

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009426523

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7LL38C26G [REDACTED]

Report#: SSV009426523

Zone/Cd: 71-64720

Model Year: 2006

Open Date: 03/17/2008

Name: RED BLUFF CHRY-DODGE

Make/Model: DODGE

Mileage: 18089

Address: 1106 MAIN ST.

RAM 3500 SLT QUAD CAB 4X2

Warr Built Dt: 03/16/2006

RED BLUFF, CA 96080

D13H42

Supplier RP:

Phone: 530 527-5151

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 031603

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: OPPOSITE TURN SIGNAL AND WIPERS CYCLE AT TIMES WHEN USING TURN SIGNAL SWITCH. TECH IS UNABLE TO DUPLICATE THE CONCERN AND NOTED NO CODES SET.

Service Action: ADVISED TECH TO MONITOR MULTIFUNCTION SWITCH AND ATTEMPT TO DUPLICATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008765744

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7LL38CX6G [REDACTED]

Report#: SSV008765744

Zone/Cd: 71-43120

Model Year: 2006

Open Date: 03/26/2007

Name: DODGE CITY CHRY-JEEP

Make/Model: DODGE

Mileage: 13737

Address: 79-025 HIGHWAY 11

RAM 3500 SLT QUAD CAB 4X2

Warr Built Dt: 07/12/2005

LA QUINTA, CA 92253

D13H42

Supplier RP:

Phone: 760 564-5070

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 071214

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 COMPLAINS THAT THE WHEN TRUNING TO THE LEFT THE RIGHT TURN SIGNAL TURNS ON.. APPEARS AT TIMES.. SOMETIMES THE FLASHERS COME ON WHILE

Service Action: DLR TO TRACK THE CONNECTIONS AT THE CLUSTER FOR THE POWER A GOOD POWER AND GRD - DISCONNECT THE BATTERY AND RECONNECT .. DLR TO THEN TRACK THE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008573981

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7LX38C66G [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 3500 SLT QUAD CAB 4X4
D18H42
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DG8-4-Spd. Automatic 48RE Transmissi (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 090312

Report#: SSV008573981
Open Date: 11/17/2006
Mileage: 26529
Warr Built Dt: 09/03/2005
Supplier RP:

Zone/Cd: 71-44725
Name: TOWBIN DODGE LLC
Address: 275 AUTO MALL DRIVE
HENDERSON, NV 89014
Phone: 702 558-3800

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: WHEN THE LEFT TURN SIGNAL IS TURNED ON THE RIGHT SIGNAL BLINKS. UNABLE TO DUPLICATE THIS CONDITION. HAS DRIVEN THE VEHICLE FOR ALMOST 30 MILES. NO

Service Action: IF THIS IS JUST A CASE INVOLVING THE TURN SIGNAL INDICATORS ON THE CLUSTER THEN I BELIEVE THAT THE CLUSTER WOULD BE THE MOST LIKELY SUSPECT. IF THE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009066279

Vehicle Information

VIN: 3D7LX38C76G [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 3500 SLT QUAD CAB 4X4
D18H42
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DEG-6-Speed Manual G56 Transmission (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 083109

Repair Information

Report#: SSV009066279
Open Date: 09/18/2007
Mileage: 27370
Warr Built Dt: 08/31/2005
Supplier RP:

Dealer Information

Zone/Cd: 71-44039
Name: PERRIS VALLEY DODGE JEEP CHRYS
Address: 707 A EAST 4TH ST
PERRIS, CA 92570
Phone: 951 657-7371

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 COMPLAINS THAT WHEN USING THE TURN SIGNAL SWITCH - TURN TO THE LEFT THE RIGHT SIDE INDICATOR ILLUMINATES. ANOTHER DLR HAS REPLACED THE TURN

Service Action: DLR TO TRACK THE RESISTANCE OF THE TURN SIGNAL SWITCH FROM THE CLUSTER - PER THE ONLINE VALUES - DLR TO TRACK THE POWER AND THE GRD TO THE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008901430

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7LX38C96G [REDACTED]

Report#: SSV008901430

Zone/Cd: 74-07203

Model Year: 2006

Open Date: 06/11/2007

Name: WEST MOTOR COMPANY INC

Make/Model: DODGE

Mileage: 58729

Address: 296 NORTH STATE STREET

RAM 3500 SLT QUAD CAB 4X4

Warr Built Dt: 07/11/2005

PRESTON, ID 83263

D18H42

Supplier RP:

Phone: 208 852-1337

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

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

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 071120

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 TURNING THE LEFT TURN SIGNAL ON IT WILL TURN ON THE RIGHT SIDE.

Service Action: TECH TO CHECK THE VOLTAGE COMING OUT OF THE CLUSTER GOING TO THE MULTIFUNCTION SWITCH. IT COULD BE A LOOSE CONNECTION AT THE MULTIFUNCTION

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009046330

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7ML48C76G [REDACTED]

Report#: SSV009046330

Zone/Cd: 63-45086

Model Year: 2006

Open Date: 08/31/2007

Name: FOWLER DODGE INC

Make/Model: DODGE

Mileage: 60170

Address: 55 WEST INTERSTATE 240

RAM 3500 SLT QUAD CAB 4X2

Warr Built Dt: 08/12/2005

OKLAHOMA CITY, OK 73139

D13H42

Supplier RP:

Phone: 405 616-3634

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

Transmission: DEG-6-Speed Manual G56 Transmission (Ser

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 081210

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 RT TURN SIGNAL IS ON LT TURN SIGNAL IN DASH FLASHS. TECH STATES NO CODES FOUND. TECH STATES ALL OTHER LIGHTS WORK CORRECTLY. TECH STATES WILL

Service Action: ORDERED TIPM OUT OF DAL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009068419

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7ML48C96G [REDACTED] **Report#:** SSV009068419 **Zone/Cd:** 71-44364
Model Year: 2006 **Open Date:** 09/13/2007 **Name:** PERFORMANCE CHRY-JEEP-DODGE
Make/Model: DODGE **Mileage:** 31618 **Address:** 4240 W GLENDALE AVE
RAM 3500 SLT QUAD CAB 4X2 **Warr Built Dt:** 06/27/2006 PHOENIX, AZ 850518190
D13H42 **Supplier RP:** **Phone:** 623 247-4444
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DEG-6-Speed Manual G56 Transmission (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 062714

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: C/S AT TIMES THE TURN SIGNALS DO NOT FLASH CORRECTLY ON THE DASH. IE... TURN THE LEFT SIGNAL ON AND THE DASH SHOWS THE RIGHT ONE BEING

Service Action: THE PROBLEM IS EITHER IN THE MULTI-FUNCTION SWITCH OR THE CCN. CONSIDERING THE CUSTOMER STATES IF HE TILTS THE COLUMN THE PROBLEM IS GONE, START

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008489122

Vehicle Information

VIN: 3D7ML48CX6G [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 3500 SLT QUAD CAB 4X2
D13H42
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DG8-4-Spd. Automatic 48RE Transmissi (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 092800

Repair Information

Report#: SSV008489122
Open Date: 09/25/2006
Mileage: 27081
Warr Built Dt: 09/28/2005
Supplier RP:

Dealer Information

Zone/Cd: 63-43928
Name: ARCHER DODGE INC
Address: 12053 SOUTHWEST FREEWAY
STAFFORD, TX 77477
Phone: 281 530-7500

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:BOTH TURN SIGNALS WORK INTERMITTENTLY IN OPPOSITES AND THEN WIPERS INTERMITTENTLY DO NOT WORK.....UPDATED CONTROLLER.....NO PROBLEMS FOUND WITH

Service Action:ORDER NUMBER : 0187** DAL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008966866

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7MX48C36G1 [REDACTED]

Report#: SSV008966866

Zone/Cd: 71-42629

Model Year: 2006

Open Date: 07/18/2007

Name: BREMERTON DODGE

Make/Model: DODGE

Mileage: 10644

Address: 4525 AUTO CENTER WAY

RAM 3500 SLT QUAD CAB 4X4

Warr Built Dt: 11/28/2005

BREMERTON, WA 98312

D18H42

Supplier RP:

Phone: 360 479-2100

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

Transmission: DEG-6-Speed Manual G56 Transmission (Ser

Plant: SALTILLO TRUCK ASSEMBLY PLANT

MDH: 112808

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, INDICATOR SHOWS OPPOSITE DIRECTION. B160E STORED CODE. CCN HAS BEEN FLASHED. TECH IS UNABLE TO DUPLICATE.

Service Action:RECOMMEND USE STAR MOBILE TO RECORD EVENT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009019864

Vehicle Information

VIN: 3D7MX48C56G [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 3500 SLT QUAD CAB 4X4
D18H42
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DG8-4-Spd. Automatic 48RE Transmissi (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 062713

Repair Information

Report#: SSV009019864
Open Date: 09/06/2007
Mileage: 22706
Warr Built Dt: 06/27/2005
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 SIGNALS, WILL SHOW ONLY OPPOSITE SIDE FOR TURN SIGNAL INDICATOR IN CLUSTER. LAMPS ON EXTERIOR OF VEHICLE WORK CORRECTLY. NO CODES. VERY

Service Action:RECOMMEND CHECK POWERS AND GROUNDS TO CCN, IF NTF REPLACE CLUSTER AND RETEST. AUTHORIZED CCN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009038987

Vehicle Information

VIN: 3D7MX48C56G [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 3500 SLT QUAD CAB 4X4
D18H42
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DEG-6-Speed Manual G56 Transmission (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 070609

Repair Information

Report#: SSV009038987
Open Date: 08/28/2007
Mileage: 58003
Warr Built Dt: 07/06/2005
Supplier RP:

Dealer Information

Zone/Cd: 66-44912
Name: LAKE KEOWEE CHRY-DODGE LLC
Address: 10815 CLEMSON BLVD
SENECA, SC 29678
Phone: 864 888-1200

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: WHEN USING LEFT TURN SIGNAL, RIGHT TURN WILL WORK AT TIMES CAN DUPLICATE THE CONCERN MAYBE 1 OUT OF 25 TRIES. NO CODES FOUND IN ANY MODULES,

Service Action: ORDERED TIPM 6022** OUT OF ATL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008926273

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7MX48C66G [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 3500 LARAMIE QUAD CAB 4X4
D18P42
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DG8-4-Spd. Automatic 48RE Transmissi (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 020208

Report#: SSV008926273
Open Date: 06/25/2007
Mileage: 20539
Warr Built Dt: 02/02/2006
Supplier RP:

Zone/Cd: 66-66684
Name: MOSS MOTOR COMPANY INC
Address: 1005 S CEDAR AVE
S PITTSBURG, TN 373801416
Phone: 423 837-7114
423 837-8838

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 COMPLAINS THAT THE TURN SIGNALS WORK OPPOSITE OF WHAT WAS INDICATED - DLR HAS NOT DUPLICATED .. DLR HAS A SHIFT INDICATOR OFF CENTER

Service Action: DLR TO TRACK THE GRDS TO CLUSTER - CHECK A THROUGH PIN OUT CHECK TO ENSURE THE PROPER GROUNDING..

Correction:

Zone Technical Advisor Report



CONCERN #1

Customer Concern:

Intermittently, when turn signal stalk is moved to actuate left turn signals; the right side will blink-----also when stalk is moved to actuate right turn signals; the left side will blink.

Root Cause:

multifunction switch ordered

Repair Action:

multifunction switch ordered

TSB Group: 08

Repair Successful: N

Issue Number: RT4387PR1800702
Zone Number: 0-Unknown cagris zone
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Rodman, Phil
Phone: () 856-6817
Created On: 06/29/2007

Images: 0

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
D1	6G [REDACTED]	20000	020208	66684	ETH F018 676C EC	DG8 K018 6F14 92	

Zone Technical Advisor Report



Part Information

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

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009009374

Vehicle Information

VIN: 3D7MX49C36G [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 3500 SLT MEGA CAB 4X4
D18H81
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DEG-6-Speed Manual G56 Transmission (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 060301

Repair Information

Report#: SSV009009374
Open Date: 09/19/2007
Mileage: 24275
Warr Built Dt: 06/03/2006
Supplier RP:

Dealer Information

Zone/Cd: 74-67064
Name: SPIELER'S INC
Address: HIGHWAY 50 WEST
CALIFORNIA, MO 65018
Phone: 573 796-3129

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 ON AND THE RIGHT FLASHES. THE DLR HAS NOT DUPLICATED THE CONCERN. THERE ARE NO CODES.

Service Action: THE DLR NEEDS TO SEE IF BOTH THE INDICATOR AND TURN SIGNALS ARE DOING THIS. IF SO, REPLACE THE TIPM. IT JUST THE INDICATORS ARE THE ISSUE THEN REPLACE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008544868

Vehicle Information

Repair Information

Dealer Information

VIN: 3D7MX49C96G [REDACTED]
Model Year: 2006
Make/Model: DODGE
RAM 3500 SLT MEGA CAB 4X4
D18H81
Engine: ETH-5.9L HO Cummins Turbo Diesel Engine (Ser
Transmission: DG8-4-Spd. Automatic 48RE Transmissi (Ser
Plant: SALTILLO TRUCK ASSEMBLY PLANT
MDH: 021107

Report#: SSV008544868
Open Date: 10/30/2006
Mileage: 20000
Warr Built Dt: 02/11/2006
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: WIPERS ARE INOP. THEY COME ON ONCE AND THEN STOP. WHEN USING THE LEFT TURN SIGNAL THE RIGHT SIGNAL BLINKS. THERE ARE STORED CODES FOR WIPER MODE

Service Action: THE DLR SEEMS TO HAVE A CONCERN WITH THE TIPM.

Correction: