

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008244330

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L15R [REDACTED]

**Model Year:** 2005

**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1131501382)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K1335B7834)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 051617

**Report#:** SSV008244330

**Open Date:** 05/26/2006

**Mileage:** 28790

**Warr Built Dt:** 05/16/2005

**Supplier RP:** R1

**Zone/Cd:** 51-44653

**Name:** MONKEN DODGE CHRYSLER JEEP

**Address:** 1739 W MCCORD  
CENTRALIA, IL 628015809

**Phone:** 618 545-5100

### 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:** NO RIGHT FRONT IMPACT SENSOR COMMUNICATION \r\nSENSOR REPLACED ONLY. DIAG DONE A MONTH AGO.

**Service Action:** NOTIFIED GET THE VEHICLE BACK IN, GET THE C.C. AND MIN. INFO. (FOR STARTERS) NO RIGHT FRONT IMPACT SENSOR COMMUNICATION - 17920 MINUTES / 0\r\n 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 - 19200 MINUTES / 3 C.C.\r\nNO LEFT FRONT IMPACT SENSOR COMMUNICATION - 1280 MINUTES / 0 C.C.\r\nI NOTIFIED HE HAS A CIRCUIT ISSUE NOT A MODULE ISSUE. TECH STATED \ THATS FINE I LL JUST RUN NEW WIRES\ TECH STATES NO SHORT TO GROUND, .2 END TO END ON BOTH CIRCUITS. NOTIFIED THE ISSUE MAY BE AT THE TERMINALS JUST PULLED OUT. I CAUTIONED THE TECH THAT RUNNING NEW WIRES IS NOT THE CORRECT FIX, AND THAT IF THE TERMINALS ARE NOT A REPLACEABLE ITEM A HARNESS WOULD NEED TO BE REPLACED. YESTERDAY THE HARNESS WAS REPLACED, THIS MORNING HE TURNED THE VEHICLE\r\nMAIN BODY HARNESS REPLACED 4868843AC NOW HAS 2 FAULTS DRIVERS SEAT SWITCH SHORT TO GROUND & \r\nDRIVERS SEAT SWITCH CIRCUIT OPEN\r\nTECH INSTALLED A DRIVERS

SEAT BELT BUCKLE WP151D5AF SAID FAULTS STILL THERE.\r\nTECH DECIDED TO SWAP TERMINALS FROM PASSENGER SIDE AND SAID FAULT WAS STILL THERE.\r\nTECH WAS NOT CLEARING FAULTS CORRECTLY. CHECKED QNA NO PARTS BUILD OUT.\r\n\*\*\*\*\* TECH CALLED BACK STATED THE FOLLOWING\r\nDRIVERS SEAT SWITCH SHORT TO GROUND - 59393 MINUTES / 0 C.C.\r\nDRIVERS SEAT SWITCH CIRCUIT OPEN - 59137 MINUTES / 0 C.C.\r\n04606927AC MD129535893 8524\*\* S 052606 1 STL 1 0526 0600 B/O

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008256984

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D8GP44L25R [REDACTED]

**Model Year:** 2005

**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1137502198)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K1375B5597)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 052301

**Report#:** SSV008256984

**Open Date:** 04/28/2006

**Mileage:** 6820

**Warr Built Dt:** 05/23/2005

**Supplier RP:** R1

**Zone/Cd:** 42-66262

**Name:** SUBURBAN CHRYSLER JEEP DODGE

**Address:** 24315 HAGGERTY  
NOVI, MI 48375

**Phone:** 248 476-7900

### 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 LEFT SIDE STATUS SIDE IMPAST SENSOR 3 COMM - ACTIVE,

**Service Action:** RECOMEND PERFORM TEST PER DIAG SECTION IN TECH CONNECT

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008247344

### 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 #:1264501472)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K2775B7500)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 100615

**Report#:** SSV008247344

**Open Date:** 04/26/2006

**Mileage:** 4408

**Warr Built Dt:** 10/06/2005

**Supplier RP:**

**Zone/Cd:** 51-36277

**Name:** LARRY ROESCH CHRYSLER-JEEP-DOD

**Address:** 200 W GRAND AVE  
ELMHURST, IL 601261136

**Phone:** 630 834-8000

### 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:** NO LEFT FRONT IMPACT SENSOR COMMUNICATION. REPLACED BOTH SENSORS AND CONNECTORS 3 MONTHS AGO. WAS ACTIVE LAST TIME, NOW IT IS STORED AGAIN. NO SHORT TO VOLTAGE, NO SHORT TO GROUND - OPEN, NO SHORT TOGETHER - OPEN, END TO END .8 & .9 ON THE ONE AND .6 TO .7 OHMS

**Service Action:** EXPLAINED THE MODULE AND HOW IT READS AND LOOK AT GOLD PLATTING AND TERMINALS IN THE C2 CONNECTOR NOT FITTING CORRECTLY. TECH STILL CAN NOT FIND A ISSUE, TECH WAS TALKING ABOUT BY PASSING THE C200 TO SEE IF ANYTHING CAN BE DETERMINED. I HAD NOTIFIED IF FAULT IS ACTIVE AGAIN TO CALL ME BEFORE TAKING ANYTHING APART. DLR HAS REPLACED BOTH SENSORS... SAME CONDITION WHEN THE VEHICLE CAME BACK.. DLR WAS ASKED FOR THE PART NUMBER - TECH DOES NOT HAVE THESE HANDY -- PART NUMBERS NEED TO BE VERIFIED.. INTERMITTENT CODE. DLR UPSET THAT I WOULD NOT HOLD.. DLR TO GET ALL THE DATA TO RESOLVE. P/N 05175978AA IS FOR VEHICLES BUILT AFTER MAY 24, 2004. BOTH WILL NEED THE CONNECTOR PACKAGE (P/N 05175788AA). TECH TO CHECK HIGH RESISTANCE IN WIRING , POSSIBLE REPLACE WIRE FOR TESTING

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Lease Car Evaluations Report#: 6B569980604AI58

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1A4GP45R96B [REDACTED]

**Report#:** 6B569980604AI58

**Zone/Cd:** ZZ-19028

**Model Year:** 2006

**Open Date:** 04/29/2006

**Name:** CHRYSLER CORPORATION

**Make/Model:** CHRYSLER

**Mileage:** 9300

**Address:** 800 CHRYSLER DRIVE

TOWN & COUNTRY FWD

**Warr Built Dt:** 10/17/2005

AUBURN HILLS, MI 48326-2757

RSYH52

**Supplier RP:**

**Phone:**

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1280501038)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser

#:K2865A2892)

**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH

**MDH:** 101719

### Service Narrative Information

**Evaluator's Comment:** 158 Electrical & Accessories, Gauges/warning lights not working properly. AIR BAG LIGHT CAME ON OVER THE WEEK-END BUT RESET, I BELIEVE THIS IS A KNOWN PROBLEM WITH THE IMPACT SENSORS. THE LIGHT LIT AFTER PASSING ANOTHER VEHICLE DUE TO WIND SHEAR.

**Service Action:**

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008242813

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D4GP45R26B [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
 CARAVAN SXT FWD  
 RSKH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1249500625)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K2535B7097)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 091223

**Report#:** SSV008242813  
**Open Date:** 04/20/2006  
**Mileage:** 154  
**Warr Built Dt:** 09/12/2005  
**Supplier RP:**

**Zone/Cd:** 32-41985  
**Name:** DUROCHER AUTO SALES INC  
**Address:** 4651 ROUTE 9  
 PLATTSBURGH, NY 129016032  
**Phone:** 518 563-3587

### 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:** ORIGINALLY LOSS OF COMM WITH FRONT IMPACT SENSORS  
 REPLACED BOTH SENSORS AND CONNECTORS  
 DID A LOAD TEST ON THE WIRES WITH A HD LMP BULB AND CHECKED OUT GOOD

**Service Action:** NOTIFIED RANDY THE TECH PLUG EVERYTHING BACK IN, CYCLE THE IGNITION 3X S THE GET THE C.C. AND MIN. INFO ON BOTH FAULTS. NO RIGHT FRONT IMPACT SENSOR COMMUNICATION - 4 C.C. / 2816 MINUTES  
 NO LEFT FRONT IMPACT SENSOR COMMUNICATION - 0 C.C. / 16897 MINUTES  
 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.

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008234686

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D4GP25B35B [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 CARAVAN SE FWD  
 RSKL52  
**Engine:** EDZ-2.4L 4 Cyl DOHC 16V SMPI Engine (Ser  
 #:6019500707)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0385A1998)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 021819

**Report#:** SSV008234686  
**Open Date:** 04/13/2006  
**Mileage:** 58273  
**Warr Built Dt:** 02/18/2005  
**Supplier RP:** B1

**Zone/Cd:** 74-38356  
**Name:** PERKINS MOTOR COMPANY INC  
**Address:** 1205 MOTOR CITY DR  
 COLORADO SPRINGS, CO 809057314  
**Phone:** 719 475-2330

### 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\nNO LEFT FRONT IMPACT SENSOR COMMUNICATION\r\nTECH REPLACED THE SENSOR AND CONNECTOR

**Service Action:** TECH NOT CLEARING CORRECTLY\r\nNOTIFIED PLUG EVERYTHING BACK IN, CYCLE THE IGNITION 3X S THE GET THE C.C. AND MIN. INFO, THEN TRY AND CLEAR PROPERLY AS I ADVISED. IF RETURNS TECH WILL CALL BACK TECH DID AS REQUESTED AND CALLED BACK WITH 0 C.C. / 3072 MINUTES ON THE NO LEFT FRONT IMPACT SENSOR COMMUNICATION FAULT.\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. JOHN CALLED BACK STATED THAT ISSUE IS IN THE FEMALE TERMINALS. HE IS ONLY GETTING THE RIGHT FRONT IMPACT ISSUE NOW BECAUSE NOTHING IS PLUGGED IN.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008223847

### Vehicle Information

**VIN:** 1D4GP25R35B [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 CARAVAN SE FWD  
 RSKL52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1006501268)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K0285B7587)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 020114

### Repair Information

**Report#:** SSV008223847  
**Open Date:** 04/06/2006  
**Mileage:** 17646  
**Warr Built Dt:** 02/01/2005  
**Supplier RP:** B1

### Dealer Information

**Zone/Cd:** 35-42678  
**Name:** BARRETT DODGE CHRYSLER JEEP  
**Address:** 10419 OLD OCEAN CITY BLVD  
 BERLIN, MD 21811  
**Phone:** 410 641-0444

### 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:** ACCIDENT VEHICLE AIRBAG DEPLOYED \r\n NO RIGHT FRONT IMPACT SENSOR COMMUNICATION  
**Service Action:** 0798\*\* S 040606 1 NWK 1 0406 0501 FACING DEPOT  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Lease Car Evaluations Report#: 6R733424602AI93

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2A4GP54L56R [REDACTED]

**Report#:** 6R733424602AI93

**Zone/Cd:** ZZ-19028

**Model Year:** 2006

**Open Date:** 02/28/2006

**Name:** CHRYSLER CORPORATION

**Make/Model:** CHRYSLER

**Mileage:** 6500

**Address:** 800 CHRYSLER DRIVE

TOWN & COUNTRY TOURING FWD

**Warr Built Dt:** 11/02/2005

AUBURN HILLS, MI 48326-2757

RSYP53

**Supplier RP:**

**Phone:**

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1300500047)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser

#:K3015B5311)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 110210

### Service Narrative Information

**Evaluator's Comment:** I93 Electrical & Accessories, Other electrical and/or accessory troubles. GROUP=I, TYPE=93 AIRBAG LIGHT COMES ON INTERMITTENTLY.

**Service Action:**

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008185645

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D4GP45R05B [REDACTED]

**Model Year:** 2005

**Make/Model:**  
 CARAVAN SXT FWD  
 RSKH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1113501298)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K1175B6671)

**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH

**MDH:** 042901

**Report#:** SSV008185645

**Open Date:** 03/14/2006

**Mileage:** 26153

**Warr Built Dt:** 04/29/2005

**Supplier RP:** B1

**Zone/Cd:** 66-68275

**Name:** ROYSTON CHRY-PLYM-DODGE-JEEP I

**Address:** 910 WEST MORRIS BLVD  
 MORRISTOWN, TN 37813

**Phone:** 423 587-2000

### 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. TECH STATED CAN SEE THE PIN IN ORC FOR THIS CIRCUIT IS PARTIALLY BROKEN, AND WOULDN T TAKE MUCH FOR IT TO BREAK COMPLETELY OFF.

**Service Action:** 3084\*\* E 031406 1 ATL 1 0314 0501 FACING DEPOT \r\n04606927AC MD112543322 PER TRACEABILITY

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008181893

### Vehicle Information

**VIN:** 2D4GP44L26R [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1221501608)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K2245B7749)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 082019

### Repair Information

**Report#:** SSV008181893  
**Open Date:** 03/10/2006  
**Mileage:** 7988  
**Warr Built Dt:** 08/20/2005  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 51-64602  
**Name:** BELVIDERE MOTORS INC  
**Address:** 1201 NORTH STATE STREET  
BELVIDERE, IL 61008  
**Phone:** INACTIVE  
815 544-0341

### 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 - CODES - ACCELROMETER ONE CODE..

**Service Action:** DLR TO REPLACE THE ORC.. WHEN THE DLR CALLS ABOUT THIS PART - BRING THE CASE TO FRED V. HE WILL ORDER- PART NUMBER IS 04896056AC ORDERED PART. PART ORDERED.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008128665

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2C8GP64L95R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY LIMITED FWD  
 RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1035502261)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0435B7741)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 021610

**Report#:** SSV008128665  
**Open Date:** 02/22/2006  
**Mileage:** 12814  
**Warr Built Dt:** 02/16/2005  
**Supplier RP:** R1

**Zone/Cd:** 35-62346  
**Name:** BRUBAKER CHRYSLER-JEEP  
**Address:** 1020-60 LITITZ PIKE  
 LANCASTER, PA 17601  
**Phone:** 717 299-6541

### 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 2 COMMUNICATION\r\nSWAPPED SENSORS

**Service Action:** NOTIFIED CYCLE THE IGNITION 3X S THE GET THE C.C. AND MIN. INFO 0 C.C. ON THE LEFT SIDE AND IS GETTING 7-8 ON THE RIGHT SIDE AFTER THE SWAPPING OF SENSORS.\r\nI NOTIFIED TECH TO GO TO THE C1 CONNECTOR AND PULL THE LEFT SIDE IMPACT SENSOR 2 TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM, AND DO NOT PLUG INTO ANYTHING. THEN GO TO THE RIGHT SIDE IMPACT SENSOR 1 TERMINALS AND REMOVE THE SIGNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE LEFT SIDE SENSOR 2 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 3X S, THEN RECHECK & NOTE FOR ALL FAULTS AND NOTE THE IGNITION COUNTS & MINUTES. NO RIGHT SIDE IMPACT SENSOR 2 COMMUNICATION - 9 MINUTES / 0 COUNTS\r\nNO LEFT SIDE IMPACT SENSOR 2 COMMUNICATION - 254 MINUTES / 5 COUNTS\r\nNOTIFIED THE AFFIRMS THE ORC IS GOOD AND NOT AT FAULT AND THE ISSUE IS STILL PRESENT ON THE CIRCUIT IN A CONNECTOR / TERMINAL CAPACITY OR IN

THE SENSOR POSSIBLY. JIM STATING HIS 1ST TECH MAY NOT HAVE DONE DIAG CORRECT. I EXPLAINED WHAT WE DID, WHAT I HAD HIM DO AND WHAT THE RESULTS SHOWED. I NOTIFIED I WOULD FIRST HAVE THIS DIFFERENT TECH MAKE SURE WIRES WERE PUT BACK WHERE THEY WERE SUPPOSED TO BE, AND THEN GET THE C.C. AND MIN. INFO AGAIN. JIM STATED THEY WERE GOING TO GO BACK OVER THE DIAG AND GO FROM THERE, MAY CALL BACK. JIM CALLED BACK STATING THE FIRST TECH TOLD HIM HE DIDN T DO WHAT I ORIGINALLY ASKED AND ONLY SWAPPED SENSORS FROM SIDE TO SIDE. NOTIFIED THE RESULTS ARE THE SAME. I RE-EXPLAINED AGAIN IN STEP BY STEP DETAIL AS WHAT HAPPENED AND TOOK PLACE AND NOTIFIED JIM AGAIN PER THE TECHNICIANS REPORT THE ORC IS WORKING AS IT SHOULD AND THERE IS A CONTINUING ISSUE WITH THE LEFT SIDE IMPACT SENSOR 2 CIRCUIT AND THE ISSUE IS POINTING TO A CONNECTIVITY PROBLEM.

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008144085

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2A8GP54L16R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY TOURING FWD  
 RSYF53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1214500198)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K2175B5604)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 081100

**Report#:** SSV008144085  
**Open Date:** 02/21/2006  
**Mileage:** 335  
**Warr Built Dt:** 08/11/2005  
**Supplier RP:**

**Zone/Cd:** 66-66933  
**Name:** NEUWIRTH MOTORS INC  
**Address:** 219 S COLLEGE RD  
 WILMINGTON, NC 284031609  
**Phone:** 910 799-1815

### 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 NO RIGHT SIDE IMPACT SENSOR COMMUNICATION

**Service Action:** RUN THE TESTS IN THE SERVICE MANUAL FOR THE DTC TECH PERFORMED PUBLISHED DIAGNOSTICS AND REPLACED RIGHT SIDE IMPACT SENSOR(B-PILLAR) WITH NO CHANGE. TECH REPORTED ACTIVE FAULT FOR RIGHT SIDE IMPACT SENSOR 2 IS STILL SET AND WIRING TO SENSOR CHECKS GOOD. TECH CALLED TO CONFIRM DIAGNOSTICS. ADVISED TO PERFORM SAME DIAGNOSTICS TO SENSOR 2 LOCATED AT SLIDING DOOR AREA. NOTED SENSOR 1 IS LOCATED AT B-PILLAR.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008149761

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D4GP24R25B [REDACTED]

**Model Year:** 2005

**Make/Model:**  
GRAND CARAVAN SE FWD  
RSKL53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1116502521)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K1185B6833)

**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH

**MDH:** 050209

**Report#:** SSV008149761

**Open Date:** 02/20/2006

**Mileage:** 22625

**Warr Built Dt:** 05/02/2005

**Supplier RP:** B1

**Zone/Cd:** 35-45181

**Name:** HALL VIRGINIA BEACH DODGE

**Address:** 3443 VIRGINIA BEACH BLVD.  
VIRGINIA BEACH, VA 23452

**Phone:** INACTIVE  
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:** NO RIGHT FRONT IMPACT SENSOR COMMUNICATION\n\nSENSORS & CONNECTORS NOT REPLACED

**Service Action:** NOTIFIED THE DIAGNOSTICS NEEDS TO BE FOLLOWED, THE SENSORS AND CONNECTORS ARE TO BE REPLACED BEFORE THE MODULE.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008144340

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2C4GP54L65R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY TOURING FWD  
 RSYF53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1097501963)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K0975B6718)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 041111

**Report#:** SSV008144340  
**Open Date:** 02/15/2006  
**Mileage:** 21756  
**Warr Built Dt:** 04/11/2005  
**Supplier RP:** R1

**Zone/Cd:** 51-68396  
**Name:** FRANK BOUCHER CHRYSLER  
**Address:** 9601 WASHINGTON AVE  
 RACINE, WI 53406  
**Phone:** INACTIVE  
 262 886-2886

### 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 - STORED (3RD TIME IN) SENSORS AND CONNECTORS REPLACED

**Service Action:** TECH WAS WANTING A ORC, I NOTIFIED BECAUSE IS STORED THE ORC IS NOT THE ISSUE. I NOTIFIED OF POSSIBILITIES. TECH THOUGHT THIS WAS JUST ONE PIECE OF WIRE FROM THE CONTROLLER TO THE SENSORS, NOTIFIED THERE ARE CONNECTORS C200.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008115228

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D8GP44LX5R [REDACTED]  
**Model Year:** 2005  
**Make/Model:**  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1145502904)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K1475A3278)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 060105

**Report#:** SSV008115228  
**Open Date:** 01/27/2006  
**Mileage:** 19607  
**Warr Built Dt:** 06/01/2005  
**Supplier RP:** R1

**Zone/Cd:** 51-41850  
**Name:** THOMAS DODGE-CHRYSLER-JEEP OF  
**Address:** 9600 INDIANAPOLIS BLVD  
 HIGHLAND, IN 463222637  
**Phone:** 219 924-3000  
 219 924-6100

### 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:** RIGTH IMPACT SENSOR INTERNAL. REPLACE SEANSOR AND INSTALLED REPAIR KIT TO NO AVAIL.  
**Service Action:** REPLACE FRONT END WIRING HARNESS. REITERATED CASE  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008076728

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L36R [REDACTED]

**Model Year:** 2006

**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1276500041)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K2845B8066)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 101701

**Report#:** SSV008076728

**Open Date:** 01/06/2006

**Mileage:** 742

**Warr Built Dt:** 10/17/2005

**Supplier RP:**

**Zone/Cd:** 51-44183

**Name:** BARABOO MOTORS INC

**Address:** 640 HWY 12  
BARABOO, WI 53913

**Phone:** 608 356-3968

### 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 OR RIGHT FRONT IMPACT SENSOR COMMUNICATION  
REPLACED THE SENSORS & CONNECTORS

**Service Action:** NOTIFIED NOT CLEARING CORRECTLY GET C.C. AND MIN. IF NEEDED. THE DLR HAS CHECKED HIS WIRING AND CONNECTORS AT THE IMPACT SENSORS. THE DLR HAS HAD THE LOAD TOOL ON IT. --POINTS TO A POSSIBLE ORC CONCERN. NOTIFIED THE TECH AGAIN TO GET THE C.C. AND MIN. INFO ON THE FAULTS, I ASLO NOTIFIED, BECAUSE TECH STATES HE DID THE DIAG, THAT I WILL ALSO NEED THE SPECIFIC MEASURMENTS FOUND IN EACH STEP OF THE DIAG.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008066966

### Vehicle Information

**VIN:** 1D4GP25B66B [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
CARAVAN SE FWD  
RSKL52  
**Engine:** EDZ-2.4L 4 Cyl DOHC 16V SMPI Engine (Ser  
#:6237500851)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2505A1287)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 090907

### Repair Information

**Report#:** SSV008066966  
**Open Date:** 12/30/2005  
**Mileage:** 3  
**Warr Built Dt:** 09/09/2005  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 71-44385  
**Name:** SERRAMONTE CHRYSLER JEEP DODGE  
**Address:** 1500 COLLINS AVENUE  
COLMA, CA 940143228  
**Phone:** INACTIVE  
650 991-9300

### 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:** LEFT FRT IMPACT SENSOR INTERNAL 1, TECH INSTALLED CODE  
**Service Action:** GAVE TECH PROCEDURE ON HOW TO ERASE CODE  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004768876

### Vehicle Information

**VIN:** 1D4GP24R95B [REDACTED]  
**Model Year:** 2005  
**Make/Model:**  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1126502479)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1315B6755)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 051610

### Repair Information

**Report#:** SSV004768876  
**Open Date:** 12/06/2005  
**Mileage:** 18396  
**Warr Built Dt:** 05/16/2005  
**Supplier RP:** B1

### Dealer Information

**Zone/Cd:** 74-44378  
**Name:** LANDMARK DODGE CHRYSLER JEEP  
**Address:** 1900 S NOLAND RD  
INDEPENDENCE, MO 64055  
**Phone:** 816 833-2100

### 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 NOT COMMUNICATING. REPLACED THE SENSOR AND CONNECTORS, STILL HAS OPEN CIRCUIT ON CIRCUIT R79 FROM THE  
SENSOR TO CONNECTOR C200. :DG19:12/06/2005  
**Service Action:** HARD WIRE THE CIRCUIT. :DG19:12/06/2005  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004763694

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2A8GP64L96R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY LIMITED FWD  
 RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1215501748)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K2175B5338)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 081109

**Report#:** SSV004763694  
**Open Date:** 12/01/2005  
**Mileage:** 2  
**Warr Built Dt:** 08/11/2005  
**Supplier RP:**

**Zone/Cd:** 63-05551  
**Name:** MCMULLAN EQUIPMENT CO  
**Address:** 401 BROADWAY DRIVE  
 HATTIESBURG, MS 394016324  
**Phone:** 601 544-2430

### 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 FAULT CODE FOR A PASSANGE 1 INPACT COMUNACATION IN THE AIR :SMG5:12/01/2005  
**Service Action:** TECH WILL CLEAR FAULT AND SEE IF THE CODE RETURNS - TECH HAS REPLACE T HE CONTROLLER :SMG5:12/01/2005  
**Correction:**



# Field Engineer Analysis Report



Issue Number: RT3345DJ550601  
 Zone Number: FF-CAG Field Engineer  
 Issue Type: Non-Powertrain  
 Category: Reliability  
 Reported By: Denis Joncas  
 Phone:  
 Created On: 02/24/2006

Images: 1



06 RS VIN 6B [REDACTED]

Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
RS	6B [REDACTED]	4998	120122	C4301	EGA 1322 5008 66	DGL K333 5B64 27	
RS	5B [REDACTED]	3196	042717	C4301	EGA 1113 5007 79	DGL K116 5A19 74	Y
RS	5B [REDACTED]	2684	050416	C4301	EGA 1117 5022 83	DGL K122 5B67 96	
RS	5B [REDACTED]	3250	061716	C4301	EGA 1164 5019 79	DGL K167 5B78 11	
RS	6B [REDACTED]	3822	121514	C4301	EGA 1332 5018 93	DGL K346 5B51 23	

**CONCERN #1**

Customer Concern:

Impact sensors study for 05 and 06 RS. Returning 5 pairs of non-failed impact sensors + connector and harness.

Root Cause:

Impact sensors are tested for corrosion issue.

LOP: 95989897  
 Parts: 5175978AA 5175788AA  
 Keyword: SupplierQuality  
 Cost of repair: \$131.52

# Field Engineer Analysis Report



Repair Action:

5 pairs of impact sensors (left + right) + harness are shipped to QEC to the attention of William D Todd.

Details: Engineering is requesting 5 pairs of impact sensors from 05 and 06 RS that have not set DTC yet.

**TSB Group: 95**

**Repair Successful: Y**

Issue Number: RT3345DJ550601  
 Zone Number: FF-CAG Field Engineer  
 Issue Type: Non-Powertrain  
 Category: Reliability  
 Reported By: Denis Joncas  
 Phone:  
 Created On: 02/24/2006

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	6B [REDACTED]	4998	120122	C4301	EGA 1322 5008 66	DGL K333 5B64 27	
RS	5B [REDACTED]	3196	042717	C4301	EGA 1113 5007 79	DGL K116 5A19 74	Y
RS	5B [REDACTED]	2684	050416	C4301	EGA 1117 5022 83	DGL K122 5B67 96	
RS	5B [REDACTED]	3250	061716	C4301	EGA 1164 5019 79	DGL K167 5B78 11	
RS	6B [REDACTED]	3822	121514	C4301	EGA 1332 5018 93	DGL K346 5B51 23	

# Field Engineer Analysis Report



## Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175788AA	WIRING -2 WAY	2	0.00		01/01/0001
05175978AA	SENSOR -IMPACT	2	0.00		01/01/0001

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004647119

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L05R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1088502875)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0825B6748)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 040110

**Report#:** SSV004647119  
**Open Date:** 08/19/2005  
**Mileage:** 666  
**Warr Built Dt:** 04/01/2005  
**Supplier RP:** R1

**Zone/Cd:** 63-67857  
**Name:** SCOTT WOOD CHRYSLER DODGE JEEP  
**Address:** 290 S CENTRAL  
 BATESVILLE, AR 72501  
**Phone:** 870 698-2003  
 870 793-8450

### 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 REPLACED SENSOR, DID NOT RE PLACE THE CONNECTOR 0 CYCLE COUNT / 200 MINUTES .5 OHMS RESISTANCE ON THE CIRCUIT :TP214:08/19/2005

**Service Action:** TECH NOT CLEARING EXACTLY, CLOSE BUT NOT WAITING THE 1 MINUTES AS NOTE D. NOTIFIED OF CORRECT PROCEDURE, NOTIFIED TO GET THE C.C. & MIN. INFO AS WELL AS THE RESISTANCE OF THE CIRCUIT AFTER THE CONNECTOR HAS BEEN REPLACED. :TP214:08/19/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004565349

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L35R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1054508758)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0565B6744)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 030100

**Report#:** SSV004565349  
**Open Date:** 07/27/2005  
**Mileage:** 8955  
**Warr Built Dt:** 03/01/2005  
**Supplier RP:** R1

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

### Part Information

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

### Labor Information

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

### Service Narrative Information

**Customer Comment:** NO LEFT FRONT IMPACT SENSOR COMMUNICATION - TURN THE IGNITION ON. NOTE: ENSURE THE BATTERY IS FULLY CHARGED. NOTE: FOR THE PURPOSE OF THIS TEST, THE AECM AND ORC MODULES WILL BE REFERRED TO AS AN ACM. SELECT ACTIVE OR STORED DTC: ALL ACM - ACTIVE DTC GO TO 2 MEASURE THE VOLTAGE OF THE LEFT FRONT IMPACT SENSOR 1 SIGNAL CIRCUIT AND SENSOR

**Service Action:** NOTIFIED TECH 2X S PER HIS ANSWERS IS TO REPAIR THE IMPACT SENSOR CIRCUIT. NO AUTHORIZATION WAS GIVEN AT THIS TIME TO ORDER THE PART. :TP2 14:06/08/2005. WE CAME BACK AGAIN TO STEP 3 THE RESISTANCE ABOVE 100K OHMS. NOTIFIED AGAIN THE NEED TO REPAIR THE LEFT FRONT IMPACT SENSE SIGNAL CIRCUIT SHORTED FOR A SHORT TO GROUND. PERFORM AIRBAG VERIFICATION TEST - VER 1. NO AUTHORIZATION WAS GIVEN AT THIS TIME TO ORDER THE PART. :TP214:06/08/2005 REPLACE FRONT END BODY HARNESS. :SLG3:06 /08/2005 CALLING BACK WITH SAME CODE AFTER REPLACING THE FRONT HARNESS FROM ORC TO IMPACT SENSOR.CODE IS ACTIVE AND NEVER CLEARS SO GAVE TECH THE PART NUMBER FOR SENSOR/WASHER AND SCREWS. :RRM4:07/06/2005 TECH DID NOT REPLACE FRONT END BODY HARNESS. HE

WILL NOW. :SLG3:07/27 /2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004616995

### Vehicle Information

**VIN:** 2C4GP44R75R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LX FWD  
RSYH53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1144503269)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1465B6900)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 053117

### Repair Information

**Report#:** SSV004616995  
**Open Date:** 07/26/2005  
**Mileage:** 3685  
**Warr Built Dt:** 05/31/2005  
**Supplier RP:** R1

### Dealer Information

**Zone/Cd:** 66-X7761  
**Name:** Dollar Thrifty Automotive Grou  
**Address:** 3100 SE 6TH AVE  
FT LAUDERDALE, FL 33316  
**Phone:** 407 583-8000

### 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:** AIR BAG LIGHT IS ON. LEFT SIDE IMPACT SENSOR #1. :TDZ:07/26/2005

**Service Action:** REFERRED TO STAR ONLINE FOR CASE ON REVISED SENSOR. :TDZ:07/26/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004565349

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L35R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1054508758)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0565B6744)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 030100

**Report#:** SSV004565349  
**Open Date:** 07/27/2005  
**Mileage:** 8955  
**Warr Built Dt:** 03/01/2005  
**Supplier RP:** R1

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

### Part Information

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

### Labor Information

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

### Service Narrative Information

**Customer Comment:** NO LEFT FRONT IMPACT SENSOR COMMUNICATION - TURN THE IGNITION ON. NOTE: ENSURE THE BATTERY IS FULLY CHARGED. NOTE: FOR THE PURPOSE OF THIS TEST, THE AECM AND ORC MODULES WILL BE REFERRED TO AS AN ACM. SELECT ACTIVE OR STORED DTC: ALL ACM - ACTIVE DTC GO TO 2 MEASURE THE VOLTAGE OF THE LEFT FRONT IMPACT SENSOR 1 SIGNAL CIRCUIT AND SENSOR

**Service Action:** NOTIFIED TECH 2X S PER HIS ANSWERS IS TO REPAIR THE IMPACT SENSOR CIRCUIT. NO AUTHORIZATION WAS GIVEN AT THIS TIME TO ORDER THE PART. :TP2 14:06/08/2005. WE CAME BACK AGAIN TO STEP 3 THE RESISTANCE ABOVE 100K OHMS. NOTIFIED AGAIN THE NEED TO REPAIR THE LEFT FRONT IMPACT SENSE SIGNAL CIRCUIT SHORTED FOR A SHORT TO GROUND. PERFORM AIRBAG VERIFICATION TEST - VER 1. NO AUTHORIZATION WAS GIVEN AT THIS TIME TO ORDER THE PART. :TP214:06/08/2005 REPLACE FRONT END BODY HARNESS. :SLG3:06 /08/2005 CALLING BACK WITH SAME CODE AFTER REPLACING THE FRONT HARNESS FROM ORC TO IMPACT SENSOR.CODE IS ACTIVE AND NEVER CLEARS SO GAVE TECH THE PART NUMBER FOR SENSOR/WASHER AND SCREWS. :RRM4:07/06/2005 TECH DID NOT REPLACE FRONT END BODY HARNESS. HE



WILL NOW. :SLG3:07/27 /2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004605096

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2C4GP54L45R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY TOURING FWD  
 RSYF53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1083503174)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0825B5192)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 040118

**Report#:** SSV004605096  
**Open Date:** 07/19/2005  
**Mileage:** 3093  
**Warr Built Dt:** 04/01/2005  
**Supplier RP:** R1

**Zone/Cd:** 51-66272  
**Name:** NAPLETON'S NORTHWESTERN CHRYSL  
**Address:** 5950 N WESTERN AVE  
 CHICAGO, IL 606595004  
**Phone:** 773 334-3400

### 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 AIRBAG LIGHT IS ON. NO LEFT FRONT IMPACT SENSOR COMM. THE DLR SAYS THAT THERE IS A GROUND ON BOTH THE SIGNAL AND GROUND TO THE SENSOR. T HE  
 DLR FOUND NO WIRING CONCERNS. :DAH18:07/15/2005 1- ACTIVE 2- NO 3- TECH DIDN T DO STATES HE HAS A TOOL TELLING HIM WIRE IS FINE... . YET HE IS GETTING  
 GROUNDS OUT OF BOTH WIRES. I ASKED TECH HOW HE WA

**Service Action:** TRANSFER TO THE ORC GROUP. :DAH18:07/15/2005 NOTIFIED TECH MUST COM PLETE DIAGNOSTIC ON THE ERROR CODE AS INDICATED IN FLOW CHART STEP BY STEP AND  
 CONTINUE. NOTIFIED TECH MUST HAVE ALL PERTINENT INFO ON AN Y MEASUREMENTS. NOTIFIED TECH HE IS NOT CLEARING THE CODES PROPERLY A ND GAVE HIM THE  
 INSTRUCTIONS FOR DOING SO. NO AUTHORIZATION WAS GIVEN AT THIS TIME TO ORDER THE PART. :TP214:07/15/2005 I CALLED BACK TO THE DLR BUT TECH NOT  
 AVAILABLE..... :TP214/07/19/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004616995

### Vehicle Information

**VIN:** 2C4GP44R75R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LX FWD  
RSYH53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1144503269)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1465B6900)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 053117

### Repair Information

**Report#:** SSV004616995  
**Open Date:** 07/26/2005  
**Mileage:** 3685  
**Warr Built Dt:** 05/31/2005  
**Supplier RP:** R1

### Dealer Information

**Zone/Cd:** 66-X7761  
**Name:** Dollar Thrifty Automotive Grou  
**Address:** 3100 SE 6TH AVE  
FT LAUDERDALE, FL 33316  
**Phone:** 407 583-8000

### 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:** AIR BAG LIGHT IS ON. LEFT SIDE IMPACT SENSOR #1. :TDZ:07/26/2005

**Service Action:** REFERRED TO STAR ONLINE FOR CASE ON REVISED SENSOR. :TDZ:07/26/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004599946

Vehicle Information

Repair Information

Dealer Information

**VIN:** 2D4GP44L15R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1147502435)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K1515B7507)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 060212

**Report#:** SSV004599946  
**Open Date:** 07/13/2005  
**Mileage:** 138  
**Warr Built Dt:** 06/02/2005  
**Supplier RP:** R1

**Zone/Cd:** 74-24294  
**Name:** DAVIS-MOORE AUTOMOTIVE INC  
**Address:** 6215 E KELLOGG DR  
 WICHITA, KS 672181746  
**Phone:** 316 618-2000

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 COMMUNICATION LEFT & RIGHT FRONT IMPACT SENSORS - ACTIVE INTERNAL 1 - ACTIVE STORED ENERGY FIRING 1 - ACTIVE ----- REPLACE THE  
 ORC : TP214:07/12/2005

**Service Action:** ORDER NUMBER : 9946\*\* STL 1 0501 FACING DEPOT NOTIFIED DLR NEED THE PART # AND TMD # OFF THE EXISTING MODULE : TP214:07/12/2005 TE CH STATED PART #  
 04606927AC AND TMD # 146536114 OFF THE EXISTING MOD ULE. : TP214/07/13/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004592463

### Vehicle Information

**VIN:** 2C8GP64L95R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LIMITED FWD  
RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1096503480)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0955B6553)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 040718

### Repair Information

**Report#:** SSV004592463  
**Open Date:** 07/05/2005  
**Mileage:** 21  
**Warr Built Dt:** 04/07/2005  
**Supplier RP:** R1

### Dealer Information

**Zone/Cd:** 74-23690  
**Name:** PARK CHRYSLER JEEP  
**Address:** 1408 HIGHWAY 13 W  
BURNSVILLE, MN 553372207  
**Phone:** 952 890-5337

### 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 ARE CODES FOR LEFT AND RIGHT INPACT SENSOR INTERNAL. :RAH16:07/05/2005  
**Service Action:** TECH TO CHECK THE GOUNDS FOR LOOSE CONNECTION, OF OK REPLACE THE AIR B AG CONTROLER. :RAH16:07/05/2005  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004594969

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L35R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1035501955)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0425B7828)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 021505

**Report#:** SSV004594969  
**Open Date:** 07/06/2005  
**Mileage:** 853  
**Warr Built Dt:** 02/15/2005  
**Supplier RP:** R1

**Zone/Cd:** 74-43145  
**Name:** CEDRIC THEEL INC  
**Address:** 3955 TRENTON DR.  
 BISMARCK, ND 58503  
**Phone:** INACTIVE  
 701 223-2190

### 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:** FAULT FOR RIGHT AND LEFT IMPACT SENSORS HAVE RETURNED. INSTALLED KIT WITH WIRING CONNECTORS AS WELL AS NEW IMPACT SENSORS WHEN VEHICLE WAS NEW.  
 AFTER 800 MILES THE CODES HAVE RETURNED. :RKR:07/06/2005  
**Service Action:** INSTALL WIRING KITS AND IMPACT SENSORS AGAIN. :RKR:07/06/2005  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004588396

### 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 #:1068501265)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0705B7634)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 031502

**Report#:** SSV004588396  
**Open Date:** 06/29/2005  
**Mileage:** 1228  
**Warr Built Dt:** 03/15/2005  
**Supplier RP:** R1

**Zone/Cd:** 63-60080  
**Name:** ARROW CHRYSLER JEEP  
**Address:** 3995 SOUTH 1ST  
 ABILENE, TX 79605  
**Phone:** INACTIVE  
 325 692-5303

### 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 1- ACTIVE 2,3,4- NO 5,6- YES 7- TECH DIDN T REPLACE THE SENSOR AND IN THE PROCESS HAD THE S ENSOR UNPLUGGED CHECKED FOR SOME VOLTAGES TRIED CLEARING BUT CODE STAY ED HAD 1 IGNITION CYCLE AND 5,000 MINUTES. MIKE STATED CAME IN THE MOR NING CHECK THE CODES AND WERE CLEARED NO ACTIVE CODE. OHM D THE WIRES

**Service Action:** NOTIFIED DO TO DIAG NO AUTHORIZATION GIVEN AT THIS TIME :TP214:06/29 /2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004574929

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1C8GP45R45B [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY FWD  
 RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1042501636)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0545B8040)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 022517

**Report#:** SSV004574929  
**Open Date:** 06/20/2005  
**Mileage:** 99999  
**Warr Built Dt:** 02/25/2005  
**Supplier RP:** B1

**Zone/Cd:** 42-63720  
**Name:** RIVERSIDE AUTO SALES INC  
**Address:** 2511 LUDINGTON ST  
 ESCANABA, MI 49829  
**Phone:** 906 786-6834

### 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:** WAS DIAGNOSED A MONTH AGO AND WAS SUPPOSED TO HAVE BEEN TAKEN CARE OF ALREADY. WENT TO SENSOR LEFT FRONT IMPACT SENSOR 2 INTERNAL 1 REPLAC ED WENT AWAY A 3 DAYS, LEFT SIDE IMPACT SENSOR 2 INTERNAL 1 , NO R IGH T SIDE IMPACT SENSOR 1 COMMUNICATION CODES ARE STORED AND ACTIVE, T ECH DOES NOT HAVE THE DIAG INFO. NOTIFIED TECH MUST HAVE COMPLETE DIAG

**Service Action:** NOTIFIED TECH MUST HAVE COMPLETE DIAGNOSTIC ON THE ERROR CODE AS INDIC ATED IN FLOW CHART STEP BY STEP AND CONTINUE. NO AUTHORIZATION WAS GI VEN AT THIS TIME TO ORDER THE PART. :TP214:06/16/2005 VEHICLE WAS RELEASED TO CUSTOMER. :TP214/06/20/2005

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004578235

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2C8GP64L45R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY LIMITED FWD  
 RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1040501888)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0485A1542)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 022109

**Report#:** SSV004578235  
**Open Date:** 06/22/2005  
**Mileage:** 1323  
**Warr Built Dt:** 02/21/2005  
**Supplier RP:** R1

**Zone/Cd:** 63-63181  
**Name:** PRESTON CHRYSLER JEEP  
**Address:** 13439 PRESTON ROAD  
 DALLAS, TX 752405277  
**Phone:** INACTIVE  
 972 387-3900

### 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 COMMUNICATION - ACTIVE 1- ACTIVE 2- TECH HAD NOT DONE THIS BASED DIAG OFF WRONG CODE IN DIAG MANUAL. :TP214:0 6/20/2005  
 SONNY S.M. CALLED STATING HAS DIAG DONE FOR A NO LEFT SID E IMPACT SENSOR 1 COMMUNICATION, NOTIFIED SONNY PER STAR TALKED TO THE M ON A NO LEFT  
 IMPACT SENSOR INTERNAL 1 ISSUE. (FRANK RODRIGUEZ IS TEC

**Service Action:** TECH BASED DIAG OFF OF A NO LEFT IMPACT SENSOR INTERNAL 1 DIAG. NOTIF IED TECH MUST COMPLETE DIAGNOSTIC ON THE ERROR CODE AS INDICATED IN FL OW  
 CHART STEP BY STEP AND CONTINUE. NO AUTHORIZATION WAS GIVEN AT THI S TIME TO ORDER THE PART. :TP214:06/20/2005 THE DLR SAYS THAT IS IN THE PROCESS OF  
 DOING STEP 4 OF THE NO LEFT IMPACT SENSOR INTERNAL 1 TEST AND HE WANTS CLARIFICATION ON WHAT HE SHOULD BE CHECKING. --THE DLR NEEDS TO BE CHECKING  
 ACROSS THE SENSOR ON PINS 1 AND 2. :DAH18: 06/21/2005 EXPLAINED DIAGNOSTIC TEST. :PWV:06/21/2005 ORDER NUMBER : 8235\*\* NOTIFIED DLR NEED THE PART # AND  
 TMD # OFF THE EXISTING MOD ULE NOTIFIED TECH THE INFORMATION MUST NOT BE ERASED, INFORMATION MUS T BE PRESENT WHEN CHECKED OR COULD BE CHARGED

BACK TO THE DEALER ON BAD INFORMATION. :TP214:06/21/2005 PART # 5094205AF AND TMD #08753336 3 OFF THE EXISTING MODULE :TP214/06/22/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004574929

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1C8GP45R45B [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY FWD  
 RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1042501636)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0545B8040)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 022517

**Report#:** SSV004574929  
**Open Date:** 06/20/2005  
**Mileage:** 99999  
**Warr Built Dt:** 02/25/2005  
**Supplier RP:** B1

**Zone/Cd:** 42-63720  
**Name:** RIVERSIDE AUTO SALES INC  
**Address:** 2511 LUDINGTON ST  
 ESCANABA, MI 49829  
**Phone:** 906 786-6834

### 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:** WAS DIAGNOSED A MONTH AGO AND WAS SUPPOSED TO HAVE BEEN TAKEN CARE OF ALREADY. WENT TO SENSOR LEFT FRONT IMPACT SENSOR 2 INTERNAL 1 REPLAC ED  
 WENT AWAY A 3 DAYS, LEFT SIDE IMPACT SENSOR 2 INTERNAL 1 , NO R IGH T SIDE IMPACT SENSOR 1 COMMUNICATION CODES ARE STORED AND ACTIVE, T ECH DOES NOT  
 HAVE THE DIAG INFO. NOTIFIED TECH MUST HAVE COMPLETE DIAG

**Service Action:** NOTIFIED TECH MUST HAVE COMPLETE DIAGNOSTIC ON THE ERROR CODE AS INDIC ATED IN FLOW CHART STEP BY STEP AND CONTINUE. NO AUTHORIZATION WAS GI VEN  
 AT THIS TIME TO ORDER THE PART. :TP214:06/16/2005 VEHICLE WAS RELEASED TO CUSTOMER. :TP214/06/20/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004578235

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2C8GP64L45R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY LIMITED FWD  
 RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1040501888)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0485A1542)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 022109

**Report#:** SSV004578235  
**Open Date:** 06/22/2005  
**Mileage:** 1323  
**Warr Built Dt:** 02/21/2005  
**Supplier RP:** R1

**Zone/Cd:** 63-63181  
**Name:** PRESTON CHRYSLER JEEP  
**Address:** 13439 PRESTON ROAD  
 DALLAS, TX 752405277  
**Phone:** INACTIVE  
 972 387-3900

### 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 COMMUNICATION - ACTIVE 1- ACTIVE 2- TECH HAD NOT DONE THIS BASED DIAG OFF WRONG CODE IN DIAG MANUAL. :TP214:0 6/20/2005  
 SONNY S.M. CALLED STATING HAS DIAG DONE FOR A NO LEFT SID E IMPACT SENSOR 1 COMMUNICATION, NOTIFIED SONNY PER STAR TALKED TO THE M ON A NO LEFT  
 IMPACT SENSOR INTERNAL 1 ISSUE. (FRANK RODRIGUEZ IS TEC

**Service Action:** TECH BASED DIAG OFF OF A NO LEFT IMPACT SENSOR INTERNAL 1 DIAG. NOTIF IED TECH MUST COMPLETE DIAGNOSTIC ON THE ERROR CODE AS INDICATED IN FL OW  
 CHART STEP BY STEP AND CONTINUE. NO AUTHORIZATION WAS GIVEN AT THI S TIME TO ORDER THE PART. :TP214:06/20/2005 THE DLR SAYS THAT IS IN THE PROCESS OF  
 DOING STEP 4 OF THE NO LEFT IMPACT SENSOR INTERNAL 1 TEST AND HE WANTS CLARIFICATION ON WHAT HE SHOULD BE CHECKING. --THE DLR NEEDS TO BE CHECKING  
 ACROSS THE SENSOR ON PINS 1 AND 2. :DAH18: 06/21/2005 EXPLAINED DIAGNOSTIC TEST. :PWV:06/21/2005 ORDER NUMBER : 8235\*\* NOTIFIED DLR NEED THE PART # AND  
 TMD # OFF THE EXISTING MOD ULE NOTIFIED TECH THE INFORMATION MUST NOT BE ERASED, INFORMATION MUS T BE PRESENT WHEN CHECKED OR COULD BE CHARGED

BACK TO THE DEALER ON BAD INFORMATION. :TP214:06/21/2005 PART # 5094205AF AND TMD #08753336 3 OFF THE EXISTING MODULE :TP214/06/22/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004566354

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L75R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1139502482)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K1405B5545)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 052416

**Report#:** SSV004566354  
**Open Date:** 06/16/2005  
**Mileage:** 17  
**Warr Built Dt:** 05/24/2005  
**Supplier RP:** R1

**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:** NO LEFT FRONT IMPACT SENSOR COMMUNICATION STEP 1 - ACTIVE STEP 2 - MEASURE THE VOLTAGE OF THE LEFT FRONT IMPACT SENSOR 1 SIGNAL CIRCUIT AND SENSOR GROUND CIRCUIT AT THE LEFT FRONT SENSOR 1 CONNECTOR AND GROUND. IS THERE ANY VOLTAGE PRESENT ROBS REPLY WAS I CANT REMEMBER EACH INDIVIDUAL STEP ON EACH CIRCUIT I TEST, ALL I KNOW IS I DID THE DI

**Service Action:** NOTIFIED TECH MUST COMPLETE DIAGNOSTIC ON THE ERROR CODE AS INDICATED IN FLOW CHART STEP BY STEP AND CONTINUE. NO AUTHORIZATION WAS GIVEN AT THIS TIME TO ORDER THE PART. :TP214:06/08/2005 NOTIFIED TECH THE INFORMATION MUST NOT BE ERASED, INFORMATION MUST BE PRESENT WHEN CHECKED OR COULD BE CHARGED BACK TO THE DEALER ON BAD INFORMATION. KSG AF000 SGAF V1.01 CHRYSLER ORDER ENTRY 2005/06/10 BC 3J CMD : ORDER DETAIL CHANGE 1 1:17:30 T3123TP DEALER : 65399000 ROCHESTER HILLS CHRYSLER-JEEP INC. PAGE 001 ORDER NUMBER : 6354\*\* ORDER TYPE : SPECIAL HANDLING EXCEPTIONS : LINE : LINE PART# ORDER OT BIN LOC NPN SRV STAT STAT REASON CODE DESC QTY QLOT DLR NET PDC QTY CODE DESCRIPTION 000 1 05094205AF 1 S DET 1 0501 FACING DEPOT MODULE

Q1 168.00

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004565349

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L35R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1054508758)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0565B6744)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 030100

**Report#:** SSV004565349  
**Open Date:** 06/08/2005  
**Mileage:** 8955  
**Warr Built Dt:** 03/01/2005  
**Supplier RP:** R1

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

### Part Information

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

### Labor Information

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

### Service Narrative Information

**Customer Comment:** NO LEFT FRONT IMPACT SENSOR COMMUNICATION - TURN THE IGNITION ON. NOTE: ENSURE THE BATTERY IS FULLY CHARGED. NOTE: FOR THE PURPOSE OF THIS TEST, THE AECM AND ORC MODULES WILL BE REFERRED TO AS AN ACM. SELECT ACTIVE OR STORED DTC: ALL ACM - ACTIVE DTC GO TO 2 MEASURE THE VOLTAGE OF THE LEFT FRONT IMPACT SENSOR 1 SIGNAL CIRCUIT AND SENSOR

**Service Action:** NOTIFIED TECH 2X S PER HIS ANSWERS IS TO REPAIR THE IMPACT SENSOR CIRCUIT. NO AUTHORIZATION WAS GIVEN AT THIS TIME TO ORDER THE PART. :TP2 14:06/08/2005. WE CAME BACK AGAIN TO STEP 3 THE RESISTANCE ABOVE 100K OHMS. NOTIFIED AGAIN THE NEED TO REPAIR THE LEFT FRONT IMPACT SENSE SIGNAL CIRCUIT SHORTED FOR A SHORT TO GROUND. PERFORM AIRBAG VERIFICATION TEST - VER 1. NO AUTHORIZATION WAS GIVEN AT THIS TIME TO ORDER THE PART. :TP214:06/08/2005 REPLACE FRONT END BODY HARNESS. :SLG3:06 /08/2005

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004566027

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L55R [REDACTED]

**Model Year:** 2005

**Make/Model:** DODGE  
GRAND CARAVAN SXT FWD  
RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1027501127)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K0375A0985)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 021011

**Report#:** SSV004566027

**Open Date:** 06/08/2005

**Mileage:** 3634

**Warr Built Dt:** 02/10/2005

**Supplier RP:** R1

**Zone/Cd:** 63-44909

**Name:** FLETCHER DODGE-CHRYSLER-JEEP

**Address:** 3314 STADIUM BLVD  
JONESBORO, AR 724049311

**Phone:** 870 932-2246

### 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 AIRBAG LIGHT IS ACCELEROMETER CODE SO THE ORC WAS REPLACED AND NOW THERE IS A DRIVER SEAT BELT CODE. THIS VEHICLE DOES NOT HAVE THIS.  
:DAH18:06/08/2005

**Service Action:** THE DLR HAS THE WRONG ORC. :DAH18:06/08/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Quality Tracking Narratives Report#: 5B34187801

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1C4GP45R15E [REDACTED]

**Report#:** 5B34187801

**Zone/Cd:** 42-26334

**Model Year:** 2005

**Open Date:** 06/15/2005

**Name:** SOUTHFIELD DODGE CHRYSLER JEEP

**Make/Model:** CHRYSLER

**Mileage:** 0

**Address:** 28100 TELEGRAPH ROAD

TOWN & COUNTRY FWD

**Warr Built Dt:** 03/14/2005

SOUTHFIELD, MI 48034

RSYH52

**Supplier RP:**

**Phone:** 248 354-2950

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1049502158)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser

#:K0695B5093)

**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH

**MDH:** 031409

### Service Narrative Information

**Question Number:** 148 - Airbag Warning Light Indicated a Problem

**Customer Response:** THE AIRBAG WARNING LIGHT COMES ON AND STAYS ON WHILE I DRIVE THE CAR.

000

# QNA - Quality Narrative Analyzer Detail Report

## Quality Tracking Narratives Report#: 5B34208702

### Vehicle Information

**VIN:** 1C4GP45R85B [REDACTED]

**Model Year:** 2005

**Make/Model:** CHRYSLER

TOWN & COUNTRY FWD

RSYH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1064500096)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser

#:K0695B5344)

**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH

**MDH:** 031406

### Repair Information

**Report#:** 5B34208702

**Open Date:** 06/15/2005

**Mileage:** 0

**Warr Built Dt:** 03/14/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-26344

**Name:** LITHIA COLORADO CHRYSLER JEEP

**Address:** 350 S HAVANA ST

AURORA, CO 800122001

**Phone:** INACTIVE

303 341-4050

### Service Narrative Information

**Question Number:** 148 - Airbag Warning Light Indicated a Problem

**Customer Response:** SOMETIMES AIRBAG INDICATOR LIGHT STAYS ON.

000

# Zone Technical Advisor Report



Issue Number: RT2906GK1920501  
 Zone Number: K7-Southeast  
 Issue Type: Non-Powertrain  
 Category: Reliability  
 Reported By: Kerler, Jerry  
 Phone: ( ) 856-6828  
 Created On: 07/11/2005

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	5R [REDACTED]	175	051000	66204	EGH 1124 5022 59	DGL K125 5B57 82	

**CONCERN #1**

Customer Concern:

Owner brought vehicle in for air bag light on.

Root Cause:

code for no communication from left front impact sensor. Vehicle built 5/05.

Repair Action:

Dealer is replacing left front impact sensor.

# Zone Technical Advisor Report



TSB Group: 08

Repair Successful: Y

Issue Number: RT2906GK1920501  
Zone Number: K7-Southeast  
Issue Type: Non-Powertrain  
Category: Reliability  
Reported By: Kerler, Jerry  
Phone: ( ) 856-6828  
Created On: 07/11/2005

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	5R [REDACTED]	175	051000	66204	EGH 1124 5022 59	DGL K125 5B57 82	

# Zone Technical Advisor Report



## Part Information

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

\*\* No Parts Information Available

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004574929

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1C8GP45R45B [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY FWD  
 RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1042501636)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0545B8040)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 022517

**Report#:** SSV004574929  
**Open Date:** 09/28/2005  
**Mileage:** 3817  
**Warr Built Dt:** 02/25/2005  
**Supplier RP:** B1

**Zone/Cd:** 42-63720  
**Name:** RIVERSIDE AUTO SALES INC  
**Address:** 2511 LUDINGTON ST  
 ESCANABA, MI 49829  
**Phone:** 906 786-6834

### 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:** BOSCH WAS DIAGNOSED A MONTH AGO AND WAS SUPPOSED TO HAVE BEEN TAKEN CARE OF ALREADY. WENT TO SENSOR LEFT FRONT IMPACT SENSOR 2 INTERNAL 1 REPLACED WENT AWAY A 3 DAYS, LEFT SIDE IMPACT SENSOR 2 INTERNAL 1 , NO RIGHT SIDE IMPACT SENSOR 1 COMMUNICATION CODES ARE STORED AND ACTIVE, TECH DOES NOT HAVE THE DIAG INFO. NOTIFIED TECH MUST HAVE COMPLETE

**Service Action:** NOTIFIED TECH MUST HAVE COMPLETE DIAGNOSTIC ON THE ERROR CODE AS INDICATED IN FLOW CHART STEP BY STEP AND CONTINUE. NO AUTHORIZATION WAS GIVEN AT THIS TIME TO ORDER THE PART. :TP214:06/16/2005 :TP214/ 06/20/2005 4686931AG ON THE ORC PER THE DRB, PER STAR ORDERING THE 4686939AF 4929\*\* S 082505 1 CHI 1 0825 0501 FACING DEPOT VEHICLE WAS RELEASED TO CUSTOMER. :TP214:08/25/2005 THE VEHICLE IS BACK WITH A CODE FOR: BCODES : B2201 : CALIBRATION MISMATCH - THE CODE WILL NOT ERASE. TRANSFER TO RESTRICTED PARTS. :RAH16:09/15 /2005 ORDERED NGC :EAM16:09/15/2005 TECH HAS REPLACED THE NGC CONTROLLER AND THE ACM AND NOW THERE IS A CODE FOR CALIBRATION MISMATCH, THE CODES WAS NOT THERE UNTIL THE ACM WAS REPLACED. TECH HAS THE INCORRECT ACM, TRANSFER TO RESTRICTED PARTS FOR ADDITIONAL HELP. :RAH16:09/19/2005 TRANSFER TO TP :FW6:09/19/2005 4929\*\* S 091905 1 CHI 1 0919 0501 FACING DEPOT :TP214/09/19/2005 THE OLD MODULE DOES NOT HAVE A MISMATCH FAILURE-DLR TO INSTALL THE MODULE WITH THE

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004682458

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D4GP24R55B [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SE FWD  
 RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1025501757)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K0425B8077)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 021608

**Report#:** SSV004682458  
**Open Date:** 09/20/2005  
**Mileage:** 10611  
**Warr Built Dt:** 02/16/2005  
**Supplier RP:** B1

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

### 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 FROM A CHRYSLER AUCTION, WI RING RIPPED FROM SENSOR AND SENSOR WAS BROKEN OFF AT THE CONNECTOR NOT CLEARING CORRECTLY NO MEASURMENT INFO :TP214:09/20/2005

**Service Action:** NOTIFIED TECH TO GET MEASURMENT INFO, C.C. CHECK FOR OTHER DAMAGE TO HARNESS SINCE HAS 2 PORTIONS TO IT PER THE TECH. :TP214:09/20/2005

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004692272

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2C4GP64L35R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY LIMITED FWD  
 RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1118500962)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K1205B5319)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 050300

**Report#:** SSV004692272  
**Open Date:** 09/28/2005  
**Mileage:** 1222  
**Warr Built Dt:** 05/03/2005  
**Supplier RP:** R1

**Zone/Cd:** 51-26657  
**Name:** LYNCH CHRY-JEEP INC  
**Address:** 5201 W IRVING PARK RD  
 CHICAGO, IL 606412505  
**Phone:** INACTIVE  
 773 481-9000

### 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 AIRBAG LIGHT IS ON. :KD127:09/28/2005  
**Service Action:** TRANSFER TO STAR NORTH :KD127:09/28/2005  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004671975

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L85R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1026500083)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K0355B5123)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 020906

**Report#:** SSV004671975  
**Open Date:** 09/13/2005  
**Mileage:** 21343  
**Warr Built Dt:** 02/09/2005  
**Supplier RP:** R1

**Zone/Cd:** 66-X7650  
**Name:** Dollar Thrifty Automotive Grou  
**Address:** 3100 SE 6TH AVE  
 FT LAUDERDALE, FL 33316  
**Phone:** 404 209-2960

### 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. NO LEFT FRONT AIRBAG IMPACT SENSOR COMMUNICATION. HAS NO RESISTANCE AT THE IMPACT SENSOR CONNECTOR AND THE ORC PLUGGED IN. TECH BELIEVES THE ORC IS FAILED. NO WATER OR CORROSION FOUND AT THE CONNECTORS. :EAW2:09/12/2005 NO LEFT FRONT IMPACT SENSOR COMMUNICATION REPLACED THE SENSOR PER PAST INFO. 41216 MINUTES / 0COUNTS .7

**Service Action:** RECOMMEND TESTING RESISTANCE OF THE IMPACT SENSOR WIRES FROM THE ORC TO THE IMPACT SENSOR. ALSO CHECK CONTINUITY BETWEEN THE WIRES- THERE SHOULD BE NONE. IF ALL WIRE TESTS COME OUT GOOD- SUGGEST REPLACEMENT OF THE ORC MODULE :EAW2:09/12/2005 HE TRIED A NEW SENSOR PN 05175978AA - RESISTANCE IS 0.07 ON LEFT SIDE SO ORC IS ISSUE. :RRM4:09/12/2005 NEEDING ORC SENT TO DLR, DLR TO CALL WITH SPECIFICS :TP214:09/12/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004673393

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L85R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1026500083)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0355B5123)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 020906

**Report#:** SSV004673393  
**Open Date:** 09/13/2005  
**Mileage:** 21351  
**Warr Built Dt:** 02/09/2005  
**Supplier RP:** R1

**Zone/Cd:** 66-60069  
**Name:** STEVE RAYMAN CHRYSLER JEEP DOD  
**Address:** 4200 JONESBORO ROAD  
 UNION CITY, GA 30291  
**Phone:** INACTIVE  
 770 969-1001

### 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:** COPIED FROM CASE 4671975. THIS IS THE DLR THAT WILL BE ORDERING THE PA RT FOR DOLLAR RENTAL. AIRBAG LIGHT ON. NO LEFT FRONT AIRBAG IMPACT SE NSOR COMMUNICATION. HAS NO RESISTANCE AT THE IMPACT SENSOR CONNECTOR AND THE ORC PLUGGED IN. TECH BELIEVES THE ORC IS FAILED. NO WATER OR C ORROSION FOUND AT THE CONNECTORS. :EAW2:09/12/2005 NO LEFT FRONT IM

**Service Action:** RECOMMEND TESTING RESISTANCE OF THE IMPACT SENSOR WIRES FROM THE ORC T O THE IMPACT SENSOR. ALSO CHECK CONTINUITY BETWEEN THE WIRES- THERE SH OULD BE NONE. IF ALL WIRE TESTS COME OUT GOOD- SUGGEST REPLACEMENT OF THE ORC MODULE :EAW2:09/12/2005 HE TRIED A NEW SENSOR PN 05175978AA - RESISTANCE IS 0.07 ON LEFT SIDE SO ORC IS ISSUE. :RRM4:09/12/2005 NEEDING ORC SENT TO DLR, DLR TO CALL WITH SPECIFICS :TP214:09/12/200 5 3393\*\* S 091305 1 ATL 1 0913 0501 FACING DEPOT :TP214 :09/13/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004678144

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2C8GP54L95R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY TOURING FWD  
 RSYF53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1122501301)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K1235B5076)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 050516

**Report#:** SSV004678144  
**Open Date:** 09/15/2005  
**Mileage:** 10  
**Warr Built Dt:** 05/05/2005  
**Supplier RP:** R1

**Zone/Cd:** 42-45119  
**Name:** CHAMPION CHRYSLER JEEP DODGE  
**Address:** 4505 W 96TH ST  
 INDIANAPOLIS, IN 462683107  
**Phone:** 317 872-6200

### 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 LIGHT IS ON, NO SIGNAL TO RIGHT FRONT IMPACT SENSOR. :RKR:0 9/15/2005

**Service Action:** TAKE A LOOK IN STAR ON LINE CASE NUMBER K91789764, UFREDO INFORMED ME THAT HE CUT THE ORIGINAL WIRES FROM THE RIGHT FRONT IMPACT SENSOR AND SPLICED IN NEW ONES. I INFORMED HIM THAT WE DO NOT RECOMMEND SPLICIN G OR IN ANY WAY MODIFYING ANY AIRBAG SYSTEM COMPONENT AND THEREFORE RE COMMENT THAT HE REPLACE THE HARNESS THAT NOW HAS SPLICES IN IT. :R KR:09/15/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004653336

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L15R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1105504020)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K1055B6773)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 041921

**Report#:** SSV004653336  
**Open Date:** 09/09/2005  
**Mileage:** 1687  
**Warr Built Dt:** 04/19/2005  
**Supplier RP:** R1

**Zone/Cd:** 42-68715  
**Name:** MARTIN CHRY-DODGE-JEEP INC  
**Address:** 2280 WEST MONROE ROAD  
 ALMA, MI 48801  
**Phone:** 989 681-3900

### 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 IMPACT SENSOR INTERNAL. SENSOR & HARNESS HAVE BEEN REPACED. :R CB13:08/25/2005 SOUNDS LIKE HAS A STORED CODE TECH NOT CLEARING PROP ERLY VEHICLE NOT THERE :TP214:08/25/2005 0 CYCLE COUNTS NOW! SENS OR AND CYCLE COUNTS VEHICLE HAS HAD 3 SENSORS PUT IN AS WELL HAS PUT THE SPACERS IN THE CORE SUPPORT AREA TO SPACE AWAY. TECH CHANGED WHOL

**Service Action:** SETS CODE AFTER A FEW MINUTES OF KEY ON. NEEDS AN ORC. :RCB13:08/25 /2005 NOTIFIED TECH HOW TO CLEAR CODES PROPERLY IF CODE RETURNS, CALL BACK WITH THE C.C. & MIN. INFO. :TP214:08/25/2005 3336\*\* S 0909 05 1 DET 1 0909 0501 FACING DEPOT :TP214:09/09/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004668410

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2C4GP44R95R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY LX FWD  
 RSYH53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1059501722)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0605B5147)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 030321

**Report#:** SSV004668410  
**Open Date:** 09/08/2005  
**Mileage:** 1814  
**Warr Built Dt:** 03/03/2005  
**Supplier RP:** R1

**Zone/Cd:** 51-44387  
**Name:** J & K MITCHELL INC  
**Address:** 308 NORTH CENTRAL  
 CASEY, IL 624201525  
**Phone:** 217 932-2166

### 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 18440 MINUTES / 2 CYCLE COUNTS PUT A SENSOR AND CONNECTOR CODE NOT CLEARING :TP214:09/08/20 05

**Service Action:** GAVE TECH INFO ON HOW TO CLEAR CODES..... :TP214:09/08/2005 TECH CLEARED AND IT CAME BACK WITH 1 CYCLE COUNT, NOTIFIED EITHER THE PROBLEM WAS NOT FIXED OR HE DID NOT GIVE THE FULL TIME ON BOTH TIME WINDOWS . :TP214:09/08/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004641598

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D4GP45R65B [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 CARAVAN SXT FWD  
 RSKH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1041503043)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0615B5343)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 030419

**Report#:** SSV004641598  
**Open Date:** 08/29/2005  
**Mileage:** 348  
**Warr Built Dt:** 03/04/2005  
**Supplier RP:** B1

**Zone/Cd:** 42-44396  
**Name:** KASPER CHRYSLER DODGE JEEP  
**Address:** 2206 CLEVELAND RD  
 SANDUSKY, OH 44870  
**Phone:** 419 621-0210

### 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 IS ON. GETTING A CODE FOR RIGHT FRONT IMPACT SENSOR. REP LACED BOTH SENSORS AND CONNECTORS. CODE STILL SETS. :PWV:08/16/2005 NO RIGHT FRONT IMPACT SENSOR COMMUNICATION TECH NOT CLEARING CODE P ROPERLY, CAR IS GONE TECH STATED BELOW .5 OHMS ON THE CIRCUIT AFTER R EPLACING CONNECTORS. :TP214:08/29/2005 2056 MINUTES / 0 COUNTS :

**Service Action:** SWAP SENSORS. LOAD TEST THE CIRCUIT. :PWV:08/16/2005 NOTIFIED TEC H HOW TO CLEAR THE CODE, IF CODE RETURNS GET THE C.C. & MINUTE INFO. :TP214:08/29/2005 ORDERING THE 4606927AC 1598\*\* S 082905 1 CLE 1 0829 0501 FACING DEPOT NOTIFIED TECH THE INFORMATION MUST NOT BE ERASED, INFORMATION MUST BE PRESENT WHEN CHECKED OR COULD BE C HARGED BACK TO THE DEALER ON BAD INFORMATION. NOTIFIED DLR NEED THE P ART # AND TMD # OFF THE EXISTING MODULE & IF ANY DAMAGE TO THE ORC. :TP214:08/29/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004654626

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L35R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1054508758)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0565B6744)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 030100

**Report#:** SSV004654626  
**Open Date:** 08/29/2005  
**Mileage:** 1  
**Warr Built Dt:** 03/01/2005  
**Supplier RP:** R1

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

### Part Information

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

### Labor Information

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

### Service Narrative Information

**Customer Comment:** CLUSTER INOPERATIVE. POWER SLIDING DOOR STUCK OPEN. CHECK ENGINE LIGHT ON. :EAW2:08/25/2005

**Service Action:** RECOMMEND TRYING FLASH 08-028-05. :EAW2:08/25/2005 DLR STATES AFT ER FLASHING AIR BAG LAMP ON WITH IMPACK SENSOR DTC DLR TO RUN TEST FOR FAULT :DED12:08/29/2005

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004656811

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1C4GP45R45B [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY FWD  
 RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1090501295)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K0925A2564)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 040522

**Report#:** SSV004656811  
**Open Date:** 08/29/2005  
**Mileage:** 9254  
**Warr Built Dt:** 04/05/2005  
**Supplier RP:** B1

**Zone/Cd:** 32-44931  
**Name:** DEALMAKER CHRYSLER JEEP DODGE  
**Address:** 1068 ARSENAL ST  
 WATERTOWN, NY 136012210  
**Phone:** 315 788-3970  
 315 782-3325

### 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. :WKK3:08/29/2005

**Service Action:** NEED MORE INFORMATION BEFORE SEAT CUSHION IS ORDERED. WHAT CODES ARE A CTIVE, STORED WHAT HAS BEEN CHECKED ALREADY :WKK3:08/29/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004645763

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L25R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1083502215)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0835B5461)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 033016

**Report#:** SSV004645763  
**Open Date:** 08/25/2005  
**Mileage:** 997  
**Warr Built Dt:** 03/30/2005  
**Supplier RP:** R1

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

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** 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. TECH NEEDS CONTROLLER. :T RL7:08/18/2005 CALLED TECH DIDN T HAVE CC & MINUTE INFO READY. :T P214:08/18/2005 0 COUNTS / 58828 MINUTES .2 & .3 ON THE CIRCUIT WIRE S AFTER REPLACING BOTH THE SENSORS AND CONNECTORS. :TP214:08/19/2005

**Service Action:** TRANSFERRED TO RESTRICTED PART GROUP. :TRL7:08/18/2005 NOTIFIED TEC H HOW TO CLEAR ON THE PHONE WITH THE CAR STEP BY STEP, CODE WOULD NOT CLEAR. 5763\*\* S 081905 1 NAT 1 0819 0502 NATIONAL PDC :TP214:08/19/2005 DLR CALLING CHECKING ON THE STATUS 5763\*\* S 0 81905 1 NAT 1 0819 7000 INVOICED-PDC W-00128680 0819 70 IN VOICED-PDC 00 SHIPPED AND INVOICED FROM PDC :TP214:08/23/2005 NEW USED IN THE BOX HAD BEEN RETAPED, 3 MOUNTING HOLES SHOWING WHER E BOLTS WERE HOLDING IT IN. ORIGINAL ORC PART # 04606927AC / TMD #08 1556522 OFF IT. NO PHYSICAL DAMAGE NEW ONE SENT RE-TAPED PART# 04 606927AC / TMD # 132552953 OFF IT. NO PHYSICAL DAMAGE RE-ORDERED 5763 \*\* S 082505 1 NAT 1 0825 0502 NATIONAL PDC :TP214/08/25/ 2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004654245

### Vehicle Information

**VIN:** 2D4GP44L35R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1106501232)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1085B6446)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 042014

### Repair Information

**Report#:** SSV004654245  
**Open Date:** 08/25/2005  
**Mileage:** 4390  
**Warr Built Dt:** 04/20/2005  
**Supplier RP:** R1

### Dealer Information

**Zone/Cd:** 63-52382  
**Name:** ED PAYNE MOTORS LLP  
**Address:** 2101 E EXPRESSWAY 83  
WESLACO, TX 78596  
**Phone:** 956 968-2158

### 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 STATED CHECK WIRES TO ORC FINE TECH HAD NOT REPLACED THE SENSOR OR CONNECTOR YET :TP214:08/25/ 2005  
**Service Action:** NOTIFIED TECH TO REPLACE THE SENSOR AND CONNECTOR NOTIFIED GET THE C .C. AND MINUTE INFO OFF THE CODE IF NEED TO CALL BACK :TP214:08/25/2 005  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004574929

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1C8GP45R45B [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY FWD  
 RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1042501636)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0545B8040)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 022517

**Report#:** SSV004574929  
**Open Date:** 08/25/2005  
**Mileage:** 99999  
**Warr Built Dt:** 02/25/2005  
**Supplier RP:** B1

**Zone/Cd:** 42-63720  
**Name:** RIVERSIDE AUTO SALES INC  
**Address:** 2511 LUDINGTON ST  
 ESCANABA, MI 49829  
**Phone:** 906 786-6834

### 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:** WAS DIAGNOSED A MONTH AGO AND WAS SUPPOSED TO HAVE BEEN TAKEN CARE OF ALREADY. WENT TO SENSOR LEFT FRONT IMPACT SENSOR 2 INTERNAL 1 REPLAC ED WENT AWAY A 3 DAYS, LEFT SIDE IMPACT SENSOR 2 INTERNAL 1 , NO R IGH T SIDE IMPACT SENSOR 1 COMMUNICATION CODES ARE STORED AND ACTIVE, T ECH DOES NOT HAVE THE DIAG INFO. NOTIFIED TECH MUST HAVE COMPLETE DIAG

**Service Action:** NOTIFIED TECH MUST HAVE COMPLETE DIAGNOSTIC ON THE ERROR CODE AS INDIC ATED IN FLOW CHART STEP BY STEP AND CONTINUE. NO AUTHORIZATION WAS GI VEN AT THIS TIME TO ORDER THE PART. :TP214:06/16/2005 :TP214/ 06/20/2005 4686931AG ON THE ORC PER THE DRB, PER STAR ORDERING THE 4686939AF 4929\*\* S 082505 1 CHI 1 0825 0501 FACING DEPOT VEHICLE WAS RELEASED TO CUSTOMER. :TP214:08/25/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004641598

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D4GP45R65B [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 CARAVAN SXT FWD  
 RSKH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1041503043)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0615B5343)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 030419

**Report#:** SSV004641598  
**Open Date:** 08/29/2005  
**Mileage:** 348  
**Warr Built Dt:** 03/04/2005  
**Supplier RP:** B1

**Zone/Cd:** 42-44396  
**Name:** KASPER CHRYSLER DODGE JEEP  
**Address:** 2206 CLEVELAND RD  
 SANDUSKY, OH 44870  
**Phone:** 419 621-0210

### 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 IS ON. GETTING A CODE FOR RIGHT FRONT IMPACT SENSOR. REP LACED BOTH SENSORS AND CONNECTORS. CODE STILL SETS. :PWV:08/16/2005 NO RIGHT FRONT IMPACT SENSOR COMMUNICATION TECH NOT CLEARING CODE P ROPERLY, CAR IS GONE TECH STATED BELOW .5 OHMS ON THE CIRCUIT AFTER R EPLACING CONNECTORS. :TP214:08/29/2005 2056 MINUTES / 0 COUNTS :

**Service Action:** SWAP SENSORS. LOAD TEST THE CIRCUIT. :PWV:08/16/2005 NOTIFIED TEC H HOW TO CLEAR THE CODE, IF CODE RETURNS GET THE C.C. & MINUTE INFO. :TP214:08/29/2005 ORDERING THE 4606927AC 1598\*\* S 082905 1 CLE 1 0829 0501 FACING DEPOT NOTIFIED TECH THE INFORMATION MUST NOT BE ERASED, INFORMATION MUST BE PRESENT WHEN CHECKED OR COULD BE C HARGED BACK TO THE DEALER ON BAD INFORMATION. NOTIFIED DLR NEED THE P ART # AND TMD # OFF THE EXISTING MODULE & IF ANY DAMAGE TO THE ORC. :TP214:08/29/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004645763

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L25R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1083502215)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0835B5461)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 033016

**Report#:** SSV004645763  
**Open Date:** 08/25/2005  
**Mileage:** 997  
**Warr Built Dt:** 03/30/2005  
**Supplier RP:** R1

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

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** 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. TECH NEEDS CONTROLLER. :T RL7:08/18/2005 CALLED TECH DIDN T HAVE CC & MINUTE INFO READY. :T P214:08/18/2005 0 COUNTS / 58828 MINUTES .2 & .3 ON THE CIRCUIT WIRE S AFTER REPLACING BOTH THE SENSORS AND CONNECTORS. :TP214:08/19/2005

**Service Action:** TRANSFERRED TO RESTRICTED PART GROUP. :TRL7:08/18/2005 NOTIFIED TEC H HOW TO CLEAR ON THE PHONE WITH THE CAR STEP BY STEP, CODE WOULD NOT CLEAR. 5763\*\* S 081905 1 NAT 1 0819 0502 NATIONAL PDC :TP214:08/19/2005 DLR CALLING CHECKING ON THE STATUS 5763\*\* S 0 81905 1 NAT 1 0819 7000 INVOICED-PDC W-00128680 0819 70 IN VOICED-PDC 00 SHIPPED AND INVOICED FROM PDC :TP214:08/23/2005 NEW USED IN THE BOX HAD BEEN RETAPED, 3 MOUNTING HOLES SHOWING WHER E BOLTS WERE HOLDING IT IN. ORIGINAL ORC PART # 04606927AC / TMD #08 1556522 OFF IT. NO PHYSICAL DAMAGE NEW ONE SENT RE-TAPED PART# 04 606927AC / TMD # 132552953 OFF IT. NO PHYSICAL DAMAGE RE-ORDERED 5763 \*\* S 082505 1 NAT 1 0825 0502 NATIONAL PDC :TP214/08/25/ 2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004653336

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L15R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1105504020)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K1055B6773)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 041921

**Report#:** SSV004653336  
**Open Date:** 08/25/2005  
**Mileage:** 1687  
**Warr Built Dt:** 04/19/2005  
**Supplier RP:** R1

**Zone/Cd:** 42-68715  
**Name:** MARTIN CHRY-DODGE-JEEP INC  
**Address:** 2280 WEST MONROE ROAD  
 ALMA, MI 48801  
**Phone:** 989 681-3900

### 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 IMPACT SENSOR INTERNAL. SENSOR & HARNESS HAVE BEEN REPACED. :R CB13:08/25/2005 SOUNDS LIKE HAS A STORED CODE TECH NOT CLEARING PROP ERLY VEHICLE NOT THERE :TP214:08/25/2005

**Service Action:** SETS CODE AFTER A FEW MINUTES OF KEY ON. NEEDS AN ORC. :RCB13:08/25 /2005 NOTIFIED TECH HOW TO CLEAR CODES PROPERLY IF CODE RETURNS, CALL BACK WITH THE C.C. & MIN. INFO. :TP214:08/25/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004654245

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L35R [REDACTED]

**Model Year:** 2005

**Make/Model:** DODGE  
GRAND CARAVAN SXT FWD  
RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1106501232)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K1085B6446)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 042014

**Report#:** SSV004654245

**Open Date:** 08/25/2005

**Mileage:** 4390

**Warr Built Dt:** 04/20/2005

**Supplier RP:** R1

**Zone/Cd:** 63-52382

**Name:** ED PAYNE MOTORS LLP

**Address:** 2101 E EXPRESSWAY 83  
WESLACO, TX 78596

**Phone:** 956 968-2158

### 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 STATED CHECK WIRES TO ORC FINE TECH HAD NOT REPLACED THE SENSOR OR CONNECTOR YET :TP214:08/25/ 2005

**Service Action:** NOTIFIED TECH TO REPLACE THE SENSOR AND CONNECTOR NOTIFIED GET THE C .C. AND MINUTE INFO OFF THE CODE IF NEED TO CALL BACK :TP214:08/25/2 005

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004654626

### Vehicle Information

**VIN:** 2D4GP44L35R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1054508758)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K0565B6744)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 030100

### Repair Information

**Report#:** SSV004654626  
**Open Date:** 08/29/2005  
**Mileage:** 1  
**Warr Built Dt:** 03/01/2005  
**Supplier RP:** R1

### Dealer Information

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

### Part Information

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

### Labor Information

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

### Service Narrative Information

**Customer Comment:** CLUSTER INOPERATIVE. POWER SLIDING DOOR STUCK OPEN. CHECK ENGINE LIGHT ON. :EAW2:08/25/2005

**Service Action:** RECOMMEND TRYING FLASH 08-028-05. :EAW2:08/25/2005 DLR STATES AFT ER FLASHING AIR BAG LAMP ON WITH IMPACK SENSOR DTC DLR TO RUN TEST FOR FAULT :DED12:08/29/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004656811

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1C4GP45R45B [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY FWD  
 RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1090501295)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K0925A2564)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 040522

**Report#:** SSV004656811  
**Open Date:** 08/29/2005  
**Mileage:** 9254  
**Warr Built Dt:** 04/05/2005  
**Supplier RP:** B1

**Zone/Cd:** 32-44931  
**Name:** DEALMAKER CHRYSLER JEEP DODGE  
**Address:** 1068 ARSENAL ST  
 WATERTOWN, NY 136012210  
**Phone:** 315 788-3970  
 315 782-3325

### 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. :WKK3:08/29/2005

**Service Action:** NEED MORE INFORMATION BEFORE SEAT CUSHION IS ORDERED. WHAT CODES ARE A CTIVE, STORED WHAT HAS BEEN CHECKED ALREADY :WKK3:08/29/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004710411

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D4GP25B66B [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
 CARAVAN SE FWD  
 RSKL52  
**Engine:** EDZ-2.4L 4 Cyl DOHC 16V SMPI Engine (Ser  
 #:6237500851)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K2505A1287)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 090907

**Report#:** SSV004710411  
**Open Date:** 11/23/2005  
**Mileage:** 2  
**Warr Built Dt:** 09/09/2005  
**Supplier RP:**

**Zone/Cd:** 71-44385  
**Name:** SERRAMONTE CHRYSLER JEEP DODGE  
**Address:** 1500 COLLINS AVENUE  
 COLMA, CA 940143228  
**Phone:** INACTIVE  
 650 991-9300

### 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:** AIR BAG LAMP ON AND NO LEFT IMPACT SENSOR-SENSOR WAS NOT EVEN THERE SO INSTALLED ONE AND TEST TOOK HIM TO ORC :RRM4:10/12/2005 CHRIS LEU NG IS TECH WORKING ON THE VEHICLE NO SENSOR WHEN SHIPPED NO LEFT IM PACT SENSOR COMMUNICATION STILL PRESENT :TP214:10/12/2005

**Service Action:** WILL RUN BY DAVE F AND SAYS PART NUMBER 04896056AC IS NOT ON PARTS BLO CK :RRM4:10/12/2005 NOTIFIED JIM TO CYCLE THE KEY TO THE ON POSITI ON 3 TIMES, CHECK FAULT STORED SIDE AND GET THE C.C. :TP214:10/12/20 05 TECH HAS REPLACED THE SENSOR, AND THE WIRING CHECKS OUT OK, TECH T O REPLACE THE ORC CONTROLER. :RAH16:11/23/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004710411

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D4GP25B66B [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
 CARAVAN SE FWD  
 RSKL52  
**Engine:** EDZ-2.4L 4 Cyl DOHC 16V SMPI Engine (Ser  
 #:6237500851)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K2505A1287)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 090907

**Report#:** SSV004710411  
**Open Date:** 11/23/2005  
**Mileage:** 2  
**Warr Built Dt:** 09/09/2005  
**Supplier RP:**

**Zone/Cd:** 71-44385  
**Name:** SERRAMONTE CHRYSLER JEEP DODGE  
**Address:** 1500 COLLINS AVENUE  
 COLMA, CA 940143228  
**Phone:** INACTIVE  
 650 991-9300

### 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:** AIR BAG LAMP ON AND NO LEFT IMPACT SENSOR-SENSOR WAS NOT EVEN THERE SO INSTALLED ONE AND TEST TOOK HIM TO ORC :RRM4:10/12/2005 CHRIS LEU NG IS TECH WORKING ON THE VEHICLE NO SENSOR WHEN SHIPPED NO LEFT IM PACT SENSOR COMMUNICATION STILL PRESENT :TP214:10/12/2005

**Service Action:** WILL RUN BY DAVE F AND SAYS PART NUMBER 04896056AC IS NOT ON PARTS BLO CK :RRM4:10/12/2005 NOTIFIED JIM TO CYCLE THE KEY TO THE ON POSITI ON 3 TIMES, CHECK FAULT STORED SIDE AND GET THE C.C. :TP214:10/12/20 05 TECH HAS REPLACED THE SENSOR, AND THE WIRING CHECKS OUT OK, TECH T O REPLACE THE ORC CONTROLER. :RAH16:11/23/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004732789

### 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 #:1059500495)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0615B6496)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 030514

**Report#:** SSV004732789  
**Open Date:** 11/15/2005  
**Mileage:** 9143  
**Warr Built Dt:** 03/05/2005  
**Supplier RP:** R1

**Zone/Cd:** 35-45070  
**Name:** BROWN'S DULLES DODGE  
**Address:** 4105 AUTO PARK DRIVE  
 CHANTILLY, VA 20151  
**Phone:** INACTIVE  
 703 263-2500

### 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:** 700 MILES AGO NO LEFT FRONT IMPACT SENSOR COMMUNICATION LEFT FRONT IMPACT SENSOR INTERNAL 1 THE LEFT FRONT IMPACT SENSOR INTERNAL 1 HAS NOT COME BACK .8 OHMS END TO END CUSTOMER REFUSES TO LEAVE THE VEHIC LE, AND VEHICLE IS GONE AGAIN. :TP214:11/01/2005

**Service Action:** I NOTIFIED TECH TO GO TO THE C2 CONNECTOR AND PULL THE LEFT FRONT IMPA CT SENSOR TERMINALS FROM THERE SIGNAL AND GROUND CAVITIES & LABEL THEM . THEN GO TO THE RIGHT FRONT IMPACT SENSOR TERMINALS AND REMOVE THE SI GNAL AND GROUND TERMINALS FROM THERE CAVITIES AND PUT THEM IN THE LEFT T FRONT CAVITIES SIGNAL FOR SIGNAL AND GROUND FOR GROUND. THEN CYCLE T HE IGNITION ON/OFF IN 10 SECOND INTERVALS, THEN RECHECK FOR FAULTS AND NOTE THE IGNITION COUNTS. I NOTIFIED THIS WILL AID IN DETERMINING WH ICH, TERMINAL IN C2 OR THE ORC..... TECH NOT HAPPY ABOUT DOING THI S :TP214:11/01/2005 TECH STATES VEHICLE IS BACK AND HE SWITCHED THE TERMINALS AND NO CHANGE (FAULT GOING AWAY) I NOTIFIED TECH TO GO THE VEHICLE TURN ON FOR 10 SEC. THEN TURN OFF 3X S, THEN CHECK THE C.C. A ND MINUTE INFO. 18455 MINUTES / 0 CYCLE. I CAUTIONED THE TECH ON THE INFO GIVEN, I NOTIFIED THE ORC WILL BE CHECKED

WHEN IT GETS BACK, AND IF THE FAULT WILL CLEAR WHEN IT GETS BACK IT WILL TELL US A COMPLETE DIAG WAS NOT DONE. 2789\*\* S 111505 1 NWK 1 1115 0501 FACI

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004653336

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L15R [REDACTED]  
**Model Year:** 2005  
**Make/Model:**  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1105504020)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K1055B6773)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 041921

**Report#:** SSV004653336  
**Open Date:** 10/31/2005  
**Mileage:** 1687  
**Warr Built Dt:** 04/19/2005  
**Supplier RP:** R1

**Zone/Cd:** 42-68715  
**Name:** MARTIN CHRY-DODGE-JEEP INC  
**Address:** 2280 WEST MONROE ROAD  
 ALMA, MI 48801  
**Phone:** 989 681-3900

### 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 IMPACT SENSOR INTERNAL. SENSOR & HARNESS HAVE BEEN REPACED. :R CB13:08/25/2005 SOUNDS LIKE HAS A STORED CODE TECH NOT CLEARING PROP ERLY VEHICLE NOT THERE :TP214:08/25/2005 0 CYCLE COUNTS NOW! SENS OR AND CYCLE COUNTS VEHICLE HAS HAD 3 SENSORS PUT IN AS WELL HAS PUT THE SPACERS IN THE CORE SUPPORT AREA TO SPACE AWAY. TECH CHANGED WHOL

**Service Action:** SETS CODE AFTER A FEW MINUTES OF KEY ON. NEEDS AN ORC. :RCB13:08/25 /2005 NOTIFIED TECH HOW TO CLEAR CODES PROPERLY IF CODE RETURNS, CALL BACK WITH THE C.C. & MIN. INFO. :TP214:08/25/2005 3336\*\* S 0909 05 1 DET 1 0909 0501 FACING DEPOT :TP214:09/09/2005 PART W AS MRA PACKAGED WRONG, REORDERING 3336\*\* S 103105 1 DET 1 1031 0501 FACING DEPOT. :TP214:10/31/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004730902

### Vehicle Information

**VIN:** 2C4GP44R15R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LX FWD  
RSYH53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1018501457)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0315B6917)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 020416

### Repair Information

**Report#:** SSV004730902  
**Open Date:** 10/31/2005  
**Mileage:** 28795  
**Warr Built Dt:** 02/04/2005  
**Supplier RP:** R1

### Dealer Information

**Zone/Cd:** 51-42924  
**Name:** DODGE COUNTRY OF APPLETON INC  
**Address:** 4400 WEST COLLEGE AVENUE  
APPLETON, WI 54913  
**Phone:** INACTIVE  
920 739-6381

### 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 WANTS TO REPAIR A IMPACT SENSOR HARNESS. :RRM4:10/31/2005  
**Service Action:** ADVISED TO USE PIGTAIL HARNESS 05175788AA :RRM4:10/31/2005  
**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004733338

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D4GP45R35B [REDACTED]  
**Model Year:** 2005  
**Make/Model:**  
 CARAVAN SXT FWD  
 RSKH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1132501026)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K1375B6354)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 052000

**Report#:** SSV004733338  
**Open Date:** 11/01/2005  
**Mileage:** 28091  
**Warr Built Dt:** 05/20/2005  
**Supplier RP:** B1

**Zone/Cd:** 35-59663  
**Name:** COURTESY MOTOR SALES INC  
**Address:** 3100 PLEASANT VALLEY BLVD  
 ALTOONA, PA 16602  
**Phone:** 814 944-2076

### 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 SENSOR REPLACED TECH ( DALE ) DI D NOT REPLACE THE CONNECTOR PER THE STAR ONLINE CASE. DRB STATES THE FAULT READS ACTIVE AND STORED 12 CYCLES / 1 MIN. WENT TO 0 CYCLES TH EN BACK TO 12 CYCLES :TP214:11/01/2005 WILLBUR TECH, TELLING ME THA T THE TECH DALE IS CONFUSED AND TOLD ME WRONG AND THAT IT IS A ACTIVE

**Service Action:** NOTIFIED TECH TO GO TO VEHICLE AND CYCLE KEY ON AND OFF IN 10 SECOND INTERVALS, THEN GET THE CYCLE COUNT & MINUTES. NOTIFIED THE ISSUE IS POINTING TO A LOOSE TERMINAL AND TO REPLACE THE TERMINALS / CONNECTOR OR THE HARNESS THIS IS NOT A ORC ISSUE, AND NOTIFIED THE FAULT IS STO RED, TECH STATED OK . :TP214:11/01/2005 I NOTIFIED THEY CLEARED THE FAULTS INADVERTENTLY AND THE ISSUE MAY RETURN, INDICATING A TERMINAL ISSUE IN A CONNECTOR POSSIBLY AT THE C2 CONNECTOR. :TP214/11/01/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004727201

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L55R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1038501311)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K0455B5515)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 021712

**Report#:** SSV004727201  
**Open Date:** 10/26/2005  
**Mileage:** 20706  
**Warr Built Dt:** 02/17/2005  
**Supplier RP:** R1

**Zone/Cd:** 35-08948  
**Name:** MAC & SAM INC  
**Address:** 138 SOUTH SPRINGFIELD ROAD  
 CLIFTON HEIGHTS, PA 190182293  
**Phone:** INACTIVE  
 610 623-7195

### 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:** VEHICLE TOWED IN, MIL ON, AIRBAG LAMP ON. THE OWNER S SPOUSE DROVE THE VEHICLE AND SAID THAT THE MIL CAME ON BUT THE VEHICLE DROVE FINE. ON THE RETURN TRIP THE SAME CONDITION HAPPENED. THE OWNER DROVE THE VEHICLE TO ATTEMPT TO RECREATE THE CONDITION WHEN HE LEFT THE STORE, THE VEHICLE WENT INTO A START AND DIE THREE TIME. THE OWNER CALLED A TOW

**Service Action:** SINCE THERE IS NOTHING ACTIVE, THE TECH IS GOING TO ERASE ALL THE CODE S AND ATTEMPT TO GET THE VEHICLE TO DO THIS AGAIN. HE WILL CHECK THE BCM CONNECTOR FOR SPREAD, DAMAGED OR PUSHED OUT TERMINALS. AND IF OK LET THE VEHICLE GO. THE CONDITION COULD BE A DEFECTIVE BCM BECAUSE OF THE SHORT TO GROUND CODE, COULD BE A PROBLEM IN THE FCM OR IGNITION SW ITCH BECAUSE SO MANY MODULES SEEM TO HAVE LOST COMMUNICATION. :RKR :10/26/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004706651

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2C4GP44R25R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY LX FWD  
 RSYH53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1032500130)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0445A0889)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 021422

**Report#:** SSV004706651  
**Open Date:** 10/17/2005  
**Mileage:** 23171  
**Warr Built Dt:** 02/14/2005  
**Supplier RP:** R1

**Zone/Cd:** 63-66929  
**Name:** MEADOR CHRYSLER-PLYMOUTH INC  
**Address:** 2351 EAST INTERSTATE 20  
 FORT WORTH, TX 76119  
**Phone:** 817 535-0535

### 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 .4 ON CIRCUIT REPLACED THE SENSOR NOT CONNECTOR..... :TP214:10/10/2005 0 C.C. / 38,917 MINU TES  
 :TP214:10/10/2005 TECH CALLED STATED AFTER SWAPPING THE TERMINA LS AS DIRECTED. THE NO LEFT FRONT IMPACT SENSOR COMMUNICATION WENT TO STORED AND  
 THEN THE TECH GOT A NO RIGHT FRONT IMPACT SENSOR COMMUNICAT

**Service Action:** NOTIFIED THE TECH TO GET THE CYCLE COUNT ON THE FAULT. :TP214:10/1 0/2005 I NOTIFIED TO PULL THE PINS AT THE C2 CONNECTOR (R) 12,26 & (L ) 20, 25 FOR THE LEFT  
 FRONT IMPACT AND SWAP PLACES WITH THE RIGHT FRON T IMPACT SENSOR TO SEE IF THE CODE FOLLOWS OR CLEARS OR ETC. I NOTIFI ED TECH DO NOT WORK ON A  
 LIVE SYSTEM. :TP214:10/10/2005 I NOTIFIED THIS PROVES THE ISSUE IS POINTING TO A LOOSE TERMINAL AND TO REPLACE T HE TERMINALS / CONNECTOR OR THE  
 HARNESS. :TP214:10/17/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004715161

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2C4GP44R05R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY LX FWD  
 RSYH53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1052502635)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0535B5656)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 022417

**Report#:** SSV004715161  
**Open Date:** 10/17/2005  
**Mileage:** 11426  
**Warr Built Dt:** 02/24/2005  
**Supplier RP:** R1

**Zone/Cd:** 71-24095  
**Name:** BUERGE CHRYSLER JEEP  
**Address:** 11750 SANTA MONICA BLVD  
 WEST LOS ANGELES, CA 900252844  
**Phone:** 310 207-3161  
 310 820-2631

### 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 INTERNAL 3 PASSENGER OFF INDICATOR SHORT TO B ATTERY NO LEFT FRONT IMPACT SENSOR COMMUNICATION NO RIGHT FRONT IMPACT SENSOR COMMUNICATION OCM DTC TECH STATES ALL ARE ACTIVE CODES. :TP214:10/17/2005

**Service Action:** NOTIFIED TECH THE INFORMATION MUST NOT BE ERASED, INFORMATION MUST BE PRESENT WHEN CHECKED OR COULD BE CHARGED BACK TO THE DEALER ON BAD INFORMATION. NOTIFIED DLR NEED THE PART # AND TMD # OFF THE EXISTING MOD ULE & IF ANY DAMAGE TO THE ORC. 5161\*\* S 101705 1 LA 1 1017 0501 FACING DEPOT :TP214:10/17/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004718809

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2C4GP44R15R [REDACTED]

**Model Year:** 2005

**Make/Model:** CHRYSLER  
TOWN & COUNTRY LX FWD  
RSYH53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1054500114)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K0545B7854)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 022804

**Report#:** SSV004718809

**Open Date:** 10/19/2005

**Mileage:** 14467

**Warr Built Dt:** 02/28/2005

**Supplier RP:** R1

**Zone/Cd:** 71-43582

**Name:** MOSS BROS. CHRYSLER JEEP DODGE

**Address:** 1100 SOUTH E STREET  
SAN BERNARDINO, CA 924081900

**Phone:** 909 884-8255

### 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. DRB-RAN CODES AND RAN DIAGNOSTICS--TRIED WIEGHT TEST -SENSOR WONT READ IT SAYS THAT ALL SENSORS NEED FIX BEFORE CALIBRATIO N TEST--SHOWS PASSENGER SIDE SEAT SENSOR FLUID TOO LOW. :WKK3:10/19/ 2005

**Service Action:** ORDERED SEAT CUSHION KIT. ORDER #8809\*\* VENDOR DIRECT. :WKK3:10/19/ 2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004727201

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L55R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1038501311)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0455B5515)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 021712

**Report#:** SSV004727201  
**Open Date:** 10/26/2005  
**Mileage:** 20706  
**Warr Built Dt:** 02/17/2005  
**Supplier RP:** R1

**Zone/Cd:** 35-08948  
**Name:** MAC & SAM INC  
**Address:** 138 SOUTH SPRINGFIELD ROAD  
 CLIFTON HEIGHTS, PA 190182293  
**Phone:** INACTIVE  
 610 623-7195

### 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:** VEHICLE TOWED IN, MIL ON, AIRBAG LAMP ON. THE OWNER S SPOUSE DROVE THE VEHICLE AND SAID THAT THE MIL CAME ON BUT THE VEHICLE DROVE FINE. ON THE RETURN TRIP THE SAME CONDITION HAPPENED. THE OWNER DROVE THE VEHICLE TO ATTEMPT TO RECREATE THE CONDITION WHEN HE LEFT THE STORE, THE VEHICLE WENT INTO A START AND DIE THREE TIME. THE OWNER CALLED A TOW

**Service Action:** SINCE THERE IS NOTHING ACTIVE, THE TECH IS GOING TO ERASE ALL THE CODE S AND ATTEMPT TO GET THE VEHICLE TO DO THIS AGAIN. HE WILL CHECK THE BCM CONNECTOR FOR SPREAD, DAMAGED OR PUSHED OUT TERMINALS. AND IF OK LET THE VEHICLE GO. THE CONDITION COULD BE A DEFECTIVE BCM BECAUSE OF THE SHORT TO GROUND CODE, COULD BE A PROBLEM IN THE FCM OR IGNITION SW ITCH BECAUSE SO MANY MODULES SEEM TO HAVE LOST COMMUNICATION. :RKR :10/26/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004574929

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1C8GP45R45E [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY FWD  
 RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1042501636)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0545B8040)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 022517

**Report#:** SSV004574929  
**Open Date:** 10/11/2005  
**Mileage:** 3817  
**Warr Built Dt:** 02/25/2005  
**Supplier RP:** B1

**Zone/Cd:** 42-63720  
**Name:** RIVERSIDE AUTO SALES INC  
**Address:** 2511 LUDINGTON ST  
 ESCANABA, MI 49829  
**Phone:** 906 786-6834

### 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:** BOSCH WAS DIAGNOSED A MONTH AGO AND WAS SUPPOSED TO HAVE BEEN TAKEN CARE OF ALREADY. WENT TO SENSOR LEFT FRONT IMPACT SENSOR 2 INTERNAL 1 REPLACED WENT AWAY A 3 DAYS, LEFT SIDE IMPACT SENSOR 2 INTERNAL 1 , NO RIGHT SIDE IMPACT SENSOR 1 COMMUNICATION CODES ARE STORED AND ACTIVE, TECH DOES NOT HAVE THE DIAG INFO. NOTIFIED TECH MUST HAVE COMPLETE

**Service Action:** NOTIFIED TECH MUST HAVE COMPLETE DIAGNOSTIC ON THE ERROR CODE AS INDICATED IN FLOW CHART STEP BY STEP AND CONTINUE. NO AUTHORIZATION WAS GIVEN AT THIS TIME TO ORDER THE PART. :TP214:06/16/2005 :TP214:06/20/ 2005 4686939AG ON THE ORC PER THE DRB, PER STAR ORDERING THE 4686939A F 4929\*\* S 082505 1 CHI 1 0825 0501 FACING DEPOT VEHICLE WAS RELEASED TO CUSTOMER. :TP214:08/25/2005 THE VEHICLE IS BACK WITH A CODE FOR: BCODES : B2201 : CALIBRATION MISMATCH - THE CODE WILL NOT ERASE. TRANSFER TO RESTRICTED PARTS. :RAH16:09/15/2005 ORDERED NGC :EAM16:09/15/2005 TECH HAS REPLACED THE NGC CONTROLLER AND THE ACM AND NOW THERE IS A CODE FOR CALIBRATION MISMATCH, THE CODES WAS NOT THERE UNTIL THE ACM WAS REPLACED. TECH HAS THE INCORRECT ACM, TRANSFER

TO RESTRICTED PARTS FOR ADDITIONAL HELP. :RAH16:09/19/2005 TRANSFER TO TP :FW6:09/19/2005 4929\*\* S 091905 1 CHI 1 0919 0501 FACING DEPOT :TP214/09/19/2005 THE  
OLD MODULE DOES NO T HAVE A MISMATCH FAILURE-DLR TO INSTALL THE MODULE WITH THE CODE IN I

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004708716

### Vehicle Information

**VIN:** 2C8GP64L95R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
 TOWN & COUNTRY LIMITED FWD  
 RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1061500254)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0635B6832)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 030808

### Repair Information

**Report#:** SSV004708716  
**Open Date:** 10/11/2005  
**Mileage:** 6000  
**Warr Built Dt:** 03/08/2005  
**Supplier RP:** R1

### Dealer Information

**Zone/Cd:** 35-39705  
**Name:** FRED FREDERICK CHRYSLER JEEP  
**Address:** 43 WASHINGTON BLVD  
 LAUREL, MD 207074378  
**Phone:** 301 776-7373

### 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 AND STORED CODE FOR NO LEFT SIDE SENSOR ONE COMMUNICAT ION. HAS CLEARED THIS SAME CODE A COUPLE TIMES ON PREVIOUS VISITS ALSO .  
 :RRM4:10/11/2005  
**Service Action:** REPLACE SENSOR AND MAKE SURE PINS ARE NO CORRODED OR BENT. :RRM4:10/ 11/2005  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004710411

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D4GP25B66B [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
 CARAVAN SE FWD  
 RSKL52  
**Engine:** EDZ-2.4L 4 Cyl DOHC 16V SMPI Engine (Ser  
 #:6237500851)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K2505A1287)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 090907

**Report#:** SSV004710411  
**Open Date:** 10/12/2005  
**Mileage:** 2  
**Warr Built Dt:** 09/09/2005  
**Supplier RP:**

**Zone/Cd:** 71-44385  
**Name:** SERRAMONTE CHRYSLER JEEP DODGE  
**Address:** 1500 COLLINS AVENUE  
 COLMA, CA 940143228  
**Phone:** INACTIVE  
 650 991-9300

### 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:** AIR BAG LAMP ON AND NO LEFT IMPACT SENSOR-SENSOR WAS NOT EVEN THERE SO INSTALLED ONE AND TEST TOOK HIM TO ORC :RRM4:10/12/2005 CHRIS LEU NG IS TECH  
 WORKING ON THE VEHICLE NO SENSOR WHEN SHIPPED NO LEFT IM PACT SENSOR COMMUNICATION STILL PRESENT :TP214:10/12/2005

**Service Action:** WILL RUN BY DAVE F AND SAYS PART NUMBER 04896056AC IS NOT ON PARTS BLO CK :RRM4:10/12/2005 NOTIFIED JIM TO CYCLE THE KEY TO THE ON POSITI ON 3 TIMES,  
 CHECK FAULT STORED SIDE AND GET THE C.C. :TP214:10/12/20 05

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004653336

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L15R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1105504020)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser #:K1055B6773)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 041921

**Report#:** SSV004653336  
**Open Date:** 10/03/2005  
**Mileage:** 1687  
**Warr Built Dt:** 04/19/2005  
**Supplier RP:** R1

**Zone/Cd:** 42-68715  
**Name:** MARTIN CHRY-DODGE-JEEP INC  
**Address:** 2280 WEST MONROE ROAD  
 ALMA, MI 48801  
**Phone:** 989 681-3900

### 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 IMPACT SENSOR INTERNAL. SENSOR & HARNESS HAVE BEEN REPACED. :R CB13:08/25/2005 SOUNDS LIKE HAS A STORED CODE TECH NOT CLEARING PROP ERLY VEHICLE NOT THERE :TP214:08/25/2005 0 CYCLE COUNTS NOW! SENS OR AND CYCLE COUNTS VEHICLE HAS HAD 3 SENSORS PUT IN AS WELL HAS PUT THE SPACERS IN THE CORE SUPPORT AREA TO SPACE AWAY. TECH CHANGED WHOL

**Service Action:** SETS CODE AFTER A FEW MINUTES OF KEY ON. NEEDS AN ORC. :RCB13:08/25 /2005 NOTIFIED TECH HOW TO CLEAR CODES PROPERLY IF CODE RETURNS, CALL BACK WITH THE C.C. & MIN. INFO. :TP214:08/25/2005 3336\*\* S 0909 05 1 DET 1 0909 0501 FACING DEPOT :TP214:09/09/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004695940

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L35R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1096503348)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0965B6756)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 040808

**Report#:** SSV004695940  
**Open Date:** 09/30/2005  
**Mileage:** 9886  
**Warr Built Dt:** 04/08/2005  
**Supplier RP:** R1

**Zone/Cd:** 51-45140  
**Name:** STREATOR CHRYSLER JEEP DODGE,  
**Address:** 1730 N BLOOMINGTON ST  
 STREATOR, IL 613641379  
**Phone:** INACTIVE  
 815 673-5505

### 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:** THERE IS A INTERMITTENT PROBLEM WITH A COMUNICATION OVER THE BUS. IT H AS CODES IN THE AIRBAG SYSTEM NO CLUSTER MESSAGE,NO ODOMETER MESSAGE . ABS SYSTEM MIC MESSAGE NOT RECEIVED. IN THE PCM U10155 NO CLUSTER BU S MESSAGE, U110C NO FUEL LEVEL BUS MESSAGE THEY SET 107 TRIPS AGO AND HAD A 91 GOODTRIPS BUT THIS IS THE SECOND TIME THESE CODES HAVE BEEN C

**Service Action:** MAKE SURE THAT THE CONNECTORS AT THE CLUSTER AND BCM ARE TIGHT AND THE RE ARE NO PIN OUTS. CHECK THE G301 GROUND CONNECTION. INSPECT WIRING F OR RUBBING AND POSSIBLE SHORTING OF THE BUS WIRE. TRY TO FLASH THE BC M PER TSB #08-028-05. :DG19:09/30/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004692272

### Vehicle Information

**VIN:** 2C4GP64L35R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LIMITED FWD  
RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1118500962)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1205B5319)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 050300

### Repair Information

**Report#:** SSV004692272  
**Open Date:** 09/28/2005  
**Mileage:** 1222  
**Warr Built Dt:** 05/03/2005  
**Supplier RP:** R1

### Dealer Information

**Zone/Cd:** 51-26657  
**Name:** LYNCH CHRY-JEEP INC  
**Address:** 5201 W IRVING PARK RD  
CHICAGO, IL 606412505  
**Phone:** INACTIVE  
773 481-9000

### 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 AIRBAG LIGHT IS ON. :KD127:09/28/2005  
**Service Action:** TRANSFER TO STAR NORTH :KD127:09/28/2005  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004682458

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D4GP24R55B XXXXXXXXXX  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SE FWD  
 RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1025501757)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0425B8077)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 021608

**Report#:** SSV004682458  
**Open Date:** 09/20/2005  
**Mileage:** 10611  
**Warr Built Dt:** 02/16/2005  
**Supplier RP:** B1

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

### 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 FROM A CHRYSLER AUCTION, WI RING RIPPED FROM SENSOR AND SENSOR WAS BROKEN OFF AT THE CONNECTOR NOT CLEARING CORRECTLY NO MEASURMENT INFO :TP214:09/20/2005

**Service Action:** NOTIFIED TECH TO GET MEASURMENT INFO, C.C. CHECK FOR OTHER DAMAGE TO HARNESS SINCE HAS 2 PORTIONS TO IT PER THE TECH. :TP214:09/20/2005

**Correction:**

# Field Engineer Analysis Report



Issue Number: RT7016SM3110501  
 Zone Number: FF-CAG Field Engineer  
 Issue Type: Non-Powertrain  
 Category: Reliability  
 Reported By: Mirka, Steve  
 Phone: 888-409-3207  
 Created On: 11/07/2005

Images: 1



Front Impact Sensor  
Pt#05175978AA

Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
RS	6R [REDACTED]	3382	081708	08625	EGH 1222 5008 17	DGL K225 5B50 63	Y

**CONCERN #1**

Customer Concern:

Left and right Impact sensors were replaced on these minivans for inspection by Dino Depaolis.

Root Cause:

Inspection of sensors in a non corrosive enviroment.

LABOR OPERATION: 08142503 Replace left impact sensor  
 08142502 Replace right impact sensor

KEYWORDS: PartReturn

PARTS: 05175978AA Impact Sensor

# Field Engineer Analysis Report



COST OF REPAIR: \$43

Repair Action:

The left and right impact sensors were replaced and the originals were returned to Dino Depaolis.

**TSB Group: 08**

**Repair Successful: Y**

Issue Number: RT7016SM3110501  
Zone Number: FF-CAG Field Engineer  
Issue Type: Non-Powertrain  
Category: Reliability  
Reported By: Mirka, Steve  
Phone: 888-409-3207  
Created On: 11/07/2005

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	6R [REDACTED]	3382	081708	08625	EGH 1222 5008 17	DGL K225 5B50 63	Y



# Field Engineer Analysis Report



## Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
08142503AA		1	0.00		01/01/0001
05175978AA	SENSOR -IMPACT	1	0.00		01/01/0001

# Field Engineer Analysis Report



Issue Number: RT3806CC3010502  
 Zone Number: FF-CAG Field Engineer  
 Issue Type: Non-Powertrain  
 Category: Reliability  
 Reported By: Cesar Castillo  
 Phone:  
 Created On: 10/28/2005

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	5B [REDACTED]	24166	022616	24100	EGA 1052 5021 60	DGL K055 5B79 06	

**CONCERN #1**

Customer Concern:

Engineering request for RS front impact sensors.

Root Cause:

Engineering investigation.

Repair Action:

Replace front impact sensors.

# Field Engineer Analysis Report



TSB Group: 08

Repair Successful: N

Issue Number: RT3806CC3010502  
Zone Number: FF-CAG Field Engineer  
Issue Type: Non-Powertrain  
Category: Reliability  
Reported By: Cesar Castillo  
Phone:  
Created On: 10/28/2005

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	5B [REDACTED]	24166	022616	24100	EGA 1052 5021 60	DGL K055 5B79 06	

# Field Engineer Analysis Report



## Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05175978AA	SENSOR -IMPACT	2	0.00		01/01/0001

# QNA - Quality Narrative Analyzer Detail Report

## Quality Tracking Narratives Report#: 5B31343302

### Vehicle Information

**VIN:** 1C4GP45RX5B [REDACTED]

**Model Year:** 2005

**Make/Model:** CHRYSLER

TOWN & COUNTRY FWD

RSYH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1355400765)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser

#:K0215B6713)

**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH

**MDH:** 012514

### Repair Information

**Report#:** 5B31343302

**Open Date:** 05/25/2005

**Mileage:** 0

**Warr Built Dt:** 01/25/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 66-26653

**Name:** MAROONE CHRYSLER JEEP DODGE

**Address:** 4250 N STATE ROAD 7

CORAL SPRINGS, FL 330733803

**Phone:** INACTIVE

954 917-4000

### Service Narrative Information

**Question Number:** 148 - Airbag Warning Light Indicated a Problem

**Customer Response:** AIRBAG LIGHT-MOST TIME INDICATED LIGHT.

000

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004536063

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L25R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
 GRAND CARAVAN SXT FWD  
 RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1096503981)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
 #:K0965B7702)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 040806

**Report#:** SSV004536063  
**Open Date:** 05/10/2005  
**Mileage:** 423  
**Warr Built Dt:** 04/08/2005  
**Supplier RP:** R1

**Zone/Cd:** 51-56463  
**Name:** MILLER-KRUEGER INC  
**Address:** 119 N MILWAUKEE  
 LIBERTYVILLE, IL 600482291  
**Phone:** INACTIVE  
 847 362-3800

### 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. CODES FOR NO RIGHT FRONT IMPACT SENSOR MESSAGE RECEIVED AND NO LEFT FRONT IMPACT SENSOR MESSAGE RECEIVED. TECH HAS REPLACED THE SENSORS AND STILL HAS THE CODES. TECH STATES PINS 25 AND 26 ON C2 OF THE ORC CONNECTOR ARE SHORTED TOGETHER; CONNECTOR IS UNPLUGGED FROM THE MODULE. :KB18:05/10/2005

**Service Action:** ADVISED TECH THERE IS A SHORTING BAR INTERNAL TO THE 32 WAY CONNECTOR. USE THE 8443 LOAD TOOL KIT ADAPTER #8443-27 TO CONTINUE DIAGNOSTICS. IF THE WIRING IS FINE, THEN THE ORC IS SUSPECT. :KB18:05/10/2005

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Quality Tracking Narratives Report#: 5B31299303

### Vehicle Information

**VIN:** 1D4GP45R65E [REDACTED]

**Model Year:** 2005

**Make/Model:** DODGE

CARAVAN SXT FWD

RSKH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1358400597)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser

#:K0225A2894)

**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH

**MDH:** 012623

### Repair Information

**Report#:** 5B31299303

**Open Date:** 05/18/2005

**Mileage:** 0

**Warr Built Dt:** 01/26/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 71-44542

**Name:** UNION CHRYSLER JEEP DODGE

**Address:** 9898 TRASK AVE

GARDEN GROVE, CA 928442800

**Phone:** INACTIVE

714 539-5757

### Service Narrative Information

**Question Number:** 148 - Airbag Warning Light Indicated a Problem

**Customer Response:** AIRBAG WARNING LIGHT.

000