AND VICE VERSA. CONDITION IS INTERMITTENT. WE ALSO HAVE AN RS VEHICLE WITH THE SAME P ROBLEM.

Service Action: PAUL, TRY USING A DRB TO MONITOR THE TURN SIGNAL SWITCH INPUT TO THE M IC. IF THAT S OK, CHECK THE INPUT TO THE FCM. HAVE SEEN OTHER CASES WI TH THIS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004676964

Vehicle Information

VIN: 3D7KU28D34G [REDACTED]
Model Year: 2004
Make/Model: DODGE
RAM 2500 SLT QUAD CAB 4X4
DR7H41
Engine: EZA-5.7L V8 HEMI Engine (Ser #:6216310742)
Transmission: DGQ-5-Spd Automatic 545RFE Transmiss (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 081923

Repair Information

Report#: SSV004676964
Open Date: 09/16/2005
Mileage: 10000
Warr Built Dt: 08/19/2003
Supplier RP: G1

Dealer Information

Zone/Cd: 32-42295
Name: BALD HILL DODGE CHRYSLER
Address: 1035 BALD HILL RD
WARWICK, RI 028860723
Phone: 401 822-3039
401 828-3700

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: WHEN LEFT TURN SIGNAL IS SELECTED, RIGHT BULB FLASHES, AND VICE VERSA. CONDITION IS INTERMITTENT. WE ALSO HAVE AN RS VEHICLE WITH THE SAME PROBLEM.

Service Action: PAUL, TRY USING A DRB TO MONITOR THE TURN SIGNAL SWITCH INPUT TO THE MIC. IF THAT S OK, CHECK THE INPUT TO THE FCM. HAVE SEEN OTHER CASES WITH THIS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004668968

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KU28D43G [REDACTED]

Report#: SSV004668968

Zone/Cd: 32-58227

Model Year: 2003

Open Date: 09/08/2005

Name: TRI-CITY DODGE INC

Make/Model: DODGE

Mileage: 35168

Address: 189 ROUTE 108

RAM 2500 QUAD CAB PICKUP

Warr Built Dt: 07/25/2002

SOMERSWORTH, NH 038781105

DR7H41

Supplier RP:

Phone: 603 742-9262

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6199210098)

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 072514

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: KEVIN STATES THERE IS A MESSAGE TURN SIGNAL/HAZARD SWITCH OPEN . THE CUSTOMER CONCERN IS INTERMITTENTLY WHEN USING THE LEFT TURN SIGNAL THE RIGHT

Service Action: I ADVISED KEVIN TO REPLACE THE TURN SIGNAL SWITCH PER PAST CASES. :B M310:09/08/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004659073

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7KU28D64G [REDACTED]

Report#: SSV004659073

Zone/Cd: 32-45169

Model Year: 2004

Open Date: 08/30/2005

Name: BOCH DODGE, INC.

Make/Model: DODGE

Mileage: 25982

Address: 441 PROVIDENCE HIGHWAY

RAM 2500 SLT QUAD CAB 4X4

Warr Built Dt: 08/22/2003

NORWOOD, MA 020624916

DR7H41

Supplier RP: G1

Phone: 781 762-9110

Engine: EZA-5.7L V8 HEMI Engine (Ser #:6217310596)

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 082202

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 SIGNALS THE RIGHT SIDE BLINKS BUT DOES SHOW CORRE CTLY ON CLUSTER. TECH UNABLE TO DUPLICATE. :RRM4:08/30/2005

Service Action: ADVISED TECH TO CHECK FOR CODES IN FCM AND CCN AND IF NONE AND UNABLE TO DUPLICATE THEN DO NOT REPLACE ANY PARTS. :RRM4:08/30/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008351113

Vehicle Information

VIN: 3D7LS38C45G [REDACTED]
Model Year: 2005
Make/Model: DODGE
RAM 3500 SLT QUAD CAB 4X4
DH8H42
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DEE-6-Speed HD Manual Transmission (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 011321

Repair Information

Report#: SSV008351113
Open Date: 06/29/2006
Mileage: 14589
Warr Built Dt: 01/13/2005
Supplier RP: G1

Dealer Information

Zone/Cd: 71-41108
Name: TACOMA DODGE INCORPORATED
Address: 4101 S TACOMA WAY
TACOMA, WA 98409
Phone: 800 426-5337
253 475-7300

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:INTERMIT, LEFT TURN SIGNAL ON, BLINKS ON RIGHT SIDE, RIGHT TURN SIGNAL ON NOTHING HAPPENS REPLACED MULT. FUCTION SWITCH, NO DTC, PROBLEM IS VERY

Service Action:STAN, THE CONCERN COULD BE CAUSED EITHER BY THE CLUSTER OR THE FCM. UNLESS THE CONDITION CAN BE DUPLICATED IT IS JUST A GUESS AS TO WHICH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004624503

Vehicle Information

VIN: 3D7LU38C94G [REDACTED]
Model Year: 2004
Make/Model: DODGE
RAM 3500 SLT QUAD CAB 4X4
DR8H41
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DG8-4-Spd. Automatic 48RE Transmissi (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 080100

Repair Information

Report#: SSV004624503
Open Date: 08/02/2005
Mileage: 33201
Warr Built Dt: 08/01/2003
Supplier RP: G1

Dealer Information

Zone/Cd: 63-60196
Name: MAC HAIK DODGE CHRYSLER JEEP
Address: 5255 S IH 35
GEORGETOWN, TX 786267549
Phone: 512 930-7900

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 BACKWARDS RIGHT SHOWS LEFT, ECT... HAZARDS ONLY SHOW ON LEFT, GUAGES DROP... :BJ485:08/02/2005

Service Action:AUTHORIZED CCN. :BJ485:08/02/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 431251921401

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7MR48CX5G [REDACTED]
Model Year: 2005
Make/Model:
RAM 3500 SLT QUAD CAB 4X2
DH3H42
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DG8-4-Spd. Automatic 48RE Transmissi (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 042000

Report#: 431251921401
Open Date: 01/12/2006
Mileage: 12843
Warr Built Dt: 04/20/2005
Supplier RP: MD

Zone/Cd: 66-43125
Name: SUNSET DODGE JEEP
Address: 7745 SOUTH TAMiami TRAIL
SARASOTA, FL 34231
Phone: 941 922-2400

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
56045515AA	SWITCH -MULTIFUNCTION	1	42.70	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES:TURN SIGNALS INOP. YOU PUT ON LEFT TURNSIGNAL AND RIGHT T/S BL

Service Comment:SHORT IN SWITCH

Service Action:REPLACED MULTIFUNCTION SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008870717

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7MS48C15G [REDACTED]

Report#: SSV008870717

Zone/Cd: 74-26775

Model Year: 2005

Open Date: 05/24/2007

Name: RYAN CHRYSLER DODGE JEEP

Make/Model: DODGE

Mileage: 26574

Address: 1212 2ND ST W

RAM 3500 SLT QUAD CAB 4X4

Warr Built Dt: 09/14/2004

WILLISTON, ND 588015806

DH8H42

Supplier RP: G1

Phone: 701 577-1111

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 091415

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 TO THE RIGHT, WORKS ON THE RIGHT WHEN THE LEFT IS TURNED ON, AND NO HIGH BEAMS. TECH HAS REPLACED THE FCM WITH NO

Service Action: ADVISED TO REPLACE THE IPM ADVISED THE TECH TO CHECK THE MULTI-FUNCTION SWITCH INPUT TO THE CCN. TURNSIGNAL \u00096 HAZ SIGNAL RELEASED 4.2 LEFT 2.0

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009708141

Vehicle Information

VIN: 3D7MS48C65G [REDACTED]
Model Year: 2005
Make/Model: DODGE
RAM 3500 SLT QUAD CAB 4X4
DH8H42
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DEE-6-Speed HD Manual Transmission (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 091415

Repair Information

Report#: SSV009708141
Open Date: 09/15/2008
Mileage: 32922
Warr Built Dt: 09/14/2004
Supplier RP: G1

Dealer Information

Zone/Cd: 66-68511
Name: MIRACLE CHRYSLER DODGE JEEP
Address: 1290 NASHVILLE PIKE
GALLATIN, TN 370663954
Phone: 615 452-2792

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: TURN SIGNALS FLASH OPPOSITE AND THE WIPERS COME ON BY THEMSELVES.\n\n\nTECH STATES HE HAS A TURN AND WIPER INPUT CIRCUIT OPEN, DOOR LOCK

Service Action:ADVISE TECH TO REMOVE THE DOOR LOCK OUTPUT CIRCUIT AND NOTE IF THE CODE CHANGES TO OPEN. ADVISE TECH IF NOT TO SUSPECT THE CLUSTER. ADVISE TECH IF

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV003750227

Vehicle Information

VIN: 3D7MU48C63G [REDACTED]
Model Year: 2003
Make/Model: DODGE
RAM 3500 QUAD CAB PICKUP
DR8H42
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DG8-4-Spd. Automatic 48RE Transmissi (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 022106

Repair Information

Report#: SSV003750227
Open Date: 05/07/2003
Mileage: 7184
Warr Built Dt: 02/21/2003
Supplier RP: G1

Dealer Information

Zone/Cd: 42-57081
Name: GALEANA'S VAN DYKE DODGE
Address: 28400 VAN DYKE AVENUE
WARREN, MI 48093
Phone: 586 573-4000

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: WIPERS INTERMITENTLY INOP. SOME TIMES WHEN THE RIGHT TURN SIGNAL IS ON THE LEFT INDICATOR WILL BLINK. :DSS29:05/07/2003

Service Action: AUTHORIZED CLUSTER. :DSS29:05/07/2003

Correction: