

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010102686

Vehicle Information

Repair Information

Dealer Information

VIN: 2A4GP54L36R [REDACTED]

Report#: SSV010102686

Zone/Cd: 74-68807

Model Year: 2006

Open Date: 06/18/2009

Name: PERFORMANCE CHRY JEEP DODGE, I

Make/Model: CHRYSLER

Mileage: 28358

Address: 7010 SOUTH 124TH CIRCLE

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 08/23/2005

LA VISTA, NE 68128

RSYP53

Supplier RP:

Phone: 402 339-3131

Engine: EGH-3.8L V6 OHV Engine (Ser #:1227500728)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2275B7589)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 082305

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 THE RIGHT FRONT IMPACT SENSOR INTERNAL , SENSOR WAS INSTALLED AND ORC AND CODE CAME BACK

Service Action: ADVISED TECH CHECK ALL WIRING AND SENSOR AGAIN IF OK REPLACE THE ORC. THE TECH STATED HE LOCATED AT CONNECTOR 112 BY THE BATTERY HAS ACID IN THE HARNESS AND CAUSED THIS ISSUE. THE TECH REPLACED THE HEAD LAMP LOOM TO REPLACE THE ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010062924

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L95R [REDACTED]

Model Year: 2005

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1119501524)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1205B7825)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 050322

Report#: SSV010062924

Open Date: 05/21/2009

Mileage: 69518

Warr Built Dt: 05/03/2005

Supplier RP: R1

Zone/Cd: 74-45274

Name: NORTH BRANCH CHRYSLER JEEP DOD

Address: 5660 392ND ST
NORTH BRANCH, MN 550565201

Phone: 651 674-7017

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 AIR BAG LIGHT COMES ON. CODE FOR PCI SHORT TO BATTERY. TECH REPLACED THE ORC AND NOW SETTING LOSS COMMUNICATION WITH LEFT FRONT IMPACT SENSOR AND DRIVER SEAT BELT SWITCH OPEN.

Service Action: ADVISED TO INSTALL THE ORIGINAL MODULE AND NOTE IF FAULTS STILL SET. TECH STATES HE HAS A LEFT SEAT BELT SWITCH CODE IN THE ACM AND IS UNSURE IF HE HAS THE CORRECT MODULE. ADVISED THE TECH TO CONTACT SPECIFIER FOR MORE INFO. TECH STATES HE FOUND THE LEFT FORN IMPACT SENSOR CORRODED AND HE REPLACED IT AND THE HARNESS. TECH STATES THE CODE FO THE SEAT BELT SWITCH IS STILL PRESENT.\r\n\r\nADVISE TECH TO FOLLOW SOL CASE K53403860. MATT STATES THE CURRENT DOESN T REGISTER, AND THE VOLTAGE IS AROUND 3.1V MATT STATES THE BEFORE THE REPLACEMENT ORC P/N #4727257AD.\r\n\r\n\r\n\r\nSTAR ADVISED MATT TO INSTALL P/N #4606927AC

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009984376

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L87R [REDACTED]
Model Year: 2007
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1120701210)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
 #:K0827A1756)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 050105

Report#: SSV009984376
Open Date: 03/17/2009
Mileage: 29228
Warr Built Dt: 05/01/2007
Supplier RP:

Zone/Cd: 42-51927
Name: RIEDMAN MOTORS CO INC
Address: 610 GRAND AVENUE
 CONNERSVILLE, IN 473312027
Phone: 765 825-4341

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: AIR BAG LAMP ON. TECH HAS DTC LEFT FRONT IMPACT SENSOR INTERNAL. TECH HAS FOUND O PINCHED CIRCUIT AND WAS TOLD HE NEEDS TO REPLACE THE WHOLE HARNESS INSTEAD ON REPAIR.

Service Action:ADVISED TECH THAT JUST A CIRCUIT CAN BE REPAIRED FOLLOWING CHRYSLER APPROVED CIRCUIT REPAIR PROCEDURE, ADVISED TECH NO CONNECTOR OR PIG TAIL REPAIR ALLOWED. ADVISED TO CONTACT DISTRICT MANAGER IF NEEDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613388961

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L06R [REDACTED]

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1087604255)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0906B6670)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 040708

Report#: 412613388961

Open Date: 12/24/2008

Mileage: 21983

Warr Built Dt: 04/07/2006

Supplier RP:

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	70.84	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIR BAG LIGHT IS ON,CHK AND ADVISE CUSTOMER STATES AIR BAG LIGHT IS ON,CHK AND ADVISE CUSTOMER STATES AIR BAG LIGHT IS ON,CHK AND ADVISE

Service Comment:

Service Action: TEST AND REPLACED LEFT AND RIGHT FRONT IMPACT SENSORS AND WIRING CONNECTORS. RTEST AND REPLACED LEFT AND RIGHT FRONT IMPACT SENSORS AND WIRING CONNECTORS. RTEST AND REPLACED LEFT AND RIGHT FRONT IMPACT SENSORS AND WIRING CONNECTORS. R

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009657611

Vehicle Information

Repair Information

Dealer Information

VIN: 1D8GP24E07E [REDACTED]
Model Year: 2007
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGM-3.3L V6 OHV FFV Engine (Ser
 #:1088701063)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
 #:K1077B7787)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 041923

Report#: SSV009657611
Open Date: 08/18/2008
Mileage: 26183
Warr Built Dt: 04/19/2007
Supplier RP:

Zone/Cd: 63-43290
Name: HUFFINES CHRYSLER JEEP DODGE L
Address: 1024 S STEMMONS FWY
 LEWISVILLE, TX 750675354
Phone: 972 434-2288

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 AWL ON. TECH STATED HE HAS A SHORT ON A FRONT IMPACT SENSOR CIRCUIT TECH WANTING TO KNOW IF HE CAN REPAIR THE WIRE OR DOES HE HAVE TO REPLACE IT.

Service Action: NOTIFIED HE CAN REPAIR IT, BUT WILL NEED TO DISCONNECT THE ORC BEFORE DOING SO.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009556766

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L07R [REDACTED]
Model Year: 2007
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1039701900)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
 #:K3546A2819)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020920

Report#: SSV009556766
Open Date: 06/11/2008
Mileage: 24227
Warr Built Dt: 02/09/2007
Supplier RP:

Zone/Cd: 74-45257
Name: FURY DODGE CHRYSLER
Address: 11144 STILLWATER BLVD N
 LAKE ELMO, MN 550424435
Phone: INACTIVE
 651 777-1316

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 AWL ON. TECH STATES NO COMM WITH THE RIGHT FRONT IMPACT SENSOR \r\nSENSOR , CONNECTOR, & ORC REPLACED.

Service Action: I NOTIFIED THE TECH TO SWAP THE CIRCUITS AND WAIT FOR THE FAULT TO RETURN TO DETERMINE AT WHICH POINT IN THE HARNESS NEEDS REPLACING. \r\nR79 20LB/VT
 LEFT FRONT IMPACT SENSOR SIGNAL WITH R80 20VT/LB RIGHT FRONT IMPACT SENSOR SIGNAL \r\nR82 20WT/LB RIGHT FRONT IMPACT SENSOR GROUND WITH R81 20LB/WT
 LEFT FRONT IMPACT SENSOR GROUND

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009542557

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R55E [REDACTED]

Report#: SSV009542557

Zone/Cd: 32-42884

Model Year: 2005

Open Date: 06/03/2008

Name: WALKER CHRYSLER PLYMOUTH DODGE

Make/Model: CHRYSLER

Mileage: 58591

Address: FEDERAL ROAD

TOWN & COUNTRY FWD

Warr Built Dt: 03/11/2005

KEZAR FALLS, ME 04047

RSYH52

Supplier RP: B1

Phone: 207 625-3342

Engine: EGA-3.3L V6 OHV Engine (Ser #:1048502604)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0685B7824)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 031106

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: AIR BAG LIGHT ON\n\n\n\nTECH STATES HE HAS A LOSS OF COMMUNICATION WITH THE LEFT FRONT IMPACT SENSOR. TECH STATES HE FOLLOWED TSB 08-020-07 WITH NO CHANGE. TECH STATES HE STARTED THE SECURING THE SENSOR WITH AN AIR RATCHET.

Service Action:ADVISE TECH TO REPLACE THE IMPACT SENSOR AND TORQUE IT TO SPEC BY HAND.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009521471

Vehicle Information

VIN: 1D4GP21E26E [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CARAVAN C/V FWD
 RSKL12
Engine: EGM-3.3L V6 OHV FFV Engine (Ser
 #:1224501705)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2275B5477)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 081620

Repair Information

Report#: SSV009521471
Open Date: 05/21/2008
Mileage: 53085
Warr Built Dt: 08/16/2005
Supplier RP:

Dealer Information

Zone/Cd: 51-44609
Name: WESTSIDE DODGE INC
Address: 201 HANSEN BLVD
 NORTH AURORA, IL 60542
Phone: INACTIVE
 630 907-1200

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: AIR BAG LIGHT ON. HAS FOUR CODES OCM MESSAGE NOT RECIEVED,IGNITION RUN START OPEN, PASS OFF INDICATOR OFF AND L/F IMPACT SENSOR INTERNAL 1. ALL ACTIVE CODES.

Service Action: ADVISED TECH TO PERFORM J1850 SCAN AND NOTE IF THE OCM IS ACTIVE ON THE BUS. CHECK THE OCM FOR POWER, GROUND AND BUS. CHECK POWER AT FCM IPM C7 PIN 9.IF HAS 12V CHECK TO ORC AND OCM NO VOLTAGE FIND OPEN.. CALLED TECH BACK ORC HAS 10 VOLT AND OCM HAD 3.5 VOLT. TECH FOUND BAD SPLICE UNDER DRIVERS SEAT S373. TECH REPAIRED SPLICE AND REPLACED IMPACT SENSOR FOR THAT CODE. VEHICLE IS REPAIRED...CASE CLOSED..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009491129

Vehicle Information

VIN: 1D8GP24E67E [REDACTED]
Model Year: 2007
Make/Model: DODGE
GRAND CARAVAN SE FWD
RSKL53
Engine: EGM-3.3L V6 OHV FFV Engine (Ser
#:1345601287)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K3416B8038)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 121411

Repair Information

Report#: SSV009491129
Open Date: 04/29/2008
Mileage: 40530
Warr Built Dt: 12/14/2006
Supplier RP:

Dealer Information

Zone/Cd: 74-58081
Name: WACONIA DODGE CHRYSLER JEEP
Address: 905 STRONG DR
WACONIA, MN 553871069
Phone: 952 442-2010

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 AIR BAG LIGHT ON, NO RIGHT FRONT IMPACT SENSOR COMMUNICATION.
Service Action: ADVISED TO INSPECT THE CONNECTOR FOR CORROSION
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009492587

Vehicle Information

Repair Information

Dealer Information

VIN: 2A4GP54L47R [REDACTED]
Model Year: 2007
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1305602444)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
 #:K3106B7971)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 111519

Report#: SSV009492587
Open Date: 04/30/2008
Mileage: 16633
Warr Built Dt: 11/15/2006
Supplier RP:

Zone/Cd: 51-64826
Name: MUELLER CHRYSLER INC
Address: 2060 OMRO RD
 OSHKOSH, WI 549047706
Phone: INACTIVE
 920 231-5010

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 AIR BAG LIGHT COMES ON AT TIME, NO LEFT FRONT IMPACT SENSOR COMMUNICATION. TECH HAS REPLACED THE IMPACT SENSOR WITH NO CHANGE, CODE IS ALWAYS STORED

Service Action: ADVISED TO INSPECT THE IMPACT SENSOR CONNECTOR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613316742

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L66R [REDACTED]

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1080601998)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0906B6851)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 040705

Report#: 412613316742

Open Date: 04/25/2008

Mileage: 26521

Warr Built Dt: 04/07/2006

Supplier RP:

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04766250AN	GEAR -RACK AND PINION	1	304.25	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIR BAG LIGHT IS ON CUSTOMER STATES AIR BAG LIGHT IS ON CUSTOMER STATES AIR BAG LIGHT IS ON POWER STEERING RACK LEAKING

Service Comment:

Service Action: REPL BOTH FRT IMPACT SENSORS AND WIRING REPL BOTH FRT IMPACT SENSORS AND WIRING REPL BOTH FRT IMPACT SENSORS AND WIRING REPLACED LEAKING POWER STRG GEAR ASSEMBLY

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613315211

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX6R [REDACTED]
Model Year: 2006
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1250501448)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2575B8083)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091716

Report#: 412613315211
Open Date: 04/21/2008
Mileage: 31597
Warr Built Dt: 09/17/2005
Supplier RP:

Zone/Cd: 32-41261
Name: CORTESE DODGE INC
Address: 2400 W HENRIETTA RD
 ROCHESTER, NY 146232324
Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	26.32	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIR BAG LIGHT IS ON CUSTOMER STATES AIR BAG LIGHT IS ON

Service Comment:

Service Action: TEST AND REPLACED LEFT FRONT IMPACT SENSOR AND WIRING HARNESS TEST AND REPLACED LEFT FRONT IMPACT SENSOR AND WIRING HARNESS

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656363017061

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L76R [REDACTED]
Model Year: 2006
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1214500404)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2155B6724)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080907

Report#: 656363017061
Open Date: 04/17/2008
Mileage: 33627
Warr Built Dt: 08/09/2005
Supplier RP:

Zone/Cd: 74-65636
Name: COON RAPIDS CHRYSLER JEEP, INC
Address: 10541 WOODCREST DRIVE
 COON RAPIDS, MN 554333968
Phone: INACTIVE
 763 421-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04896059AA	SENSOR -AIR BAG	1	28.28	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: AIR BAG LITE IS ON AIR BAG LITE IS ON AIR BAG LITE IS ON

Service Comment: DRB TESTED AND FOUND RIGHT FRONT IMPACT SENSOR INTERNAL FAULT. DRB TESTED AND FOUND RIGHT FRONT IMPACT SENSOR INTERNAL FAULT. DRB TESTED AND FOUND RIGHT FRONT IMPACT SENSOR INTERNAL FAULT.

Service Action: REPLACED CORRODED IMPACT SENSORS AND WIRING CONNECTORS. REPLACED CORRODED IMPACT SENSORS AND WIRING CONNECTORS. REPLACED CORRODED IMPACT SENSORS AND WIRING CONNECTORS.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656363015941

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1031501338)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0335A2790)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020415

Report#: 656363015941
Open Date: 04/16/2008
Mileage: 33676
Warr Built Dt: 02/04/2005
Supplier RP: FH

Zone/Cd: 74-65636
Name: COON RAPIDS CHRYSLER JEEP, INC
Address: 10541 WOODCREST DRIVE
 COON RAPIDS, MN 554333968
Phone: INACTIVE
 763 421-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04896023AA	SENSOR -IMPACT	1	57.96	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: AIR BAG LIGHT IS ON AIR BAG LIGHT IS ON AIR BAG LIGHT IS ON

Service Comment: DRB TESTED AND FOUND RIGHT FRONT IMPACT SENSOR INTERNAL AND LEFT FRONT IMPACT DRB TESTED AND FOUND RIGHT FRONT IMPACT SENSOR INTERNAL AND LEFT FRONT IMPACT DRB TESTED AND FOUND RIGHT FRONT IMPACT SENSOR INTERNAL AND LEFT FRONT IMPACT

Service Action: ORDERED CONTROL MODULE. ORDERED CONTROL MODULE. ORDERED CONTROL MODULE.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656363014261

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1164501069)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1655B7566)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 061709

Report#: 656363014261
Open Date: 04/14/2008
Mileage: 30558
Warr Built Dt: 06/17/2005
Supplier RP: FH

Zone/Cd: 74-65636
Name: COON RAPIDS CHRYSLER JEEP, INC
Address: 10541 WOODCREST DRIVE
 COON RAPIDS, MN 554333968
Phone: INACTIVE
 763 421-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04896023AA	SENSOR -IMPACT	1	28.98	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: AIR BAG LIGHT IS ON AIR BAG LIGHT IS ON

Service Comment: DRB TESTD AND FOUND RIGHT FRONT IMPACT SENSOR INTERNAL FAILURE. DRB TESTD AND FOUND RIGHT FRONT IMPACT SENSOR INTERNAL FAILURE.

Service Action: REPLACED RIGHT FRONT IMPACT SENSOR AND CONNECTOR. REPLACED RIGHT FRONT IMPACT SENSOR AND CONNECTOR.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613311793

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L16R [REDACTED]

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1227500384)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2315B7681)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 082400

Report#: 412613311793

Open Date: 04/11/2008

Mileage: 22336

Warr Built Dt: 08/24/2005

Supplier RP:

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04766250AN	GEAR -RACK AND PINION	1	295.40	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIR BAG LIGHT ON MOST OF TIME CUSTOMER STATES AIR BAG LIGHT ON MOST OF TIME CUSTOMER STATES AIR BAG LIGHT ON MOST OF TIME
CUSTOMER STATES FRONT END NOISEY OVER BUMPS. CUSTOMER STATES FRONT END NOISEY OVER BUMPS. CUSTOMER STATES SQUEAK (RUBBERY TYPE) COMING FROM DASH AREA NEAR STEERING WHEE

Service Comment:

Service Action: DIAGNOSED AND REPLACED LEFT AND RIGHT FRONT IMPACT SENSORS AND WIRING CONNECTODIAGNOSED AND REPLACED LEFT AND RIGHT FRONT IMPACT SENSORS AND WIRING CONNECTODIAGNOSED AND REPLACED LEFT AND RIGHT FRONT IMPACT SENSORS AND WIRING CONNECTOREPLACED WORN FRONT SWAY BAR LINKS AND BUSHINGS REPLACED WORN FRONT SWAY BAR LINKS AND BUSHINGS REPLACED LEAKING POWER STEERING RACK AND RESET TOE

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009456974

Vehicle Information

VIN: 1A4GP45R36B [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
TOWN & COUNTRY FWD
RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1269504386)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2765B7585)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 100510

Repair Information

Report#: SSV009456974
Open Date: 04/07/2008
Mileage: 1
Warr Built Dt: 10/05/2005
Supplier RP:

Dealer Information

Zone/Cd: 35-68539
Name: DOMINION OF BEDFORD INC
Address: 1750 INDEPENDENCE BLVD
BEDFORD, VA 245232793
Phone: 540 586-8221

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 AIR BAG LIGHT IS ON, RIGHT FRONT IMPACT SENSOR COMMUNICATION, CONNECTOR DAMAGE, CAN THE CONNECTOR BE REPAIRED.
Service Action: ADVISED YES
Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 410981045871

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L86R [REDACTED]

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1216500392)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2255B7911)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081800

Report#: 410981045871

Open Date: 04/04/2008

Mileage: 29225

Warr Built Dt: 08/18/2005

Supplier RP:

Zone/Cd: 51-41098

Name: DON MILLER DODGE INC

Address: 754 E WASHINGTON AVE
MADISON, WI 537032934

Phone: INACTIVE
608 258-3600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	26.32	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST. STATES, INTERMITANTLY, THE AIRBAG LIGHT WILL STAY ON. CUST. STATES, INTERMITANTLY, THE AIRBAG LIGHT WILL STAY ON.

Service Comment: PERFORMED DIAGNOSTIC TEST. FOUND CODE FOR RT. IMPACT SENSOR FAILURE. PERFORMED DIAGNOSTIC TEST. FOUND CODE FOR RT. IMPACT SENSOR FAILURE.

Service Action: REPLACED THE RT. IMPACT SENSOR AND SOLDERED IN NEW WIRE CONNECTOR. REPLACED THE RT. IMPACT SENSOR AND SOLDERED IN NEW WIRE CONNECTOR.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009453022

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L26R [REDACTED]

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1182500578)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2255B6343)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081823

Report#: SSV009453022

Open Date: 04/03/2008

Mileage: 45559

Warr Built Dt: 08/18/2005

Supplier RP:

Zone/Cd: 74-44996

Name: WATERTOWN CHRYSLER

Address: 1600 9TH AVE SE
WATERTOWN, SD 572015305

Phone: 605 886-5844

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: TECHNICIAN STATES THE AIRBAG MODULE HAS FAULTS FOR LOSS OF COMMUNICATION TO BOTH FRONT IMPACT SENSORS. DIAGNOSTICS LEAD TO SENSOR REPLACEMENT.

Service Action: ADVISED TECHNICIAN THE SENSORS ARE ONE TIME USE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: 6R72193306

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8GP64L46R [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1290500877)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2975B6502)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102717

Report#: 6R72193306
Open Date: 01/22/2009
Mileage: 343
Warr Built Dt: 10/27/2005
Supplier RP:

Zone/Cd: 42-37694
Name: VANANDEL-FLIKKEMA MOTOR SALES
Address: 3844 PLAINFIELD AVE NE
 GRAND RAPIDS, MI 495252452
Phone: 616 363-9031

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			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 06 (Detractor)

007. Negative experience / problems with CURRENT vehicle

I have had the displeasure of difficulty with annoying problems with my vehicle. I am past warranty for these items, but still think that they are basic functions of the vehicle that should be corrected. Right rear passenger door lock is not working. Will not lock or unlock. This is a safety concern that will cost me \$200 to \$600 dollars just in labor. Right hand door has molding that has come unglued. After being fixed, the airbag light intermittently still stays on. There is a constant whistling sound from the rear windows. None of these, except the rear door lock, is major....just annoying because they should not happen with proper fit and finish application. Otherwise, I love the vehicle size, ride and conveniences. The bad taste from these problems will prevent my re-investing in another Town & Country. Service and backing one's product is most important when spending over \$32,000.00.

Q2. Please rate your satisfaction with your TOWN & COUNTRY LIMITED FWD on a scale of 0 to 10.

Score: 06 (Detractor)

F30. Door Locks-Broken/NW

P12. Product Issues - Other (Maritz Audit To Bin Properly - Fix)

Already answered!

Q3. Please rate your satisfaction with your experience at VANANDEL-FLIKKEMA MOTOR SALES on a scale of 0 to 10.

Score: 10 (Promoter)

Q8. Have you been back for service to VANANDEL-FLIKKEMA MOTOR SALES in the last X months?

Yes

Q9. How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001. Too many problems with current or past vehicle

009. Quality/Reliability

SURVEY COMPLETED 2009-01-23 19:50:17, CUSTOMER ID:039530842, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 410981042631

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]

Model Year: 2005

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1059500887)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0625B7587)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 030703

Report#: 410981042631

Open Date: 03/25/2008

Mileage: 13329

Warr Built Dt: 03/07/2005

Supplier RP: FH

Zone/Cd: 51-41098

Name: DON MILLER DODGE INC

Address: 754 E WASHINGTON AVE
MADISON, WI 537032934

Phone: INACTIVE
608 258-3600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	26.32	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST. STATES, THE AIRBAG LIGHT IS ON. DRIVERS CUST. STATES, THE AIRBAG LIGHT IS ON. DRIVERS

Service Comment: PERFORMED DIAGNOSTIC TEST. FOUND CODE FOR LT. FT. IMPACT SENSOR INTERNAL 1. PERFORMED DIAGNOSTIC TEST. FOUND CODE FOR LT. FT. IMPACT SENSOR INTERNAL 1.

Service Action: TESTED AND REPLACED THE LT. FT. IMPACT SENSOR AND WIRING CONNECTOR. CLEARED TH TESTED AND REPLACED THE LT. FT. IMPACT SENSOR AND WIRING CONNECTOR. CLEARED TH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009436482

Vehicle Information

VIN: 2A4GP54L46R [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
TOWN & COUNTRY TOURING FWD
RSYP53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1075602144)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K0766B6304)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032700

Repair Information

Report#: SSV009436482
Open Date: 03/24/2008
Mileage: 73673
Warr Built Dt: 03/27/2006
Supplier RP:

Dealer Information

Zone/Cd: 74-65636
Name: COON RAPIDS CHRYSLER JEEP, INC
Address: 10541 WOODCREST DRIVE
COON RAPIDS, MN 554333968
Phone: INACTIVE
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: AIRBAG, ABS AND TRACTION LAMP ON AT TIMES. TECH CAN DUPLICATE THE CONCERN AND NOTED NO CODES ARE SET IN ORC BUT ABS SETS RIGHT REAR SENSOR FAULT.
Service Action: ADVISED TECH TO REPLACE SUSPECT SENSOR. POSSIBLE CLUSTER CONCERN.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009431804

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L75R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1027501403)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0385B7549)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 021004

Report#: SSV009431804
Open Date: 03/20/2008
Mileage: 64072
Warr Built Dt: 02/10/2005
Supplier RP: R1

Zone/Cd: 66-45343
Name: ATLANTA CHRYSLER JEEP DODGE
Address: 5765 PEACHTREE INDUSTRIAL BLVD
 ATLANTA, GA 303411907
Phone: INACTIVE
 770 216-9300

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 TECH HAS A AIR BAG LAMP ON FOR LEFT FRONT IMPACT SENSOR.

Service Action: THERE ARE TWO STAR ON LINE CASE FOR THIS CONCERN. REPLACE THE IMPACT SENSOR AND TORQUE TO 55 INCH POUNDS. A REVISED FRONT IMPACT SENSOR IS AVAILABLE FOR 2005 RS VEHICLES. (P/N 04896023AA) CHECK THE WIRING HARNESS AND CONNECTOR FOR CORROSION. (MAY HAVE TO TAKE CONNECTOR APART AND CHECK THE TERMINALS. IF CORROSION IS FOUND CLEAN TERMINALS AND REPLACE THE CONNECTOR). A WIRING CONNECTOR FOR THIS SENSOR IS AVAILABLE NOW (05175788AA) AND SHOULD BE USED WITH ANY FAILED ORIGINAL SENSOR. SERVICE KITS WITH THE REQUIRED FASTENERS ARE AVAILABLE: P/N 05170520AA IS FOR VEHICLES BUILT BEFORE MAY 24, 2004. MAKE SURE THE 2 FLAT WASHERS TO GO UNDER THE SENSOR AND SPACE IT AWAY FROM THE CROSS MEMBER. VEHICLES BUILT AFTER MAY 24, 2004 WILL USE KIT 05175978AA .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009432592

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP21E06B [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CARAVAN C/V FWD
 RSKL12
Engine: EGM-3.3L V6 OHV FFV Engine (Ser
 #:1252500124)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2585B5324)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 091907

Report#: SSV009432592
Open Date: 03/20/2008
Mileage: 6903
Warr Built Dt: 09/19/2005
Supplier RP:

Zone/Cd: 35-68305
Name: THREE RIVERS CHRYSLER JEEP DOD
Address: 2633 W LIBERTY AVE
 PITTSBURGH, PA 152163407
Phone: 412 343-1200

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE AIR BAG LAMP IS ON. TECH STATES HE FOUND AN ACTIVE CODE FOR RIGHT FRONT IMACT SENSOR INTERNAL CODE, TRACED AND REPAIRED DAMAGED CONNECTOR AT IMPACT SENSOR- CODE GONE. OTHER CODE WAS LOSS OF COMMUNICATION WITH OCM , IN THE ORC. TECH STATES THIS CODE IS STILL PRESENT, AND HE HAS REPLACED THE OCM.

Service Action: ADVISED TECH TO CHECK POWERS AND GROUNDS TO THE ORC, AND MEASURE THE PCI BUS VOLTAGE , PERFORM TERMINAL TENSION, PIN DRAG TEST AT THE OCM CONNECTOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 410981039811

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R95B [REDACTED]

Model Year: 2005

Make/Model:
 CARAVAN SXT FWD
 RSKH52

Engine: EGA-3.3L V6 OHV Engine (Ser #:1172501134)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1765B5151)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 062721

Report#: 410981039811

Open Date: 03/17/2008

Mileage: 15408

Warr Built Dt: 06/27/2005

Supplier RP: FH

Zone/Cd: 51-41098

Name: DON MILLER DODGE INC

Address: 754 E WASHINGTON AVE
 MADISON, WI 537032934

Phone: INACTIVE
 608 258-3600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	26.32	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE DRIVER S AIR BAG LIGHT WAS ON FOR A FEW DAYS AND OFF THIS CUSTOMER STATES THE DRIVER S AIR BAG LIGHT WAS ON FOR A FEW DAYS AND OFF THIS

Service Comment: RT IMPACT SENSOR STORED FAULT INTERNAL AND CONNECTOR IS CORRODED RT IMPACT SENSOR STORED FAULT INTERNAL AND CONNECTOR IS CORRODED

Service Action: REPLACED RT FRONT IMPACT SENSOR AND WIRING REPLACED RT FRONT IMPACT SENSOR AND WIRING

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009429695

Vehicle Information

VIN: 1D4GP45R06B [REDACTED]
Model Year: 2006
Make/Model: DODGE
CARAVAN SXT FWD
RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1333501500)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K3345B5653)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 120722

Repair Information

Report#: SSV009429695
Open Date: 03/19/2008
Mileage: 22413
Warr Built Dt: 12/07/2005
Supplier RP:

Dealer Information

Zone/Cd: 42-67177
Name: MOORE MOTOR SALES
Address: 1725 WEST CARO ROAD
CARO, MI 487239298
Phone: 989 673-4171
800 516-6673

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 AIRBAG LIGHT IS ON FOR A FRONT IMPACT SENSOR CODE TECH HAS REPLACED THE IMPACT SENSOR AND STATES NO RESISTANCE IN THE NEW SENSOR.

Service Action: ADVISED TECH TO CHECK TO ANOTHER VEHICLE POSSIBLE AIRBAG HARNESS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613301711

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L96R [REDACTED]

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1335500572)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3345B7604)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 120514

Report#: 412613301711

Open Date: 03/12/2008

Mileage: 32836

Warr Built Dt: 12/05/2005

Supplier RP:

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
CBX2G091	SENSOR -AIR BAG	1	21.28	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIR BAG LIGHT INTERMITT COMES ON WHILE DRIVING CUSTOMER STATES AIR BAG LIGHT INTERMITT COMES ON WHILE DRIVING CUSTOMER STATES AIR BAG LIGHT INTERMITT COMES ON WHILE DRIVING

Service Comment:

Service Action: TEST AND REPLACED LEFT AND RIGHT FRONT IMPACT SENSORS AND WIRING CONNECTORS.. TEST AND REPLACED LEFT AND RIGHT FRONT IMPACT SENSORS AND WIRING CONNECTORS.. TEST AND REPLACED LEFT AND RIGHT FRONT IMPACT SENSORS AND WIRING CONNECTORS..

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009413173

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L66R [REDACTED]

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1257501721)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2645A2704)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 092606

Report#: SSV009413173

Open Date: 03/11/2008

Mileage: 55580

Warr Built Dt: 09/26/2005

Supplier RP:

Zone/Cd: 74-67148

Name: PAUL BUSCH AUTO CTR INC

Address: 148 EAST MAIN STREET
WABASHA, MN 559811421

Phone: INACTIVE
651 565-3323

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 LEFT FRONT AIRBAG IMACT SENSOR AIRBAG CONTROL MODULE RECALL

Service Action: ADVISED TECH OF MORE INFORMATION ON THE RECALL CALLED TECH BACK FOR MORE INFORMATION AND FOUND AT THE AIRBAG CONTROL MODULE TECH STATES PIN 15 AND 19 ARE MISSING. ADVISED TECH WILL RESEARCH MORE INFORMATION. ADVISED TECH OF LOCATION OF ORC AND LOCATION OF C200 FOR CONNECTION ISSUES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362991901

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R96B [REDACTED]
Model Year: 2006
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1334501859)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3365B7554)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 120921

Report#: 656362991901
Open Date: 03/10/2008
Mileage: 35039
Warr Built Dt: 12/09/2005
Supplier RP:

Zone/Cd: 74-65636
Name: COON RAPIDS CHRYSLER JEEP, INC
Address: 10541 WOODCREST DRIVE
 COON RAPIDS, MN 554333968
Phone: INACTIVE
 763 421-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
CBX2G092	WIRING -NONE	1	21.91	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: AIRBAG LAMP ON AIRBAG LAMP ON AIRBAG LAMP ON AIRBAG LAMP ON

Service Comment: VERIFY CONCERN, FIND DTCS SET FOR NO COMMUNICATION WITH BOTH FRONT IMPACT SENS
 VERIFY CONCERN, FIND DTCS SET FOR NO COMMUNICATION WITH BOTH FRONT IMPACT SENS
 VERIFY CONCERN, FIND DTCS SET FOR NO COMMUNICATION WITH BOTH FRONT IMPACT SENS
 VERIFY CONCERN, FIND DTCS SET FOR NO COMMUNICATION WITH BOTH FRONT IMPACT SENS

Service Action: REPLACED BOTH FRONT IMPACT SENSORS, WIRING PIGTAILS, AND 2 RIVNUTS. TEST OK
 NO REPLACED BOTH FRONT IMPACT SENSORS, WIRING PIGTAILS, AND 2 RIVNUTS. TEST OK
 NO REPLACED BOTH FRONT IMPACT SENSORS, WIRING PIGTAILS, AND 2 RIVNUTS. TEST OK
 NO REPLACED BOTH FRONT IMPACT SENSORS, WIRING PIGTAILS, AND 2 RIVNUTS. TEST OK
 NO

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 7R167322803A421

Vehicle Information

VIN: 2A4GP54L27R [REDACTED]

Model Year: 2007

Make/Model: CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1201600433)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser

#:K2696B7900)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 092821

Repair Information

Report#: 7R167322803A421

Open Date: 03/03/2008

Mileage: 20100

Warr Built Dt: 09/28/2006

Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028

Name: CHRYSLER CORPORATION

Address: 800 CHRYSLER DRIVE

AUBURN HILLS, MI 48326-2757

Phone:

Service Narrative Information

Evaluator's Comment: 421 Other Problems, Unspecified Other Problem. AIRBAG WARNING LIGHT STAYS ON.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009369506

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L15R [REDACTED]

Report#: SSV009369506

Zone/Cd: 42-37042

Model Year: 2005

Open Date: 02/08/2008

Name: NEW RICHMOND AUTO SALES

Make/Model:

Mileage: 48340

Address: 335 FRONT STREET

GRAND CARAVAN SXT FWD

Warr Built Dt: 06/01/2005

NEW RICHMOND, OH 451571392

RSKH53

Supplier RP: R1

Phone: INACTIVE

Engine: EGH-3.8L V6 OHV Engine (Ser #:1146502555)

513 553-4151

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1475A3220)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 060119

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: AIR BAG LIGHT IS ON. LEFT FRONT IMPACT SENSOR INTERNAL CODE.

Service Action: ADVISED THE TECH TO REPLACE THE SENSOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009367667

Vehicle Information

Repair Information

Dealer Information

VIN: 2A4GP54L66R [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYP53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1262500594)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2765B6265)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 100512

Report#: SSV009367667
Open Date: 02/07/2008
Mileage: 20968
Warr Built Dt: 10/05/2005
Supplier RP:

Zone/Cd: 74-62078
Name: MITCH CRAWFORD'S HOLIDAY MOTOR
Address: 9209 E STATE ROUTE 350
 RAYTOWN, MO 641336597
Phone: INACTIVE
 816 356-9500

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 HE HAS A CODE FOR RIGHT FRONT IMPACT SENSOR AND HAS REPLACED THE SENSOR AND THE CONTROLLER. THE TECH ALSO STATES THE OLD AND NEW VIN IN THE ACM DONT MATCH AS IF IT HAD BEEN INSTALLED IN ANOTHER VEHICLE.

Service Action: ADVISED TECH TO SWAP SENSOR CIRCUITS AND SEE IF THE CODE FOLLOWS> IF NOT, REPLACE THE CONTROLLER AGAIN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 410981027621

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L66R [REDACTED]
Model Year: 2006
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1237501681)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2425A3060)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090802

Report#: 410981027621
Open Date: 02/05/2008
Mileage: 28457
Warr Built Dt: 09/08/2005
Supplier RP:

Zone/Cd: 51-41098
Name: DON MILLER DODGE INC
Address: 754 E WASHINGTON AVE
 MADISON, WI 537032934
Phone: INACTIVE
 608 258-3600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
CBX2G091	SENSOR -AIR BAG	1	21.28	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE DRIVER S AIRBAG LIGHT IS ON CUSTOMER STATES THE DRIVER S AIRBAG LIGHT IS ON CUSTOMER STATES THE DRIVER S AIRBAG LIGHT IS ON
 CUSTOMER STATES THE DRIVER S AIRBAG LIGHT IS ON

Service Comment: CORRODED WIRING CONNECTORS CORRODED WIRING CONNECTORS CORRODED WIRING CONNECTORS CORRODED WIRING CONNECTORS

Service Action: ACM DTC RT FRONT IMPACT SENOR INTERL 1 REPLACED BOTH FRONT IMPACT SENSORS AND ACM DTC RT FRONT IMPACT SENOR INTERL 1 REPLACED BOTH FRONT
 IMPACT SENSORS AND ACM DTC RT FRONT IMPACT SENOR INTERL 1 REPLACED BOTH FRONT IMPACT SENSORS AND ACM DTC RT FRONT IMPACT SENOR INTERL 1
 REPLACED BOTH FRONT IMPACT SENSORS AND

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009360317

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45RX5E [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1076504104)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0815B8097)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032909

Report#: SSV009360317
Open Date: 02/04/2008
Mileage: 23456
Warr Built Dt: 03/29/2005
Supplier RP: B1

Zone/Cd: 32-23073
Name: HADDAD JEEP
Address: PITTSFIELD-LENOX ROAD
 PITTSFIELD, MA 01202
Phone: INACTIVE
 413 445-4535

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 AIRBAG LAMP IS ON. TECH STATES THERE IS AN ACTIVE CODE FOR NO COMMUNICATION WITH RIGHT FRONT IMPACT SENSOR. TECH STATES HE HAS FOUND CORROSION AT THE CONNECTOR AND IS ASKING IF HE SHOULD PERFORM TSB 08-020-07, AS THE CONDITION ON THE VEHICLE FITS THE TSB, HOWEVER , IT DOES NOT FALL INTO THE DATE.

Service Action: ADVISED TECH HE IS MORE THAN WELCOME TO PERFORM TSB , AT HIS DISCRETION, HOWEVER HE WILL NOT GET PAID UNDER THE TSB , WILL NEED TO CONSULT WITH SERVICE MANAGER OR WARRANTY ADMINISTRATIVER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362954371

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R95B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1179500710)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1825A0585)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 070523

Report#: 656362954371
Open Date: 01/10/2008
Mileage: 23510
Warr Built Dt: 07/05/2005
Supplier RP: FH

Zone/Cd: 74-65636
Name: COON RAPIDS CHRYSLER JEEP, INC
Address: 10541 WOODCREST DRIVE
 COON RAPIDS, MN 554333968
Phone: INACTIVE
 763 421-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04896023AA	SENSOR -IMPACT	1	57.96	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: AIR BAG LIGHT IS ON AIR BAG LIGHT IS ON AIR BAG LIGHT IS ON

Service Comment: FIND DTCS SET FOR BOTH FRONT IMPACT SENSORS, INSPECT AND FIN FAILED SENSORS AN FIND DTCS SET FOR BOTH FRONT IMPACT SENSORS, INSPECT AND FIN FAILED SENSORS AN FIND DTCS SET FOR BOTH FRONT IMPACT SENSORS, INSPECT AND FIN FAILED SENSORS AN

Service Action: REPLACED BOTH FRONT IMPACT SENSORS AND WIRING REPLACED BOTH FRONT IMPACT SENSORS AND WIRING REPLACED BOTH FRONT IMPACT SENSORS AND WIRING

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009314424

Vehicle Information

Repair Information

Dealer Information

VIN: 1D8GP24R05B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1074503153)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0775B5022)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032210

Report#: SSV009314424
Open Date: 01/07/2008
Mileage: 1
Warr Built Dt: 03/22/2005
Supplier RP: B1

Zone/Cd: 51-66921
Name: FRAHER CHRYSLER-PLYMOUTH
Address: 301 SOUTH LADD
 PONTIAC, IL 617641611
Phone: INACTIVE
 815 844-3139

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: AIRBAG LAMP ON. TECH FOUND RF SENSOR INTERNAL DTC SET AND CALLED TO REVIEW POSSIBLE RECALL COVERAGE.
Service Action: ADVISED TECH (PER VIN) NO APPLICABLE RECALLS.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 410981016862

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R76B [REDACTED]

Model Year: 2006

Make/Model: DODGE
CARAVAN SXT FWD
RSKH52

Engine: EGA-3.3L V6 OHV Engine (Ser #:1291501558)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2965B6523)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 110100

Report#: 410981016862

Open Date: 12/31/2007

Mileage: 34166

Warr Built Dt: 11/01/2005

Supplier RP:

Zone/Cd: 51-41098

Name: DON MILLER DODGE INC

Address: 754 E WASHINGTON AVE
MADISON, WI 537032934

Phone: INACTIVE
608 258-3600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05086651AA	SENSOR -ANTI LOCK BRAKES	1	27.92	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE AIR BAG LIGHT IS ON CUSTOMER STATES THE AIR BAG LIGHT IS ON

Service Comment: LEFT FRONT IMPACT SENSOR CORROSION FOUND IN CONNECTOR LEFT FRONT IMPACT SENSOR CORROSION FOUND IN CONNECTOR LEFT REAR SPEED SENSOR OPEN ELECTRICALLY INTERNALLY

Service Action: REPLACED SENSOR AND SOLDERED NEW CONNECTOR AND WIRES REPLACED SENSOR AND SOLDERED NEW CONNECTOR AND WIRES REPLACED LEFT REAR SPEED SENSOR

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362946851

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1112500909)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1165B7531)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042810

Report#: 656362946851
Open Date: 12/28/2007
Mileage: 30486
Warr Built Dt: 04/28/2005
Supplier RP: FH

Zone/Cd: 74-65636
Name: COON RAPIDS CHRYSLER JEEP, INC
Address: 10541 WOODCREST DRIVE
 COON RAPIDS, MN 554333968
Phone: INACTIVE
 763 421-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04896023AA	SENSOR -IMPACT	1	28.98	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: AIRBAG LIGHT ON
Service Comment: DRB TESTED AND FOUND LEFT FRONT IMPACT SENSOR INTERNAL FAILURE.
Service Action: REPLACED LEFT FRONT IMPACT SENSOR AND CLEARED FAULT.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009295314

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24E56B [REDACTED]
Model Year: 2006
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGM-3.3L V6 OHV FFV Engine (Ser
 #:1069602155)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0816B6721)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032716

Report#: SSV009295314
Open Date: 12/18/2007
Mileage: 12296
Warr Built Dt: 03/27/2006
Supplier RP:

Zone/Cd: 74-60062
Name: LITHIA CHRYSLER JEEP DODGE OF
Address: 5001 GRIZZLY CT
 MISSOULA, MT 598088672
Phone: 406 721-5000

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: AIR BAG LAMP ON AT TIMES DRB FOR CODES. NO LF IMPACTSENSOR COMMUNICATION

Service Action: ROBERT THE LEFT AND RIGHT FRONT IMPACT SENSORS ARE THE SAME. I WOULD INSPECT THE CONNECTORS AND WIRING IF NO VISIBLE SIGNS OF DAMAGE I WOULD INSPECT THE LEFT FRONT SENSOR AND IF THE HOUSING APPEARS CRACKED REPLACE IT. IF ALL OF THIS CHECKS OK I WOULD SWAP THE LEFT AND RIGHT FRONT IMPACT SENSORS FOR TEST PURPOSES ONLY AND NOTE F THE CODE STAYS WITH THE SENSOR OR WIRING. IF THE CODE STAYS WITH THE SENSOR THEN WE NEED TO REPLACE THE SENSOR. IF THE CODE STAYS WITH THE WIRING WE NEED TO TRACE THE WIRING AND REPAIR AS NEEDED. WE WILL ALSO NEED TO BE SURE TO PUT THE SENSORS BACK IN THERE ORIGINAL POSITION BEFORE DRIVING THE VEHICLE THE SWITCH OF SENSORS WAS FOR TESTING ONLY.

Correction:

Sales & Marketing Incident Report



CONCERN #1

Customer Concern:

Air bag light on.

Root Cause:

corrosion on the front impact sensor connectors. Similar to recall G09

Repair Action:

Repair procedure that is outlined in recall G09

TSB Group: 08

Repair Successful: Y

Issue Number: RT3410KB370801
 Zone Number: 0-Unknown cagris zone
 Issue Type: Non-Powertrain
 Category: Reliability
 Reported By: Batsikouras Konstantinos (Gus)
 Phone: 879-1145
 Created On: 02/06/2008

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>
RS	6R [REDACTED]	32445	013118	66103	EGH 1004 6004 50	DGL K026 6A26 37	

Sales & Marketing Incident 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

Lease Car Evaluations Report#: 7R160010712A039

Vehicle Information

VIN: 2A4GP54L37R [REDACTED]
Model Year: 2007
Make/Model: CHRYSLER
TOWN & COUNTRY TOURING FWD
RSYP53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1270600591)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2716B8086)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 100422

Repair Information

Report#: 7R160010712A039
Open Date: 12/18/2007
Mileage: 15123
Warr Built Dt: 10/04/2006
Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028
Name: CHRYSLER CORPORATION
Address: 800 CHRYSLER DRIVE
AUBURN HILLS, MI 48326-2757
Phone:

Service Narrative Information

Evaluator's Comment: 039 Features, Accessories & Controls, Airbag Warning Light. AIR BAG LIGHT (DRIVERS) CAME ON AND WAS AT FIRST INTERMITEMENT BUT THEN STAYED ON FULL TIME.
Service Action:
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009069236

Vehicle Information

Repair Information

Dealer Information

VIN: 1D8GP45R27B [REDACTED]
Model Year: 2007
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1332601169)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
 #:K3316B6653)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 120415

Report#: SSV009069236
Open Date: 11/16/2007
Mileage: 20821
Warr Built Dt: 12/04/2006
Supplier RP:

Zone/Cd: 66-26709
Name: TALLAHASSEE DODGE CHRYSLER JEE
Address: 3987 W TENNESSEE ST
 TALLAHASSEE, FL 32304
Phone: 850 576-4111

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: AIR BAG LIGHT IS ON. CODE NO RIGHT FRONT IMPACT SENSOR COMMUNICATIONS.

Service Action: TECH TO USE THE LOAD TOOL AND CHECK THE CIRCUIT WIRING. SENSOR REPLACED \r\n2 NO SHORT TO VOLTAGE, 3 \r\nTECH READING OUT OF THE BOOK AND DIDN T NOTE ANY SPECIFICS. \r\nTECH TO GO BACK AND NOTE THE SPECIFICS ADVISED #1 SENSORS ARE LOCATED IN B PILLARS. TECH WILL REMOVE THE RIGHT FRONT IMPACT SENSOR CIRCUITS AT PINS 12 & 26 FROM THE C2 ORC CONNECTOR, AND INSTALL THE LEFT FRONT IMPACT SENSOR CIRCUIT WIRES AND PLUG IT BACK IN AND SEE IF THE RIGHT FRONT SENSOR CODE STILL SETS. IF SO HE WILL REPLACE THE ORC, IF NOT HE WILL REPLACE THE WIRING THE THE RIGHT SENSOR. THE TECH CANT TO FIND WHERE THE C112 CONNECTOR IS. THE C112 CONNECTOR IS ON THE LEFT FENDER SHIELD NEAR THE C101 CONNECTOR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656368901192

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1119501688)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1185B5154)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 050414

Report#: 656368901192
Open Date: 11/01/2007
Mileage: 29053
Warr Built Dt: 05/04/2005
Supplier RP: AY

Zone/Cd: 74-65636
Name: COON RAPIDS CHRYSLER JEEP, INC
Address: 10541 WOODCREST DRIVE
 COON RAPIDS, MN 554333968
Phone: INACTIVE
 763 421-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175788AB	WIRING -2 WAY	1	4.76	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES ENGINE KNOCKS AND GETS WORSE WHEN WARM, SEEMS TO BE COMING FROM CUSTOMER STATES ENGINE KNOCKS AND GETS WORSE WHEN WARM, SEEMS TO BE COMING FROM CUSTOMER STATES ENGINE KNOCKS AND GETS WORSE WHEN WARM, SEEMS TO BE COMING FROM CUSTOMER STATES ENGINE KNOCKS AND GETS WORSE WHEN WARM, SEEMS TO BE COMING FROM AIR BAG LAMP ON, CUSTOMER STATES IMPACT SENSOR ISSUE

Service Comment: VERIFY NOISE, REMOVE OIL PAN AND FIND #4 BEARING FAILURE. VERIFY NOISE, REMOVE OIL PAN AND FIND #4 BEARING FAILURE. VERIFY NOISE, REMOVE OIL PAN AND FIND #4 BEARING FAILURE. VERIFY NOISE, REMOVE OIL PAN AND FIND #4 BEARING FAILURE. FIND NO COMMUNICATION WITH RIGHT IMPACT SENSOR, TEST AND FIND WIRING CUT

Service Action: INSTALL NEW SHORT BLOCK, WATER PUMP, FRONT MOTOR MOUNT, TEST OK NOW INSTALL NEW SHORT BLOCK, WATER PUMP, FRONT MOTOR MOUNT, TEST OK NOW INSTALL NEW SHORT BLOCK, WATER PUMP, FRONT MOTOR MOUNT, TEST OK NOW

REPAIR WIRING, TEST OK NOW

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 7R303345710A039

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L17R [REDACTED]

Report#: 7R303345710A039

Zone/Cd: ZZ-19028

Model Year: 2007

Open Date: 10/19/2007

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 9178

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SXT FWD

Warr Built Dt: 04/04/2007

AUBURN HILLS, MI 48326-2757

RSKH53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1092700230)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser

#:K0887B6608)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 040416

Service Narrative Information

Evaluator's Comment: 039 Features, Accessories & Controls, Airbag Warning Light. AIRBAG LIGHT GOES ON/OFF INTERMITTENTLY.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009094239

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25RX7B [REDACTED]
Model Year: 2007
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1110700183)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
 #:K0887B8377)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 042715

Report#: SSV009094239
Open Date: 09/27/2007
Mileage: 4779
Warr Built Dt: 04/27/2007
Supplier RP:

Zone/Cd: 74-44067
Name: CHRISTOPHER'S DODGE WORLD INC
Address: 16655 WEST COLFAX AVE
 GOLDEN, CO 80401
Phone: 303 237-9641
 303 238-7311

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: CRASH DEALERSHIP\r\nAWL ON\r\nINTERNAL 2\r\nLEFT & RIGHT FRONT IMPACT SENSOR INTERNAL 1
Service Action: 8419** S 092707 1 DEN 1 0927 3201 REL TO PDC
Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362879822

Vehicle Information

Repair Information

Dealer Information

VIN: 2A4GP54L26R [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1231501034)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2295B6351)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082920

Report#: 656362879822
Open Date: 09/25/2007
Mileage: 32564
Warr Built Dt: 08/29/2005
Supplier RP:

Zone/Cd: 74-65636
Name: COON RAPIDS CHRYSLER JEEP, INC
Address: 10541 WOODCREST DRIVE
 COON RAPIDS, MN 554333968
Phone: INACTIVE
 763 421-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0RR44BD1AE	HOLDER -INSTRUMENT PANEL	1	78.68	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:INSTALL ORDERED SPEED SENSOR INSTALL ORDERED CUPHOLDER
Service Comment:INSTALLED LEFT FRONT IMPACT SENSOR INSTALLED CUPHOLDER
Service Action:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 7R159182709A184

Vehicle Information

VIN: 2D4GP44L17R [REDACTED]
Model Year: 2007
Make/Model: DODGE
GRAND CARAVAN SXT FWD
RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1270600558)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2356B7874)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 100421

Repair Information

Report#: 7R159182709A184
Open Date: 09/21/2007
Mileage: 19000
Warr Built Dt: 10/04/2006
Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028
Name: CHRYSLER CORPORATION
Address: 800 CHRYSLER DRIVE
AUBURN HILLS, MI 48326-2757
Phone:

Service Narrative Information

Evaluator's Comment: 184 Other, Seats/Safety Restraint Systems. INTERMITTENT AIRBAG LIGHT
Service Action:
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009072450

Vehicle Information

Repair Information

Dealer Information

VIN: 1D8GP24E27B [REDACTED]
Model Year: 2007
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGM-3.3L V6 OHV FFV Engine (Ser
 #:1352600478)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
 #:K3476B7555)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 122019

Report#: SSV009072450
Open Date: 09/18/2007
Mileage: 8520
Warr Built Dt: 12/20/2006
Supplier RP:

Zone/Cd: 35-43724
Name: SAFFORD CHRYSLER JEEP DODGE OF
Address: 6801 COMMERCE ST
 SPRINGFIELD, VA 221502602
Phone: 703 866-1700

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: NO RIGHT FRONT IMPACT SENSOR COMMUNICATION\n\nPUT A NEW SENSOR AND CONNECTOR ON

Service Action: I NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE RIGHT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE LEFT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE RIGHT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND - NOTHING IS TO BE PLUGGED INTO THE LEFT FRONT IMPACT SENSOR CONNECTOR CAVITY SPOTS. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS 6X S, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. TECH DID NOT DO AS WAS NOTIFIED, TECH JUST SWAPPED THE WIRES FROM SIDE TO SIDE. TECH DIDN T GET A NO LEFT FRONT IMPACT SENSOR COMMUNICATION AS HE SHOULD HAVE TECH STATED HE ONLY HAS 2 FAULTS.\n\nNO

RIGHT FRONT IMPACT SENSOR COMMUNICATION - 2 C.C. / MINUTES\`nRIGHT FRONT IMPACT SENSOR INTERNAL 1 - 2 C.C. / MINUTES\`nI NOTIFIED THE TECH THE LIGHT IS NOT ON AND THE FAULTS ARE STORED! TECH DID NOT ARGUE AGAINST THIS \`nNOTIFIED TECH THE ORC IS NOT THE ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009067283

Vehicle Information

Repair Information

Dealer Information

VIN: 2A4GP54L66R [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1332500433)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3355A0190)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 120219

Report#: SSV009067283
Open Date: 09/13/2007
Mileage: 16182
Warr Built Dt: 12/02/2005
Supplier RP:

Zone/Cd: 42-65399
Name: ROCHESTER HILLS CHRYSLER-JEEP
Address: 1301 ROCHESTER RD
 ROCHESTER HILLS, MI 48307
Phone: 248 652-9650

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 FRONT IMPACT SENSOR INTERNAL 1\r\nREPLACED THE SENSOR & CONNECTOR\r\n.05 CONTINUITY\r\nTECH DID NOT DO THE SHORT TO GROUND OR SHORT TOGETHER CHECKS

Service Action: NOTIFIED TECH HOW TO CLEAR WAS NOT DOING IT CORRECTLY.. \r\nTECH STATED \ HE WOULD TRY THE CLEARING PROCEDURE AND IF IT DIDN T WORK, OH WELL..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009055807

Vehicle Information

Repair Information

Dealer Information

VIN: 1A4GP45R06B [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1168600880)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1746A1279)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062623

Report#: SSV009055807
Open Date: 09/06/2007
Mileage: 28356
Warr Built Dt: 06/26/2006
Supplier RP:

Zone/Cd: 63-24043
Name: CASA CHRY-JEEP ON THE WESTSIDE
Address: 9733 COORS BLVD NW
 ALBUQUERQUE, NM 871144013
Phone: INACTIVE
 505 897-8400

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: NO RIGHT FRONT IMPACT SENSOR COMMUNICATION \r\n\r\nSENSOR SWAPPED FROM SIDE TO SIDE \r\n\r\nWIRES PINCHED BY BODY, SPLICED NEW WIRES \r\n\r\nTECH STATED HE DID

Service Action: 26 R80 20VT/LB RIGHT FRONT IMPACT SENSOR SIGNAL \r\n\r\n12 R82 20WT/LB RIGHT FRONT IMPACT SENSOR GROUND \r\n\r\n20 R81 20LB/WT LEFT FRONT IMPACT SENSOR
 GROUND *** NOTHING IN THESE CAVITIES \r\n\r\n25 R79 20LB/VT LEFT FRONT IMPACT SENSOR SIGNAL **** NOTHING IN THESE CAVITIES \r\n\r\n1 NOTIFIED TECH TO GO TO THE C2
 CONNECTOR AND PULL THE RIGHT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING .
 THEN GO TO THE LEFT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE RIGHT
 FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND - NOTHING IS TO BE PLUGGED INTO THE LEFT FRONT IMPACT SENSOR CONNECTOR CAVITY SPOTS.
 RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS 6X S, THEN RECHECK & NOTE FOR
 ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. TECH STATED HE DID A CONTINUITY CHECK FROM THE CONNECTOR AT THE RADIATOR C112 TO THE SENSOR

CONNECTOR AND HAD CONTINUITY. WHEN I ASKED WHAT HIS METER READ HE STATED O/L YET HIS METER BEEPS. I NOTIFIED THE TECH REPEATEDLY HE IS GIVING 2 CONTRADICTING STATEMENTS. TECH STATED EVEN WHEN HE TOUCHES THE PROBES TOGETHER IT BEEPS AND SHOWS O/L. TECH ALSO WANTING TO SAY THE LEFT FRONT IMPACT SENSOR CIRCUIT GOES THROUGH THE C112 NOTIFIED IT DOES NOT AND HAS NOT FOR 2+ YEARS. \n\nTECH TO CALL BACK WITH THE RESULTS OF THE CHANGE OVER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009036302

Vehicle Information

VIN: 1D4GP24R56B [REDACTED]
Model Year: 2006
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1044600268)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0796B6895)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032406

Repair Information

Report#: SSV009036302
Open Date: 08/27/2007
Mileage: 20176
Warr Built Dt: 03/24/2006
Supplier RP:

Dealer Information

Zone/Cd: 42-55483
Name: PALMER DODGE INC
Address: 4545 EAST 96TH STREET
 INDIANAPOLIS, IN 46240
Phone: INACTIVE
 317 846-5555

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 PAY\r\nFLAT TIRE CAUSE DAMAGED TO HARNESS TECH THINGS MAYBE MODULE IS DAMAGED.....\r\nLEFT & RIGHT FRONT IMPACT SENSOR INTERNAL 1
Service Action: 9027** S 082707 1 CHI 1 0827 0501 FACING DEPOT
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009037386

Vehicle Information

VIN: 2D8GP44L86R [REDACTED]
Model Year: 2006
Make/Model:
GRAND CARAVAN SXT FWD
RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1234504409)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2295B7722)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 083015

Repair Information

Report#: SSV009037386
Open Date: 08/27/2007
Mileage: 19155
Warr Built Dt: 08/30/2005
Supplier RP:

Dealer Information

Zone/Cd: 71-43594
Name: GRESHAM DODGE INC
Address: 855 E BURNSIDE
GRESHAM, OR 970303923
Phone: 503 661-6901
503 666-2277

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: AIRBAG LIGHT COMES ON AND OFF, DRIVER SQUIB SHORTED TO GROUND,
Service Action: ADVISED TO INSPECT THE HARNESS FOR A SHORT TO GROUND
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009024878

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8GP54L46R [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1279501597)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2855A2953)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101806

Report#: SSV009024878
Open Date: 08/22/2007
Mileage: 23096
Warr Built Dt: 10/18/2005
Supplier RP:

Zone/Cd: 42-45233
Name: MIKE RAISOR CHRYSLER DODGE JEE
Address: 1985 W STATE ROAD 28
 FRANKFORT, IN 460419180
Phone: 765 654-8092

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 FRONT IMPACT SENSOR INTERNAL 1V⁺ REPLACED SENSOR THEN WENT TO A NO COMMUNICATION, THEN PUT A CONNECTOR 1V⁺ ASKED FOR RESISTANCE

Service Action: VEHICLE IS NOT THERE. TECH STATED RESISTANCE WAS ABOVE 200K, THEN LOOKED AT THE BOOK AND SAID JUST ABOVE 100K.... NOTIFIED WE NEED THE SPECIFICS AS TO WHAT WAS FOUND. NOTIFIED MAY HAVE HIM DO SOMETHING FURTHER DEPENDING ON THE RESULTS. TECH FOUND 4.0K ON THE SHORT TO GROUND TEST FOUND.....SAYS FOUND 76K ON THE SHORT TO GROUND TEST

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009028235

Vehicle Information

VIN: 2A8GP64L46R [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1277502359)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2855A2849)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101805

Repair Information

Report#: SSV009028235
Open Date: 08/22/2007
Mileage: 30233
Warr Built Dt: 10/18/2005
Supplier RP:

Dealer Information

Zone/Cd: 71-08564
Name: NORMANDIN CHRYSLER-JEEP
Address: 900 CAPITOL EXPRESSWAY AUTO MA
SAN JOSE, CA 951361198
Phone: 408 266-9500

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 IMPACT SENSOR INTERNAL 1V\r\nSENSOR REPLACED\r\n.6 OHMS CONTINUITY\r\nDIDN T HAVE THE SHORT TO GROUND MEASUREMENT
Service Action:TECH TO GET READINGS
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009030040

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L97F [REDACTED]

Report#: SSV009030040

Zone/Cd: 51-66890

Model Year: 2007

Open Date: 08/23/2007

Name: DON FLIER MOTORS

Make/Model: DODGE

Mileage: 127

Address: 2326 WEST OSAGE

GRAND CARAVAN SXT FWD

Warr Built Dt: 02/17/2007

PACIFIC, MO 630691155

RSKH53

Supplier RP:

Phone: 636 257-4055

Engine: EGH-3.8L V6 OHV Engine (Ser #:1046700234)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser

#:K0447B6571)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 021703

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: STOCK UNIT\r\nNO LEFT & RIGHT FRONT IMPACT SENSOR COMMUNICATION \r\nSTORED ENERGY FIRING 1\r\nINTERNAL 3

Service Action: 3984** S 082307 1 STL 1 0823 0501 FACING DEPOT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613237771

Vehicle Information

VIN: 1D4GP24R06B [REDACTED]
Model Year: 2006
Make/Model: DODGE
GRAND CARAVAN SE FWD
RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1030604350)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K0456B7005)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 022011

Repair Information

Report#: 412613237771
Open Date: 08/18/2007
Mileage: 22136
Warr Built Dt: 02/20/2006
Supplier RP:

Dealer Information

Zone/Cd: 32-41261
Name: CORTESE DODGE INC
Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324
Phone: 585 424-3000

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 AIR BAG LIGHT IS ON

Service Comment:

Service Action:PERFORMED DIAG - REPAIRED RF IMPACT SENSOR WIRING & VERIFIED REPAIR

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009024075

Vehicle Information

VIN: 1C4GP45R65B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
TOWN & COUNTRY FWD
RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1172501094)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K1755B6431)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062521

Repair Information

Report#: SSV009024075
Open Date: 08/20/2007
Mileage: 17231
Warr Built Dt: 06/25/2005
Supplier RP: B1

Dealer Information

Zone/Cd: 66-43127
Name: ANDERSON CHRYSLER JEEP DODGE
Address: 280 HYATT CREEK RD
WAYNESVILLE, NC 287869125
Phone: 828 452-2841

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: AIRBAG LIGHT IS ON, INTERMIT. TECH DOES NOT HAVE THE FAULT CODES OR DIAGNOSTICS
Service Action: ADVISED TO DOCUMENT THE FAULT CODES AND ALL DIAGNOSTICS
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009016584

Vehicle Information

VIN: 2D4GP44L36R [REDACTED]
Model Year: 2006
Make/Model:
GRAND CARAVAN SXT FWD
RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1220501537)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2315B7762)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082403

Repair Information

Report#: SSV009016584
Open Date: 08/15/2007
Mileage: 28042
Warr Built Dt: 08/24/2005
Supplier RP:

Dealer Information

Zone/Cd: 32-64410
Name: YOUNG'S MOTORS INC
Address: 1871 ROUTE 9W, P O BOX 215
MILTON, NY 12547
Phone: 845 795-2111

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: AIRBAG LIGHT ON, LEFT FRONT IMPACT SENSOR INTERNAL, TECHNEEDS THE PART NUMBER FOR THE SENSORS
Service Action: ADVISED TO CONTACT SPECIFIER
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008938397

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R96B [REDACTED]
Model Year: 2006
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1152604215)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1596B6284)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 061213

Report#: SSV008938397
Open Date: 07/30/2007
Mileage: 19201
Warr Built Dt: 06/12/2006
Supplier RP:

Zone/Cd: 42-67188
Name: BROOKFIELD CHRY-PLYM INC
Address: 544 NO MAIN ST
 WATERVLIET, MI 49098
Phone: 269 463-5656

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: INTERNAL 1, INTERNAL 2, INTERNAL 3, INTERNAL 4, STORED ENERGY FIRING #1 ACCELEROMETER #1, NO COMMUNICATION WITH IMPACT SENSORS BOTH SIDES, TECH STATES MORE FAULTS SETS BUT DOESNT REMEMBER WHAT THE FAULTS WHERE OR WHAT DIAGNOSTICS HAVE BEEN PERFORMED

Service Action: ADVISED TO DOCUMENT ALL FAULTS, VERIFY ALL POWER AND GROUNDS. AND NOTE MINS AND IGNITION COUNTS. DRIVER SEAT BELT SHORT TOGETHER, PASSENGER SEAT BELT SWITCH SHORT TOGETHER, DRIVER SEAT BELT SWITCH SHORT TO BATTERY PASSENGER SEAT BELT SWITCH SHORT TO BATTERY, PASSENEGER OFF INDICATOR SHORT TO BATTERY LEFT AND RIGHT FRONT IMPACT SENSOR COMMUNICATION, ADVISED TO DOCUMENT TMD NUMBER, TECH STATES CAR NOT AT THE DEALER SO HE WAS NOT ABLE TO DOCUMENT IGNITION MINUTES OR PREVIOUS DIAGNOSTICS. 6606** S 073007 1 DET 1 0730 0501 FACING DEPOT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008971835

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24E07B [REDACTED]
Model Year: 2007
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGM-3.3L V6 OHV FFV Engine (Ser
 #:1029701395)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
 #:K0307B6946)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 020518

Report#: SSV008971835
Open Date: 07/26/2007
Mileage: 154
Warr Built Dt: 02/05/2007
Supplier RP:

Zone/Cd: 66-59558
Name: TRIAD DODGE INC
Address: 680 PETERS CREEK PKWY
 WINSTON SALEM, NC 271033825
Phone: INACTIVE
 336 723-0504

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 AIR BAG LIGHT IS ON AND THERE IS A CODE FOR: NO RIGHT FRONT IMPACT SENSOR INTERNAL AND LEFT FRONT SENSOR INTERNAL. IF TECH DISCONNECTS THE SENSOR THE CODES STAY THE SAME. TECH IS LOOKING FOR A ORC.

Service Action: TRANSFER TO RESTRICTED PARTS. NO RIGHT FRONT IMPACT SENSOR COMMUNICATION AND LEFT FRONT SENSOR INTERNAL ONE & SAYS BOTH STORED AND ACTIVE. \r\n NOTIFIED I WOULD NEED THE C.C. AND MIN. ON THE FAULTS. \r\nTECH HAS NOT DONE ANY DIAGNOSTICS. TECH STATES THEY DO NOT HAVE THE LOAD TOOL ADAPTER TO PLUG INTO THE CONNECTOR TO CHECK THE WIRES. TECH ALSO STATED THE SENSORS HAVE NOT BEEN REPLACED. DLR HAS ORDERED NEW SENSORS AND REPLACED - NOW THE DLR HAS A PASSENGER SQUIB ONE SHORT.. DLR TO USE THE 8443 AS NEEDED TO TEST FURTHER - DLR TO TRACK THE WRG OUT THE THE SENSORS AND THE SUIB - CHECK FOR SHORTS TO EACH OTHER AND TO GRD-AND END TO END AS NEEDED 57345 MINUTES / 0 C.C. NO RIGHT FRONT IMPACT SENSOR INTERNAL\r\n43052

MINUTES / 0 C.C. LEFT FRONT IMPACT SENSOR INTERNAL 1\r\n.5 ON CONTINUITY, AND OL FOR THE SHORT TO GROUND AND TOGETHER \r\nSTATED THEY HAVE TO PUT
QUITE A BIT OF EFFORT TO GET THE C2 CONNECTOR CONNECTED, STATED CHECKED NO OBSTRUCTIONS.\r\nNO SIDE SENSORS TO SWAP WIRES WITH.\r\n3466** S 072607 1
ATL 1 0726 0501 FACING DEPOT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008320400

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L35R [REDACTED]

Model Year: 2005

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1075501582)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0755B8045)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 032114

Report#: SSV008320400

Open Date: 06/09/2006

Mileage: 20567

Warr Built Dt: 03/21/2005

Supplier RP: R1

Zone/Cd: 66-44305

Name: PALMER DODGE INC

Address: 11460 ALPHARETTA HWY
ROSWELL, GA 30076

Phone: 770 410-1111

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 FRONT IMPACT SENSOR INTERNAL 1\h\nSENSOR AND CONNECTORS REPLACED\h\n2 WEEKS AGO DIAG DONE\h\n.4 END TO END

Service Action: NOTIFIED TECH TO GET SPECIFIC RESISTANCES AND C.C. AND MIN. INFO ON THE FAULT AND CIRCUIT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008470798

Vehicle Information

VIN: 1D4GP24R46B [REDACTED]
Model Year: 2006
Make/Model: DODGE
GRAND CARAVAN SE FWD
RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1335501497)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K3425B6456)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 121001

Repair Information

Report#: SSV008470798
Open Date: 09/13/2006
Mileage: 9883
Warr Built Dt: 12/10/2005
Supplier RP:

Dealer Information

Zone/Cd: 51-45222
Name: GANDRUD DODGE CHRYSLER JEEP
Address: 2300 AUTO PLAZA WAY
GREEN BAY, WI 543023704
Phone: 920 468-1212

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: NO LEFT FRONT IMPACT SENSOR COMMUNICATION - 22016 MINUTES / 0 C.C.\r\nPUT A NEW SENSOR\r\nSHORT TO GROUND & TOGETHER WAS O/L
Service Action: TECH TO DO CONTINUITY CHECKS AND CALL BACK
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008468899

Vehicle Information

VIN: 1D4GP25B75B [REDACTED]
Model Year: 2005
Make/Model: DODGE
CARAVAN SE FWD
RSKL52
Engine: EDZ-2.4L 4 Cyl DOHC 16V SMPI Engine (Ser
#:6033500856)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K0475A1829)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 030213

Repair Information

Report#: SSV008468899
Open Date: 09/12/2006
Mileage: 34262
Warr Built Dt: 03/02/2005
Supplier RP: B1

Dealer Information

Zone/Cd: 51-66739
Name: JIM HAYES INC
Address: 2130 US HIGHWAY 45 N.
HARRISBURG, IL 629464812
Phone: 618 252-8611

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: NO RIGHT FRONT IMPACT SENSOR COMMUNICATION \r\n\r\nSENSORS AND CONNECTORS \r\n\r\nNOT CLEARING FAULT CORRECTLY

Service Action: NOTIFIED TO GET THE C.C. AND MIN. ON FAULT IF FAULT RETURNS AFTER CLEARING CORRECTLY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6R731998609AI93

Vehicle Information

VIN: 2D4GP44L76R [REDACTED]
Model Year: 2006
Make/Model:
GRAND CARAVAN SXT FWD
RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1311500635)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K3095A3124)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 111617

Repair Information

Report#: 6R731998609AI93
Open Date: 09/11/2006
Mileage: 12100
Warr Built Dt: 11/16/2005
Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028
Name: CHRYSLER CORPORATION
Address: 800 CHRYSLER DRIVE
AUBURN HILLS, MI 48326-2757
Phone:

Service Narrative Information

Evaluator's Comment: I93 Electrical & Accessories, Other electrical and/or accessory troubles. AIRBAG LIGHT ON
Service Action:
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008456314

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1083501116)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0815B8070)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 040116

Report#: SSV008456314
Open Date: 09/05/2006
Mileage: 43048
Warr Built Dt: 04/01/2005
Supplier RP: R1

Zone/Cd: 66-68979
Name: ALEXANDER SCOFIELD CHRY-JEEP-D
Address: 810 NORTH BRINDLEE MOUNTAIN PK
 ARAB, AL 35016
Phone: 256 586-6041

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 PAY\ \nRIGHT FRONT IMPACT SENSOR INTERNAL 1\ \nSENSOR AND CONNECTOR REPLACED\ \nTECH WAS NOT CLEARING CORRECTLY\ \nVEHICLE IS GONE

Service Action: NOTIFIED HOW TO CLEAR CORRECTLY. NOTIFIED THE VEHICLE SHOULD NOT HAVE BEEN RELEASE FOR LIABILITY REASONS. TECH STATED TRIED CLEARING AND NOW, CODE CHANGED TO NO RIGHT FRONT IMPACT SENSOR COMMUNICATION, I NOTIFIED THAT THIS CAN BE A CONNECTION ISSUE AND RECOMMENDED DO A TERMINAL SWAP TO MAKE SURE.\ \nTECH WAS NOT INTERESTED AND STATED \ CAN I JUST GET THE MODULE\ \n0028** S 090506 1 ATL 1 0905 0501 FACING DEPOT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008437532

Vehicle Information

Repair Information

Dealer Information

VIN: 1A4GP44R56B [REDACTED]
Model Year: 2006
Make/Model:
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1167601151)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1736B6937)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062614

Report#: SSV008437532
Open Date: 08/23/2006
Mileage: 14
Warr Built Dt: 06/26/2006
Supplier RP:

Zone/Cd: 66-68955
Name: WESTGATE CHRYSLER JEEP DODGE
Address: 6421 OLD WESTGATE RD
 RALEIGH, NC 276174630
Phone: 919 865-5000

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: ABS BRAKE LIGHTS, OVERHEAD INOPERATIVE, AIRBAG LIGHT.....BCM DTC: \ IGNITION RUN OUTPUT SHORT\ , HVAC MESSAGE NOT RECEIVED...RAN DIAGNOSTICS AND IS REQUESTING BCM....

Service Action: AUTHORIZED FUNCTION 11

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008436270

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R06B [REDACTED]

Model Year: 2006

Make/Model: DODGE
GRAND CARAVAN SE FWD
RSKL53

Engine: EGA-3.3L V6 OHV Engine (Ser #:1250500185)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2535B7531)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 091301

Report#: SSV008436270

Open Date: 08/22/2006

Mileage: 27807

Warr Built Dt: 09/13/2005

Supplier RP:

Zone/Cd: 35-68374

Name: PASSPORT CHRYSLER OF ALEXANDRI

Address: 5990 DUKE ST
ALEXANDRIA, VA 22304

Phone: INACTIVE
703 751-4000

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: NO RIGHT FRONT IMPACT SENSOR COMMUNICATION. DIDN T REPLACE THE SENSOR DIDN T READ ALL OF THE DIAG. I ASKED FOR FINDINGS DIDN T HAVE

Service Action: TECH TO GO BACK AND REPLACED THE SENSOR. I NOTIFIED IF CALLING BACK I NEED THE RESISTANCES ALSO.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008398532

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX6R [REDACTED]

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1164601533)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1656B7075)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 062012

Report#: SSV008398532

Open Date: 08/09/2006

Mileage: 9

Warr Built Dt: 06/20/2006

Supplier RP:

Zone/Cd: 71-44894

Name: CHRYSLER JEEP DODGE OF WILSONV

Address: 27490 SW 95TH AVENUE
WILSONVILLE, OR 97070

Phone: 503 454-2500

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: LEFT FRONT IMPACT SENSOR INTERNAL 1\r\nSHORT TO GROUND - INFINITE AND THE SHORT TOGETHER\r\nTECH DISCONNECTING THE BATTERY TO CLEAR FAULTS

Service Action: NOTIFIED NOT CLEARING CORRECTLY, NOTIFIED HOW TO CLEAR AND IF NOT CLEARING CALL BACK WITH C.C. AND MIN. INFO. 0 C.C. & 3500 MINUTES \r\nI NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE LEFT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE RIGHT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE LEFT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. THE ONLY FAULT HE HAS IS THE LEFT FRONT IMPACT SENSOR INTERNAL 1 FAULT, - 0 C.C / 46952 MINUTES\r\nI NOTIFIED IT WOULD GENERATE AT LEAST 2 FAULTS IF DONE CORRECTLY. TECH TO GO BACK AND CHECK. TECH HAD A TERMINAL IN A WRONG SPOT\r\nNO LEFT FRONT IMPACT SENSOR COMMUNICATION - 466664 MINUTES / 0 C.C.\r\nNO RIGHT FRONT IMPACT SENSOR

COMMUNICATION - 768 MINUTES / 0 C.C.\r\n9130** S 080906 1 SFR 1 0809 0515 SEQW PATTERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008402299

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L76R [REDACTED]
Model Year: 2006
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1218500259)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2305B7652)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082322

Report#: SSV008402299
Open Date: 08/09/2006
Mileage: 11205
Warr Built Dt: 08/23/2005
Supplier RP:

Zone/Cd: 35-60193
Name: NORTHSIDE CHRYSLER JEEP DODGE,
Address: 812 NORTHSIDE DR
 SUMMERSVILLE, WV 266512028
Phone: 304 872-9011

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: AIRBAG LIGHT AND CHECK ENGINE LIGHT IS ON. CHANGED THE ENGINE OIL, ATTEMPTED TO START AND IT STALLED, CRANKED OVER AND NOW IT RUNS FINE. BOTH LIGHTS ARE ON AND NO COMMUNICATION IS PRESENT WITH THE PCM.

Service Action: CHECK VOLTAGE AT PINS 7 AND 12 OF THE DLC WHEN THE CONCERN IS PRESENT. DISCONNECT SENSORS ALL TO THE PCM AND DISCONNECT MODULES ONE AT A TIME UNTILL THE MODULES COME UP ON THE PCI CIRCUIT ADVISED TECH TO PEFORM PCI BUS COMMUNICATION FAILURE FLOWCHART IN DEALER CONNECT UNDER BODY DIAGNOSTICS. TECH HAS DISCONNECT ALL THE MODULES ON THE BUS AND HE IS STILL HAVING THE SAME CONDITION. TECH TO CHECK THE VOLTAGE ON THE PCI BUS WIRE IT SHOULD VERY FROM .5 TO 7.5 VOLTS. THERE ARE NO KNOWN ISSUES FOR THIS CONCERN. ANY MODULE ON THE BUS CAN PULL THE BUS DOWN. TECH TO DISCONNECT THE BCM FROM THE JUNCTION BLOCK. TECH REPORTED ALL MODULES(PCI AND SCI) WILL NOT COMMUNICATE AT ALL TIMES. TECH HAS ISOLATED BUS AND MODULES BUT IS UNABLE TO DETERMINE FAULT. ADVISED TECH TO RUN NEW GROUND TO DLC PINS 4 AND 5, ATTEMPT COMMUNICATION WITH A SECOND DRB AND CABLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6B586723608AI31

Vehicle Information

VIN: 1A4GP45R86B [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
TOWN & COUNTRY FWD
RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1301502025)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K3055A2984)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 110319

Repair Information

Report#: 6B586723608AI31
Open Date: 08/09/2006
Mileage: 16500
Warr Built Dt: 11/03/2005
Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028
Name: CHRYSLER CORPORATION
Address: 800 CHRYSLER DRIVE
AUBURN HILLS, MI 48326-2757
Phone:

Service Narrative Information

Evaluator's Comment: I31 Electrical & Accessories, Instrument panel light not working. AIRBAG LIGHT STAYS ON.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6B605721607AI93

Vehicle Information

VIN: 1D4GP25B26B [REDACTED]
Model Year: 2006
Make/Model:
CARAVAN SE FWD
RSKL52
Engine: EDZ-2.4L 4 Cyl DOHC 16V SMPI Engine (Ser
#:6186500509)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K3415A2575)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 121001

Repair Information

Report#: 6B605721607AI93
Open Date: 07/31/2006
Mileage: 27170
Warr Built Dt: 12/10/2005
Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028
Name: CHRYSLER CORPORATION
Address: 800 CHRYSLER DRIVE
AUBURN HILLS, MI 48326-2757
Phone:

Service Narrative Information

Evaluator's Comment: I93 Electrical & Accessories, Other electrical and/or accessory troubles. DRV AIRBAG LIGHT IS ON (INSTRUMENT PANEL).

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008403726

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44LX6R [REDACTED]
Model Year: 2006
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1189501551)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1955B8448)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 072912

Report#: SSV008403726
Open Date: 08/02/2006
Mileage: 375
Warr Built Dt: 07/29/2005
Supplier RP:

Zone/Cd: 66-44758
Name: BAY DODGE
Address: 641 WEST 15TH STREET
 PANAMA CITY, FL 32401
Phone: 850 785-1591

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: NO LEFT SIDE IMPACT SENSOR 3 COMMUNICATION\r\n2 NO SHORT TO VOLTAGE\r\n3 - 5 NO SPECIFICS ON RESISTANCES FOUND\r\nIMPACT SENSOR 4671779AC WAS PUT IN\r\nMDH 07/29/2005

Service Action: NOTIFIED TO GET SPECIFICS ON RESISTANCES, NOTIFIED ONCE THAT HAS BEEN DONE RECONNECT EVERYTHING, CYCLE KEY 3-4 X S THEN GET THE C.C. AND MIN. INFO ON THE FAULT. NO LEFT SIDE IMPACT SENSOR 3 COMMUNICATION \r\n3 O/L THEN HAD .4 DISCONNECTED & CHECK TWICE THE C200 WENT AWAY 4 O/L 5 .8\r\nLIGHT IS OUT. NOTIFIED A GOOD SOLID CONNECTION WAS REMADE FROM WHAT IT APPEARS, NO MODULE REPLACEMENT AT THIS TIME. NOTIFIED AT .4 ON THE S.T.G. THAT IS BETTER THAN THE END TO END CHECK, MAYBE A BUSS BAR CONNECTOR ISSUE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 675320929182

Vehicle Information

Repair Information

Dealer Information

VIN: 2A4GP54L76R XXXXXXXXXX
Model Year: 2006
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1315501732)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3225B6837)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 112302

Report#: 675320929182
Open Date: 07/28/2006
Mileage: 6341
Warr Built Dt: 11/23/2005
Supplier RP:

Zone/Cd: 66-67532
Name: MADISON SQUARE CHRYSLER-PLYMOU
Address: 6533 UNIVERSITY DRIVE
 HUNTSVILLE, AL 35806
Phone: INACTIVE
 256 830-6450

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: AIR BAG LIGHT COMES ON AT TIMES RATTLE OR SQUEAK COMING FROM L/REAR SIDE UNDERNEATH RATTLE OR SQUEAK COMING FROM L/REAR SIDE UNDERNEATH

Service Comment: OPEN CIRCUIT UNABLE TO DUPLICATE CUSTOMER S CONCERN. UNABLE TO DUPLICATE CUSTOMER S CONCERN.

Service Action: INSPECTED VEHICLE, PERFORMED AIRBAG DIAGNOSIS TEST, VERIFIED CONCERN, REPLACED CLINSPECTED VHEICLE, ROADTESTED VEHICEL, INSPECTED UNDER CARRIAGE, UNABLE TO DUPLICINSPECTED VHEICLE, ROADTESTED VEHICEL, INSPECTED UNDER CARRIAGE, UNABLE TO DUPLIC

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6R802703607AI93

Vehicle Information

VIN: 2A8GP54L66R [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1039602374)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0046B5624)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 022322

Repair Information

Report#: 6R802703607AI93

Open Date: 07/19/2006

Mileage: 6600

Warr Built Dt: 02/23/2006

Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028

Name: CHRYSLER CORPORATION

Address: 800 CHRYSLER DRIVE

AUBURN HILLS, MI 48326-2757

Phone:

Service Narrative Information

Evaluator's Comment: I93 Electrical & Accessories, Other electrical and/or accessory troubles. DRIVER AIRBAG INDICATOR LIGHT WOULD TURN ON/OFF RANDOMLY.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008375241

Vehicle Information

Repair Information

Dealer Information

VIN: 2A4GP44R76R [REDACTED]

Model Year: 2006

Make/Model:
TOWN & COUNTRY LX FWD
RSYH53

Engine: EGA-3.3L V6 OHV Engine (Ser #:1097601602)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1216A2990)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 050906

Report#: SSV008375241

Open Date: 07/17/2006

Mileage: 5240

Warr Built Dt: 05/09/2006

Supplier RP:

Zone/Cd: 71-24173

Name: DICK HANNAH CHRYSLER JEEP DODG

Address: 3517 NE AUTO MALL DR
VANCOUVER, WA 986627199

Phone: 800 906-8309

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: NO LEFT FRONT IMPACT SENSOR COMMUNICATION
SENSORS AND CONNECTORS REPLACED
NO INFO ON SPECIFICS FOR DIAG & NOT CLEARING CORRECTLY
5-9-2006 MDH

Service Action: NOTIFIED GET SPECIFICS ON DIAG INFO. AND NOTIFIED HOW TO CLEAR CORRECTLY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008366691

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R46B [REDACTED]
Model Year: 2006
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1096603041)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1246A3093)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051117

Report#: SSV008366691
Open Date: 07/11/2006
Mileage: 2126
Warr Built Dt: 05/11/2006
Supplier RP:

Zone/Cd: 32-42124
Name: GOSS DODGE INC
Address: 1485 SHELBURNE RD
 SOUTH BURLINGTON, VT 054037714
Phone: 802 658-0120

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: NO RIGHT FRONT IMPACT SENSOR COMMUNICATION\r\nNO SHORT TO VOLTAGE, END TO END IS .012 & .019, NO SHORT TO GROUND WAS INFINITE

Service Action: 1ST MAKE SURE EVERYTHING IS PLUGGED IN. 2ND TURN VEHICLE ON FOR 10 SECONDS THEN TURN OFF AND DO AGAIN 3X S. 3RD GO INTO THE ORC IN THE STORED SIDE, THEN ENVIORNMENTAL DATA DISPLAY READ THE FAULT C.C. AND MIN. NO RIGHT FRONT IMPACT SENSOR COMMUNICATION - 0 C.C. / 61456 MINUTES.\r\nSENSOR AND CONNECTOR WERE REPLACED.\r\nI NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE RIGHT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE LEFT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE RIGHT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. NO RIGHT FRONT IMPACT SENSOR COMMUNICATION - 61456 MINUTES / 3 C.C.\r\nNO LEFT FRONT IMPACT SENSOR COMMUNICATION - 1280 MINUTES / 0

C.C.\nNOTIFIED THE TECH TO CHECK THE SENSOR CONNECTOR TO MAKE SURE WIRES ARE INSTALLED CORRECTLY. NOTIFIED THE MODULE IS GOOD PER RESULTS. 5-11-2006 MDH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6B569739607AI58

Vehicle Information

VIN: 1D4GP25B46B [REDACTED]
Model Year: 2006
Make/Model:
CARAVAN SE FWD
RSKL52
Engine: EDZ-2.4L 4 Cyl DOHC 16V SMPI Engine (Ser
#:6269500250)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2695A3076)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 101308

Repair Information

Report#: 6B569739607AI58
Open Date: 07/05/2006
Mileage: 16242
Warr Built Dt: 10/13/2005
Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028
Name: CHRYSLER CORPORATION
Address: 800 CHRYSLER DRIVE
AUBURN HILLS, MI 48326-2757
Phone:

Service Narrative Information

Evaluator's Comment: 158 Electrical & Accessories, Gauges/warning lights not working properly. INSTRUMENT PANEL AIRBAG LIGHT INTERMITTENTLY COMES ON AND STAYS ON. CURRENTLY AIR BAG LIGHT IS NOT ILLUMINATED. APPOINTMENT SCHEDULED AT QEC ON 7/14/06.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008332728

Vehicle Information

Repair Information

Dealer Information

VIN: 1A8GP45R96B [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1332501511)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3345B5050)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 120716

Report#: SSV008332728
Open Date: 06/17/2006
Mileage: 5582
Warr Built Dt: 12/07/2005
Supplier RP:

Zone/Cd: 35-44295
Name: COUNTRY CHRY-DODGE-JEEP INC
Address: 2158 BALTIMORE PIKE
 OXFORD, PA 193631912
Phone: 610 932-8683

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: AIRBAG LIGHT COMES ON INTERMITANTLY. WHEN VERIFIED AT DEALER, WHEN UNLOCK ON KEYFOB WAS HIT, A RATCHETING NOISE LIKE A SLIDING DOOR ACTUATOR WAS HEARD AND THE AIR BAG LIGHT STAYED ON AFTER START UP. CODE IS ALWAYS NO LEFT SIDE IMPACT SENSOR COMMUNICATION. CUST HAS AN OPEN CAIR, PLEASE CONTACT ASAP.NOTE: THE LAST 2 TIMES OF OCCURANCE WERE AT FIRST START UP IN THE MORNING.

Service Action: ADDITIONAL INFORMATION : BOTH SENSORS REPLACED, RAN INDEPENDENT WIRE FROM MODULE TO SENSOR, REPLACED AIR BAG MODULE, REPLACED INSTRUMENT HARNESS. \nPLEASE CONSULT STAR-ON-LINE CASES K11459504, K42048648, K52476469, K95887387, K91789764

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008324106

Vehicle Information

Repair Information

Dealer Information

VIN: 1A4GP45R26B507157
Model Year: 2006
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1188502731)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2035B7912)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080106

Report#: SSV008324106
Open Date: 06/12/2006
Mileage: 1
Warr Built Dt: 08/01/2005
Supplier RP:

Zone/Cd: 51-61858
Name: EVERSOLE MOTORS INC
Address: FOURTH AND CASS STREETS
 LACROSSE, WI 546011777
Phone: INACTIVE
 608 791-3000

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: OWNER STATES THE AIRBAG LIGHTS COME ON INTERMITTENTLY. TECH FOUND THE LIGHTS ARE ON SOLID. CODES- NO OCM MESSAGE. CAN SEE VOLTAGE DROPPING ON F201 TO 4.5V...

Service Action: RECOMMEND DISCONNECTING C307 UNDER THE PASSENGER SEAT AND LOAD TESTING THE F201. IF THE LIGHT DOESNT ILLUMINATE- TRACK DOWN SPLICE S373 FOR DAMAGE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008629248

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R86B [REDACTED]
Model Year: 2006
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1354501233)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3565A0576)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 010413

Report#: SSV008629248
Open Date: 12/26/2006
Mileage: 17358
Warr Built Dt: 01/04/2006
Supplier RP:

Zone/Cd: 71-61749
Name: ROBERSON MOTORS INC
Address: 3100 RYAN DRIVE S E
 SALEM, OR 973015083
Phone: 503 363-4117

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: AIRBAG LIGHT ON
 COULD YOU PLEASE CORRECT MY PHONE #-I HAVE TO OVERTYPE EVERY TIME CODES IN SYSTEM DO NOT CORRESPOND TO STARSCAN FAULT #S IN
 STAR ONLINE CASES--THIS IS A DRB2 DIAGNOSTICS--CORRECT ANYWAY FAULTS ARE PASS. BTS SHORT TOGETHER AND PASS. BTS SHORT TO GROUND SERVICE
 INFORMATION UNDER DESCRIPTION OF REPLACEMENT OF OCS BALDDER AND PRESSURE SENSOR SATES MUST REPLACE SERVICE KIT, SEAT CUSHION, BLADDER/SENSOR,
 OCM AND HARNESS--NO KIT # SHOWS IN PARTS--HELP

Service Action: STAR SHOWS NO PARTS KIT AVAILABLE. REPLACE THE INDIVIDUAL PARTS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6B599733612AI93

Vehicle Information

VIN: 1D8GP24R36B [REDACTED]
Model Year: 2006
Make/Model: DODGE
GRAND CARAVAN SE FWD
RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1321501810)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2915B8347)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 113017

Repair Information

Report#: 6B599733612AI93
Open Date: 12/15/2006
Mileage: 18700
Warr Built Dt: 11/30/2005
Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028
Name: CHRYSLER CORPORATION
Address: 800 CHRYSLER DRIVE
AUBURN HILLS, MI 48326-2757
Phone:

Service Narrative Information

Evaluator's Comment: I93 Electrical & Accessories, Other electrical and/or accessory troubles. AIRBAG LIGHT STAYED ON
Service Action:
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008602770

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R96B [REDACTED]
Model Year: 2006
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1325502441)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3355B6641)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 120608

Report#: SSV008602770
Open Date: 12/06/2006
Mileage: 21203
Warr Built Dt: 12/06/2005
Supplier RP:

Zone/Cd: 66-56733
Name: HILL-KELLY DODGE CHRYSLER JEEP
Address: 6171 PENSACOLA BLVD
 PENSACOLA, FL 325052211
Phone: 850 476-9078

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: STORED ENERGY FIRING 1\r\nINTERNAL 2\r\nPASSENGER OFF INDICATOR SHORT TO BATTERY\r\nNO LEFT OR RIGHT FRONT IMPACT SENSOR COMMUNICATION\r\nTHIS DEALERSHIP GOT THIS VEHICLE USED AT 17,000 MILES

Service Action: 04896056AC MD316531874 \r\n9242** S 120606 1 ORL 1 1206 0501 FACING DEPOT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008591910

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8GP64LX6R [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1068600944)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0766B6592)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032310

Report#: SSV008591910
Open Date: 11/30/2006
Mileage: 8496
Warr Built Dt: 03/23/2006
Supplier RP:

Zone/Cd: 32-68958
Name: WHITE PLAINS CHRYSLER JEEP DOD
Address: 70 WESTCHESTER AVE
 WHITE PLAINS, NY 106014514
Phone: 914 946-2600

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: OWNER STATES: AIRBAG LIGHT IS ON. HAS LEFT FRONT AIRBAG SHORTED TO GROUND. REPAIRED THE HARNESS AND REPLACED LEFT FRONT SENSOR BUT THE CODE IS STILL ACTIVE. TESTED WIRE CIRCUITS- NO FAILURES. TECH BELIEVES MODULE HAS ALSO FAILED.

Service Action: REFERED TO RESTRICTION GROUP FOR REVIEW. LEFT FRONT IMPACE SENSOR INTERNAL 1 - TECH DID A REPAIR BECAUSE WAS SHORTED. I TRIED TO GET SPECIFIC INFORMATION FROM BERNARD ON THE ELECTRICAL CHECKS THAT SHOULD HAVE TAKEN PLACE AFTER THE REPAIR, LIKE CONTINUITY AND SHORT CHECKS AND BERNARD WAS NOT COOPERATIVE ON THIS, JUST KEPT SAYING IT IS GOOD. TECH WAS NOT CLEARING THE FAULTS CORRECTLY EITHER. BECAUSE TECH WAS NOT COOPERATIVE I COULD NOT VERIFY REPAIR INFO OR ETC. THIS THEN CAUSED THE NEXT STEP TO VERIFY THE MODULE OR HARNESS IS GOOD OR BAD. I NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE LEFT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING. THEN GO TO THE RIGHT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE LEFT

FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. TECH STATES HE ONLY HAS NO LEFT IMPACT SENSOR COMMUNICATION - 7721 MINUTES / 0 C.C.\r\n\r\nI NOTIFIED HAD HE DONE EXACTLY WHAT WAS REQUESTED THERE WILL BE 2 FAULTS. TECH STATED HE ONLY PUT 1 WIRE IN. TECH CALLED BACK AND PUT THE LEFT IN THE RIGHT CAVITY SPOTS AND DOES NOT HAVE ANY RIGHT FRONT IMPACT SENSOR FAULTS I NOTIFIED THE TECH THAT THIS WAS NOT WHAT I REQUESTED HIM TO DO. I NOTIFIED HE HAS REPEATEDLY NOT UNDERSTOOD OR FOLLOWED THE DIRECTION AND I AM RELEASING THE PART. I NOTIFIED THE TECH TO PUT EVERYTHING BACK THE WAY IT WAS.\r\n\r\nORDERING THE ORC BASED ON NOT HAVING A RIGHT FRONT IMPACT SENSOR FAULT WITH THE LEFT FRONT CIRCUIT PLUGGED IN\r\n\r\n9909** S 113006 1 NAT 1 1130 0502 NATIONAL PDC

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008593338

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L76R [REDACTED]

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1333502346)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3335B5055)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 120120

Report#: SSV008593338

Open Date: 11/30/2006

Mileage: 24132

Warr Built Dt: 12/01/2005

Supplier RP:

Zone/Cd: 32-52741

Name: WAYNE DODGE

Address: 777 MOUNTAINVIEW BLVD
WAYNE, NJ 07470

Phone: INACTIVE
973 694-1000

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: LEFT FRONT IMPACT SENSOR INTERNAL 1 - 19000 MINUTES / 0 C.C.
REPLACED THE SENSOR
LOAD TESTED WIRING AND BULB WAS AS BRIGHT AS COULD BE - PER THE TECH

Service Action: NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE LEFT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE RIGHT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE LEFT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES.
HAD TO EXPLAIN THIS 3 X S

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008510379

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L16R [REDACTED]
Model Year: 2006
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1217503053)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2215A3334)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081513

Report#: SSV008510379
Open Date: 11/16/2006
Mileage: 3751
Warr Built Dt: 08/15/2005
Supplier RP:

Zone/Cd: 35-42525
Name: WHITE DODGE INC
Address: 339 MACCORKLE AVE SW
 SOUTH CHARLESTON, WV 253031263
Phone: 304 343-7700

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: FRONT IMPACT SENSOR INTERNALS
 FAULTS RETURNED AFTER TRYING TO ERASE FOR 20 MINUTES
 CAME BACK WITH LIGHT ON NO FAULTS

Service Action: TECH NOT ERASING CORRECTLY, NOTIFIED TECH NOT ERASING CORRECTLY, NOTIFIED HOW TO ERASE CORRECTLY
 NOTIFIED GET VEHICLE BACK AND RECHECK ALL AND DO CLEARING PER THE ADVISED WAY. LEFT FRONT IMPACT SENSOR CIRCUIT ONLY ONE ACTING UP, CAN CLEAR AND DRIVE AND WILL COME BACK ON DURING THE DRIVE.
 NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE LEFT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE RIGHT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE LEFT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION 5-6 X S DRIVE THE VEHICLE AS HE HAS BEFORE COME BACK IN, CYCLE THE IGNITION AGAIN 5-6 X S , THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. TECH STATED MAY BE 1-2 DAYS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008566840

Vehicle Information

Repair Information

Dealer Information

VIN: 1A8GJ45RX7 [REDACTED]
Model Year: 2007
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1261601077)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser #:K2136B7579)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 110810

Report#: SSV008566840
Open Date: 11/13/2006
Mileage: 3
Warr Built Dt: 11/08/2006
Supplier RP:

Zone/Cd: 51-68010
Name: RIVER FRONT CHRYSLER JEEP INC
Address: 200 HANSEN BOULEVARD
 NORTH AURORA, IL 605428920
Phone: 630 907-1700

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: NO LEFT FRONT IMPACT SENSOR COMMUNICATION\r\nSWAPPED SENSORS SIDE TO SIDE NO CHANGE\r\nTECH WAS NOT CLEARING FAULTS CORRECTLY - DISCONNECTED THE BATTERY FOR 2 MINUTES.\r\n.4 & .5 CONTINUITY CHECKS\r\nO/L IN SHORT TO GROUND & TOGETHER

Service Action: NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE LEFT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE RIGHT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE LEFT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. NO LEFT FRONT IMPACT SENSOR COMMUNICATION - 5 MINUTES & 0 C.C. (ABOUT 30 SECONDS FASTER)\r\nNO RIGHT FRONT IMPACT SENSOR COMMUNICATION - 5 MIN. & 0 C.C.\r\n04896057AD MD231661423 \r\n9465** S 111306 1 NAT 1 1113 0502 NATIONAL PDC \r\nSTART: ORIGIN / END: NORTH AURORA, ILLINOIS, UNITED STATES \r\nTOTAL DISTANCE: 312.4 MI /

ESTIMATED TIME: 4 HOURS, 46 MINUTES

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008551265

Vehicle Information

VIN: 1D4GP24R56B [REDACTED]
Model Year: 2006
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1280500990)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2865A2912)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 101722

Repair Information

Report#: SSV008551265
Open Date: 11/06/2006
Mileage: 10915
Warr Built Dt: 10/17/2005
Supplier RP:

Dealer Information

Zone/Cd: 71-24195
Name: HAYWARD CHRYSLER JEEP
Address: 20095 MISSION BOULEVARD
 HAYWARD, CA 945411292
Phone: INACTIVE
 510 278-8600

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: NO RIGHT FRONT IMPACT SENSOR COMMUNICATION - STORED
 TECH NOT CLEARING CORRECTLY

Service Action: NOTIFIED HOW TO CLEAR FAULTS AND HARRY NOT HAPPY ABOUT CHECKING.
 ASKED HARRY HE COULD GIVE THE DIAG INFO AND HARRY DID NOT. TECH HARRY
 WILLIAMS CALLED BACK WITH SOME OF THE DIAGNOSTIC INFO THAT T PYKE REQUESTED. 20481 COUNTS AND THE IGNITION CYCLE WAS 1. TECH STATES THAT HE
 DISCONNECTED THE BATTERY FOR OVER 10 MINUTES WITH NO CHANGE OF CONCERN. TECH STATES THAT HE FOLLOWED TIM S DIRECTIONS FOR TURNING THE IGNITION
 OFF FOR 15 SECONDS AND THEN ON FOR NO LESS THAN 60 AND RECORD THE ACTIVE CODES. TECH CALLING FOR PART .TECH STATES THAT HE HAS OHMED OUT HARNESS
 FROM THE SENSOR TO THE MODULE AND THE RESISTANCE WAS LESS THAN .03 OHMS AND THE CIRCUITS ARE NOT SHORTED TO GROUND OR OPEN. TECH STATES THAT
 HE HAS REPLACED THE SENSOR ALSO FOR THE CONDITION, NO CHANGE. CODE IS STILL ACTIVE. PER CONVERSATION WITH T PYKE TECH CALLED LOOKING FOR SOMEONE
 OTHER. ADVISED TECH WOULD BE CONTACTED BACK SOME TIME BEFORE NOON 11/02/2006 FOR FURTHER ASSISTANCE AND PARTS IF NECESSARY. CALLED RE-AFFIRMED

WITH THE TECH ON FINDINGS OF 20481 MINUTES AND 1 C.C. TECH SAID IF THAT IS WHAT I SAID... I ASKED TECH TO RECHECK THIS CYCLING THE KEY 3-4 X S AND GETTING THE C.C. AND MIN. INFO. TECH STATES HE IS TOO BUSY. I NOTIFIED TO CALL BACK WITH THE INFO WHEN NOT BUSY. 22529 MINUTES & 0 C.C. - NOTIFIED THAT SINCE THE FAULT IS CHANGING LIKE IT IS. I NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE RIGHT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE LEFT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE RIGHT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. CODES INDICATES WIRING CONCERN. RECOMMEND CONSULT STAR CASES. K42048648, K52476469, K36216483

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6R849247610BI93

Vehicle Information

VIN: 2D4GP44L46R [REDACTED]
Model Year: 2006
Make/Model:
GRAND CARAVAN SXT FWD
RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1080601283)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K0746B7785)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 033006

Repair Information

Report#: 6R849247610BI93
Open Date: 10/23/2006
Mileage: 9000
Warr Built Dt: 03/30/2006
Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028
Name: CHRYSLER CORPORATION
Address: 800 CHRYSLER DRIVE
AUBURN HILLS, MI 48326-2757
Phone:

Service Narrative Information

Evaluator's Comment: I93 Electrical & Accessories, Other electrical and/or accessory troubles. AIRBAG LIGHT HAS COME ON AND STAYED ON.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008510444

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R26B [REDACTED]
Model Year: 2006
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1018600051)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3055B5548)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 021311

Report#: SSV008510444
Open Date: 10/12/2006
Mileage: 20155
Warr Built Dt: 02/13/2006
Supplier RP:

Zone/Cd: 42-41906
Name: COMMONWEALTH DODGE INC
Address: 6408 PRESTON HIGHWAY
 LOUISVILLE, KY 40219
Phone: 502 964-6471
 800 444-6426

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: AIR BAG LIGHT ON\r\nDTC LIST\r\nSTORED ENERGY FIRING 1\r\nINTERNAL 2\r\nPASSENGER OFF INDICATOR SHORT TO BATTERY\r\nNO LEFT FRONT INPACT SENSOR COMMUNICATION\r\nNO RIGHT FRONT IMPACT SENSOR COMMUNICATION NONE

Service Action: 7339** S 101206 1 DET 1 1012 0600 B/O

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6R707721610AI93

Vehicle Information

VIN: 2A4GP64L56R [REDACTED]

Model Year: 2006

Make/Model: CHRYSLER

TOWN & COUNTRY LIMITED FWD

RSYS53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1274501077)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2865B6626)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 101714

Repair Information

Report#: 6R707721610AI93

Open Date: 10/13/2006

Mileage: 24250

Warr Built Dt: 10/17/2005

Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028

Name: CHRYSLER CORPORATION

Address: 800 CHRYSLER DRIVE

AUBURN HILLS, MI 48326-2757

Phone:

Service Narrative Information

Evaluator's Comment: I93 Electrical & Accessories, Other electrical and/or accessory troubles. AIRBAG LIGHT COMES ON AND WILL NOT GO OFF.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008457854

Vehicle Information

Repair Information

Dealer Information

VIN: 2A4GP54L06R [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1263501207)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2705B5727)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 100300

Report#: SSV008457854
Open Date: 09/15/2006
Mileage: 5740
Warr Built Dt: 10/03/2005
Supplier RP:

Zone/Cd: 51-65093
Name: PETERSEN MOTORS INC
Address: ROUTE 24 WEST
 FAIRBURY, IL 61739
Phone: 815 692-2341

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: AIRBAG LIGHT IS ON SETS AT RANDOM INTERVALS...DOES NOT HAVE ANY CODES..HAS \ NO ORC\ MESSAGE...CHECKED ALL WIRES AND CONNECTIONS...ALL OK

Service Action: ONLY GET A BUSY SIGNAL WHEN CALLING IN. DLR NEEDS TO CALL IN TO PARTS RESTRICTION SO WE CAN GET FURTHER INFORMATION. IS GETTING A INTERMITTENT NO ORC MESSAGE AND LIGHT WAS OFF AND STORED. NOTIFIED CAN GET WITH D.M. FOR APPROVAL IF LOOKING FOR ONE.\r\nMDH 10/03/2005 DIST. SALES PARTS MARKETING MANAGER - T5244RF REQUESTING ORC\r\n9039** S 091506 1 MIN 1 0915 0509 SEQ PATTERN \r\nNOTIFIED TECH AT DEALERSHIP HAS FURNISHED NO DIAGNOSTIC INFORMATION TO PINPOINT THE MODULE IS THE ONLY ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008474816

Vehicle Information

VIN: 1D4GP24R06B [REDACTED]
Model Year: 2006
Make/Model: DODGE
GRAND CARAVAN SE FWD
RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1069600847)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K0796B7187)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032711

Repair Information

Report#: SSV008474816
Open Date: 09/15/2006
Mileage: 15393
Warr Built Dt: 03/27/2006
Supplier RP:

Dealer Information

Zone/Cd: 32-X7001
Name: AVIS BUDGET CAR RENTAL
Address: 6 SYLVAN WAY
PARSIPPANY, NJ 07054
Phone: 973 817-8451

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: AIRBAG LIGHT ON. TECH CAN NOT COMMUNICATE WITH THE VEHICLE. TECH HAS THE STARSCAN HOOKED UP.
Service Action: VEHICLE IS PCI BUS AND YOU NEED TO USE THE DRB.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008490737

Vehicle Information

Repair Information

Dealer Information

VIN: 2A4GP44R26R [REDACTED]

Model Year: 2006

Make/Model:
TOWN & COUNTRY LX FWD
RSYH53

Engine: EGA-3.3L V6 OHV Engine (Ser #:1165600308)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1676A1745)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 062102

Report#: SSV008490737

Open Date: 09/26/2006

Mileage: 6527

Warr Built Dt: 06/21/2006

Supplier RP:

Zone/Cd: 66-43654

Name: JERRY ULM DODGE CHRYSLER JEEP

Address: 2966 N DALE MABRY HWY
TAMPA, FL 336072415

Phone: 813 872-6645

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: AIRBAG INDICATOR ON WITHOUT ACTIVE TROUBLE CODES\r\nLAMP REQ ON BY THE ACM\r\nS04382I - FROM DOLLAR RENTAL

Service Action: 5245** S 092606 1 ATL 1 0926 0509 SEQ PATTERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008491549

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8GP64L06R [REDACTED]
Model Year: 2006
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1238501733)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2445B6481)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090817

Report#: SSV008491549
Open Date: 09/26/2006
Mileage: 275
Warr Built Dt: 09/08/2005
Supplier RP:

Zone/Cd: 71-45292
Name: MOSS BROS. CHRYSLER JEEP DODGE
Address: 27810 EUCALYPTUS AVE
 MORENO VALLEY, CA 925554402
Phone: 951 486-9288

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: NO LEFT FRONT IMPACT SENSOR COMMUNICATION\r\nSHORT TO GROUND & TOGETHER - O/L\r\nEND TO END - 0 OHMS.\r\nREPLACED THE SENSOR\r\nTECH DESCRIBED HOW TO CLEAR CORRECTLY

Service Action: TECH TO MAKE SURE ALL IS PLUGGED IN CYCLE KEY 4-5 X S THEN GET C.C. AND MIN. INFO. NO LEFT FRONT IMPACT SENSOR COMMUNICATION - 0 C.C. / 562 MINUTES\r\nNOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE LEFT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE RIGHT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE LEFT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. NO LEFT FRONT IMPACT SENSOR COMMUNICATION - 564 MINUTES / 5 C.C.\r\nNO RIGHT FRONT IMPACT SENSOR COMMUNICATION - 4 MINUTES / 0 C.C.\r\nNOTIFIED THE ISSUE IS POINTING TO

THE HARNESS FOR A TERMINAL THAT IS LOOSE AND IS NOT MAKING GOOD CONTACT .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008415445

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX6R [REDACTED]

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1340500025)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3395B8152)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 120913

Report#: SSV008415445

Open Date: 09/19/2006

Mileage: 17362

Warr Built Dt: 12/09/2005

Supplier RP:

Zone/Cd: 71-44503

Name: CHAPMAN DODGE CHRYSLER JEEP

Address: 6601 EAST MCDOWELL ROAD
SCOTTSDALE, AZ 852573100

Phone: 480 949-7600

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: AIR BAG LAMP ON. ACTIVE NO RIGHT FRONT IMPACT COMMUNICATION AND THE SECOND IS LEFT FRONT INTERNAL 1 CODE. TECH STATES THAT THE IMPACT SENSORS HAVE BEEN REPLACED. TECH STATES THAT HE HAS PERFORMED DIAGNOSTICS ON THE CONDITION AND WHEN HE CLEARS THE CODES THEY COME RIGHT BACK.

Service Action: ADVSIED TECH THAT HE WILL HAVE TO SEND HIM SOME DIAGNOSTIC INSTRUCTIONS FOR THE REPLACEMENT OF THIS MODULE. GOOD MORNING KRISTEN, I HAVE THE VIN AND HERE IS THE TSB THAT THE TECH NEEDS TO FOLLOW FOR FURTHER DIAGNOSTICS. \r\nTSB 08 - 017 - 06 \r\nHAVE RONALD CALL THE STAR CENTER BACK WITH RESULTS.. THANKS SENSORS WERE REPLACED. NO CONNECTORS. FROM THE 12TH JULY VEHICLE HAS BEEN THERE\r\nMDH 12/09/2005 \r\nTECH TO GET C.C. AND MIN. INFO NO RIGHT FRONT IMPACT COMMUNICATION - \r\nLEFT FRONT IMPACT SENSOR INTERNAL 1 - \r\nCALLED WITH NO INFORMATION ON THE C.C. AND MIN. , REQUESTED FROM LAST CALL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6R730136609AI93

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L36R [REDACTED]

Report#: 6R730136609AI93

Zone/Cd: ZZ-19028

Model Year: 2006

Open Date: 09/19/2006

Name: CHRYSLER CORPORATION

Make/Model:

Mileage: 17256

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SXT FWD

Warr Built Dt: 11/07/2005

AUBURN HILLS, MI 48326-2757

RSKH53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1304500952)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3065B7781)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 110709

Service Narrative Information

Evaluator's Comment: I93 Electrical & Accessories, Other electrical and/or accessory troubles. AIRBAG LIGHT WAS TURNING ON INTERMITTENTLY

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008308922

Vehicle Information

Repair Information

Dealer Information

VIN: 2A4GP54L56R845088

Report#: SSV008308922

Zone/Cd: 71-26690

Model Year: 2006

Open Date: 06/02/2006

Name: CENTER CHRY-JEEP

Make/Model: CHRYSLER

Mileage: 3

Address: 5230 VAN NUYS BLVD

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 04/07/2006

SHERMAN OAKS, CA 914015699

RSYP53

Supplier RP:

Phone: INACTIVE

Engine: EGH-3.8L V6 OHV Engine (Ser #:1088602531)

818 905-5550

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0906B6454)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 040712

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: VEHICLE STARTS AND RUNS. GAUGES ARE WORKING. AIRBAG LIGHT IS ON. RADIO POWERS UP AND CONTROLS WORK, BUT NO AUDIO OUTPUT. DRBIII CANNOT TALK TO ANYTHING THROUGH THE FCM. FCM WAS REPLACED, THEN THE IPM WAS REPLACED.

Service Action: ADVISED TECH TO CHECK C200. SEE IF VOLTAGE IS COMING OUT OF THE FCM/IPM TO THE ORC AS SHOWN ON PAGE 8W-43-2.ON PAGE 8W-47-2, SEE IF THE RADIO IS GETTING B+, FUSED ACCESSORY RELAY OUTPUT AND PCI BUS SIGNAL THROUGH C200. LAST RESORT, TRY ANOTHER FCM; (THE OLD IPM MAY HAVE DAMAGED IT). REPLACED FCM- CAN COMM WITH BCM NOW HAS POWER AMP SHUTDOWN CODE IN RADIO, HAS NEW RADIO, RECOMMEND CHECK FOR SHORTED SPEAKER CIRCUITS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008745803

Vehicle Information

VIN: 2A4GP54L66R609887

Model Year: 2006

Make/Model: CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1189501638)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1955B5746)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 080100

Repair Information

Report#: SSV008745803

Open Date: 03/07/2007

Mileage: 24000

Warr Built Dt: 08/01/2005

Supplier RP:

Dealer Information

Zone/Cd: 42-43830

Name: DICK SCOTT MOTOR MALL INC

Address: 3030 S FOWLerville ROAD

FOWLerville, MI 488368905

Phone: 517 223-3721

517 223-2051

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: CHUCK STATES THIS VEHICLE KEEPS SETTING A CODE FOR NO COMMUNICATION WITH THE R/F IMPACT SENSOR. TECH HAS REPLACED THE SENSOR AND CONNECTOR.

Service Action: STAR ADVISED CHUCK TO REPLACE THE ORC.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008742781

Vehicle Information

Repair Information

Dealer Information

VIN: 1D8GP24RX5B381867

Model Year: 2005

Make/Model:
GRAND CARAVAN SE FWD
RSKL53

Engine: EGA-3.3L V6 OHV Engine (Ser #:1108501755)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1105B5225)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 042200

Report#: SSV008742781

Open Date: 03/05/2007

Mileage: 21041

Warr Built Dt: 04/22/2005

Supplier RP: B1

Zone/Cd: 51-23578

Name: FIELDS CHRYSLER JEEP DODGE

Address: 670 W FRONTAGE RD
NORTHFIELD, IL 600931254

Phone: 847 446-5100

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: LEFT FRONT IMPACT SENSOR INTERNAL 1
CONNECTOR CORRODED - REPLACED THE SENSOR AND CONNECTOR
AWL IS ON

Service Action: I NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE LEFT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE RIGHT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE LEFT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. LEFT FRONT IMPACT SENSOR INTERNAL 1 - TECH DID THE EXACT OPPOSITE OF WHAT I INSTRUCTED HIM TO DO. I NOTIFIED HIM TO DO AS INSTRUCTED AND THEN I CAN LET HIM KNOW THE REASONING AFTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008743750

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8GP54L36R024734

Model Year: 2006

Make/Model: CHRYSLER
TOWN & COUNTRY TOURING FWD
RSYP53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1217502209)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2225B6629)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081514

Report#: SSV008743750

Open Date: 03/06/2007

Mileage: 11881

Warr Built Dt: 08/15/2005

Supplier RP:

Zone/Cd: 42-66415

Name: LIVONIA CHRYSLER JEEP INC

Address: 30777 PLYMOUTH ROAD
LIVONIA, MI 481502101

Phone: INACTIVE
734 525-5000

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 FRONT IMPACT SENSOR INTERNAL 1\n\nIMPACT SENSOR REPLACED\n\nAWL IS STILL ON

Service Action:I NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE RIGHT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE LEFT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE RIGHT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. NO LEFT FRONT IMPACT SENSOR COMMUNICATION IS THE ONLY FAULT\n\nNOTIFIED THE ISSUE IS IN THE WIRING AND NOT IN THE MODULE.\n\nNOTIFIED COULD BE A CONNECTION ISSUE OR ANYTHING FROM THE 2 TERMINALS PULLED OUT TO THE NEW SENSOR PUT ON.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008736463

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8GP64L16R884653

Model Year: 2006

Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RSYS53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1117603958)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1226B6600)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 050911

Report#: SSV008736463

Open Date: 03/02/2007

Mileage: 13952

Warr Built Dt: 05/09/2006

Supplier RP:

Zone/Cd: 66-68937

Name: NAPLETON'S NORTH PALM AUTO PAR

Address: 3701 NORTHLAKE BLVD
LAKE PARK, FL 334031629

Phone: 561 622-0101

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: NO LEFT FRONT IMPACT SENSOR COMMUNICATION\r\n\r\nPER THE TECH REPLACED THE SENSOR, AND DIAG WAS DONE\r\n\r\nAWL ON

Service Action: I NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE LEFT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE RIGHT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE LEFT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. NO RIGHT FRONT IMPACT SENSOR COMMUNICATION - 0 MIN. / 0 C.C.\r\n\r\nNO LEFT FRONT IMPACT SENSOR COMMUNICATION - 2 C.C. / 14235 MINUTES\r\n\r\nINTERNAL 4 1 MIN. / 1 C.C. JUST CAME UP\r\n\r\nNO OCM MESSAGE.\r\n\r\nORC BEING REPLACED FOR THE INTERNAL 4 FAULT, NOTIFIED THERE IS A ISSUE WITH THE LEFT FRONT IMPACT SENSOR CIRCUIT THAT HAS NOT BEEN FOUND YET.\r\n\r\n4653** S 030107 1 NAT 1 0301 0502 NATIONAL PDC WANTED ORDER # AGAIN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008739003

Vehicle Information

Repair Information

Dealer Information

VIN: 1D8GP24R65B427985

Model Year: 2005

Make/Model:
GRAND CARAVAN SE FWD
RSKL53

Engine: EGA-3.3L V6 OHV Engine (Ser #:1147502106)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1535B7869)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 060414

Report#: SSV008739003

Open Date: 03/02/2007

Mileage: 38403

Warr Built Dt: 06/04/2005

Supplier RP: B1

Zone/Cd: 51-66583

Name: LANDMARK CHRYSLER JEEP INC

Address: 2331 PRAIRIE CROSSING DR
SPRINGFIELD, IL 627119495

Phone: 217 862-5200
217 862-5300

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:NON WARRANTY LEFT FRONT IMPACT SENSOR INTERNAL 1 HAD NOT REPLACED SENSOR

Service Action:NOTIFIED THE SENSOR SHOULD HAVE BEEN REPLACED.....

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362731411

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8GP54L96R648102

Model Year: 2006

Make/Model: CHRYSLER
TOWN & COUNTRY TOURING FWD
RSYP53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1236502578)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2415A0428)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 090608

Report#: 656362731411

Open Date: 03/01/2007

Mileage: 13871

Warr Built Dt: 09/06/2005

Supplier RP:

Zone/Cd: 74-65636

Name: COON RAPIDS CHRYSLER JEEP, INC

Address: 10541 WOODCREST DRIVE
COON RAPIDS, MN 554333968

Phone: INACTIVE
763 421-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04896023AA	SENSOR -SIDE AIRBAG IMPACT	1	12.32	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: AIR BAG LITE IS ON. AIR BAG LITE IS ON.

Service Comment: DRB TESTED AND FOUND RIGHT FRONT IMPACT SENSOR INTERNAL FAULT. DRB TESTED AND FOUND RIGHT FRONT IMPACT SENSOR INTERNAL FAULT.

Service Action: REPLACED RIGHT FRONT IMPACT SENSOR AND SOLDERED ON NEW CONNECTOR. REPLACED RIGHT FRONT IMPACT SENSOR AND SOLDERED ON NEW CONNECTOR.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613178741

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L35R541161

Model Year: 2005

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1124502777)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1225B6411)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 050708

Report#: 412613178741

Open Date: 03/01/2007

Mileage: 30066

Warr Built Dt: 05/07/2005

Supplier RP: FH

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	50.99	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIR BAG LIGHT IS ON CUSTOMER STATES AIR BAG LIGHT IS ON CUSTOMER STATES AIR BAG LIGHT IS ON

Service Comment:

Service Action: TEST AND REPLACED BOTH FRONT IMPACT SENSORS AND REPLACED WIRING CONNECTOR PACK TEST AND REPLACED BOTH FRONT IMPACT SENSORS AND REPLACED WIRING CONNECTOR PACK TEST AND REPLACED BOTH FRONT IMPACT SENSORS AND REPLACED WIRING CONNECTOR PACK

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008726382

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B55B436566

Model Year: 2005

Make/Model: DODGE
CARAVAN SE FWD
RSKL52

Engine: EDZ-2.4L 4 Cyl DOHC 16V SMPI Engine (Ser
#:6171500590)

Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K1785A1570)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 062817

Report#: SSV008726382

Open Date: 03/01/2007

Mileage: 32891

Warr Built Dt: 06/28/2005

Supplier RP: B1

Zone/Cd: 32-54914

Name: PAUL BROWN MOTORS INC

Address: 1145 E STATE ST
OLEAN, NY 14760

Phone: 716 372-0080

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: LEFT FRONT IMPACT SENSOR INTERNAL 1 - REPLACED THE SENSOR & FAULT WENT AWAY\r\n\r\nNO OCM MESSAGE- TECH STATES THE OCM IS ON THE BUSS AND HE WAS ABLE TO GET THE PART # OFF THE MODULE

Service Action: NOTIFIED TO CYCLE KEY 6 X S AND GET C.C. AND MIN. INFO. NEED TO ASK TECH WHAT PART # HE SEEN WHEN HE WAS LOOKING IN THE OCM. (4606927AC IF SO THIS IS THE ORC NOT THE OCM) TECH WANTED TO KNOW WHAT C.C AND MIN MEANT \r\n\r\nTRANSFERRED TO THE ORC GROUP. NO OCM MESSAGE - 0 C.C. / TECH HAD DRB AND SHOWED NO RESPONSE FROM THE OCM.....\r\n\r\nNOTIFIED A ORC IS NOT NEEDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613177521

Vehicle Information

Repair Information

Dealer Information

VIN: 2A4GP44R36R660505

Model Year: 2006

Make/Model:
TOWN & COUNTRY LX FWD
RSYH53

Engine: EGA-3.3L V6 OHV Engine (Ser #:1257500214)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2585B5451)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 092014

Report#: 412613177521

Open Date: 02/26/2007

Mileage: 19856

Warr Built Dt: 09/20/2005

Supplier RP:

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	50.99	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIR BAG LIGHT ON CUSTOMER STATES AIR BAG LIGHT ON CUSTOMER STATES AIR BAG LIGHT ON

Service Comment:

Service Action: TEST AND REPLACED BOTH FRONT IMPACT SENSORS AND WIRING PACKAGES. RESET SYSTEM TEST AND REPLACED BOTH FRONT IMPACT SENSORS AND WIRING PACKAGES. RESET SYSTEM TEST AND REPLACED BOTH FRONT IMPACT SENSORS AND WIRING PACKAGES. RESET SYSTEM

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613178651

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B85B429577

Model Year: 2005

Make/Model: DODGE
CARAVAN SE FWD
RSKL52

Engine: EDZ-2.4L 4 Cyl DOHC 16V SMPI Engine (Ser
#:1111111111)

Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K111111111)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 062708

Report#: 412613178651

Open Date: 02/28/2007

Mileage: 14915

Warr Built Dt: 06/27/2005

Supplier RP: FH

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	50.99	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CK AIR BAG LIGHT IS ON CK AIR BAG LIGHT IS ON CK AIR BAG LIGHT IS ON

Service Comment:

Service Action: TEST AND REPLACED FRONT IMPACT SENSORS AND WIRING CONNECTOR PACKAGES.. RESET STEST AND REPLACED FRONT IMPACT SENSORS AND WIRING CONNECTOR PACKAGES.. RESET STEST AND REPLACED FRONT IMPACT SENSORS AND WIRING CONNECTOR PACKAGES.. RESET S

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613175571

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L95R438893

Model Year: 2005

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1046501775)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0485B5621)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 022117

Report#: 412613175571

Open Date: 02/20/2007

Mileage: 23772

Warr Built Dt: 02/21/2005

Supplier RP: FH

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	50.99	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIR BAG LIGHT IS ON CUSTOMER STATES AIR BAG LIGHT IS ON CUSTOMER STATES AIR BAG LIGHT IS ON

Service Comment:

Service Action: PERFORMED DIAGNOSTIC TESTS, REPLACED BOTH FRONT IMPACT SENSORS AND WIRING PACK PERFORMED DIAGNOSTIC TESTS, REPLACED BOTH FRONT IMPACT SENSORS AND WIRING PACK PERFORMED DIAGNOSTIC TESTS, REPLACED BOTH FRONT IMPACT SENSORS AND WIRING PACK

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613169761

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R76B579227

Model Year: 2006

Make/Model: DODGE
GRAND CARAVAN SE FWD
RSKL53

Engine: EGA-3.3L V6 OHV Engine (Ser #:1311501632)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3255B5607)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 112319

Report#: 412613169761

Open Date: 02/02/2007

Mileage: 16820

Warr Built Dt: 11/23/2005

Supplier RP:

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	50.99	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIR BAG LIGHT IS ON CUSTOMER STATES AIR BAG LIGHT IS ON CUSTOMER STATES AIR BAG LIGHT IS ON

Service Comment:

Service Action: PERFORMED DIAGNOSTIC TESTS, REPLACED BOTH FRONT IMPACT SENSORS AND CONNECTOR PPERFORMED DIAGNOSTIC TESTS, REPLACED BOTH FRONT IMPACT SENSORS AND CONNECTOR PPERFORMED DIAGNOSTIC TESTS, REPLACED BOTH FRONT IMPACT SENSORS AND CONNECTOR P

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613170271

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX5R541207

Model Year: 2005

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1125502695)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1265A1335)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 051016

Report#: 412613170271

Open Date: 02/03/2007

Mileage: 25079

Warr Built Dt: 05/10/2005

Supplier RP: FH

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	50.99	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIRBAG LIGHT IS ON CUSTOMER STATES AIRBAG LIGHT IS ON CUSTOMER STATES AIRBAG LIGHT IS ON

Service Comment:

Service Action: PERFORMED DIAG - REPLACED R&L FRONT IMPACT SENSORS & WIRE HARNESS - VERIFIED RPERFORMED DIAG - REPLACED R&L FRONT IMPACT SENSORS & WIRE HARNESS
- VERIFIED RPERFORMED DIAG - REPLACED R&L FRONT IMPACT SENSORS & WIRE HARNESS - VERIFIED R

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6R707716701AI93

Vehicle Information

VIN: 2A4GP64L16R707716

Model Year: 2006

Make/Model: CHRYSLER

TOWN & COUNTRY LIMITED FWD

RSYS53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1280502312)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2865B6691)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 101709

Repair Information

Report#: 6R707716701AI93

Open Date: 01/31/2007

Mileage: 28000

Warr Built Dt: 10/17/2005

Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028

Name: CHRYSLER CORPORATION

Address: 800 CHRYSLER DRIVE

AUBURN HILLS, MI 48326-2757

Phone:

Service Narrative Information

Evaluator's Comment: I93 Electrical & Accessories, Other electrical and/or accessory troubles. AIRBAG LIGHT CAME ON

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008689982

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L06R650387

Report#: SSV008689982

Zone/Cd: 66-68091

Model Year: 2006

Open Date: 02/01/2007

Name: LIBERTY CHRYSLER DODGE JEEP, I

Make/Model:

Mileage: 3960

Address: 750 WEST OGLETHORPE HIGHWAY

GRAND CARAVAN SXT FWD

Warr Built Dt: 09/06/2005

HINESVILLE, GA 313135406

RSKH53

Supplier RP:

Phone: 912 368-3565

Engine: EGH-3.8L V6 OHV Engine (Ser #:1237501497)

912 876-5129

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2425B6424)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 090616

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 AIR BAG LAMP IS ON WITH DTC NO RIGHT AND LEFT IMPACT SENSORS ONE STORED ONE ACTIVE.

Service Action: THE TECHNEEDS TO SWAP A KNOWN SENSOR CHECK SENSOR MOUNTING , POSSIBLE ORC CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008673696

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R532353

Model Year: 2005

Make/Model: CHRYSLER
TOWN & COUNTRY TOURING FWD
RSYP53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1130501602)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1315B6358)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 051305

Report#: SSV008673696

Open Date: 01/29/2007

Mileage: 30461

Warr Built Dt: 05/13/2005

Supplier RP: R1

Zone/Cd: 42-66183

Name: DICK HUVAERE'S RICHMOND CHRYSL

Address: 67567 SOUTH MAIN STREET
RICHMOND, MI 480629076

Phone: 586 727-7577

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: NO LEFT FRONT IMPACT SENSOR COMMUNICATION \r\n SENSOR AND CONNECTOR REPLACED LAST WEEK LEFT FINE \r\n CAME BACK SWAPPED LEFT AND RIGHT, FAULT FOLLOWED. RAN NEW WIRE FAULT WOULD FOLLOW. RAN A SHORT 12\ PIECE OF WIRE AND FAULT WENT AWAY.

Service Action: NOTIFIED TECH, BASED ON HIS INFORMATION ON WHAT HE HAS DONE. THE ISSUE WOULD BE WITH THE FEMALE TERMINALS OF THE LEFT FRONT IMPACT CIRCUIT AT THE C2 CONNECTOR, AND THAT A HARNESS REPLACEMENT WOULD BE NEEDED. \r\n NOTIFIED ON THE ABOVE THE ONLY THING THAT WAS NOT CHANGED WAS THE FEMALE TERMINALS. BY THE TECH PLUGGING IN A KNOWN GOOD CIRCUIT IN ITS ORIGINAL CONDITION, IT SHOWS THIS IS THE ISSUE. TECH STATES HE PUT THE HARNESS IN AND FAULT REMAINS WITH AWL ON. I NOTIFIED THE TECH THAT BASED ON HIS INFORMATION FROM BEFORE THAT IS EXACTLY WHAT HIS FINDINGS LED TO. \r\n I ASKED FOR THE RESISTANCE FINDINGS AND DOESN T KNOW THEM. \r\n I NOTIFIED TECH WHEN CALLING BACK, NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE LEFT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE RIGHT FRONT IMPACT

SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE LEFT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. \n\nTECH ASKED WHAT TO DO AFTER THIS I NOTIFIED I WOULD DO THE SAME AGAIN AT THE C200 CONNECTOR. I NOTIFIED SINCE WE DON T HAVE THE RESISTANCE READINGS OF HIS FINDINGS THIS IS WHAT IS NEEDED TO FIND THIS ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008681751

Vehicle Information

VIN: 1D4GP24E16B598324
Model Year: 2006
Make/Model: DODGE
GRAND CARAVAN SE FWD
RSKL53
Engine: EGM-3.3L V6 OHV FFV Engine (Ser
#:1121606771)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K1286A3124)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051615

Repair Information

Report#: SSV008681751
Open Date: 01/29/2007
Mileage: 7486
Warr Built Dt: 05/16/2006
Supplier RP:

Dealer Information

Zone/Cd: 51-64590
Name: AL WEST CHRYSLER INC
Address: 705 HIGHWAY 63 SOUTH
ROLLA, MO 65401
Phone: 573 364-1233

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: AIRBAG LAMP ON AT TIMES. TECH FOUND STORED DTC FOR LOSS OF COMMUNICAIOTN WITH LEFT FRONT IMPACT SENSOR. TECH CALLED FOR POSSIBLE UPDATES.

Service Action: ADVISED TECH TO INSPECT RIGHT AND LEFT IMPACT SENSOR CONNECTIONS, TERMINALS AND RELATED WIRING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613164661

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L06R628759

Report#: 412613164661

Zone/Cd: 32-41261

Model Year: 2006

Open Date: 01/17/2007

Name: CORTESE DODGE INC

Make/Model:

Mileage: 8931

Address: 2400 W HENRIETTA RD

GRAND CARAVAN SXT FWD

Warr Built Dt: 08/19/2005

ROCHESTER, NY 146232324

RSKH53

Supplier RP:

Phone: 585 424-3000

Engine: EGH-3.8L V6 OHV Engine (Ser #:1222500876)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2275B6375)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081901

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	50.99	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIR BAG LIGHT IS ON CUSTOMER STATES AIR BAG LIGHT IS ON CUSTOMER STATES AIR BAG LIGHT IS ON

Service Comment:

Service Action: PERFORMED DIAGNOSTIC TESTS, REPLACED BOTH FRONT IMPACT SENSORS AND WIRING PACK PERFORMED DIAGNOSTIC TESTS, REPLACED BOTH FRONT IMPACT SENSORS AND WIRING PACK PERFORMED DIAGNOSTIC TESTS, REPLACED BOTH FRONT IMPACT SENSORS AND WIRING PACK

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 675320026931

Vehicle Information

Repair Information

Dealer Information

VIN: 2A4GP54L06R760062

Report#: 675320026931

Zone/Cd: 66-67532

Model Year: 2006

Open Date: 01/17/2007

Name: MADISON SQUARE CHRYSLER-PLYMOU

Make/Model: CHRYSLER

Mileage: 11436

Address: 6533 UNIVERSITY DRIVE

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 12/15/2005

HUNTSVILLE, AL 35806

RSYP53

Supplier RP:

Phone: INACTIVE

Engine: EGH-3.8L V6 OHV Engine (Ser #:1348501828)

256 830-6450

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3475B8025)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 121518

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04778570	SLEEVE -HEAT SHRINK	1	6.79	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIRBAG LIGHT IS STAYING ON. CK AND ADV.

Service Comment: OPEN CIRCUIT

Service Action: INSPECTED VEHICLE, PERFORMED AIRBAG DIAGNOSIS TEST, VERIFIED CONCERN, REPAIRED LE

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008629510

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8GP54L06R71156

Model Year: 2006

Make/Model: CHRYSLER
TOWN & COUNTRY TOURING FWD
RSYP53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1357500048)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0236B7874)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 013006

Report#: SSV008629510

Open Date: 12/29/2006

Mileage: 10000

Warr Built Dt: 01/30/2006

Supplier RP:

Zone/Cd: 66-24028

Name: AUTOPARK CHRYSLER JEEP

Address: 400 AUTO PARK BLVD
CARY, NC 275116023

Phone: 919 468-8646
919 481-2880

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: AIR BAG WIRING REF # 283731 CASE # 8627969. CAN YOU PLEASE GIVE MT THE PART NUMBERS FOR THE WIRING PIGTAILS FOR THE CRASH SENSORS. MY PARTS DEPT CANT SEEM TO FIND THEM. THANKS, BILLY

Service Action: WILL CHECK FOR PN IN THE MORNING. THE FRONT IMPACT SENSORS ARE SECURED WITH TWO SCREWS TO THE OUTBOARD SIDES OF THE RIGHT AND LEFT FRONT RAIL TIPS. ENGINEERING HAS A REPLACEMENT FOR THE RS/RG FRONT AIRBAG SENSOR (#04686957AC), THE NEW SENSOR IS #04896023AA- THE KIT WILL BE AVAILABLE ASAP.

KIT: #05170520AA \r\n\r\nSENSOR #04896023AA \r\n\r\nWASHER #06102223AA \r\n\r\nSCREW #06505838AA \r\n\r\nNOTE: THE WASHERS IN THIS KIT GO UNDER THE SENSOR TO SPACE IT AWAY FROM THE CROSSMEMBER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008824560

Vehicle Information

VIN: 1D4GP24R46B699311

Model Year: 2006

Make/Model: DODGE
GRAND CARAVAN SE FWD
RSKL53

Engine: EGA-3.3L V6 OHV Engine (Ser #:1123600683)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1326A2884)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 051814

Repair Information

Report#: SSV008824560

Open Date: 04/27/2007

Mileage: 22302

Warr Built Dt: 05/18/2006

Supplier RP:

Dealer Information

Zone/Cd: 51-23597

Name: NIELSEN DODGE CITY

Address: 7301 EAST U S 20
GARY, IN 464033102

Phone: INACTIVE
219 938-8000

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: AIRBAG LAMP ON. TECH REPLACED BOTH FRONT IMPACT SENSORS AND NOTED ICM IS SETTING FAULTS FOR OCS UNDETERMINED AND VIN MISMATCH.

Service Action: ADVISED TECH TO CALIBRATE PASSENGER SEAT AND RETEST. CHECK VIN IN PCM AND OCM. TECH REPLACED THE OCM AND NOW IS SETTING REZERO INCOMPLETE AND OSC UNDERTIMED. ADVISED TO RECALIBRATE THE SEAT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008827374

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25E65B359569

Model Year: 2005

Make/Model: DODGE
CARAVAN SE FWD
RSKL52

Engine: EGM-3.3L V6 OHV FFV Engine (Ser
#:1075502834)

Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K0785B8044)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 032403

Report#: SSV008827374

Open Date: 04/25/2007

Mileage: 10936

Warr Built Dt: 03/24/2005

Supplier RP: B1

Zone/Cd: 35-43640

Name: ANTHONY'S CHRYSLER JEEP DODGE

Address: 2681 RIDGE RD
ELVERSON, PA 195208913

Phone: 610 286-9450

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: NO RIGHT FRONT IMPACT SENSOR COMMUNICATION
REPLACED THE SENSOR AND IS INTERMITTENT
NOTIFIED TECH OF MANY MANY PAST ISSUES WHERE THE C2
TERMINALS OR OTHER EXTERNAL TO THE MODULE ITEMS WERE

Service Action: NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND SWAP THE FRONT IMPACT SENSOR CIRCUITS AND SEE IF THE FAULT WILL FOLLOW.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613196091

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L15R537756

Model Year: 2005

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1112500849)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1175B6309)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 042820

Report#: 412613196091

Open Date: 04/20/2007

Mileage: 18234

Warr Built Dt: 04/28/2005

Supplier RP: FH

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	48.86	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIR BAG LIGHT ON CUSTOMER STATES AIR BAG LIGHT ON CUSTOMER STATES AIR BAG LIGHT ON

Service Comment:

Service Action: PERFORMED DIAG - REPLACED BOTH FRONT IMPACT SENSORS & REPAIRED WIRING PERFORMED DIAG - REPLACED BOTH FRONT IMPACT SENSORS & REPAIRED WIRING
PERFORMED DIAG - REPLACED BOTH FRONT IMPACT SENSORS & REPAIRED WIRING

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008817683

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45R488536

Model Year: 2005

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1088502489)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0885B6831)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 033120

Report#: SSV008817683

Open Date: 04/20/2007

Mileage: 22425

Warr Built Dt: 03/31/2005

Supplier RP: R1

Zone/Cd: 32-59644

Name: BURLINGTON DODGE INC

Address: 90 MIDDLESEX TURNPIKE
BURLINGTON, MA 018034965

Phone: INACTIVE
781 272-8680

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: NO RIGHT FRONT IMPACT SENSOR COMMUNICATION\r\nREPLACED THE SENSOR AND CONNECTOR\r\nTECH STATES DID DIAGNOSTICS

Service Action: I NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE RIGHT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE LEFT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE RIGHT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. TRANSFERED TO BOSCH NO RIGHT FRONT IMPACT SENSOR COMMUNICATION - 40960 MINUTES / 0 C.C.\r\nNO LEFT FRONT IMPACT SENSOR COMMUNICATION - 768 MINUTES / 0 C.C.\r\nHAVING TECH DOUBLE CHECK THE TERMINAL PLACEMENT. NO RIGHT FRONT IMPACT SENSOR COMMUNICATION - 40960 MINUTES / 12 C.C.\r\nNO LEFT FRONT IMPACT SENSOR COMMUNICATION - 0\r\nNOTIFIED THE TECH, PROVIDING ALL OF THE OTHER CHECKS WERE DONE AND DONE CORRECTLY THAT THE ISSUE WOULD MORE

THAN LIKELY POINT TO THE C2 TERMINALS THAT ARE HANGING FREE ON THE RIGHT FRONT IMPACT SENSOR CIRCUIT, SENSOR, OR SENSOR CONNECTOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008811799

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R46B625896

Model Year: 2006

Make/Model: DODGE
CARAVAN SXT FWD
RSKH52

Engine: EGA-3.3L V6 OHV Engine (Ser #:1356500963)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0036B8049)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 011000

Report#: SSV008811799

Open Date: 04/17/2007

Mileage: 18639

Warr Built Dt: 01/10/2006

Supplier RP:

Zone/Cd: 35-45307

Name: HALL DODGE

Address: 3443 VIRGINIA BEACH BLVD
VIRGINIA BEACH, VA 234524419

Phone: 757 463-6100

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: AIRBAG LAMP ON AT TIMES. TECH FOUND DTC SET FOR LOSS OF LEFT FROM IMPACT SENSOR AND REPALCED THE ORC. CODE HAS RETURNED STORED.

Service Action: ADVISED TECH TO INSPECT IMPACT SENSOR AND CONNECTIONS AND REPLACE SENSOR AND CONNECTOR AS NEEDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008802858

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L17R114999

Report#: SSV008802858

Zone/Cd: 74-44378

Model Year: 2007

Open Date: 04/11/2007

Name: LANDMARK DODGE CHRYSLER JEEP

Make/Model: DODGE

Mileage: 33201

Address: 1900 S NOLAND RD

GRAND CARAVAN SXT FWD

Warr Built Dt: 08/07/2006

INDEPENDENCE, MO 64055

RSKH53

Supplier RP:

Phone: 816 833-2100

Engine: EGH-3.8L V6 OHV Engine (Ser #:1187601434)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser

#:K1956B5009)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 080719

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:RIGHT FRONT IMPACT SENSOR INTERNAL 1\1\1REPLACED THE SENSOR\1\12 NO 3 OPEN 4 5 .3 6 .3 MAYBE A LITTLE HIGHER\1\1TECH NOT CLEARING FAULTS CORRECTLY

Service Action:NOTIFIED HOW TO CLEAR CORRECTLY\1\1NOTIFIED IF THE FAULT WILL NOT CLEAR TO CYCLE KEY 6 X S THEN GET THE C.C. AND MIN. INFO BEFORE CALLING BACK IN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613189361

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L06R53129

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1335500474)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3345B7607)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 120513

Report#: 412613189361

Open Date: 04/04/2007

Mileage: 34770

Warr Built Dt: 12/05/2005

Supplier RP:

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	48.86	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIRBAG LIGHT ON CUSTOMER STATES AIRBAG LIGHT ON CUSTOMER STATES AIRBAG LIGHT ON

Service Comment:

Service Action: PERFORMED DIAG - REPLACED BOTH FRONT IMPACT SENSORS & WIRING - VERIFIED REPAIR PERFORMED DIAG - REPLACED BOTH FRONT IMPACT SENSORS & WIRING - VERIFIED REPAIR PERFORMED DIAG - REPLACED BOTH FRONT IMPACT SENSORS & WIRING - VERIFIED REPAIR

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008789513

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R26B698236

Report#: SSV008789513

Zone/Cd: 63-44247

Model Year: 2006

Open Date: 04/03/2007

Name: ALLEN SAMUELS AUTOPLEX

Make/Model:

Mileage: 27481

Address: 305 S I 45

CARAVAN SE FWD

Warr Built Dt: 04/24/2006

ENNIS, TX 751195114

RSKL52

Supplier RP:

Phone: 972 299-6297

Engine: EGA-3.3L V6 OHV Engine (Ser #:1090601916)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0526B6291)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 042420

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 AIR BAG LAMP IS ON. TECH HAS A CODE FOR RIGHT FRONT IMPACT SENSOR. TECH WANTS TO KNOW WHERE THE SENSOR IS LOCATED.

Service Action: ADVISED TECH TO SEE PAGE 80-18.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008786724

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8GP64L87R 34037

Report#: SSV008786724

Zone/Cd: 35-60134

Model Year: 2007

Open Date: 03/30/2007

Name: REEDMAN TOLL AUTO WORLD

Make/Model: CHRYSLER

Mileage: 372

Address: 1700 E LINCOLN HWY

TOWN & COUNTRY LIMITED FWD

Warr Built Dt: 08/31/2006

LANGHORNE, PA 190473042

RSYS53

Supplier RP:

Phone: 215 757-4961

Engine: EGH-3.8L V6 OHV Engine (Ser #:1240600511)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser

#:K2406B6297)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 083123

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: AIR BAG LIGHT ON AIR BAG LIGHT ON DTC FOR NO RIGHT SIDE INPACT SENSOR COM. PEROMED FLOW CHART STEPS CHECKED WIRES REPLACES THE INPACT SENSOR AND STILL ACTIVE DTC PRESENT.

Service Action: 1ST - PLEASE VERIFY THE CORRECT FAULT MESSAGE. IF YOU HAVE A RIGHT SIDE IMPACT SENSOR COMMUNICATION FAULT, WHICH SENSOR POSITION IS IT 1,2 OR 3. I SUSPECT YOU MAY HAVE A NO RIGHT FRONT IMPACT SENSOR COMMUNICATION WHICH IS A DIFFERENT DIAGNOSTIC AND A DIFFERENT SENSOR AS WELL.
 2ND - PLEASE NOTE ALL THE SPECIFICS OF THE DIAGNOSTICS FOUND (EX. IF IT ASKS IF THE RESISTANCE WAS ABOVE 100K OHMS OR BELOW 1 OHM - NOTE THE SPECIFIC OF WHAT WAS FOUND.)
 3RD - ONCE THE ABOVE HAS BEEN DONE AND VERIFIED MAKE SURE ALL ELECTRICAL CONNECTORS ARE CONNECTED, AND BATTERY CONNECTED AND FULLY CHARGED. USE THE DRB, CYCLE THE KEY 6X S, THEN GO INTO THE ORC AND NOTE THE FAULT(S) AND GO TO THE STORED SIDE OF THE FAULT(S) AND NOTE THE IGNITION KEY CYCLE COUNTS AND THE MINUTES.
 ALL THIS INFORMATION CAN BE CALLED BACK IN OR SENT IN THE SAME ORIGINAL MANNER.
 THIS INFORMATION IS REQUIRED

AS WE HAVE HAD MANY PAST ISSUES WITH IMPACT SENSOR/ CIRCUIT ISSUES.... NOT NECESSARILY MODULE PROBLEMS. THANK YOU FOR YOUR COOPERATION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008786880

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L26R642145

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1249501872)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2305B6298)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 091511

Report#: SSV008786880

Open Date: 03/30/2007

Mileage: 18080

Warr Built Dt: 09/15/2005

Supplier RP:

Zone/Cd: 74-43831

Name: MAHOWALD MOTORS INC

Address: 939 W 280TH ST
NEW PRAGUE, MN 560714706

Phone: INACTIVE
952 758-4488

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: REPLACED LEFT FRONT IMPACT SENSOR AND CONNECTOR FOR CODE LEFT FRONT IMPACT INTERNAL 1. NOW AIRBAG LIGHT IS STILL ON. DIAG CHART SAYS TO REPLACE THE OCM

Service Action: WHAT IS THE CODE AT PRESENT WE NEED THIS INFORMATION TO BEST ASSIST YOU.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613189251

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L16R664735

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1257501725)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2625A3167)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 092314

Report#: 412613189251

Open Date: 03/31/2007

Mileage: 18258

Warr Built Dt: 09/23/2005

Supplier RP:

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	48.86	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIR BAG LIGHT IS ON CUSTOMER STATES AIR BAG LIGHT IS ON CUSTOMER STATES AIR BAG LIGHT IS ON

Service Comment:

Service Action: CK AND REPL BOTH FRT AIR BAG IMPACT SENSORS AND WIRING CK AND REPL BOTH FRT AIR BAG IMPACT SENSORS AND WIRING CK AND REPL BOTH FRT AIR BAG IMPACT SENSORS AND WIRING

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613188282

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L85R537754

Model Year: 2005

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1112500992)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1175B6410)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 042821

Report#: 412613188282

Open Date: 03/28/2007

Mileage: 24212

Warr Built Dt: 04/28/2005

Supplier RP: OP

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05136038AB	SENSOR -ANTI LOCK BRAKES	1	13.44	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIR BAG LIGHT INTERMITT COMES ON CUSTOMER STATES AIR BAG LIGHT INTERMITT COMES ON CUSTOMER STATES AIR BAG LIGHT INTERMITT COMES ON CUSTOMER STATES ABS/TRAC OFF LIGHTS INTERMITT COME ON WHILE DRIVING

Service Comment:

Service Action: TEST AND REPLACED LEFT AND RIGHT FRONT IMPACT SENSORS AND WIRING CONNECTOR PACTEST AND REPLACED LEFT AND RIGHT FRONT IMPACT SENSORS AND WIRING CONNECTOR PACTEST AND REPLACED LEFT AND RIGHT FRONT IMPACT SENSORS AND WIRING CONNECTOR PACTEST AND REPLACED LEFT REAR WHEEL SPEED SENSOR

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362737651

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L76R834367

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1075600663)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0686B8311)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 032903

Report#: 656362737651

Open Date: 03/15/2007

Mileage: 20295

Warr Built Dt: 03/29/2006

Supplier RP:

Zone/Cd: 74-65636

Name: COON RAPIDS CHRYSLER JEEP, INC

Address: 10541 WOODCREST DRIVE
COON RAPIDS, MN 554333968

Phone: INACTIVE
763 421-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04896023AA	SENSOR -AIR BAG	1	12.32	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: AIR BAG LAMP ON

Service Comment: TESTED AND REPLACED FAULTY RIGHT FRONT IMPACT SENSOR

Service Action:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008762676

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1D8GP25E06B556706</p> <p>Model Year: 2006</p> <p>Make/Model: CARAVAN SE FWD RSKL52</p> <p>Engine: EGM-3.3L V6 OHV FFV Engine (Ser #:1273500486)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2795B6749)</p> <p>Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH</p> <p>MDH: 101021</p>	<p>Report#: SSV008762676</p> <p>Open Date: 03/16/2007</p> <p>Mileage: 16421</p> <p>Warr Built Dt: 10/10/2005</p> <p>Supplier RP:</p>	<p>Zone/Cd: 32-44572</p> <p>Name: CREST DODGE INC</p> <p>Address: 175 AMITY ROAD WOODBRIDGE, CT 06525</p> <p>Phone: INACTIVE 203 397-6220</p>
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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 PAY\RIGHT FRONT IMPACT SENSOR INTERNAL 1 \WIRES SHORTED AGAINST THE FRAME\REPLACED THE CONNECTOR AND ONLY SWAPPED SENSORS AND THE FAULT REMAINED ON THE RIGHT FRONT AND DIDN T FOLLOW, AND THE AWL IS ON.

Service Action: NOTIFIED I UNDERSTAND THIS IS CUSTOMER PAY AND CAN AND WILL RELEASE THE MODULE BUT STRONGLY ADVISED, THAT IT WOULD BE WISE TO MAKE SURE THERE IS NO PROBLEM WITH THE CIRCUIT OR THE MODULE BY USING THE KNOWN GOOD CIRCUIT.\NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE RIGHT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE LEFT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE RIGHT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS, THEN

RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008722938

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8GP54L77R229831

Report#: SSV008722938

Zone/Cd: 42-68672

Model Year: 2007

Open Date: 03/13/2007

Name: PALACE CHRYSLER JEEP INC

Make/Model: CHRYSLER

Mileage: 552

Address: 3800 SOUTH LAPEER RD

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 12/12/2006

LAKE ORION, MI 483591325

RSYP53

Supplier RP:

Phone: INACTIVE

Engine: EGH-3.8L V6 OHV Engine (Ser #:1343602259)

248 393-2222

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser

#:K3386B8205)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 121203

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: RIGHT FRONT IMPACT SENSOR INTERNAL 1\nREPLACED THE SENSOR AND CONNECTOR, SENSOR HAS BEEN REPLACED TWICE\nDROVE A COUPLE HUNDRED MILES AND FINE\nLIGHT WAS ON WHEN THE VEHICLE CAME IN AND WAS OFF WHEN HE WAS LOOKING AT IT\nTECH HAS ONLY DONE A VISUAL INSPECTION AND DONE SOME CONNECTOR WIGGLING.... NO OHM CHECKING FOR A POSSIBLE SHORT IN THE WIRES.

Service Action: NOTIFIED THE OHM CHECKS SHOULD HAVE BEEN DONE BEFORE REPLACING A SENSOR.\ni NOTIFIED WITH IT AS INTERMITTENT AS IT HAS BEEN IT COULD BE A TERMINAL CONNECTION ISSUE OR A SHORTING ISSUE IN THE WIRE. MICHAEL DID \ A\ OHM CHECK WITH THE FAULT STORED, FOR CONTINUITY ONLY... WITH A .08 READING CLAIMING THIS PROVED THE WIRING GOOD.\ni NOTIFIED THAT IT DOES NOT PROVE THE WIRING IS GOOD AS THERE ARE 2 OTHER CHECKS AND THAT IS WHEN THE FAULT IS ACTIVE NOT STORED.\ni TECH STATES THEY RELEASED THE VEHICLE BACK TO THE CUSTOMER WHO IS GOING ON A TRIP.\ni TECH STATES HE WOULD HAVE SOMEONE ELSE CALL BACK AND I RESPONDED THAT IT WOULD BE FINE AND I WOULDNT T MIND SPEAKING WITH THE SERVICE MANAGER ON THIS. .2 & .3 FOR CONTINUITY NOW THE FAULT IS

ACTIVE. CHECKED WIRING STILL ACTIVE AND I ASKED IF THE VEHICLE WAS THERE AND CLOSE BY AND EVERYTHING IS CONNECTED. IT IS THERE NOT CLOSE BY. I NOTIFIED THIS NEW TECH (TO THE SITUATION), THAT I NEED HIM TO CYCLE THE IGNITION 6X S, USE DRB GO TO STORED SIDE AND GET THE C.C. AND MIN. INFO. TECH WANTED TO KNOW IF HE HAD TO WAIT FOR 45 MINUTES AGAIN AND I NOTIFIED HE HAD NOT WAITED 45 MINUTES AND TECH STATED HE WAITED 28 MINUTES. TECH WANTED TO KNOW EVERYTHING NEEDED AND I NOTIFIED HIM AGAIN OF NEEDING THE C.C. AND MIN INFO AND UNTIL I HAVE THAT I CAN NOT TELL HIM WHAT WILL BE NEXT AND TECH GOT UPSET. I NOTIFIED THE TECH THAT AT TIMES IT CAN BE LONGER BECAUSE WE HAVE TO EXPLAIN TO OTHERS LIKE WE ARE TO HIM ABOUT WHAT IS NEEDED AND WHY. I ALSO STATED THAT THIS IS THE 3RD CALL IN FOR WANTING A MODULE AND THE PAST 2X S WHEN THE FAULT WAS STORED AND NOW THAT IT ACTIVE ...TECH ASKED FOR NAME, SUPERVISOR AND I GAVE THE CASE # TO THE TECH ON ALL OF THIS. SERVICE MANAGER CALLED IN STATING - MINUTE 37 AND C.C. 11. I NOTIFIED THE FAULT IS STORED. (IT IS NOT ACTIVE AS MIKE FLANNIGAN JUST STATED LESS THAN 20 MINUTES AGO!) I NOTIFIED IT IS NOT ACTIVE AS WAS STATED BY MIKE AND IT TELLS US THAT HE DOESN T HAVE A MODULE ISSUE. I NOTIFIED FOR IT TO BE AS INFREQUENT AS IT IS THAT PROVIDING THAT ALL THE ACTUAL DIAGNOSTIC CHECKS WERE DONE AND DONE CORRECTLY, WHEN THE FAULT WAS IN A ACTIVE STATE IT WOULD MEAN THAT THERE IS A CONNECTION ISSUE. I NOTIFIED I CAN NOT TELL HIM EXACTLY WHERE THE ISSUE IS ON THE WIRING BUT THAT IT IS 100% NOT A MODULE ISSUE, AND IF HE IS SET ON REPLACING A KNOWN GOOD ORC, HE WILL NEED TO CONTACT A TECH ADVISOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008756055

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R36B743275

Model Year: 2006

Make/Model: DODGE
CARAVAN SXT FWD
RSKH52

Engine: EGA-3.3L V6 OHV Engine (Ser #:1170600998)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1746B7636)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 062806

Report#: SSV008756055

Open Date: 03/13/2007

Mileage: 14359

Warr Built Dt: 06/28/2006

Supplier RP:

Zone/Cd: 51-66040

Name: METRO CHRYSLER CENTRE

Address: 500 ADMIRAL WEINEL BLVD
COLUMBIA, IL 622361983

Phone: INACTIVE
618 281-3000

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 AIR BAG LIGHT KEEPS TURNING ON AND THERE IS A CODE FOR: LEFT FRONT IMPACT SENSOR, TECH HAS REPLACED THE SENSOR AND THE CODE KEEPS COMING BACK.

Service Action: THERE ARE NO REVISED PARTS FOR THIS CONDITION. TECH TO CHECK THE PINS AT THE SENSOR FOR LOOSE CONNECTION AND LOAD TEST THE WIRING FROM THE SENSOR BACK TO THE MODULE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613182021

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R96B500327
Model Year: 2006
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1181504377)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1925B6336)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 072507

Report#: 412613182021
Open Date: 03/12/2007
Mileage: 35666
Warr Built Dt: 07/25/2005
Supplier RP:

Zone/Cd: 32-41261
Name: CORTESE DODGE INC
Address: 2400 W HENRIETTA RD
 ROCHESTER, NY 146232324
Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	50.99	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIRBAG LIGHT ON CUSTOMER STATES AIRBAG LIGHT ON CUSTOMER STATES AIRBAG LIGHT ON

Service Comment:

Service Action: PERFORMED DIAGNOSTIC TESTS, REPLACED BOTH FRONT IMPACT SENSORS AND WIRING PACK PERFORMED DIAGNOSTIC TESTS, REPLACED BOTH FRONT IMPACT SENSORS AND WIRING PACK PERFORMED DIAGNOSTIC TESTS, REPLACED BOTH FRONT IMPACT SENSORS AND WIRING PACK

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008710088

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35R559194

Report#: SSV008710088

Zone/Cd: 71-56384

Model Year: 2005

Open Date: 03/07/2007

Name: C & V AUTO SLS & SERV INC

Make/Model: CHRYSLER

Mileage: 35823

Address: 12174 N. FRONTAGE ROAD EAST

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 06/01/2005

MOSES LAKE, WA 98837

RSYP53

Supplier RP: R1

Phone: 509 765-3461

Engine: EGH-3.8L V6 OHV Engine (Ser #:1146502548)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1475A1744)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 060102

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:AWL COMES ON AND OFF\r\nRIGHT FRONT IMPACT SENSOR INTERNAL 1\r\nSENSOR REPLACED 12-28-06, CONNECTOR HAS NOT BEEN

Service Action:NOTIFIED THERE HAVE BEEN ISSUES WITH THE IMPACT SENSOR CONNECTORS AND SO FORTH. NOTIFIED ABOUT SWAPPING OF THE CIRCUITS TO DETERMINE IF IS AT THE C2 CONNECTOR PROVIDING THE SHORT CHECKS AND CONTINUITY HAS ACTUALLY BEEN DONE. TECH PUT A CONNECTOR ON, FAULT IS ALWAYS STORED. AWL CAME ON 6 DAYS LATER\r\nRIGHT FRONT IMPACT SENSOR INTERNAL 1 12288 MINUTES \r\nAGAIN NOTIFIED OF PAST ISSUES WITH THE C2 CONNECTION AND THAT THIS WOULD NOT INDICATE A MODULE ISSUE.

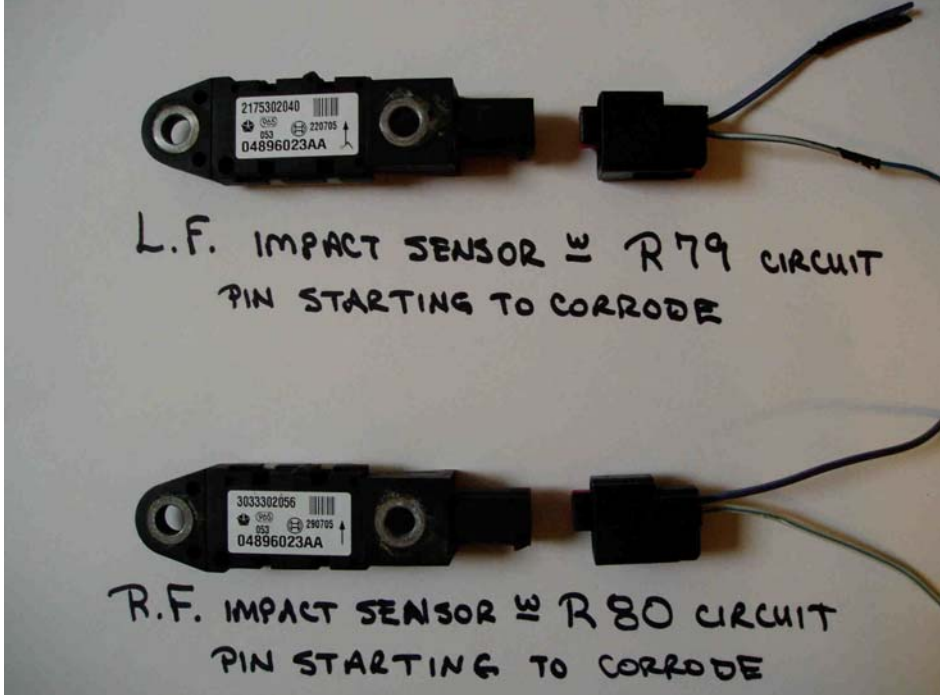
Correction:

Zone Technical Advisor Report



Issue Number: RT1668HH710701
 Zone Number: K9-Denver
 Issue Type: Non-Powertrain
 Category: Reliability
 Reported By: Huettl, Hardy R.
 Phone: 855-2571
 Created On: 03/12/2007

Images: 1



Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
RS	6R713186	24605	101709	63718	EGH 1280 5016 87	DGL K284 5B85 08	

CONCERN #1

Customer Concern:

Air bag warning lamp would come on. Initially it occurred only occasionally but as mileage accumulated it reached a point where it would come on nearly every trip once the vehicle was driven the initial 3-10 miles.

Root Cause:

Both front impact sensors developed corrosion on the sensor signal pin within the sensor connectors.

Repair Action:

Dealership found DTCs 'No LF impact sensor communication' & 'No RF impact sensor communication'. The impact sensor connections were inspected where just

Zone Technical Advisor Report



the beginning of some corrosion was found on the R79 & R80 circuit pins. Both sensors were replaced.

TSB Group: 08

Repair Successful: Y

Issue Number: RT1668HH710701
Zone Number: K9-Denver
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Huettl, Hardy R.
Phone: 855-2571
Created On: 03/12/2007

Images: 1

<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>
RS	6R713186	24605	101709	63718	EGH 1280 5016 87	DGL K284 5B85 08	

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#: SSV008974964

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15R475228

Report#: SSV008974964

Zone/Cd: 42-45192

Model Year: 2005

Open Date: 07/25/2007

Name: DOWNIE CHRYSLER JEEP DODGE

Make/Model: CHRYSLER

Mileage: 24114

Address: 2450 N MAIN ST

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 03/21/2005

NAPPANEE, IN 465509373

RSYP53

Supplier RP: R1

Phone: 574 773-7878

Engine: EGH-3.8L V6 OHV Engine (Ser #:1076501556)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0765B7935)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 032119

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: RIGHT FRONT IMPACT SENSOR INTERNAL 1\nREPLACED THE SENSOR & CONNECTOR\nSENSOR APPEARED TO BE DAMAGED\nTECH TO DO THE CORRECT

Service Action: . TECH TO DO CORRECT DIAG FOR THE RIGHT FRONT IMPACT SENSOR. TECH WAS DOING DIAG BASED ON THE RIGHT SIDE IMPACT SENSOR. \nTECH ASKED IF THERE WERE ANY OTHER TESTS, I NOTIFIED THAT DEPENDING ON THE RESULTS WOULD DETERMINE THAT. TECH COMPLAINED ABOUT HAVING TO CALL BACK, I NOTIFIED THAT IF THE 3 MINUTES OF CALL TIME IS A MAJOR ISSUE TO HAVE THE SERVICE MANAGER CALL BACK WITH ALL THE SPECIFICS AS TO WHAT IS FOUND NOT JUST YES OR NO ANSWERS. .2 AND .1 WAS WHAT THE TECH STATED WERE FOUND.... I ASKED ABOUT THE RESULTS OF THE SHORT TO VOLTAGE, GROUND AND TOGETHER... TECH DIDN T DO AND WILL CALL BACK AND HUNG UP THE PHONE. TECH STATES NO SHORT TO VOLTAGE, TOGETER OR GROUND, TRANSFERED TO BOSCH O.L. FOR TOGETHER\n700 OHMS SIGNAL WIRE ON THE SHORT TO GROUND CHECK.\nNOTIFIED THIS WOULD INDICATE A PINCHED WIRE ON THE CIRCUIT FOUND A WIRING SHORT AND REPAIRED\n0 VOLTS, O.L. SHORT TO GROUND, O.L. SHORT TOGETHER, .1 ON BOTH CIRCUITS\nNOT CLEARING CORRECTLY, TECH HAD THE SHEET IN FRONT OF HIM AND WE WENT THROUGH IT.\nNOTIFIED THE TECH IF THE FAULT RETURNS AFTER THE CORRECT CLEARING PROCEDURE TO GET THE C.C. AND MIN. INFO ON THE FAULT. RIGHT FRONT IMPACT SENSOR INTERNAL 1 - 9984 MINUTES / 0 C.C.\nNOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE RIGHT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE LEFT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL

AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE RIGHT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND - NOTHING IS TO BE PLUGGED INTO THE LEFT FRONT IMPACT SENSOR CONNECTOR CAVITY SPOTS. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS 6X S, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008974171

Vehicle Information

VIN: 2A4GP54L26R332539
Model Year: 2006
Make/Model: CHRYSLER
TOWN & COUNTRY TOURING FWD
RSYP53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1068602109)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K0766B6459)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032316

Repair Information

Report#: SSV008974171
Open Date: 07/24/2007
Mileage: 9792
Warr Built Dt: 03/23/2006
Supplier RP:

Dealer Information

Zone/Cd: 66-67679
Name: BECK CHRYSLER DODGE JEEP
Address: 256 HIGHWAY 17 NORTH
PALATKA, FL 32177
Phone: 386 328-8863

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: NO RIGHT FRONT IMPACT SENSOR COMMUNICATION

Service Action: NOTIFIED OF WIRES BEING PINCHED AND PREVIOUS ISSUE IN DECEMBER FOR THE SAME ISSUE AT ANOTHER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362818851

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R571931

Report#: 656362818851

Zone/Cd: 74-65636

Model Year: 2005

Open Date: 07/03/2007

Name: COON RAPIDS CHRYSLER JEEP, INC

Make/Model: CHRYSLER

Mileage: 28111

Address: 10541 WOODCREST DRIVE

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 06/13/2005

COON RAPIDS, MN 554333968

RSYP53

Supplier RP: FH

Phone: INACTIVE

Engine: EGH-3.8L V6 OHV Engine (Ser #:1159502027)

763 421-8000

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1595B8124)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 061305

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04896023AA	SENSOR -IMPACT	1	16.80	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES: THE VEH AIR BAG LIGHT IS COMMING ON & OFF PLEASE FIX CUST STATES: THE VEH AIR BAG LIGHT IS COMMING ON & OFF PLEASE FIX

Service Comment: CK AIRBAGS CODES NO LFT FRT IMPACT SENSOR COMM. INSPECT & CK AIRBAGS CODES NO LFT FRT IMPACT SENSOR COMM. INSPECT &

Service Action: CONNECTOR IS CORRODED. CONNECTOR IS CORRODED.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362823271

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R85B439094

Report#: 656362823271

Zone/Cd: 74-65636

Model Year: 2005

Open Date: 07/10/2007

Name: COON RAPIDS CHRYSLER JEEP, INC

Make/Model: CHRYSLER

Mileage: 27988

Address: 10541 WOODCREST DRIVE

TOWN & COUNTRY FWD

Warr Built Dt: 06/10/2005

COON RAPIDS, MN 554333968

RSYH52

Supplier RP: FH

Phone: INACTIVE

Engine: EGA-3.3L V6 OHV Engine (Ser #:1157502361)

763 421-8000

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1595B5548)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 061022

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04896023AA	SENSOR -IMPACT	1	13.58	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: AIRBAG LITE ON AIRBAG LITE ON

Service Comment: TESTED AND REPLACED FAULTY LEFT FRONT IMPACT SENSOR AND CONNECTOR TESTED AND REPLACED FAULTY LEFT FRONT IMPACT SENSOR AND CONNECTOR

Service Action:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 410980965591

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45RX5B416595

Model Year: 2005

Make/Model:
CARAVAN SXT FWD
RSKH52

Engine: EGA-3.3L V6 OHV Engine (Ser #:1138501152)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1415B7510)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 052516

Report#: 410980965591

Open Date: 07/09/2007

Mileage: 27564

Warr Built Dt: 05/25/2005

Supplier RP: FH

Zone/Cd: 51-41098

Name: DON MILLER DODGE INC

Address: 754 E WASHINGTON AVE
MADISON, WI 537032934

Phone: INACTIVE
608 258-3600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	24.78	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE AIR BAG LIGHT WILL HAS BEEN ON THIS WEEK END , OFF AT THIS CUSTOMER STATES THE AIR BAG LIGHT WILL HAS BEEN ON THIS WEEK END , OFF AT THIS

Service Comment: RIGHT FRONT SENSOR INTERNAL AND 1# FAULT - WIRING CORRODED RIGHT FRONT SENSOR INTERNAL AND 1# FAULT - WIRING CORRODED

Service Action: REPLACED RIGHT FRONT IMPACT SENSOR , ERASE FAULT , REPLACED WIRING PACKAGE REPLACED RIGHT FRONT IMPACT SENSOR , ERASE FAULT , REPLACED WIRING PACKAGE

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008927858

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L16R372565

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1122603165)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1176A3123)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 051013

Report#: SSV008927858

Open Date: 06/26/2007

Mileage: 32007

Warr Built Dt: 05/10/2006

Supplier RP:

Zone/Cd: 63-45238

Name: PARK CITIES CHRYSLER JEEP DODG

Address: 4801 LEMMON AVE
DALLAS, TX 752191417

Phone: 214 443-8900

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: NO LEFT FRONT IMPACT SENSOR COMMUNICATION\r\nVEHICLE BODY STYLE MISMATCH\r\nOCM ACTIVE DTC

Service Action: I NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE LEFT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE RIGHT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE LEFT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND - NOTHING IS TO BE PLUGGED INTO THE RIGHT FRONT IMPACT SENSOR CONNECTOR CAVITY SPOTS. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS 6X S, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. NO RIGHT FRONT IMPACT SENSOR COMMUNICATION\r\nOCM ACTIVE DTC\r\nTECH UNDERSTANDS THAT HE HAS A WIRING ISSUE AND NOT A MODULE ISSUE.....

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008929020

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R75B441385

Model Year: 2005

Make/Model: CHRYSLER
TOWN & COUNTRY FWD
RSYH52

Engine: EGA-3.3L V6 OHV Engine (Ser #:1178501298)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1825A0446)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 070607

Report#: SSV008929020

Open Date: 06/26/2007

Mileage: 14719

Warr Built Dt: 07/06/2005

Supplier RP: B1

Zone/Cd: 32-09866

Name: LEWIS GOODMAN INC

Address: 917 W GENESEE ST
SYRACUSE, NY 132042298

Phone: INACTIVE
315 422-7266

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: NO OCM MESSAGE \n\nLEFT FRONT IMPACT SENSOR INTERNAL 1 \n\nPASSENGER SEAT BELT TENSIONER CIRCUIT OPEN

Service Action: NEEDS TO CHECK IF THE OCM IS ON THE BUSS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008917482

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L06R669828

Report#: SSV008917482

Zone/Cd: 74-45257

Model Year: 2006

Open Date: 06/20/2007

Name: FURY DODGE CHRYSLER

Make/Model:

Mileage: 20265

Address: 11144 STILLWATER BLVD N

GRAND CARAVAN SXT FWD

Warr Built Dt: 10/11/2005

LAKE ELMO, MN 550424435

RSKH53

Supplier RP:

Phone: INACTIVE

Engine: EGH-3.8L V6 OHV Engine (Ser #:1266503144)

651 777-1316

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2795B6366)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 101105

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:RIGHT FRONT IMPACT SENSOR INTERNAL 1\r\nSENSOR AND CONNECTOR REPLACED\r\nTECH DIDN T NOTE RESISTANCES

Service Action:NOTIFIED I WAS GOING TO HAVE THE TECH DO SOMETHING AND TECH ASKED WHY IT IS NOT IN THE MANUAL & ETC..... TECH WAS DOING THE WRONG DIAGNOSTICS, TECH WAS DOING THE SIDE IMPACT SENSOR FAULT DIAG.\r\nSTILL MAY HAVE TECH DO A DIFFERENT TEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008901424

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L47R025338

Report#: SSV008901424

Zone/Cd: 71-42198

Model Year: 2007

Open Date: 06/11/2007

Name: BEAVERTON DODGE

Make/Model: DODGE

Mileage: 2

Address: 9570 S W CANYON ROAD

GRAND CARAVAN SXT FWD

Warr Built Dt: 04/23/2007

PORTLAND, OR 972253526

RSKH53

Supplier RP:

Phone: INACTIVE

Engine: EGH-3.8L V6 OHV Engine (Ser #:1111700799)

503 292-3545

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser

#:K1087B7800)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 042316

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:INTERNAL 2r\nLEFT & RIGHT FRONT IMPACT SENSOR INTENAL 1

Service Action:5338** S 061107 1 POR 1 0611 0501 FACING DEPOT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008905474

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L67R181288

Model Year: 2007

Make/Model: DODGE
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1318600329)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser #:K3206B7831)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 112400

Report#: SSV008905474

Open Date: 06/12/2007

Mileage: 3609

Warr Built Dt: 11/24/2006

Supplier RP:

Zone/Cd: 74-44260

Name: NORTHGLENN DODGE INC

Address: 759 W 104TH AVE
NORTHGLENN, CO 802344007

Phone: INACTIVE
303 457-4810

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: AIR BAG LIGHT ON, NO RIGHT FRONT IMPACT COMMUNICATION AND LEFT FRONT INTERNAL 1, TECH STATES FOR THE TEST FOR LEFT FRONT INTERNAL 1 FAULT, 1, ACTIVE. 2, REPLACED SENSOR, 3, REPLACE MODULE. TECH HAS VERIFIED WIRING BETWEEN THE IMPACT SENSOR AND MODULE, LEFT 512 MIN 0 IGN, RIGHT 2080 MIN 0 IGN

Service Action: ORDERED MODULE 1288*** DEN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008890492

Vehicle Information

VIN: 1D4GP25E35B307428
Model Year: 2005
Make/Model: DODGE
CARAVAN SE FWD
RSKL52
Engine: EGM-3.3L V6 OHV FFV Engine (Ser
#:1351400268)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K0185B6492)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 012408

Repair Information

Report#: SSV008890492
Open Date: 06/04/2007
Mileage: 30335
Warr Built Dt: 01/24/2005
Supplier RP: B1

Dealer Information

Zone/Cd: 66-60046
Name: ROSS CHRYSLER JEEP DODGE
Address: 2282 HIGHWAY 105 SOUTH
BOONE, NC 28607
Phone: 828 264-3626

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 AIR BAG LAMP IS ON THE IMPACT SENSOR IS CORRODED.

Service Action: THE TECH NEEDS TO REPLACE THE HARNESS TO THE IMPACT SENSOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008879788

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R96B710611

Model Year: 2006

Make/Model:
 CARAVAN SE FWD
 RSKL52

Engine: EGA-3.3L V6 OHV Engine (Ser #:1114601072)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0666A1283)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 050222

Report#: SSV008879788

Open Date: 05/29/2007

Mileage: 9026

Warr Built Dt: 05/02/2006

Supplier RP:

Zone/Cd: 42-41600

Name: EXTREME DODGE DODGE TRUCK INC

Address: 2300 SEYMOUR ROAD
 JACKSON, MI 49201

Phone: 517 783-6200

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: AIRBAG I AM RESPONDING TO A PREVIOUSLLY SENT ESCALATED CASE CASE#8870557 THE STORED CODES WERE NO LEFT FRONT IMPACT SENSOR COMMUNICATION 34048 MIN 6 ING. COUNTS, NO RIGHT FRONT IMPACT SENSOR COMMUNICATION 2304 MIN. IGN COUNTS 0. ACTIVE CODES NO RIGHT FRONT IMPACT SENSOR COMMUNICATION.

Service Action: KEVIN, THE MODULE IS NOT AT FAULT, THE CODE WAS ORIGINALY FOR THE LEFT SIDE, STAR HAD YOU PLUG THE KNOWN GOOD SIDE INTO THE LEFT SIDE WHICH YOU STATE TODAY THE LEFT SIDE IS STORED. THE RIGHT SIDE BECOMES ACTIVE BECAUSE THEIRS NOTHING PLUGGED IN. PLEASE VERIFY CONNECTOR REPAIR AND THE PINS AT BOTH THE ORC AND IMPACT SENSOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008881062

Vehicle Information

Repair Information

Dealer Information

VIN: 2A4GP54LX6R706090

Report#: SSV008881062

Zone/Cd: 74-44744

Model Year: 2006

Open Date: 05/29/2007

Name: HUGHES AUTOMOTIVE INC

Make/Model: CHRYSLER

Mileage: 26428

Address: 3006 HIGHWAY BLVD

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 10/05/2005

HIGGINSVILLE, MO 64037

RSYP53

Supplier RP:

Phone: 660 584-5000

Engine: EGH-3.8L V6 OHV Engine (Ser #:1263500842)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2765B5318)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 100517

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: AIR BAG LIGHT. LEFT FRONT CRASH SENSOR. TECH FOUND IT TO BE CORRODED.

Service Action: THE FRONT IMPACT SENSORS ARE SECURED WITH TWO SCREWS TO THE OUTBOARD SIDES OF THE RIGHT AND LEFT FRONT RAIL TIPS. ENGINEERING HAS A REPLACEMENT FOR THE RS/RG FRONT AIRBAG SENSOR (#04686957AC), THE NEW SENSOR IS #04896023AA- THE KIT WILL BE AVAILABLE ASAP. KIT: #05170520AA SENSOR #04896023AA WASHER #06102223AA SCREW #06505838AA NOTE: THE WASHERS IN THIS KIT GO UNDER THE SENSOR TO SPACE IT AWAY FROM THE CROSSMEMBER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613205761

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX6R301736

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1031600989)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0036B6540)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 021711

Report#: 412613205761

Open Date: 05/16/2007

Mileage: 14921

Warr Built Dt: 02/17/2006

Supplier RP:

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	48.86	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: AIRBAG LIGHT IS ON AIRBAG LIGHT IS ON AIRBAG LIGHT IS ON

Service Comment:

Service Action: PERFORMED DIAGNOSTIC TESTS, REPLACED BOTH FRONT IMPACT SENSORS AND WIRING CONN PERFORMED DIAGNOSTIC TESTS, REPLACED BOTH FRONT IMPACT SENSORS AND WIRING CONN PERFORMED DIAGNOSTIC TESTS, REPLACED BOTH FRONT IMPACT SENSORS AND WIRING CONN

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362783742

Vehicle Information

Repair Information

Dealer Information

VIN: 2A4GP54L06R671401

Report#: 656362783742

Zone/Cd: 74-65636

Model Year: 2006

Open Date: 05/15/2007

Name: COON RAPIDS CHRYSLER JEEP, INC

Make/Model: CHRYSLER

Mileage: 27111

Address: 10541 WOODCREST DRIVE

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 09/24/2005

COON RAPIDS, MN 554333968

RSYP53

Supplier RP:

Phone: INACTIVE

Engine: EGH-3.8L V6 OHV Engine (Ser #:1257502389)

763 421-8000

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2115B5038)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 092402

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
1CK911D5AA	HOLDER -REAR SEAT	1	60.90	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES AIRBAG LIGHT COMES ON WHILE DRIVING - PLEASE FIX. ALSO COME ON WHECUST STATES AIRBAG LIGHT COMES ON WHILE DRIVING - PLEASE FIX. ALSO COME ON WHECUST STATES: THE VEH 2ND ROW CUP HOLD ON DRIVERS SIDE IS BROKE - PLEASE FIX

Service Comment: RUNN DRB FAULT FOR LEFT IMPACT SENSOR INTERNAL FAILURE. RUNN DRB FAULT FOR LEFT IMPACT SENSOR INTERNAL FAILURE. REPLACED CUP HOLDER

Service Action: REPLACED BOTH FRT IMPACT SENSORS & WIRING. REPLACED BOTH FRT IMPACT SENSORS & WIRING.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008424831

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B85B338857

Model Year: 2005

Make/Model: DODGE
CARAVAN SE FWD
RSKL52

Engine: EDZ-2.4L 4 Cyl DOHC 16V SMPI Engine (Ser
#:6049500252)

Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K0665A0084)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 031613

Report#: SSV008424831

Open Date: 05/07/2007

Mileage: 12247

Warr Built Dt: 03/16/2005

Supplier RP: B1

Zone/Cd: 63-43939

Name: RAY BRANDT DODGE CHRYSLER JEEP

Address: 1660 WESTBANK EXPY
HARVEY, LA 700584324

Phone: 504 363-1963
504 363-1999

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: NO LEFT FRONT IMPACT SENSOR COMMUNICATION\r\n\r\nBEEN IN SEVERAL TIMES\r\n\r\n1ST TIME - TSB DID IMPACT SENSOR AND CONNECTORS\r\n\r\n.002 TO .003 CONTINUITY CHECK\r\n\r\nI ASKED WHAT HIS READINGS WERE ON THE SHORT TO GROUND (TECH HAD NO IDEA OF WHAT I WAS TALKING ABOUT) TECH HAD NO INFORMATION ON THIS. I RESTATED WHAT HE SAID ABOUT DOING THE WIRING CHECKS. I STATED THAT THE SHORT TO GROUND CHECK SHOULD BE DONE BECAUSE IT IS A DIFFERENT TYPE OF CHECK ON A WIRE THAN JUST A CONTINUITY CHECK. TECH STILL DIDN T UNDERSTAND. I NOTIFIED THE TECH THIS CHECK SHOULD HAVE BEEN DONE PER THE DIAG.

Service Action: THE ONLY THING THE TECH SAID WAS I WILL HAVE THE SHOP FOREMAN CALL ... I ASKED WHY THE SHOP FOREMAN NEEDED TO CALL AND BY THEN THE TECH JUST HUNG UP! VEHICLE BODY STYLE MISMATCH - STORED\r\n\r\nTECH STATED THE NO LEFT FRONT IMPACT SENSOR COMMUNICATION IS ACTIVE NOW.\r\n\r\nI NOTIFIED THAT DO TO THE PAST CALL THAT INFORMATION WAS LACKING AND NO ORC WAS ORDERED. I NOTIFIED THAT WITH THIS BEING INTERMITTENT AS IT HAS BEEN TELLS ME THE ISSUE IS WITH

A CONNECTION OR WIRING. GREG STATED HE WENT AND DID THE DIAG HIMSELF. I NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE LEFT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE RIGHT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE LEFT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS 6X S, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613201271

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L46R528715

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1220501631)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2255B6430)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081701

Report#: 412613201271

Open Date: 05/03/2007

Mileage: 22545

Warr Built Dt: 08/17/2005

Supplier RP:

Zone/Cd: 32-41261

Name: CORTESE DODGE INC

Address: 2400 W HENRIETTA RD
ROCHESTER, NY 146232324

Phone: 585 424-3000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	48.86	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES AIR BAG LIGHT COMES ON WHILE DRIIVNG CUSTOMER STATES AIR BAG LIGHT COMES ON WHILE DRIIVNG CUSTOMER STATES AIR BAG LIGHT COMES ON WHILE DRIIVNG

Service Comment:

Service Action: TEST AND REPLACED FRONT IMPACT SENSORS AND CONNECTOR PACKAGE RESET SYSTEM TEST AND REPLACED FRONT IMPACT SENSORS AND CONNECTOR PACKAGE RESET SYSTEM TEST AND REPLACED FRONT IMPACT SENSORS AND CONNECTOR PACKAGE RESET SYSTEM

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008842932

Vehicle Information

VIN: 1D4GP25B75B429165
Model Year: 2005
Make/Model: DODGE
CARAVAN SE FWD
RSKL52
Engine: EDZ-2.4L 4 Cyl DOHC 16V SMPI Engine (Ser
#:6164500679)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K1665A0120)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062007

Repair Information

Report#: SSV008842932
Open Date: 05/04/2007
Mileage: 11083
Warr Built Dt: 06/20/2005
Supplier RP: B1

Dealer Information

Zone/Cd: 66-44615
Name: AUGUSTA DODGE INC
Address: 1886 GORDON HIGHWAY
AUGUSTA, GA 309045658
Phone: INACTIVE
706 736-8414

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 AIR BAG LIGHT ON, NO LEFT FRONT IMPACT SENSOR COMMUNICATION. SENSOR HAS BEEN REPLACED AND CONCERN IS INTERMIT

Service Action: ADVISED TO REPLACE THE PIGTAIL CONNECTOR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008824514

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L95R598425

Model Year: 2005

Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RSYS53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1187503723)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1875B6756)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 070708

Report#: SSV008824514

Open Date: 04/27/2007

Mileage: 21157

Warr Built Dt: 07/07/2005

Supplier RP: R1

Zone/Cd: 42-64123

Name: DANVILLE CHRYSLER-DODGE-JEEP I

Address: 173 S COUNTY ROAD 525 E
AVON, IN 461239058

Phone: 317 745-5809

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 FRONT IMPACT SENSOR INTERNAL 1\nSENSOR AND CONNECTOR REPLACED\nTECH STATES DID THE DIAG

Service Action:I ASKED JASON TO RECHECK, JASON CAME BACK TO THE PHONE AND STATED THE FAULT CLEARED. I NOTIFIED JASON ABOUT THE PROPER CLEARING PROCEDURE AND TIME FRAMES THAT ARE CRUCIAL TO IMPACT SENSOR FAULTS BEING CLEARD, ALONG WITH OTHER ISSUES THAT SURROUND THE 05- 06 RS FRONT IMPACT SENSOR ISSUES. NOTIFIED THE CLEARING PROCEDURE MUST BE FOLLOWED BECAUSE THE FAULTS ARE \ LATCHED\ AND REQUIRE MORE THAN JUST USING THE DRB IN PRESSING CLEAR CODES, AND NOTIFIED NOT TO EXPECT THE FAULT TO CLEAR ON A BATTERY DISCONNECT OR ORC DISCONNECT.I NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE RIGHT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE LEFT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE RIGHT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10

SECOND INTERVALS, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. TECH STATES HE HAS THE FOLLOWING FAULTS RIGHT FRONT IMPACT SENSOR INTERNAL 1, NO RIGHT FRONT IMPACT SENSOR COMMUNICATION, NO OCM MESSAGE, PASSANGER AIRG ON- OFF INDICATOR OPEN.\r\nTECH DOES NOT HAVE A NO LEFT FRONT IMPACT SENSOR COMM. I NOTIFIED WITH NOTHING PLUGGED IN IT WOULD HAVE TO SHOW UP. I NOTIFIED BY THE FACT THAT SINCE THERE IS NO LEFT FRONT IMPACT SENSOR FAULT IT TELLS ME THE CIRCUIT IS STILL PLUGGED IN. JASON STATED HE WOULD HAVE THE SHOP FOREMAN CALL BACK..... RIGHT FRONT IMPACT SENSOR INTERNAL 1 - 32 MINUTES / 254 C.C.\r\nPASSANGER AIRG ON- OFF INDICATOR OPEN - ACTIVE - UNPLUGGED\r\nNO RIGHT SIDE 3 COMM. -\r\nSHAWN SHOP FOREMAN CAME ON AND I EXPLAINED WHAT TOOK PLACE. PROVIDING ALL OF THE OTHER CHECKS WERE DONE AND DONE CORRECTLY THAT THE ISSUE WOULD MORE THAN LIKELY POINT TO THE C2 TERMINALS THAT ARE HANGING FREE ON THE LEFT / RIGHT FRONT IMPACT SENSOR CIRCUIT SENSOR, OR SENSOR CONNECTOR. TECH STATES THAT HE HAS DIAGNOSED AS A BAD CONTROLLER WITH THE HELP OF AN INSTRUCTOR, TRANSFERED TO THE RESTRICTION GROUP. BOB CUNNINGHAM, KEVIN BURETT INSTRUCTORS CINCINATTI TRAINING CENTER\r\nI VERIFIED WITH TECH THAT THE CYCLE COUNTS WERE NOT DISCUSSED BY THE INSTRUCTORS. I NOTIFIED AGAIN THAT THE FAULT\r\nWILL SHOW IN BOTH THE ACTIVE AND STORED. JASON STATED HE HAD THE SIMULATED CIRUIT HE MADE WHICH WAS A 6\ PIECE OF HARNESS, A SENSOR AND HAD IT PLUGGED IN WITH NEW TERMINALS THE C2 CONNECTOR. I HAD JASON RETURN TO THE VEHICLE AND CYCLE THE KEY 5-6X S. JASON HAD COME BACK AND STATED THE FAULT WAS ONLY IN THE ACTIVE SIDE, I NOTIFIED THAT THE CYCLE COUNT - MINUTE INFORMATION IS ONLY FOUND IN THE STORED SIDE. I NOTIFIED THE FAULT MESSAGE IS ALSO THERE TO BE ABLE TO BE SEEN JUST LIKE LAST TIME, WHEN HE GAVE THE READING OF 32 MINUTES / 254 COUNTS. THIS INFORMATION WILL NOT BE SHOWN / SEEN ON THE ACTIVE SIDE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6B586264606AI58

Vehicle Information

VIN: 1D4GP24R46B586264
Model Year: 2006
Make/Model: DODGE
GRAND CARAVAN SE FWD
RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1301501400)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K3045B5311)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 110321

Repair Information

Report#: 6B586264606AI58
Open Date: 06/12/2006
Mileage: 14200
Warr Built Dt: 11/03/2005
Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028
Name: CHRYSLER CORPORATION
Address: 800 CHRYSLER DRIVE
AUBURN HILLS, MI 48326-2757
Phone:

Service Narrative Information

Evaluator's Comment: 158 Electrical & Accessories, Gauges/warning lights not working properly. AIRBAG WARNING LIGHT IN INSTRUMENT CLUSTER WILL COME ON / OFF RANDOMLY.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008297040

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L36R79353

Report#: SSV008297040

Zone/Cd: 42-68892

Model Year: 2006

Open Date: 06/07/2006

Name: KAHLO JEEP-CHRY-DODGE OF

Make/Model:

Mileage: 1615

Address: 7984 US 40 WEST

GRAND CARAVAN SXT FWD

Warr Built Dt: 02/06/2006

KNIGHTSTOWN, IN 46148

RSKH53

Supplier RP:

Phone: INACTIVE

Engine: EGH-3.8L V6 OHV Engine (Ser #:1010601947)

765 345-5731

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0106B7793)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 020613

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: NO LEFT FRONT IMPACT SENSOR COMMUNICATION \r\nVEHICLE IS THERE \r\nREPLACED THE SENSOR

Service Action: TECH NOT CLEARING CORRECTLY, NOTIFIED HOW TO CORRECTLY AND CYCLE KEY 3X S GET C.C. AND MIN INFO TO IF RETURNS HAD TO GIVE INSTRUCTIONS AGAIN ON WHAT TO DO. TO T3123TP NO LEFT FRONT IMPACT SENSOR COMMUNICATION - 0 C.C. / 3328 MIN. \r\nI NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE LEFT FRONT IMPACT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING . THEN GO TO THE RIGHT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE LEFT FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. RECONNECT THE CONNECTOR TO THE ACM, RECONNECT THE BATTERY. THEN CYCLE THE IGNITION ON/OFF IN 10 SECOND INTERVALS, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. WAYNE CALLED BACK FOR JOHN ARMSTRONG AND I HAD TO REPEAT THE INFO NEEDED. NOTIFIED NEED THE RESISTANCE FOUND IN THE SHORT TO GROUND CHECK AND END TO END CHECK. AFTER SWAPPING TECH REPORTED \r\nNO LEFT FRONT IMPACT

SENSOR COMMUNICATION - CLEARED BY THE TECH\r\n\r\nNO RIGHT FRONT IMPACT SENSOR COMMUNICATION - 1536 MINUTES / 0 C.C.\r\n\r\nNOTIFIED PUT THE C2 CONNECTOR BACK THE WAY IT WAS. CYCLE THE KEY MAKE SURE THE NO LEFT FRONT IMPACT SENSOR COMMUNICATION COMES BACK WITH 0 COUNTS. ONCE THIS HAPPENS GO TO THE C200 AND DO THE SAME TERMINAL SWAP TO SEE WHAT HAPPENS TO THE FAULTS. I NOTIFIED THE TECH IF THE FAULT CHANGES AGAIN AND A NO RIGHT FRONT IMPACT SENSOR COMMUNICATION FAULT COMES BACK WITH A 0 C.C. THE ISSUE IS IN THE HARNESS IN THE ENGINE COMPARTMENT, IF THE FAULT STAYS THE SAME THE ISSUE IS INSIDE THE VEHICLE ON THAT HARNESS.\r\n\r\nTECH TO CALL BACK WITH INFO. NOW NO LEFT FRONT IMPACT SENSOR COMMUNICATION 3328 MINUTES 0\r\n\r\n2304 MINUTES 0\r\n\r\nNOTIFIED ISSUE WOULD POINT TO THE HARNESS INSIDE THE VEHICLE TECH STATES THIS IS THE I/P HARNESS PER CHRYSLER TRACEABILITY - 04869873AA WI3215K6039 IS THE I/P HARNESS TECH STATED AT THE C200 ON THE I/P SIDE OF THE HARNESS HE PULLED THE TERMINALS AND LET THEM HANG, THEN WENT TO THE RIGHT IMPACT CIRCUIT AND PUT THEM IN THE LEFT IMPACT CIRCUIT SPOTS OF THE CONNECTOR.\r\n\r\nI NOTIFIED THAT CHANGES THE RESULT OF THE INFORMATION GIVEN PREVIOUSLY. TECH REPORTED THEN \r\n\r\nNOW NO LEFT FRONT IMPACT SENSOR COMMUNICATION 3328 MINUTES 0 AND THE RIGHT FRONT IMPACT CIRCUIT 2304 MINUTES 0. I NOTIFIED THIS WOULD MAKE SENSE FOR IT TO BE A PROBLEM THEM ON THE ENGINE HARNESS SIDE OF THE CIRCUIT. I REEXPLAINED THAT WE HAD ALREADY DONE A SWAP THE C2 CONNECTOR AND THE LEFT CLEARED AND THE RIGHT CAME UP, LETTING US KNOW THE MODULE WAS GOOD, BUT A PROBLEM EXISTED ON THE LEFT CIRCUIT. THE SWAP DONE THE C200 ON THE I/P SIDE WOULD INDICATE A ENGINE HARNESS ISSUE, BECAUSE THE I/P SIDE OF THE RIGHT IMPACT SENSOR WAS USED (ALREADY PROVEN GOOD) AND THE FAULT STAYED AND THE COUNT WAS 0. TECH STATED HE WOULD GO BACK & DO THE SWAP FROM THE ENGINE HARNESS SIDE TO MAKE SURE. I WENT BACK THROUGH ALL THIS MAKING SURE I UNDERSTOOD WHAT THE TECH SAID HE DID AND WHAT THE FINDINGS NOW MEAN 2 X S.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362537641

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R75R490699

Report#: 656362537641

Zone/Cd: 74-65636

Model Year: 2005

Open Date: 06/06/2006

Name: COON RAPIDS CHRYSLER JEEP, INC

Make/Model: CHRYSLER

Mileage: 18516

Address: 10541 WOODCREST DRIVE

TOWN & COUNTRY LX FWD

Warr Built Dt: 03/19/2005

COON RAPIDS, MN 554333968

RSYH53

Supplier RP: FH

Phone: INACTIVE

Engine: EGA-3.3L V6 OHV Engine (Ser #:1070502454)

763 421-8000

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0745B5519)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 031917

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AB	SENSOR -IMPACT	1	47.46	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE AIR BAG LIGHT IS ON, PLEASE ADVISE CUSTOMER STATES THE AIR BAG LIGHT IS ON, PLEASE ADVISE

Service Comment: DRB TESTED AND FOUND NO COMMUNICATION FROM LEFT IMPACT SENSOR CODE. DRB TESTED AND FOUND NO COMMUNICATION FROM LEFT IMPACT SENSOR CODE.

Service Action: REPLACED BOTH FRONT IMPACT SENSORS AND CONNECTORS. REPLACED BOTH FRONT IMPACT SENSORS AND CONNECTORS.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008314338

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L76R603664

Model Year: 2006

Make/Model:
GRAND CARAVAN SXT FWD
RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1182500186)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2025B5663)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 072817

Report#: SSV008314338

Open Date: 06/06/2006

Mileage: 25953

Warr Built Dt: 07/28/2005

Supplier RP:

Zone/Cd: 63-60037

Name: LAKE COUNTRY CHRYSLER-DODGE-JE

Address: 1711 W SHAWNEE STREET
MUSKOGEE, OK 744012288

Phone: INACTIVE
918 684-9900

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: AIRBAG LIGHT IS ON. THE OCM IS UNDETERMINE, BTS SHORT TO GROUND. THE BELT TENSIONER HAS BEEN REPLACED. THE OCM HAS BEEN REPLACED AND HAS BEEN REPROGRAMMED. THE CODES WAS ERASED. NO SCM, ABS, TCM, ORC, PCM BUS. IN THE BCM MIDLINE, FCM MESSAGE NOT RECEIVED. THESE ARE CURRENTLY STORED CODES.

Service Action: THE DLR NEEDS TO DUPLICATE AND CHECK THE CONNECTIONS AT THE FCM/IPM. ALSO TRY UNPLUGGING MODULES OFF THE BUS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6R711566606AI93

Vehicle Information

VIN: 2D8GP44L16R11566

Model Year: 2006

Make/Model:

GRAND CARAVAN SXT FWD

RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1278500156)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2845B7988)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 101702

Repair Information

Report#: 6R711566606AI93

Open Date: 06/06/2006

Mileage: 11200

Warr Built Dt: 10/17/2005

Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028

Name: CHRYSLER CORPORATION

Address: 800 CHRYSLER DRIVE

AUBURN HILLS, MI 48326-2757

Phone:

Service Narrative Information

Evaluator's Comment: I93 Electrical & Accessories, Other electrical and/or accessory troubles. AIRBAG WARNING LIGHT STAYS ON. VEHICLE TAKEN INTO REPAIR ON 5-23.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6R693982605AI93

Vehicle Information

VIN: 2D4GP44L96R93982
Model Year: 2006
Make/Model:
GRAND CARAVAN SXT FWD
RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1265503125)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2785B6286)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 100714

Repair Information

Report#: 6R693982605AI93
Open Date: 05/30/2006
Mileage: 14000
Warr Built Dt: 10/07/2005
Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028
Name: CHRYSLER CORPORATION
Address: 800 CHRYSLER DRIVE
AUBURN HILLS, MI 48326-2757
Phone:

Service Narrative Information

Evaluator's Comment: I93 Electrical & Accessories, Other electrical and/or accessory troubles. THE CLUSTER AIR-BAG WARNING LIGHT STARTED COMING ON LAST WEEK ON VACATION. NEED TO SCHEDULE SERVICE.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 6R730794605AI93

Vehicle Information

VIN: 2A4GP44R36R730794

Model Year: 2006

Make/Model:

TOWN & COUNTRY LX FWD

RSYH53

Engine: EGA-3.3L V6 OHV Engine (Ser #:1293501444)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3055A3178)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 110714

Repair Information

Report#: 6R730794605AI93

Open Date: 05/17/2006

Mileage: 9197

Warr Built Dt: 11/07/2005

Supplier RP:

Dealer Information

Zone/Cd: ZZ-19028

Name: CHRYSLER CORPORATION

Address: 800 CHRYSLER DRIVE

AUBURN HILLS, MI 48326-2757

Phone:

Service Narrative Information

Evaluator's Comment: I93 Electrical & Accessories, Other electrical and/or accessory troubles. AIRBAG LIGHT KEEPS INTERMITTENTLY GOING ON AND OFF

Service Action:

Correction: