

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010706501

Vehicle Information

VIN: 2C4GP54L35R [REDACTED]

Model Year: 2005

Make/Model: CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1315403106)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3134B8114)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 111802

Repair Information

Report#: SSV010706501

Open Date: 06/15/2010

Mileage: 18744

Warr Built Dt: 11/18/2004

Supplier RP: R1

Dealer Information

Zone/Cd: 74-68824

Name: [REDACTED]

[REDACTED] [REDACTED]

SAND CREEK, WI [REDACTED] 5

Phone: [REDACTED]

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLIGHTS DO NOT WORK AT TIMES, WE HAVE REPLACED THE MUTIFUNCTION SWITCH-HELP NEEDED

Service Action: GOOD AFTERNOON KEN. DOES THE HEAD LAMPS WORK IN ANY MODES. DOES THE BCM SEE THE PROPER INPUT FROM THE HEADLAMP MUX SWITCH. ARE THERE ANY CODES. ARE THERE ANY OTHER LAMPS NOT WORKING. ARE THE BULBS WORKING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010707039

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L55R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1316402720)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3214B5661)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 112514

Report#: SSV010707039
Open Date: 06/15/2010
Mileage: 76250
Warr Built Dt: 11/25/2004
Supplier RP: R1

Zone/Cd: 51-44082
Name: [REDACTED]
Address: [REDACTED]
 SALEM, IL [REDACTED]
Phone: [REDACTED]

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE DASH LAMPS, HEADLAMPS AND INTERIOR LAMPS FLICKER, VEHICLE STALLS AT TIMES. TECH STATES HE FOUND BATTERY ACID LEAKING INTO THE HARNESS UNDER THE BATTERY, TECH REPLACED THE ENGINE HARNESS, ALL FUNCTIONS RETURNED, BUT THERE IS NO COMMUNICATION WITH THE CAB, IF A 12 VOLT JUMPER IS INSTALLED ON THE F500 CIRCUIT AT THE IPM, COMMUNICATION IS RESTORED.

Service Action: ADVISED TECH THE POWER ORIGINATES FROM THE BCM, CHECK POWERS, GROUNDS AND IGNITION SWITCH STATUS IN THE BCM, IF ALL OK, REPLACE BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010208932

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1231402594)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1874B5188)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082802

Report#: SSV010208932
Open Date: 06/10/2010
Mileage: 46241
Warr Built Dt: 08/28/2004
Supplier RP: R1

Zone/Cd: 51-44142
Name: SHEBOYGAN CHRYSLER CENTER INC
Address: 2701 WASHINGTON AVE
 SHEBOYGAN, WI 53081
Phone: 920 459-6030
 920 459-6020

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 COMPLAINING OF THE DASH AND HEADLAMPS ARE FLICKERING. TECH STATES THAT HE HAS BEEN ABLE TO DUPLICATE THE CONDITION.

Service Action: ADVISED TECH TO MAKE SURE THAT THE PCM IS UP TO DATE. ADVISED THE TECH TO CHECK THE GROUND UNDER THE BATTERY TRAY AND CHECK G300 AND G301. TECH TO VOLTAGE DROP THE BATTERY CABLES. CUSTOMER STATES THE LIGHTS FLICKERED AGAIN AND THE TECH IS UNABLE TO DUPLICATE. TECH STATES THE BATTERY IS NEW AND ALL SYSTEMS TEST GOOD. ADVISED THE TECH HE WILL NEED TO DUPLICATE TO DIAG.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010673255

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1252400858)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2594A1472)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092208

Report#: SSV010673255
Open Date: 06/02/2010
Mileage: 89358
Warr Built Dt: 09/22/2004
Supplier RP: R1

Zone/Cd: 32-45403
Name: OLD SAYBROOK CHRYSLER DODGE JE
Address: 235 MIDDLESEX TPKE
 OLD SAYBROOK, CT 064754209
Phone: 860 388-4445

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: THE HEADLIGHTS FLICKER AND THE GAUGES FLICKER UP AND DOWN.

Service Action:ADVISED THE TECH TO CHECK ALL ENGINE AND BODY GROUNDS ESPECIALLY THE GROUND UNDER THE BATTERY TRAY, G300 AND G301.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010665463

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54LX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1231402398)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2014B7503)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 083014

Report#: SSV010665463
Open Date: 05/28/2010
Mileage: 98088
Warr Built Dt: 08/30/2004
Supplier RP: R1

Zone/Cd: 74-45450
Name: MEYER AUTOMOTIVE INC
Address: 2151 CARDINAL LN
 CRETE, NE 68333318
Phone: 402 826-5300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CC HEADLIGHTS INOP, CLUSTER LIGHTS AND THE RADIO WILL NOT LIGHT UP... TECH TRIED ADDRESSING THIS BY REPLACING THE FCM, IPM AND A HEADLIGHT SWITCH.

TECH TAPPED ON THE DASH... AND CAN GET THE. TECH THINKS THE CCN HAS DIED. WHILE ON THE PHONE THE TECH CONTINUED TO CHECK THE FOLLOWING. THE CCN ABS, ORC, PCM & RADIO HAVE NO MESSAGES RECEIVED. WHEN THIS WAS HAPPENING THE TECH COULD NOT GET IN THE RADIO OR ABS, THE TECH COULD GET INTO THE ORC. BCM SEES THE KEY SENSE, FCM SEES THE IGNITION STATE. TECH CHECKED FOR VOLTAGE ACTIVITY TO THE RADIO, & ABS. ABS HAD VOLTAGE ACTIVITY BUT FUSE 5 FOR THE RADIO BEING FED BY THE ACCESSORY HAD NO POWER WITH THE KEY ON.

Service Action: ADVISED TO CHECK THE G150 IGNITION SWITCH WAKE UP SENSE FOR 12 VOLTS FROM THE BCM TO THE CLUSTER. SUSPECTING A CLUSTER AT THIS TIME. (45*) TECH STATES HE DOESN T HAVE 12 VOLTS ON G150 BUT EVERYTHING WAS WORKING WHEN HE CHECKED THIS CIRCUIT. TECH STATES HE REPLACED THE IGNITION SWITCH, NO CHANGE. ADVISED TECH TO READ AND PERFORM 916083590, VISUALLY INSPECT AND LOAD TEST THE BCM GROUND G301. TECH STATES HE HAS 1.5V ON THE B150

CIRCUIT. TECH LOAD TESTED THE B301 GROUND TO NO AVAIL ADVISED TECH TO PICK ONE COMPONENT LIKE THE RADIO AND SEE WHAT IS DROPPING OUT ON THE POWER GROUND OR IGN FEED WHEN ISSUE IS PRESENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010650307

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP64L35R [REDACTED] 1
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1233402353)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2014B7752)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 083008

Report#: SSV010650307
Open Date: 05/21/2010
Mileage: 88078
Warr Built Dt: 08/30/2004
Supplier RP: R1

Zone/Cd: 71-45358
Name: STEVENS CREEK CHRYSLER JEEP DO
Address: 4100 STEVENS CREEK BLVD
 SAN JOSE, CA 951291335
Phone: 408 248-1800

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEAD LAMPS AND CCN IS FLICKERING. TECH CAN DUPLICATE AND FOUND NO CODES.

Service Action:ADVISED TECH TO VOLTAGE DROP THE BATTERY GROUNDS, ALSO SWAP A BATTERY AND NOTE IF PROBLEM IS STILL PRESENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010637421

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L65 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1226400739)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2294B5325)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082502

Report#: SSV010637421
Open Date: 05/15/2010
Mileage: 73449
Warr Built Dt: 08/25/2004
Supplier RP: R1

Zone/Cd: 66-60379
Name: LANDERS MCLARTY DODGE CHRYSLER
Address: 6533 UNIVERSITY DR NW
 HUNTSVILLE, AL 358061717
Phone: 256 830-6450

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: C.C. HEAD LAMPS AND INTERIOR LAMPS WILL FLICKER. THE TECH STATED HE LOCATED VOLTAGE SPIKES. THE TECH REPLACED THE PCM NO CHANGE. THE TECH STATED THE TARGET VOLTAGE IS LOW ON THE NEW PCM 13.2. THE TECH VOLTAGE DROP TESTED THE BATTERY CABLES WITH ENGINE OFF FROM CABLE END TO ALT POST. AND BATTERY CABLE.

Service Action: ADVISED THE TECH TO PERFORM A LOADED VOLTAGE DROP WITH ENGINE CRANKING. THE TECH SHOULD TEST THIS FROM THE BATTERY POST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010460761

Vehicle Information

Repair Information

Dealer Information

VIN: 1D8GP45R55B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1259400216)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2654B7959)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092900

Report#: SSV010460761
Open Date: 04/27/2010
Mileage: 85206
Warr Built Dt: 09/29/2004
Supplier RP: B1

Zone/Cd: 51-42283
Name: LOU FUSZ CHRYSLER JEEP DODGE
Address: 3480 HIGHWAY K
 O FALLON, MO 633688138
Phone: 314 966-0630

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:CUSTOMERS CONCERN IS HEADLAMPS AND INTERIOR LAMPS FLICKER. TECH CAN NOT DUPLICATE THIS CONCERN. NO CODES FOUND.

Service Action:ADVISED THE TECH TO CHECK THE PCM DUTY CYCLE WITH ALL ACCESSORYS ON. TECH TO CHECK THE GROUND FROM THE BATTERY TO THE VEHICLE. TECH TO CHECK THE BATTERY VOLTAGE AT THE BATTERY AND THE POWER TERMINAL AT THE ALT WHEN THE VEHICLE IS WARM. TECH TO CHECK RESISTANCE IN POWER CABLES FOR CONCERNS. TECH TO CALL BACK FOR FURTHER ASSISTANCE AS NEEDED. TECH HAS SAME CONCERN. TECH HAS REPLACED THE CLUSTER AND NOW HAS SAME CONCERN WITH DTCS P0563,P0562. ADVISED TO CHECK THE G300 AND 301 GROUNDS AND SWAP A NEW BATTERY. CAN DUPLICATE TARGET AND WITH DRB SEES PCM SENSE VOLTAGE JUMPS FROM 16 TO 9 TO 16. ADVISED TO MONITR EACH BASTTERY AND IGNITION RUN POWER TO PCM. TRANSFERED TO MARK T FOR FURTHER DIAGNOSTIC RECOMMENDATIONS. SAME CONCERN. TECH STATES BATTERY VOLTS GOING FROM 9.0 VOLTS TO 16. VOLTS. TECH STATES NEW PCM REPAIRED FOR 150 MILES. ADVISED TO CHECK THE BATTERY TERMINALS, NOT THE POSTS, VOLT DROP CABLES, CHECK VOLTS AT PCM AND OVERLAY GENERATOR GROUND G101. TRY TO FIND REASON PCM

BATTERY SENSE CHANGING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010587742

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R85B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1131401721)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1334B6835)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 052020

Report#: SSV010587742
Open Date: 04/22/2010
Mileage: 27822
Warr Built Dt: 05/20/2004
Supplier RP: B1

Zone/Cd: 51-63427
Name: RUSS DARROW INCORPORATED
Address: 2700 WEST WASHINGTON STREET
 WEST BEND, WI 53095
Phone: 262 334-9411

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE HEADLAMPS ARE INOP. TECH STATES THERE ARE NO CODES, BCM SEES THE SWITCH INPUTS CORRECTLY, THE FCM ONLY SEES THE LOW BEAM SWITCH INPUT CORRECTLY AND WILL CHANGE, NOT THE HIGH BEAM, NO CHANGE.

Service Action: ADVISED TECH TO REMOVE THE FCM FROM THE IPM AND INSTALL A FUSED 12 VOLT JUMPER THROUGH THE IPM, DETERMINE IF THE LAMPS COME ON, IF SO, MOST LIKELY AN FCM ISSUE.

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010562277

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 #:1174501130)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1755B5004)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062522

Report#: SSV010562277
Open Date: 04/12/2010
Mileage: 93927
Warr Built Dt: 06/25/2005
Supplier RP: R1

Zone/Cd: 51-68736
Name: BLACKWELL-BALDWIN DODGE INC
Address: 1660 BUSINESS 60 WEST
 DEXTER, MO 63841
Phone: 573 624-8300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE HEADLAMPS GO OUT AT TIMES, IF THE HEADLAMP SWITCH IS TOGGLED OR WIGGLED, THE LAMPS WILL COME BACK ON. TECH STATES THERE ARE NO CODES AND HE HAS CHECKED THE TERMINAL TENSION BETWEEN THE FCM AND THE IPM, FOUND NO ISSUES, TECH CONFIRMED THAT TOGGING AND WIGGLING THE HEADLAMP SWITCH WILL INDUCE AND RESOLVE THE CONCERN, CURRENTLY CANNOT DUPLICATE.

Service Action: ADVISED TECH TO MEASURE THE HEADLAMP MUX VOLTAGE TO THE BCM , INORDER TO DETERMINE WHAT NORMAL IS, THEN DUPLICATE THE CONCERN, WHILE MONITORING THE HEADLAMP SWITCH STATUS IN THE BCM, IF THE INPUT DROPS OUT OR IS INCORRECT, WHILE MONITORING THE MUX VOLTAGE, COMPARE ACTUAL READING TO NORMAL READING , IF THE SAME , REPLACE THE BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010471508

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R95R [REDACTED]	Report#: SSV010471508	Zone/Cd: 74-60395
Model Year: 2005	Open Date: 03/12/2010	Name: TRI-LAKES CHRYSLER DODGE JEEP
Make/Model: CHRYSLER TOWN & COUNTRY LX FWD RSYH53	Mileage: 50737 Warr Built Dt: 01/27/2005	Address: 180 STATE HIGHWAY F BRANSON, MO 656168755
Engine: EGA-3.3L V6 OHV Engine (Ser #:1007500435)	Supplier RP: R1	Phone: 417 334-3134
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0245B6941)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 012710		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: DASH AND HEADLAMPS FLASHING. TECH HAS REPLACED THE SWITCH AND CONCERN WAS GONE FOR 2 MONTHS, TECH HAS VERIFIED.

Service Action:ADVISED TO UNPLUG THE ALT, IF CONCERN GONE CHECK THE BATTERY CABLES AND PCM GROUNDS. TESTED WIRING AND FOUND NO ISSUES. HAS REPLACED HEADLIGHT SWITCH AND PCM. TARGET WAS 13.1 TO 13.7 VOLT. ADVISED AS HAS REPLACED PCM AND QUIT TO RECHECK GROUND CIRCUITS. TEST WITH A JUMPER CABLE SEE IF DIRECT GROUND TO BATTERY AND TEST TO ALT AND MOTOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010365551

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1328401844)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3284B7907)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 121411

Report#: SSV010365551
Open Date: 01/11/2010
Mileage: 48920
Warr Built Dt: 12/14/2004
Supplier RP: R1

Zone/Cd: 32-44876
Name: VISION DODGE CHRYSLER JEEP
Address: 920 PANORAMA TRAIL SOUTH
 ROCHESTER, NY 146252390
Phone: 585 385-5700

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: CUSTOMERS CONCERN IS HEADLAMPS FLICKER AT TIMES. DIMMING WITH EVERYTHING IN THE VEHICLE ON. IF JUST THE AC OR HEATED SEATS ARE ON NOTHING HAPPENDS. ONLY WITH EVERYTHING ON. TECH HAS REPLACED THE BATTERY IN THE VEHICLE WITH NO CHANGE.

Service Action: ADVISED TECH TO CHECK THE OUTPUT OF THE ALT WITH ALL ACCESSORYS ON. ADVISED THE TECH TO CHECK OUT THE CHARGING SYSTEM AFTER ALL GROUNDS FROM BATTERY AND LAMPS ARE CHECKED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010356040

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1007501225)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0115B6615)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 011702

Report#: SSV010356040
Open Date: 01/04/2010
Mileage: 72554
Warr Built Dt: 01/17/2005
Supplier RP: R1

Zone/Cd: 74-68116
Name: PARKS INC
Address: 11987 SW US HWY 54
 AUGUSTA, KS 67010
Phone: 316 775-6366
 316 775-4390

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: C.C. WHILE DRIVING AT NIGHT THE HEAD LAMPS AND DASH LAMPS WILL FLICKER. THE HAS VOLTAGE FAULTS STORED.

Service Action: ADVISED THE TECH TO VOLTAGE DROP BATTERY CABLES AND CABLE TO BATTERY CONNECTIONS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010335218

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 #:1168500550)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1685A2589)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 061816

Report#: SSV010335218
Open Date: 12/11/2009
Mileage: 84188
Warr Built Dt: 06/18/2005
Supplier RP: R1

Zone/Cd: 71-64302
Name: CENTRAL VALLEY CHRYSLER JEEP
Address: 4460 N MCHENRY
 MODESTO, CA 95356
Phone: 209 526-3300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: HEADLAMPS AND DASH LAMPS FLICKER WHILE DRIVING\n\nTECH STATES THE BATTERY CHECKS GOOD. TECH STATES HE REPLACED THE HEADLAMP SWITCH WITH NO CHANGE. TECH STATES WHEN HE TAPS THE ACCELERATOR THE LAMPS WILL FLUCTUATE.

Service Action:ADVISE TECH TO PERFORM A VOLTAGE DROP TEST ON THE BATTERY CABLES. ADVISE TECH IF CABLES TEST GOOD TO SWAP IN A KNOWN GOOD BATTERY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010323641

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R25B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1175501246)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1795B6576)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062915

Report#: SSV010323641
Open Date: 12/02/2009
Mileage: 7231
Warr Built Dt: 06/29/2005
Supplier RP: B1

Zone/Cd: 32-45423
Name: FERRARIO CHRYSLER-DODGE-JEEP
Address: 2463 CORNING RD
 ELMIRA HEIGHTS, NY 149031049
Phone: 607 733-9108

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: HEADLAMPS CUT OUT AT TIMES WHILE DRIVING. TECH IS UNABLE TO DUPLICATE THE CONCERN AND NOTED NO CODES ARE SET BUT FCM SETS A CPA NOT ENGAUGED.

Service Action: ADVISED TECH TO INSPECT FCM AND IPM CONNECTIONS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010321898

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1092500990)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0965B7740)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 040807

Report#: SSV010321898
Open Date: 12/01/2009
Mileage: 79256
Warr Built Dt: 04/08/2005
Supplier RP: R1

Zone/Cd: 71-43231
Name: RON TONKIN DODGE INC
Address: 19300 MCLOUGHLIN BLVD
 GLADSTONE, OR 970272641
Phone: 503 546-6700
 503 258-5800

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: YOU NEED TO DRIVE VEHICLE FOR 10 MILES OR MORE ISSUE HEADLAMPS MIC/CLUSTER ILLUMINATION FLICKER WHILE DRIVING DOWN THE ROAD. RADIO DISPLAY WILL ALSO GO OUT AND RADIO WILL HAVE NO SOUND. HEALIGHTS AND TAIL LIGHTS ALSO FLICKER. ALL READY REPLACED BATTE BATTERY, INSTRUMENT CLUSTER

Service Action: ADVISE TO LOAD TEST POWERS AND GROUNDS ESPECIALLY AT THE TIPM/PDC. PLEASE REFER TO STAR ONLINE CASE K62212843 FOR REFERENCE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010312134

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 #:1151501981)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1545B5626)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 060609

Report#: SSV010312134
Open Date: 11/20/2009
Mileage: 42971
Warr Built Dt: 06/06/2005
Supplier RP: B1

Zone/Cd: 51-44372
Name: TAYLOR CHRYSLER JEEP DODGE
Address: 1497 N STATE ROUTE 50
 BOURBONNAIS, IL 60914
Phone: 815 935-7900

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:COMPLAIT IS DASH AND HEADLIGHTS FLICKER. HAS NOT DUPLICATED.

Service Action:ADVISED TO SEE IF HAS GOOD BATTERY AND ALL CABLES. CHECK CHARGING. SEE IF ANY CODES IN ANY AND ALL MODULES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010296976

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L65 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1205400807)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2104B7984)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080213

Report#: SSV010296976
Open Date: 11/11/2009
Mileage: 48575
Warr Built Dt: 08/02/2004
Supplier RP: R1

Zone/Cd: 42-44052
Name: GAGE CHRYSLER DODGE JEEP INC
Address: 1625 SOUTH BEACON BLVD
 GRAND HAVEN, MI 494172613
Phone: 616 842-2250

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: THE HEADLIGHTS AND DASH LIGHTS ARE FLICKERING THE RADIO GOES OUT AND THE SPEEDO JUMPS. NO CODES ARE PRESENT.

Service Action:ADVISED THE TECH TO CHECK ALL ENGINE AND BODY GROUNDS ESPECIALLY G300 AND G301. TECH TO SEE IF THE WIPERS, WINDOWS, AND THE BLOWER MOTOR GOES INOP TOO WHEN THE RADIO GOES OUT. TECH TO VOLTAGE DROP THE BATTERY CABLES. TECH HAS REPLACED THE BATTERY. TECH HAS CLEANED THE BATTERY CABLES AND GAUGES AND RADIO ARE OK. ADVISED TO UNPLUG THE ALT AND TEST, THEN SWAP HEAD LAMP SWITCH, IF CONCERN STILL PRESENT CHECK THE BCM. TECH SWAPPED BATTERIES WITH NO CHANGE. ADVISED TECH TO VOLTAGE DROP BATTERY CABLES. TECH STATES HE PERFORMED A VOLTAGE DROP ON THE NEGATIVE BATTERY CABLE, AND FOUND .3 VOLT DROP, TECH STATES HE DID NOT CRANK THE ENGINE WHEN PERFORMING THIS TEST, TECH DID SAY THIS CABLE IS HOT TO THE TOUCH WHEN THE ENGINE IS RUNNING. ADVISED TECH TO PERFORM THE TEST AGAIN, THIS TIME , DISABLE STARTING AND CRANK ENGINE, THERE SHOULD BE NO MORE THAN .5 VOLT DROP.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010276142

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 #:1020500575)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0355B7995)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020901

Report#: SSV010276142
Open Date: 10/23/2009
Mileage: 84719
Warr Built Dt: 02/09/2005
Supplier RP: R1

Zone/Cd: 42-23381
Name: DON'S AUTO CLINIC INC
Address: 1110 NORTH MITCHELL
 CADILLAC, MI 496011298
Phone: 231 775-2413

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE HEADLAMPS AND DASH LAMPS FLICKER. TECH STATES THIS IS INTERMITTENT, THE ALTERNATOR HAS BEEN REPLACED TO NO AVAIL.

Service Action: ADVISED TECH TO TRY SWAPPING A KNOWN GOOD BATTERY , IF COMPARING TO A KNOWN GOOD VEHICLE INDICATES THE CONCERN IS EXCESSIVE, TRY RUNNING A REDUNDANT GROUND WITH A SET OF BOOSTER CABLES TO THE ENGINE AND BODY GROUNDS. TECH HAS RUN SOME REDUNDANT GROUNDS. SUGGESTED CLEANING ALL THE BODY GROUNDS AND VOLTAGE DROPPING THE CABLES. ABS HAD A BATTERY VOLTAGE OUT OF RANGE AND IT CLEARED AND HAS NOT BEEN BACK. SUSPECTING THE PCM MAY HAVE SOMETHING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: 5B36170307

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R05B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1080503661)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0875B5019)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 033021

Report#: 5B36170307
Open Date: 11/17/2009
Mileage: 0
Warr Built Dt: 03/30/2005
Supplier RP:

Zone/Cd: 35-43877
Name: HONDRU DODGE CHRYSLER JEEP
Address: 2005 S MARKET ST
 ELIZABETHTOWN, PA 170229209
Phone: 717 367-6644

Part Information

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

Labor Information

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

CPS Narrative Information

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

Score: 00 (Detractor)

007. Negative experience / problems with CURRENT vehicle

002. Poor quality

I have had more service issues with this van than all of my other vehicles combined: three brake changes, dashboard blower failed and needed replaced, front dash outlet blew and needed replaced, headlights kept going off randomly while I was driving, etc.. all VERY expensive service appointments. I hate my van and regret buying it. Who has ever heard of the blower fan going out on a vehicle?? I have talked four people out of buying a Chrysler actually.

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

Score: 00 (Detractor)

D41. Brakes wearing unevenly/have to replace brakes too soon

H14. HVAC VENTS-Broken/NW

X55. Ext Light Prob-Bulb Failed

Please read the past post.

Q3. Please rate your satisfaction with your experience at HONDRU DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 00 (Detractor)

996. Other

I've never dealt with Hondru Dodge.

Q8. Have you been back for service to HONDRU DODGE CHRYSLER JEEP in the last X months?

02 - No

097. Other

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

01 - Definitely Will Not

001. Too many problems with current or past vehicle

004. Styling of other makes is more appealing

006. Other makes have outstanding/better reputations

007. Unhappy with fuel efficiency of current vehicle

009. Quality/Reliability

010. Dependability

SURVEY COMPLETED 2009-11-17 20:07:54, CUSTOMER ID:702956269, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010260132

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65 [REDACTED]
Model Year: 2005
Make/Model:
GRAND CARAVAN SXT FWD
RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1018502048)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K0285B7977)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020209

Report#: SSV010260132
Open Date: 10/08/2009
Mileage: 68804
Warr Built Dt: 02/02/2005
Supplier RP: R1

Zone/Cd: 71-45394
Name: HENRY BROWN CHRYSLER JEEP DODG
Address: 1990 N PINAL AVE
CASA GRANDE, AZ 852221400
Phone: 520 421-4949

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: HEAD LAMPS FLICKER. TECH HAS CHECK GROUNDS. TECH HAS REPLACED THE BATTERY AND CONCERN STILL PRESENT.

Service Action:ADVISED TO UNPLUG THE ALT, THEN CHECK THE FIELD TERMINALS AS WELL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010247255

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44LX5 [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1296401747)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3004B7997)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 110110</p>	<p>Report#: SSV010247255</p> <p>Open Date: 09/29/2009</p> <p>Mileage: 60763</p> <p>Warr Built Dt: 11/01/2004</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 51-65719</p> <p>Name: MORRIS CHRYSLER PLYMOUTH DODGE</p> <p>Address: 300 WEST BEDFORD ROAD MORRIS, IL 604501395</p> <p>Phone: 815 942-3400</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CLUSTER GAUGES BOUNCE UP AND DOWN ERRATIC. DASH LIGHTS FLICKER, HEADLAMPS FLICKER CHIME GOES OFF AND WHEN GIVING IT GAS THE RADIO CUTS OUT. ALSO INTERIOR LIGHTS FLICKER ONCE AND A WHILE WHEN ACTING UP THE CHEK ENGINE LIGHT SETS P0300 CODE IT HAS A NEW MOPAR BATTERY, NEW BCM, AND NEW FCM, CHECKED GROUNDS TEST OKAY. CONDITION HAPPENS MORE AT IDLE THAN DRIVING

Service Action: NICK, PLEASE DOUBLE CHECK ALL ENGINE AND BODY GROUNDS ESPECIALLY THE BATTERY GROUND ON THE FRAME RAIL, G300 AND G301 (LOCATED AT THE LEFT AND RIGHT LOWER B PILLARS ON THE FLOOR.) ALSO VOLTAGE DROP BOTH OF THE BATTERY CABLES. IF THE RADIO CUTS OUT, PLEASE DUPLICATE THE COMPLAINT AND CHECK THE B+, SWITCHED IGNITION, AND GROUNDS TO THE RADIO WHEN THE COMPLAINT IS PRESENT. WHEN THE P0300 CODE SETS, THE THE VEHICLE IDLE/RUN ROUGH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010214811

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55 [REDACTED]

Report#: SSV010214811

Zone/Cd: 42-44052

Model Year: 2005

Open Date: 09/03/2009

Name: GAGE CHRYSLER DODGE JEEP INC

Make/Model: CHRYSLER

Mileage: 64297

Address: 1625 SOUTH BEACON BLVD

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 10/07/2004

GRAND HAVEN, MI 494172613

RSYP53

Supplier RP: R1

Phone: 616 842-2250

Engine: EGH-3.8L V6 OHV Engine (Ser #:1267401932)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2744B6406)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 100705

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: POWER SLIDING DOORS OPERATE THE OPPOSITE FROM THE OVERHEAD SWITCHES AND HEADLAMPS WILL NOT TURN ON AT TIMES FROM THE SWITCH.

Service Action:ADVISED TECH TO LOAD TEST POWERS AND GROUNDS TO THE BCM AND CHECK THE G301 GROUND.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010181730

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]	Report#: SSV010181730	Zone/Cd: 35-68539
Model Year: 2005	Open Date: 08/11/2009	Name: DOMINION OF BEDFORD INC
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 38219	Address: 1750 INDEPENDENCE BLVD BEDFORD, VA 245232793
Engine: EGH-3.8L V6 OHV Engine (Ser #:1103502955)	Warr Built Dt: 04/21/2005	Phone: 540 586-8221
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1085B7907)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 042103		

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: C.C. THE TECH HAS OVER HEAD LAMPS NOT WORKING PROPERLY. THE LAMPS TURN OFF WITH THE LIGHT SWITCH ON.

Service Action: ADVISED THE TECH TO CHECK FOR SHORTS IN THE HEADLINER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010164230

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R65B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1278400823)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2664A0242)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 100816

Report#: SSV010164230
Open Date: 07/29/2009
Mileage: 67883
Warr Built Dt: 10/08/2004
Supplier RP: B1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS WHEN AMBIENT TEMP IS HOT DASH LIGHTS AND HEAD LAMPS FLICKER ALSO WHEN COMMING TO A STOP LOW FUEL LIGHT ILLUMINATES AND AT TIMES GAGES WILL GO ERRATIC FOUND TSB TO REPLACE BATTERY AND DID THIS THIS SEEMS TO SOLVE CONCERN FOR A SHORT PER BATTERY REPLACEMENT

Service Action: CRAIG, THESE ARE KNOWN FOR FLICKER ISSUES, HOWEVER , SOUNDS LIKE YOU HAVE TWO DIFFERENT THINGS OCCURRING. IF THE GAUGES ARE ERRATIC, ENSURE THE PCM IS NOT DROPPING OFF THE BUS, PERFORM J1850 SCAN , SOME FLICKER IS CONSIDERED NORMAL ESPECIALY AT IDLE UNDER HEAVY SYSTEM LOAD, THE ALT WILL ONLY OUTPUT A 1/3 OF ITS CAPACITY AT BEST, YOU WILL NEED TO DETERMINE IF THE FLICKER CONCERN IS EXCESSIVE, BY COMPARING TO LIKE RS VAN, IF DETERMINE EXCESSIVE, TRY RUNNING A REDUNDANT GROUND FROM THE BATTERY TO THE ENGINE AND TO THE BODY, USING A SET OF JUMPER CABLES, NOTE CHANGE, LOOK AT THE SYSTEM VOLTAGE DATA IN THE PCM, TARGET VOLTAGE AND DUTY CYCLE, THEN MEASURE THE ACTUAL VOLTAGE AT THE BATTERY. LASTLY, CHECK THE POWERS AND GROUND CIRCUITS TO THE BCM AND PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010127373

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R65B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1302402934)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3134B5461)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 111101

Report#: SSV010127373
Open Date: 07/15/2009
Mileage: 50175
Warr Built Dt: 11/11/2004
Supplier RP: B1

Zone/Cd: 74-23633
Name: OVERLAND PARK JEEP/DODGE/CHRYSLER
Address: 8775 METCALF AVE
 OVERLAND PARK, KS 662122058
Phone: 913 381-8100

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: THE PRNDL, HEADLAMPS AND THE DASH LIGHTS FLICKER. THE TECH HAS REPLACED THE ALTERNATOR AND THE EHADLAMP SWITCH STILL HAS THE SAEM CONCERN.

Service Action:ADVISED THE TECH TO CHECK ALL ENGINE AND BODY GROUNDS ESPECIALLY THE GROUND UNDER THE BATTERY TRAY AND CHECK G300 AND G301 GROUNDS. TECH HAS SAME CONCERN ALL LAMPS FLICKER. ADVISED TO VERIFY CONNECTIONS ON THE BCM AND REPLACE AS NEEDED. TECH STATES HE HAS REPLACED THE BCM WITH NO CHANGE. TECH STATES HE IS INSPECTING THE IPM AND FOUND THE TABS MISSING. \r\n\r\nADVISE TECH TO INSPECT THE IPM AND HARNESS UNDER THE BATTERY FOR CORROSION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010129015

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1273402177)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2814B6251)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101406

Report#: SSV010129015
Open Date: 07/06/2009
Mileage: 70831
Warr Built Dt: 10/14/2004
Supplier RP: R1

Zone/Cd: 66-66697
Name: LEE CHRYSLER DODGE
Address: 541 MARY ESTER CUTOFF
 FT WALTON BEACH, FL 325485439
Phone: 850 244-7611

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: DASH LAMPS HEAD LAMPS FLICKER. TECH UNABLE TO VERIFY.

Service Action:ADVISED TO REVIEW SOL CASE K26817091, THEN CHECK GROUNDS AND SWAP BATTERY S, THEN TRY A NEW HEAD LAMP SWITCH, CHECK CIRCUITS TO BCM AS WELL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010116100

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L75 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1089502286)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0905B6802)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 040209

Report#: SSV010116100
Open Date: 06/24/2009
Mileage: 46180
Warr Built Dt: 04/02/2005
Supplier RP: R1

Zone/Cd: 63-65382
Name: INGRAM PARK CHRYSLER JEEP DODG
Address: 7000 N W LOOP 410
 SAN ANTONIO, TX 78238
Phone: 800 347-1313
 210 684-6610

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: THE HEADLIGHTS ARE FLASHING FLICKERING AND THE GAUGES WILL GO OUT AT TIME. NO CODES ARE PRESENT.

Service Action:ADVISED THE TECH TO CHECK THE GROUND UNDER THE BATTERY TRAY AND CHECK G300 AND G301. TECH TO VOLTAGE DROP THE BATTERY CABLES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010059146

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 #:1257401062)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2684A1749)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092722

Report#: SSV010059146
Open Date: 05/13/2009
Mileage: 69800
Warr Built Dt: 09/27/2004
Supplier RP: R1

Zone/Cd: 35-42127
Name: HANOVER DODGE CHRYSLER JEEP
Address: 765 CARLISLE ST
 HANOVER, PA 173311702
Phone: 717 637-1101

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: HEAD LIGHTS GO OUT ANYTIME DRIVING NO DTC WIGGLE WIRES OK FCM BEEN REPLACED

Service Action: GREGG IF THERE ARE NO FAULT CODES SET CHECK THE HEADLAMP SWITCH INPUT TO THE BCM USING THE DRB III WHEN THE ISSUE IS PRESENT. NO KNOWN ISSUES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010036479

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R95B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1357401717)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0215B5435)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 012518

Report#: SSV010036479
Open Date: 04/27/2009
Mileage: 52167
Warr Built Dt: 01/25/2005
Supplier RP: B1

Zone/Cd: 63-60225
Name: MISSION CHRYSLER JEEP, INC.
Address: 11910 IH 35 NORTH
 SAN ANTONIO, TX 78233
Phone: 210 967-2000

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: DUSTIN STATES THE CLUSTER GAUGES, HEADLAMPS AND INTERIOR LAMPS FLICKER WHILE DRIVING. ARE THERE ANY KNOWN CONCERNS

Service Action: STAR ADVISED DUSTIN TO A POSSIBLE POWER OR GROUND FEED LOSS AT THE CLUSTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010030388

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L55R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1278401534)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2884B7914)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101917

Report#: SSV010030388
Open Date: 04/22/2009
Mileage: 80926
Warr Built Dt: 10/19/2004
Supplier RP: R1

Zone/Cd: 32-60198
Name: TROIANO CHRYSLER JEEP DODGE
Address: 435 S MAIN ST
 COLCHESTER, CT 064151427
Phone: 860 537-2331

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: HEADLAMPS WERE INOP, TECH CAN NOT DUPLICATE, FOUND STORED DTC IN BCM FOR HEAD LAMP SWITCH MISMATCH

Service Action:ADVISED TECH OF SOL CASE # K53272437, ADVISED TO DUPLICATE THE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009891874

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R95R [REDACTED] 8
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1050403178)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0574B7598)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030500

Report#: SSV009891874
Open Date: 01/28/2009
Mileage: 63563
Warr Built Dt: 03/05/2004
Supplier RP: R1

Zone/Cd: 74-62063
Name: LAUKEMPER MOTOR INC
Address: 1011 STATE STREET
 MOUND CITY, MO 64470
Phone: 660 442-5438
 866 528-5367

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: WHILE DRIVEING DOWN THE HIGHWAY THE HEADLIGHTS AND DASH LIGHTS FLICKER\r\n\r\nTECH STATES HE HAS DUPLICATED THE CONCERN. TECH STATES EVERYTIME AN ELECTRICAL COMPONENT IS ACTUATED THE LIGHTS FLICKER.

Service Action:ADVISE TECH TO SWAP IN A KNOWN GOOD BATTERY AND RETEST. ADVISE TECH TO TEST THE CHARGING SYSTEM. ADVISE TECH TO PERFORM A VOLTAGE DROP TEST ON THE BATTERY CABLES. CALLED TECH AND CONFIRMED REPLACING THE BATTERY CORRECTED THE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009913021

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 #:1252401005)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2594A1631)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092300

Report#: SSV009913021
Open Date: 01/27/2009
Mileage: 66666
Warr Built Dt: 09/23/2004
Supplier RP: R1

Zone/Cd: 71-42947
Name: AUTOWEST CHRYSLER JEEP DODGE
Address: 230 AUTOMALL DR
 ROSEVILLE, CA 956613001
Phone: 800 872-2800
 916 781-8100

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:INTERMITTENTLY ALL LIGHTS FLICKER AFTER RUNNING VEHICLE FOR A WHILE WITH ALL ACCESSORIES ON. NEGATIVE BATTERY CABLE IS VERY HOT TO TOUCH. VEHICLE WILL DIE INTERMITTENTLY AND AT TIMES WHEN ACCELERATING GAUGES WILL ACT ERRATICALLY, ABS LAMP FLASHES ETC. BATTERY HAS BEEN REPLACED. MAIN GROUND AND CHASSIS GROUNDS AT LEFT FRONT FENDER AREA HAVE BEEN REMOVED AND CLEANED. ADDED ADDITIONAL GROUND PATHS FROM BATTERY NEG. CABLE TO ENGINE, AND FROM BATTERY NEG. CABLE TO CHASSIS GROUND USING JUMPER CABLES, LET RUN STILL FLICKERS WITH EXTRA GROUNDS CABLES ATTACHED.

Service Action:COMPARE TO LIKE VEHICLE ...MOST TIME USUAL CAUSES ARE BATTERY AND OR CABLES TERMINALS..GROUNDS TO ENG AND BODY.. FLICKER DOES IT HAPPEN MORE WITH HEATED SEATS ON...TAKE A VIEW ON PCM TARGET VOLTAGE THEN TURN ALL ACCESSORIES ON AND SEE WHAT TARGET IS...REALIZE IF ALL SYSTEMS ARE OPERATING AND AT NIGHT THERE IS A BIG DEMAND ON CHARGING AND BATTERY...AGAIN COMPARE TO LIKE VEHICLE..... TECH REPORTED AT TIMES THE DASH AND HEADLAMPS FLICKER. TECH HAS DUPLICATE THE CONCERN AND NOTED THE CONCERN ONLY OCCURS IF THE VEHICLE IS LEFT TO IDLE FOR EXTENDED PERIODS WITH ALL ACCESSORIES

TURNED ON. DEALER HAS REPLACED THE BATTERY AND ADDED REDUNDANT GROUNDS WITH NO CHANGE. CHARGING SYSTEM TEST NORMALLY, CONDITION IS NOT NORMAL WHEN COMPARE TO LIKE VEHICLES. ADVISED TECH SWAP IN A TEST BATTERY AND NOTE FLICKER, LOAD TEST AND VOLTAGE THE PCM AND GENERATOR POWER AND GROUNDS FEEDS. REPAIR GENERATOR AND OR PCM IF NEEDED AND RETEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009899611

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L75R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1038501459)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0465A2532)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 021704

Report#: SSV009899611
Open Date: 01/16/2009
Mileage: 50262
Warr Built Dt: 02/17/2005
Supplier RP: R1

Zone/Cd: 71-44848
Name: LITHIA CHRYSLER JEEP DODGE OF
Address: 7171 WEST CANAL STREET
 KENNEWICK, WA 99336
Phone: 509 736-6020

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: HEADLAMPS GO OUT AT TIMES WHEN DRIVING. PRIOR TO THIS THE AUTO TIMER STOPS WORKING. TECH CAN NOT DUPLICATE THE CONCERN.

Service Action: TECH STATED THE PARKING LIGHTS ARE ON AND THE SWITCH STATE SHOWS OFF. ADVISED TECH TO REPLACE THE HEADLIGHT SWITCH IF NEEDED. ADVISED TECH TO MONITOR THE HEADLAMP SWITCH AND ATTEMPT TO DUPLICATE. NOTED CONCERN WILL NEED TO BE DUPLICATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009895186

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX5R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1349400743)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3504B7721)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 122302

Report#: SSV009895186
Open Date: 01/14/2009
Mileage: 68647
Warr Built Dt: 12/23/2004
Supplier RP: R1

Zone/Cd: 35-67125
Name: PEARSON DODGE
Address: 11701 MIDLOTHIAN PIKE
 MIDLOTHIAN, VA 231132646
Phone: INACTIVE
 804 794-0300

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 CONCERN IS THE DASH LAMPS AND HEADLAMPS RADIO HVAC CUTTING OUT AT TIMES, ALSO WHEN THE VEHICLE SLOWS TO A STOP THE VEHICLE WANTS TO STALL OUT. TECH HAS REPLACED THE BATTERY WITH NO CHANGE OF CONCERN. TECH CALLING FOR ASSISTANCE.

Service Action: ADVISED THE TECH TO CHECK THE PCM FOR CHARGING OUTPUT SIGNAL TO ALT. TECH TO CHECK UNDER THE BATTERY TRAY FOR CONCERNS IN THAT HARNESS THAT HAS BEEN KNOWN FOR CONCERNS. TECH TO CHECK THE BATTERY CONNECTIONS TO THE ALT AND PDC.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: 5B22931407

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B65E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6175400459)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1904A1973)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 072913

Report#: 5B22931407
Open Date: 10/20/2009
Mileage: 0
Warr Built Dt: 07/29/2004
Supplier RP:

Zone/Cd: 66-44509
Name: RICK HENDRICK DODGE CHRYSLER J
Address: 1468 SAVANNAH HIGHWAY
 CHARLESTON, SC 29407
Phone: 843 763-8400

Part Information

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

Labor Information

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

CPS Narrative Information

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

Score: 05 (Detractor)
 007. Negative experience / problems with CURRENT vehicle
 002. Poor quality
 Unreliable Basic parts failure; front brakes had to be redone at 15000 miles and dealer and regional manager for Chrysler refused to make any allowance. AC system not functioning properly Headlights were "winking out" and it took two trips and pressuring the dealer before fixed.

Q2. Please rate your satisfaction with your CARAVAN SE FWD on a scale of 0 to 10.

Score: 04 (Detractor)

D41. Brakes wearing unevenly/have to replace brakes too soon

H28. Other AC

F39. Exter Light Controls-Broken/NW

See previous question about why I wouldn't recommend a Dodge product.

Q3. Please rate your satisfaction with your experience at RICK HENDRICK DODGE CHRYSLER J on a scale of 0 to 10.

Score: 01 (Detractor)

026. Tries to sell extra/unnecessary service

014. Financing arrangements / process

007. Price/cost

It started on the lot, when I told the sales guy the price range, and he started with cars much more expensive because "we can always move down". I came very close to going back and getting another salesman. When signing the papers to actually buy the car, the dealer rep was trying to sell me more crap, despite the fact that I made it clear that I wasn't interested in any of it. He "had to do it" - no, he didn't - it was a Hendrick attempt to sell more crap. Oh - and the \$400 "paperwork fee" - oh, please! And don't tell me that all dealers do it - this doesn't make it any more right, it disguises the real price of the car, and that's what their profit margin is for. I brought the car in for service for the failing headlights, and they did not fix them the first time even though the mechanic noted the real problem. Was offered an oil change at a price - I asked, more than once, if that was the full price plus sales tax. Was told it was - it wasn't. They wanted to add the disposal fee on top of the price. When I made a stink, he removed it. Would not deal with the service writer again.

Q8. Have you been back for service to RICK HENDRICK DODGE CHRYSLER J in the last X months?

02 - No

008. Bad past experience with dealer

014. Dealership personnel untrustworthy / dishonest

097. Other

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

02 - Probably Will Not

001. Too many problems with current or past vehicle

003. Unhappy with service or past dealings with current dealer

007. Unhappy with fuel efficiency of current vehicle

009. Quality/Reliability

SURVEY COMPLETED 2009-10-20 16:50:54, CUSTOMER ID:702874279, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: 5R41258207

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1012500657)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0245A1531)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 012623

Report#: 5R41258207
Open Date: 08/18/2009
Mileage: 0
Warr Built Dt: 01/26/2005
Supplier RP:

Zone/Cd: 32-44440
Name: GENESEE VALLEY CHRYSLER DODGE
Address: 1695 INTERSTATE DRIVE
 AVON, NY 14414
Phone: 585 226-6000

Part Information

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

Labor Information

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

CPS Narrative Information

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

Score: 06 (Detractor)

007. Negative experience / problems with CURRENT vehicle

I have had a problem with headlights since the van was new that still plagues this vehicle.

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

Score: 06 (Detractor)

F25. Side Window-Broken/NW

D99. Other Driving Experience

T11. Auto Trans-Slips/Shifts Erratically

Many things have went wrong from window lift motors to wheel bearings, to engine cooling motor, to transmission shifting problems

Q3. Please rate your satisfaction with your experience at GENESEE VALLEY CHRYSLER DODGE on a scale of 0 to 10.

Score: 04 (Detractor)

019. Difficult to schedule service appointment

I have been taking my van to Transitown Dodge because I don't have to make a appointment

Q8. Have you been back for service to GENESEE VALLEY CHRYSLER DODGE in the last X months?

02 - No

002. Services performed by friends, family, DIY

004. Inconvenient hours of operation

011. Difficult to schedule an appointment

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

02 - Probably Will Not

001. Too many problems with current or past vehicle

097. Other

SURVEY COMPLETED 2009-08-20 23:50:59, CUSTOMER ID:032908933, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: 5R27992907

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L45R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYP53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1258402505)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2684B8118)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 093002

Report#: 5R27992907
Open Date: 05/19/2009
Mileage: 0
Warr Built Dt: 09/30/2004
Supplier RP:

Zone/Cd: 42-60302
Name: MANN CHRYSLER, DODGE, JEEP OF
Address: 1502 INDUSTRIAL PARK DR
 MAYSVILLE, KY 410569691
Phone: 606 759-9603

Part Information

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

Labor Information

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

CPS Narrative Information

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

Score: 00 (Detractor)

007. Negative experience / problems with CURRENT vehicle

Worst vehicle I have ever owned and this is my 9th or 10th Chrysler minivan. Problem with brakes, headlights, front suspension, heated mirrors and rear defroster, etc.

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

Score: 02 (Detractor)

D38. Brakes Dont Have Enough Stopping Power

X55. Ext Light Prob-Bulb Failed

H24. Rear Defroster Broken/NW

See 2nd previous answer

Q3. Please rate your satisfaction with your experience at MANN CHRYSLER, DODGE, JEEP OF on a scale of 0 to 10.

Score: 09 (Promoter)

Q8. Have you been back for service to MANN CHRYSLER, DODGE, JEEP OF in the last X months?

01 - Yes

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

02 - Probably Will Not

001. Too many problems with current or past vehicle

006. Other makes have outstanding/better reputations

SURVEY COMPLETED 2009-05-20 19:58:26, CUSTOMER ID:005714542, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: 5R22436107

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L25R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1177403824)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1754B6956)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 062521</p>	<p>Report#: 5R22436107</p> <p>Open Date: 04/21/2009</p> <p>Mileage: 40</p> <p>Warr Built Dt: 06/25/2004</p> <p>Supplier RP:</p>	<p>Zone/Cd: 51-60230</p> <p>Name: ARLINGTON CHRYSLER JEEP DODGE</p> <p>Address: 925 W DUNDEE RD BUFFALO GROVE, IL 600894101</p> <p>Phone: INACTIVE 847 398-3800</p>
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Part Information

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

Labor Information

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

CPS Narrative Information

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

Score: 00 (Detractor)

007. Negative experience / problems with CURRENT vehicle

Van is less than 5 years old. I am having a lot of electrical problems. I started having problems while still under warranty. None of them were fixed on the first try. Some of them were fixed by a private repair shop. Right now the left sliding door, power lock does not work. The drivers window doesn't work. I am also having problems with the instrument panel dimmer switch. It causes my headlights and foglights to not work.

Q2. Please rate your satisfaction with your GRAND CARAVAN SXT FWD on a scale of 0 to 10.

Score: 01 (Detractor)

P12. Product Issues - Other

Same as last answer, too many problems.

Q3. Please rate your satisfaction with your experience at ARLINGTON CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 07 (Neutral)

Q8. Have you been back for service to ARLINGTON CHRYSLER JEEP DODGE in the last X months?

02 - No

002. Services performed by friends, family, DIY

003. Inconvenient location

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

02 - Probably Will Not

001. Too many problems with current or past vehicle

009. Quality/Reliability

097. Other

SURVEY COMPLETED 2009-04-21 22:38:08, CUSTOMER ID:702219609, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: 5R27799507

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYP53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1279402194)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2824B6712)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101513

Report#: 5R27799507
Open Date: 03/17/2009
Mileage: 45843
Warr Built Dt: 10/15/2004
Supplier RP:

Zone/Cd: 35-61900
Name: BERMONT MOTORS INC
Address: 1502 EAST PHILADELPHIA AVENUE
 GILBERTSVILLE, PA 19525
Phone: 610 367-4878
 610 367-2941

Part Information

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

Labor Information

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

CPS Narrative Information

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

Score: 05 (Detractor)

007. Negative experience / problems with CURRENT vehicle

The vehicle has had problems that I feel should not have happened.

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

Score: 06 (Detractor)

X55. Ext Light Prob-Bulb Failed

I16. Door Panels-Broken/Damaged

Problems with vehicle. The door trim falls off. The headlights are not great.

Q3. Please rate your satisfaction with your experience at BERMONT MOTORS INC on a scale of 0 to 10.

Score: 09 (Promoter)

Q8. Have you been back for service to BERMONT MOTORS INC in the last X months?

01 - Yes

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

02 - Probably Will Not

001. Too many problems with current or past vehicle

006. Other makes have outstanding/better reputations

009. Quality/Reliability

SURVEY COMPLETED 2009-03-23 09:30:07, CUSTOMER ID:018555432, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009884047

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L05 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1296401529)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3004B5013)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102923

Report#: SSV009884047
Open Date: 01/07/2009
Mileage: 77028
Warr Built Dt: 10/29/2004
Supplier RP: R1

Zone/Cd: 66-45133
Name: LANCASTER DODGE CHRYSLER JEEP,
Address: 1277 GREAT FALLS HIGHWAY
 LANCASTER, SC 29720
Phone: INACTIVE
 803 285-1546

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: INSTRUMENT CLUSTER LIGHTS AND HEADLAMPS FLICKER REPLACED BATTERY AND PERFORMED BCM FLASH/UPDATE

Service Action: RUSSELL, WE SEE THIS CONCERN ALOT, ESPECIALLY ON THESE VANS, SOME FLICKER IS CONSIDERED NORMALL UNDER HEAVY LOAD CONDITIONS, DEFROSTER, HEATED SEATS, BLOWER , ECT....., ESPECIALLY AT IDLE, WHEN THE GENERATOR IS ONLY PUTTING OUT A THIRD OF ITS CAPACITY AT BEST, SUGGEST COMPARRING PERFORMANCE TO AN IDENTICAL VEHICLE TO DETERMINE IF YOU ARE DEALING WITH A NORMAL CONCERN OR NOT, FIRST DETERMINE IF THIS FLICKER IS MORE THAN THE OTHER VEHICLE , IF NOT - NORMAL. IF MORE, THEN GO OVER THE CHARGING SYSTEM AND ESPECIALLY THE GROUNDS, BCM GROUNDS AT BOTH B PILLARS ARE COMMON ON THESE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009885083

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1296401529)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3004B5013)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102923

Report#: SSV009885083
Open Date: 01/07/2009
Mileage: 77028
Warr Built Dt: 10/29/2004
Supplier RP: R1

Zone/Cd: 66-45133
Name: LANCASTER DODGE CHRYSLER JEEP,
Address: 1277 GREAT FALLS HIGHWAY
 LANCASTER, SC 29720
Phone: INACTIVE
 803 285-1546

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: INSTRUMENT CLUSTER LIGHTS(ODOMETER AND TRANSMISSION SHIFTER DISPLAY) AND HEADLAMPS FLICKER. BATTERY HAS BEEN REPLACED AND THE BCM WAS FLASHED PER TSB 08-035-03.

Service Action: RUSSELL, AS STATED IN THE LAST RESPONCE WE SEE THIS CONCERN ALOT, ESPECIALLY ON THESE VANS, SOME FLICKER IS CONSIDERED NORMALL UNDER HEAVY LOAD CONDITIONS, DEFROSTER, HEATED SEATS, BLOWER , ECT....., ESPECIALLY AT IDLE, WHEN THE GENERATOR IS ONLY PUTTING OUT A THIRD OF ITS CAPACITY AT BEST, SUGGEST COMPARRING PERFORMANCE TO AN IDENTICAL VEHICLE TO DETERMINE IF YOU ARE DEALING WITH A NORMAL CONCERN OR NOT, FIRST DETERMINE IF THIS FLICKER IS MORE THAN THE OTHER VEHICLE , IF NOT - NORMAL. IF MORE, THEN GO OVER THE CHARGING SYSTEM AND ESPECIALLY THE GROUNDS, BCM GROUNDS AT BOTH B PILLARS ARE COMMON ON THESE. \n\n\nIN ADDITION VOLTAGE DROP THE BATTERY +/- CABLES AND B+ FEEDS TO THE BCM AND PCM FROM THE BATTERY, ALSO THE CHARGE CIRCUIT FROM THE ATL TO THE BATTERY. VOLTAGE DROP SHOULD BE NO MORE THAN .5 VOLTS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009842014

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R25B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1253402458)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2584A0458)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092307

Report#: SSV009842014
Open Date: 12/23/2008
Mileage: 27401
Warr Built Dt: 09/23/2004
Supplier RP: B1

Zone/Cd: 35-45312
Name: OURISMAN CHANTILLY DODGE
Address: 4105 AUTO PARK CIR
 CHANTILLY, VA 201511224
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: RADIO CLUSTER AND HEADLIGHTS ALL CUT OUT...FLICKERING...TECH HAS NOT DUPLICATED....

Service Action: ADVISED TO CHECK ENGINE GROUNDS AND CHARGING RATE AT ALT AND AT BATTERY..CHECK ENGINE GROUNDS AND BATTERY CABLES...STAR ON LINE HAS 3 CASES UNDER FLICKER THAT WILL HELP TO REVIEW... TECH STATES THE VEHICLE HAS A SLIGHT FLICKER AND THE TECH HAS REPLACED THE BATTERY WITH NO REPAIR. ADVISED THE TECH THIS COULD BE NORMAL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009648706

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1025501773)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0405B5428)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 021118

Report#: SSV009648706
Open Date: 12/08/2008
Mileage: 53276
Warr Built Dt: 02/11/2005
Supplier RP: R1

Zone/Cd: 63-43138
Name: ALL AMERICAN CHRY-JEEP-DODGE O
Address: 4310 SHERWOOD WAY
 SAN ANGELO, TX 769015615
Phone: 915 944-0611
 325 944-0611

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: FLICKERING LIGHTS HEADLIGHTS AND DASH...

Service Action: ADVISED THE TECH TO TEST THE LOAD STATE. ALSO TO VOLTAGE DROP THE BATTERY. K62212843 REFER TO THIS CASE AND PERFORM GROUND CHECKS... TECH STATES WHEN PERFORMING THE SELF TEST THE CCN GOES NO RESPONSE. TECH STATES NO PARTS HAVE BEEN REPLACED. \r\n\r\nADVISE TECH TO LOAD TEST THE POWERS AND GROUNDS TO THE CLUSTER AND IF ALL OK REPLACE IT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009846470

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R35 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1075502786)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0765B8169)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032211

Report#: SSV009846470
Open Date: 12/04/2008
Mileage: 98336
Warr Built Dt: 03/22/2005
Supplier RP: R1

Zone/Cd: 32-45403
Name: OLD SAYBROOK CHRYSLER DODGE JE
Address: 235 MIDDLESEX TPKE
 OLD SAYBROOK, CT 064754209
Phone: 860 388-4445

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC HEADLIGHTS GO OFF WHILE DRIVING. NOT DUPLICATED.

Service Action:I ADVISED THE TECHNICIAN AFTER CHECKING PAST CASES, STAR ONLINE, AND ENGINEERING NOTES THERE WERE NO SPECIFIC KNOWN REPORTED ISSUES OR CAUSES FOR THIS CONCERN AT THIS TIME. I ADVISED THE ISSUE OR CONCERN WOULD NEED TO BE DUPLICATED TO BE ABLE TO CORRECTLY DIAGNOSE FURTHER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009842365

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1271401251)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2724B5300)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 093022

Report#: SSV009842365
Open Date: 12/02/2008
Mileage: 44093
Warr Built Dt: 09/30/2004
Supplier RP: R1

Zone/Cd: 42-68944
Name: STORY CHRY-JEEP
Address: 3165 E. MICHIGAN AVENUE
 LANSING, MI 489124618
Phone: INACTIVE
 517 351-0400

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: C.C. DASH AND HEAD LAMPS ARE FLICKERING. THE TECH STATED THIS IS NOTED WHEN THE HEATED SEATS ARE ON.

Service Action: ADVISED THE TECH TO LOAD TEST THE BATTERY AND VOLTAGE DROP THE BATTERY CABLES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009833950

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L95 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1334401641)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3274B5284)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 120322

Report#: SSV009833950
Open Date: 11/24/2008
Mileage: 66984
Warr Built Dt: 12/03/2004
Supplier RP: R1

Zone/Cd: 66-43815
Name: EAST CAROLINA CHRYSLER-DODGE-J
Address: 3401 SOUTH MEMORIAL DRIVE
 GREENVILLE, NC 27834
Phone: 252 355-3333

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:HEADLAMPS INOP AT TIMES. TECH CAN NOT DUPLICATE THE CONCERN AT THIS TIME.

Service Action:ADVISED THE TECH TO DUPLICATE THE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009831476

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R15 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1163401897)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1704B5081)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062222

Report#: SSV009831476
Open Date: 11/21/2008
Mileage: 33000
Warr Built Dt: 06/22/2004
Supplier RP: B1

Zone/Cd: 51-63005
Name: MERTENS GARAGE INC
Address: 603 SOUTH 8TH STREET
 MEDFORD, WI 544512018
Phone: 715 748-5300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: AT TIMES HEADLIGHTS DO NOT WORK PARKING LIGHTS AND DASH LIGHTS WORK, NO DTC S, LIGHTS WER NOT WORKING WHEN FIRST BROUGHT IN DID LIGHT MONITOR WITH DRB SHOWED PARKING LIGHTS ON BUT NOT LOW BEAM OR HIGH BEAM, PULLED BACK ON MULTIFUNCTION SWITCH ADN DRB SHOWED HIGH BEAM ON BUT LIGHTS DID NOT WORK, THEN LIGHTS STARTED WORKING CANNOT GET TO ACT UP NOW

Service Action: DAVID, I WOULD TAKE A LOOK AT THE G300 AND G301 GROUNDS. THESE ARE AT THE BASE OF BOTH B-PILLARS AND HAVE BEEN KNOWN TO BECOME CORRODED. I WOULD ALSO INSPECT THE BOTTOM OF THE IPM FOR ANY CONNECTION ISSUES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009831853

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24RX5 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1289401425)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2944A1909)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 110406

Report#: SSV009831853
Open Date: 11/21/2008
Mileage: 84200
Warr Built Dt: 11/04/2004
Supplier RP: B1

Zone/Cd: 51-44124
Name: EXPRESSWAY DODGE INC
Address: 5531 E INDIANA
 EVANSVILLE, IN 47715
Phone: 812 471-0532

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: HEADLIGHTS AND DASH LIGHTS FLICKER. TECH STATES NO CODES ARE PRESENT. TECH STATES THYE BATTERY TESTED BAD BUT THE CUSTOMER DECLINED THE REPAIR. TECH STATES THE CUSTOMER THEN HAD THE BATTERY REPLACED AT ANOTHER SHOP AND THE CONCERN WAS GONE FOR A LITTLE WHILE BUT IS NOW BACK.

Service Action:ADVISE TECH TO SWAP IN A KNOWN GOOD BATTERY. ADVISE TECH TO PERFORM A VOLTAGE DROP TEST ON THE BATTERY CABLES. ADVISE TECH TO INSPECT THE HARNESS UNDER THE BATTERY TRAY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009829350

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1217402049)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2184B6996)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081211

Report#: SSV009829350
Open Date: 11/20/2008
Mileage: 27496
Warr Built Dt: 08/12/2004
Supplier RP: R1

Zone/Cd: 74-68678
Name: WARRENSBURG CHRYSLER DODGE JEE
Address: 329 E YOUNG AVE
 WARRENSBURG, MO 640931209
Phone: 660 747-5175

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: HEADLAMPS AND RADIO CUT OUT AT TIMES, AIRBAG AND SEATBELT LAMPS CYCLE ON. TECH HAS DUPLICATED THE CONCERN AFTER COLD START AND NOTED ALL ACCESSORIES WERE OUT. TECH FOUND THE FCM, RADIO AND OCM WOULD NOT COMMUNICATE, SEVERAL STORED COMMUNICATION CODES SET.

Service Action: ADVISED TECH TO INSPECT FOR LEAKING BATTERY, INSPECT HARNESS AND GROUNDS UNDER THE BATTERY TRAY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009796754

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L55 [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1068501045)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0705B7951)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 031506</p>	<p>Report#: SSV009796754</p> <p>Open Date: 11/19/2008</p> <p>Mileage: 42106</p> <p>Warr Built Dt: 03/15/2005</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 42-67465</p> <p>Name: CARRIAGE TOWNE CHRYSLER DODGE</p> <p>Address: 2815 STRATFORD RD DELAWARE, OH 430152647</p> <p>Phone: 740 369-9611</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEAD LIGHT, DASH LIGHTS FLICKER WHILE DRIVING.

Service Action: TRANSFER TO ELECTRICAL CC: GAUGES BOUNCE UP AND DOWN AND HEADLIGHTS AND RADIO CUT IN AND OUT.
TECH STATES THE BCM IS AT THE LATEST VERSION AND THE CLUSTER HAS BEEN REPLACED. TECH STATES HE RAN A REDUNDANT GROUND TO THE CLUSTER.
ADVISE TECH TO MONITOR THE IGNITION SWITCH POSITION IN THE FCM WHEN CONCERN IS PRESENT. ADVISE TECH TO INSPECT THE HARNESS UNDER THE BATTERY TRAY FOR WATER INTRUSION AND CORROSION. TECH STATES WHEN PRESSING THE REAR DEFOGER LIGHT WILL DIM WHILE DRIVING , BATTERY WAS REPLACED.
ADVISED TECH LOAD TEST POWER AND GROUNDS AT THE BCM IF NPF REPLACE. TECH STATES THE DASH LIGHTS WILL FLICKER AT TIMES BUT CANNOT FIND G203 WHEN THE REAR DEFROSTER BUTTON IS DEPRESSED CLUSTER LIGHTS WILL FLICKER.
ADVISED TECH COMPARE TO ANOTHER VEHICLE FOR GROUND 203. ADVISED THE TECH TO CHECK G300, G301, AND THE GROUND STUD UNDER THE BATTERY TRAY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009820193

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24RX5 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1229401614)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2394B7708)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 090113

Report#: SSV009820193
Open Date: 11/12/2008
Mileage: 57956
Warr Built Dt: 09/01/2004
Supplier RP: B1

Zone/Cd: 71-42081
Name: CROWN DODGE CHRYSLER JEEP
Address: 6300 KING
 VENTURA, CA 930037291
Phone: 805 656-6669

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: THE ABS WARNING LIGHT COMES ON AND OFF, HEADLIGHTS WILL FLASH, SPEEDO JUMPS, AND THE INSTRUMENT PANEL LAMP FLICKER. NO CODES ARE PRESENT.

Service Action:ADVISED THE TECH TO CHECK G300, G301, AND THE GROUND STUD UNDER THE BATTERY TRAY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009787165

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R55B [REDACTED]	Report#: SSV009787165	Zone/Cd: 35-60041
Model Year: 2005	Open Date: 10/20/2008	Name: COURTESY CHRYSLER JEEP LLC
Make/Model: CARAVAN SXT FWD RSKH52	Mileage: 35844 Warr Built Dt: 03/11/2004	Address: 2225 E LINCOLN HIGHWAY COATESVILLE, PA 193202415
Engine: EGA-3.3L V6 OHV Engine (Ser #:1056400660)	Supplier RP: B1	Phone: 610 384-7800
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0644A1844)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 031116		

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: C.C. HEAD LAMPS FLICKER ON AND OFF WHILE DRIVING. THE MULTIFUNCTION SWITCH WAS REPLACED. THE TECH CANNOT DUPLICATE.

Service Action: ADVISED THE TECH TO DUPLICATE THE CONDITION AND LOOK AT SWITCH STATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009741199

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L35R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1240402723)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2304B5090)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091117

Report#: SSV009741199
Open Date: 09/29/2008
Mileage: 74219
Warr Built Dt: 09/11/2004
Supplier RP: R1

Zone/Cd: 74-63566
Name: BILLION MOTORS
Address: 5910 S LOUISE AVE
 SIOUX FALLS, SD 571082242
Phone: 605 361-1919

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE DASH LIGHTS AND HEAD LAMPS FLICKER. HE STATES THE PCM WILL NOT TRANSFER THE SKIM PIN NUMBER TO THE SKIM. THE SKIM STATES IT HAS THE INCORRECT PIN NUMBER. NOW HE IS LOCKED OUT AFTER 2 TRIES. HE HAS INSTALLED THE OLD PCM BACK IN AND THE SKIM IS STATING THE PIN IS ALSO INCORRECT.

Service Action: TRANSFERRED TO ELECTRICAL GROUP FOR ASSISTANCE FOR THE SKIM PIN CONCERN . ADVISED TECH TO REPLACE THE SKIM/WCM AND BOTH KEYS AND PERFORM PCM REPLACEMENT PROCEDURE AND THEN WCM REPLACEMENT PROCEDURE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009726766

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L75R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1356401125)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0105B6585)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 011205</p>	<p>Report#: SSV009726766</p> <p>Open Date: 09/22/2008</p> <p>Mileage: 64157</p> <p>Warr Built Dt: 01/12/2005</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 71-45173</p> <p>Name: FAMILY CHRYSLER JEEP DODGE</p> <p>Address: 106 FREMONT ST DELANO, CA 932152707</p> <p>Phone: INACTIVE 661 725-3346</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: THE CLUSTER, HEADLIGHTS, GAUGES, AND THE DOME LIGHTS WILL FLICKER AT TIMES.

Service Action:ADVISED THE TECH TO VOLTAGE DROP THE BATTERY CABLES, CHECK THE GROUND UNDER THE BATTERY TRAY, G300, AND G301.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009669674

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R75B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1117501975)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1225B7665)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 050407

Report#: SSV009669674
Open Date: 08/26/2008
Mileage: 57846
Warr Built Dt: 05/04/2005
Supplier RP: B1

Zone/Cd: 51-66769
Name: CARMACK CAR CAPITAL, INC
Address: 3722 N VERMILION ST
 DANVILLE, IL 618321266
Phone: INACTIVE
 217 443-6803

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: WARNING LAMPS CYCLE ON, HEADLAMPS CUT OFF AND REAR WIPER SWIPES. TECH HAS DUPLICATE THE CONCERN AND NOTED BCM WAS REPLACED WITH NO CHANGE. TECH FOUND SEVERAL COMMUNICATION CODES SET AND CALLED TO REVIEW.

Service Action: ADVISED TECH TO MONITOR BUS COMMUNICATION AND ATTEMPT TO DUPLICATE. ISOLATE PCI AND MODULE, ATTEMPT TO DUPLICATE. INSPECT HARNESS AND GROUNDS UNDER THE BATTERY TRAY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009647888

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1018502048)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0285B7977)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020209

Report#: SSV009647888
Open Date: 08/11/2008
Mileage: 56439
Warr Built Dt: 02/02/2005
Supplier RP: R1

Zone/Cd: 71-43298
Name: ALAN WEBB DODGE
Address: 1015 N E 78TH STREET
 VANCOUVER, WA 986658839
Phone: INACTIVE
 360 574-1131

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE CLUSTER , RADIO, CHIME ,AND HEADLAMPS GO OUT AT TIMES. TECH STATES HE IS UNABLE TO DUPLICATE CONCERN AND THERE IS ONLY A STORED CODE IN THE BCM AND FCM, FOR LOSS OF COMMUNICATION WITH THE RADIO.

Service Action: ADVISED TECH TO SUSPECT THE BCM, MONITOR THE IGNITION SWITCH STATUS AND WAKE UP TO THE CLUSTER AND RADIO, ADVISED TO CHECK THE TEN WAY CONNECTOR UNDER THE BATTERY TRAY AND IF ANY CORROSION IS FOUND , ADDRESS THIS FIRST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009642044

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1D4GP24R25 [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SE FWD RSKL53</p> <p>Engine: EGA-3.3L V6 OHV Engine (Ser #:1329400043)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3414B8137)</p> <p>Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH</p> <p>MDH: 121306</p>	<p>Report#: SSV009642044</p> <p>Open Date: 08/07/2008</p> <p>Mileage: 80765</p> <p>Warr Built Dt: 12/13/2004</p> <p>Supplier RP: B1</p>	<p>Zone/Cd: 32-44961</p> <p>Name: FLEMINGTON DODGE-CHRY-JEEP</p> <p>Address: 204 US ROUTE 202 FLEMINGTON, NJ 08822</p> <p>Phone: 908 788-5858</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS CUT OUT AT TIMES WHILE DRIVING. TECH IS UNABLE TO DUPLICATE THE CONCERN AND NOTED NO CODES ARE SET.

Service Action: ADVISED TECH TO IGNORE THE FOG LAMP DTC. ADVISED TECH TO MONITOR HEADLAMP SWITCH AND ATTEMPT TO DUPLICATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009622486

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R85B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1073500810)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0765B5646)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032109

Report#: SSV009622486
Open Date: 07/24/2008
Mileage: 36088
Warr Built Dt: 03/21/2005
Supplier RP: B1

Zone/Cd: 51-67416
Name: WESTPORT AUTO SALES INC
Address: RURAL ROUTE 2 BOX #39
 LAWRENCEVILLE, IL 624399611
Phone: 618 884-9062

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: HEADLAMPS AND TAILS LAMPS FLASH ON AND OFF AT TIMES, PARKED. TECH HAS DUPLICATED THE CONCERN AND NOTED DRB IS UNABLE TO UNLOCK THE FCM FOR PROGRAMMING.

Service Action: ADVISED TECH TO REPLACE THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009616491

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1164501446)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1675B5454)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 061814

Report#: SSV009616491
Open Date: 07/22/2008
Mileage: 26285
Warr Built Dt: 06/18/2005
Supplier RP: R1

Zone/Cd: 74-45411
Name: ASHLAND CHRYSLER
Address: 28715 US HIGHWAY 2
 ASHLAND, WI 54806
Phone: 715 682-8400

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: THE HEADLIGHTS WILL GO OUT INTERMITTENTLY WHEN DRIVING.

Service Action:ADVISED THE TECH TO DUPLICATE THE COMPLAINT, CHECK THE HEADLAMP SWITCH INPUT TO THE BCM AND CHECK G300 AND G301 GROUNDS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009619517

Vehicle Information

VIN: 2D4GP44L35R [REDACTED]
Model Year: 2005
Make/Model:
GRAND CARAVAN SXT FWD
RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1025500908)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K0355B5361)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020904

Repair Information

Report#: SSV009619517
Open Date: 07/23/2008
Mileage: 79108
Warr Built Dt: 02/09/2005
Supplier RP: R1

Dealer Information

Zone/Cd: 51-59639
Name: KALSCHEUR GARAGE INC
Address: 2404 MAIN STREET
CROSS PLAINS, WI 535289454
Phone: 608 798-3541

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 COMPLAINS OF HEADLIGHTS LOW BEAM CUT OUT AND HITS HIGH BEAM AND THEN WORK..

Service Action:ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS. IF OK, DUPLICATE THE COMPLAINT AND CHECK THE HEADLAMP SWITCH INPUT TO THE BCM AT THE TIME OF FAILURE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009607503

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1302402087)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3014B7636)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 110809

Report#: SSV009607503
Open Date: 07/16/2008
Mileage: 69336
Warr Built Dt: 11/08/2004
Supplier RP: R1

Zone/Cd: 42-67057
Name: BRIGHTON CHY-PLY-DGE INC
Address: 9827 EAST GRAND RIVER
 BRIGHTON, MI 481161900
Phone: 810 229-4100

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: DASH LIGHTS, HEADLAMPS FLICKER, ALLEDGEDLY THE GAUGES ALL FLUCTUATE BUT THE TECH HAS YET TO DUPLICATE THAT CONDITION. THEY ADDED A JUMP PACK TO THE VEHICLE FOR THE TEST DRIVE AND SINCE THEN IT DOESN T SEEM TO BE OCCURRING.

Service Action: ADVISED THE TECH THAT THE BATTERY IS THE MOST LIKELY SUSPECT AND HIS USE OF THE JUMP PACK PROBABLY COVERED UP OR MASKED THE CONDITION. I RECOMMEND INSTALLING A NEW BATTERY, CLEAN THE CABLES AND THEN TRY DUPLICATING THIS CONDITION. AT 70K BATTERY LIFE IS ABOUT ENDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009592811

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1D4GP24R55 [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SE FWD RSKL53</p> <p>Engine: EGA-3.3L V6 OHV Engine (Ser #:1217400782)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2234B7614)</p> <p>Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH</p> <p>MDH: 081223</p>	<p>Report#: SSV009592811</p> <p>Open Date: 07/07/2008</p> <p>Mileage: 59732</p> <p>Warr Built Dt: 08/12/2004</p> <p>Supplier RP: B1</p>	<p>Zone/Cd: 63-68993</p> <p>Name: ALL AMERICAN CHRY-JEEP-DODGE O</p> <p>Address: 2510 EAST 8TH STREET ODESSA, TX 797614904</p> <p>Phone: 432 580-2500</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THERE IS A FLICKER IN THE CLUSTER AND HEADLAMPS WHILE DRIVING. TECH STATES THIS CONDITION IS BRIGHT TO DIM.

Service Action:ADVISED TECH TO COMPARE OPERATION WITH ANOTHER VEHICLE , CHECK THE CHARGING SYSTEM AND BATTERY CONDITON, TRY RUNNING REDUNDANT GROUNDS TO VARIUS POINTS ON THE ENGINE AND NOTE IF THERE IS A CHANGE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008849289

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1296401339)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3004B7576)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102914

Report#: SSV008849289
Open Date: 07/03/2008
Mileage: 37907
Warr Built Dt: 10/29/2004
Supplier RP: R1

Zone/Cd: 51-54618
Name: MIKE'S MOTOR COMPANY INC
Address: 111 ELM STREET
 CLINTON, IN 478422403
Phone: 765 832-2411

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES INTERIOR AND EXTERIOR LIGHTS FLICKER UNDER LOAD. HAPPENS ONLY WITH THE REAR DEFROSTER, BLOWER HEADLAMPS AND HEATED SEATS ARE ON

Service Action: ADVISED THIS MAY BE NORMAL, TECH MAY WANT TO TRY A NEW BATTERY TECH STATES CONCERN IS STILL PRESENT. TECH STATES HE HAS ONLY BEEN ABLE TO DUPLICATE THE DASH LIGHT FLICKER. TECH STATES BATTERY AND HEADLAMP SWITCH HAVE BEEN REPLACED WITH NO CHANGE. TECH STATES HE RELOCATED AND SEPERATED THE GROUND UNDER THE BATTERY TRAY AND THE CONCERN SEEMED TO IMPROVE. \r\n\r\nADVISE TECH TO VOLTAGE DROP THE GROUND CIRCUITS TO THE BCM AND CLUSTER AND ALSO VOLTAGE DROP THE BATTERY CABLES. ADVISE TECH TO INSPECT THE GROUNDS AT THE BASE OF THE B-PILLARS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009557839

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L25 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1247403386)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2604A1382)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092501

Report#: SSV009557839
Open Date: 06/12/2008
Mileage: 72611
Warr Built Dt: 09/25/2004
Supplier RP: R1

Zone/Cd: 35-44574
Name: CHRYSLER OF CULPEPER
Address: 11030 JAMES MONROE HWY
 CULPEPER, VA 22701
Phone: 540 547-3900
 540 547-3990

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:CUSTOMERSTATES HEADLIGHTS FLICKER AND TECH SEES THE CLUSTER LIGHTS WILL FLICKER..TECH TESTED BATTERY AND IS QUESTIONABLE.

Service Action:ADVISED TO REPLACE BATTERY AND RETEST...

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009550232

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1124502976)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1255B5441)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 050921

Report#: SSV009550232
Open Date: 06/06/2008
Mileage: 49475
Warr Built Dt: 05/09/2005
Supplier RP: R1

Zone/Cd: 71-68811
Name: POWER CHRYSLER JEEP DODGE
Address: 115 S CAPE STREET
 NEWPORT, OR 97365
Phone: 541 265-6686

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:TECH STATES THE CLUSTER HEADLIGHTS WILL NOT WORK AT TIMES FOG LAMP CODE IS IN HISTORY BUT THE VEHICLE NOT EQUIPPED, TECH CANNOT DUPLICATE THE CONCERN

Service Action:ADVISED TECH TO MONITOR THE INPUTS FROM THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009495662

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 #:1067503051)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0695A2831)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031404

Report#: SSV009495662
Open Date: 06/05/2008
Mileage: 24383
Warr Built Dt: 03/14/2005
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: CUSTOMER STATES THE DASH LAMPS AND HEADLAMPS FLICKER. TECH STATES THERE IS SOME FLICKERING FROM BRIGHT TO DIM.

Service Action: ADVISED TECH TO COMPARE OPERATION WITH IDENTICAL VEHICLE , SOME FLUCTUATION IS NORMAL UNDER HEAVY SYSTEM LOADS, ADVISED TECH CAN TRY RUNNING REDUNDANT GROUNDS. ODOMETER AND SHIFT INDICATOR IS WHAT THE TECH SEES FLICKERING. AN ALTERNATOR, BATTERY AND HD LMP SWITCH. THE HEADLAMPS DO NOT FLICKER. \r\nI MENTIONED TO CHECK THE SOLDERING IN THE CLUSTER WHERE THE CONNECTOR CONNECTS FOR ANY CRACKS IN IT. IF NOT PROBLEM FOUND MAY TRY A CLUSTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009531617

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1289400874)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3004B5194)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102807

Report#: SSV009531617
Open Date: 05/27/2008
Mileage: 55318
Warr Built Dt: 10/28/2004
Supplier RP: R1

Zone/Cd: 51-67775
Name: CRYSTAL LAKE CHRYSLER-JEEP-DOD
Address: 5404 S.STATE ROUTE 31
 CRYSTAL LAKE, IL 60012
Phone: 815 459-9000

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: CUSTOMER STATES INTERMITTENTLY, THE LOW BEAM HEADLAMPS GO OUT WHILE DRIVING. TECH STATES THE PARK LAMPS NEVER GO OUT, AND THERE IS A STORED CODE IN THE FCM FOR FOGLAMP RELAY OPEN, AND THE VEHICLE IS NOT EQUIPPED WITH FOG LAMPS. TECH STATES WHEN CODE IS CLEARED , HEADLAMPS START WORKING.

Service Action: ADVISED TECH TO MONITOR THE HEADLAMP SWITCH INPUTS TO THE BCM, AND IF CORRECT CHECK THE OUTPUTS FROM BCM TO THE HEADLAMPS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009513580

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R75B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1351400162)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0125B5309)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 011923

Report#: SSV009513580
Open Date: 05/14/2008
Mileage: 47885
Warr Built Dt: 01/19/2005
Supplier RP: B1

Zone/Cd: 63-45384
Name: NORTH STAR DODGE, INC.
Address: 7242 SAN PEDRO
 SAN ANTONIO, TX 782166204
Phone: INACTIVE
 210 341-2251

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: THE ODOMETER FLASHES AND THE GAUGES BOUNCE AT TIMES AND THE HEADLIGHTS FLICKER.

Service Action:ADVISED THE TECH TO CHECK G300, G301, AND THE GROUND UNDER THE BATTERY TRAY. SOME SLIGHT FLICKER IS NORMAL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009505028

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R55 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1021501746)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0385B5457)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 021506

Report#: SSV009505028
Open Date: 05/08/2008
Mileage: 63777
Warr Built Dt: 02/15/2005
Supplier RP: B1

Zone/Cd: 51-43855
Name: DODGE CITY MOTORS INC
Address: 1300 VANDIVER DR
 COLUMBIA, MO 652021925
Phone: INACTIVE
 573 474-7400

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: HEADLAMPS INOP OR CUT OUT AT TIMES. TECH IS UNABLE TO DUPLICATE THE CONCERN AND NO CODES SET. TECH HAS MADE NO REPAIRS AND CALLED TO REVIEW.

Service Action: ADVISED TECH TO MONITOR THE HEADLAMP SWITCH AND ATTEMPT TO DUPLICATE. NOTED CONCERN WILL NEED TO BE DUPLICATE. TECH STATED THE PARKING LIGHTS ARE ON AND THE SWITCH STATE SHOWS OFF.\n\nADVISED TECH TO REPLACE THE HEADLIGHT SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009499706

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP64L65R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1013502139)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0265A1985)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 013106

Report#: SSV009499706
Open Date: 05/05/2008
Mileage: 88380
Warr Built Dt: 01/31/2005
Supplier RP: R1

Zone/Cd: 71-26553
Name: MICHAEL STEAD'S WALNUT CREEK C
Address: 2404 N MAIN ST
 WALNUT CREEK, CA 94596
Phone: 925 937-5569
 925 937-5060

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: HEADLAMPS TURN OFF BY THEMSELVES, WON T TURN BACK ON FOR AWHILE, NO DTC S HAPPENS IN AUTO POSITION OR MANUAL. INSPECTED CONNECTORS AT H/LAMPS, NO PROBLEMS FOUND

Service Action: VOLTAGE DROP ON G300 AND G301 ALSO AT THE HEADLIGHT SWITCH TO THE BCM MUX CIRCUIT FOR 4.9 TO 5 VOLTS ANY THING BELOW IF THE CONCERN CAN BE DUPLICATED POSSIBLE BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009465475

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L65 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1322402146)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3204B7003)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 112619

Report#: SSV009465475
Open Date: 04/11/2008
Mileage: 27718
Warr Built Dt: 11/26/2004
Supplier RP: R1

Zone/Cd: 74-62082
Name: FURY MOTORS INC
Address: 1000 CONCORD ST S
 SOUTH ST PAUL, MN 550755913
Phone: 651 451-1313

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: HEADLAMPS AND ODOMETER DISPLAY FLICKER AT TIMES. TECH CAN DUPLICATED THE CONCERN AND HAS SWAPPED IN A HEADLAMPS SWITCH, BATTERY AND FCM WITH NO CHANGE. TECH REPORTED NO CODES ARE SET AND CALLED TO REVIEW.

Service Action: ADVISED TECH TO COMPARE OPERATION TO A LIKE VEHICLE PRIOR TO REPAIRS. INSPECT BATTERY CONNECTIONS ALONG WITH THE POWER AND GROUNDS TO THE PCM/GENERATOR. TECH STATES HE HAS COMPARED OPERATION WITH ONE OTHER VEHICLE AND FOUND SOME FLICKERING , BUT NOT AS BAD. ALL WIRING CHECKS OUT OK. ADVISED TECH TO PERFORM A LOADED VOLTAGE DROP ON THE BATTERY CABLES AND VERIFY NO MORE THAN A HALF A VOLT DROP. ADVISED TECH TEST GROUNDS WITH A SET OF BOOSTER CABLES AND NOTE IF THERE IS A CHANGE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009456026

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R45B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1180401551)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1794B5084)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 070119

Report#: SSV009456026
Open Date: 04/07/2008
Mileage: 27689
Warr Built Dt: 07/01/2004
Supplier RP: B1

Zone/Cd: 42-67660
Name: MONTROSE CHRYSLER
Address: 2100 W MAIN ST
 LOUISVILLE, OH 446418235
Phone: INACTIVE
 330 875-5501

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: PRNDL, ODOMETER, INTERIOR LAMPS AND HEADLAMPS FLICKER AT TIMES. TECH HAS DUPLICATED THE CONCERN AND NOTED LAMPS VARY BRIGHTEST INTERMITTENTLY. NO CODES SET, NEW BATTERY AND ALTERNATOR WITH NO CHANGE.

Service Action: ADVISED TECH TO INSPECT BATTERY CONNECTIONS AND GROUNDS. LOAD TEST AND VOLTAGE DROP THE POWER AND GROUNDS FEEDS FROM GENERATOR AND PCM BACK TO THE BATTERY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009447602

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L95R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1043402726)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0564B6582)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030805

Report#: SSV009447602
Open Date: 04/04/2008
Mileage: 62425
Warr Built Dt: 03/08/2004
Supplier RP: R1

Zone/Cd: 66-45352
Name: WESLEY GOODSON CHRYSLER DODGE
Address: 1500 HIGHWAY 78 E
 JASPER, AL 355014032
Phone: 205 384-4443

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: RADIO WIPERS AND HEADLAMPS INOP AT TIMES. TECH HAS CODES OF FCM MODULE MESSAGE NOT RECIEVED. TECH HAS REPLACED THE BCM WITH NO CHANGE OF CONCERN.

Service Action: ADVISED THE TECH TO CHECK THE HARNESS FROM THE BCM TO GROUND. TECH ADVISED THE TECH THAT HE SHOULD LOOK TO THE BCM FOR A SOLID GROUND AND POWER FOR CONCERN.. TECH STATES THE BCM THE FCM A CURRENT FAULT AND IS INTERMITTENT\nADVISED TECH TOP MONITOR IGNITION SWITCH STATES AND REPLACE THE IGNITION SWITCH AND REEVALUATE. TECH STATES THAT THE CONCERN IS SILL PRESENT, ADVISED THE TECH TO CHECK THE FENDER WELL ON PASS SIDE FOR ANY SHAFED OR PINCHED WIRING IN THE HARNESSES. TECH TO CHECK FOR ANY WIRING CONCERNS RELATED TO TIPM. TECH TO CALL BACK FOR FURTHER ASSISTANCE AS NEEDED. TECH STATES HE UNPLUGGED ALL MODULES WITH NO CHANGE. TECH STATES HE CAN TAP ON THE IPM AND THE CONCERN GOES AWAY.\n\nADVISE TECH TO REMOVE THE IPM AND INSPECT IT FOR CORROSION AND WATER INTRUSION AND REPLACE AS NECESSARY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009444662

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C8GP64LX5R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: CHRYSLER TOWN & COUNTRY LIMITED FWD RSYS53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1266400718)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2744B7792)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 100621</p>	<p>Report#: SSV009444662</p> <p>Open Date: 03/28/2008</p> <p>Mileage: 77154</p> <p>Warr Built Dt: 10/06/2004</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 63-43300</p> <p>Name: ALLEN SAMUELS EAST TEXAS DODGE</p> <p>Address: 3120 SSW LOOP 323 TYLER, TX 757019201</p> <p>Phone: 903 561-2404</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: ALL LAMPS FLICKERING AT TIMES, HEADLAMPS, CLUSTER LAMPS, GUAGES DROP OUT. TECH CALLING FOR ASSISTANCE.

Service Action: ADVISED THE TECH TO CHECK THE HARNESS FROM THE IGNITION SWTICH. ADVISED THE TECH TO CHECK THE MAIN HARNESS FROM THE BULK HEAD TO THE INTERIOR. ADVISED THE TECH TO DISCONNECT THE ALTINATOR AND SEE IF HE CAN DUPLICATE CONCERN. ADVISED THE TECH TO CHECK THE OUTPUT SIGNAL OF THE PCM TO ALTINATOR FOR PRESENTAGE OF ON TIME AT IDLE. TECH TO CALL BACK FOR FURTHER ASSISTANCE AS NEEDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009438102

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R15B [REDACTED]	Report#: SSV009438102	Zone/Cd: 66-44017
Model Year: 2005	Open Date: 03/25/2008	Name: FIKES CHRYSLER-DODGE-JEEP
Make/Model: GRAND CARAVAN SE FWD	Mileage: 34178	Address: 771 MILITARY STREET NORTH
RSKL53	Warr Built Dt: 10/12/2004	HAMILTON, AL 35570
Engine: EGA-3.3L V6 OHV Engine (Ser #:1280402301)	Supplier RP: B1	Phone: INACTIVE
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2794B6578)		205 921-2197
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 101200		

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: HEADLIGHTS WILL NOT TURN ON. TECH HAS NOT DUPLICATE. HAS A STORED FOG LAMP RELAY OPEN.

Service Action: ADVISED TECH TO CHECK CONNECTIONS AT THE IPM AND FCM; PAGE 8W-50-3. CHECK G300. LAST RESORT, REPLACE THE IPM/FCM COMBO.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009438623

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R55B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1090501483)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0945B7909)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 040814

Report#: SSV009438623
Open Date: 03/25/2008
Mileage: 31524
Warr Built Dt: 04/08/2005
Supplier RP: B1

Zone/Cd: 74-68039
Name: WEESE MOTORS
Address: 101 NORTH 3RD EAST
 TREMONTON, UT 84337
Phone: INACTIVE
 435 257-5221

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: HEADLIGHTS WILL INTERMITTLY SHUT OFF WHILE DRIVING WILL WORK FINE FOR 2-3 MONTHS THEN WILL SHUT OFF AT NIGHT DUE TO INTERMITTEM NATURE OF FAILUER WE CAN NO DUPLCATE CONCERN WHAT CAN WE DO TO HELP THIS CUSTOMER WITH THIS FAILURE, WHERE CAN I CHECK FOR POSSIBLE FAILURE. WHAT COMPONENTS CAN CAUSE THIS FAILURE

Service Action: NO KNOWN ISSUES, PLEASE DUPLICATE AND MONITOR THE SWITCH INPUT INTO THE BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009393126

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 #:1257402711)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2584B6714)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092016

Report#: SSV009393126
Open Date: 03/19/2008
Mileage: 33477
Warr Built Dt: 09/20/2004
Supplier RP: B1

Zone/Cd: 51-68830
Name: SHOTTENKIRK - ILLINOIS INC
Address: 5333 BROADWAY ST
 QUINCY, IL 623059188
Phone: INACTIVE
 217 224-1500

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE DIGITAL DISPLAY ON THE CLUSTER , HEADLAMPS , MILAGE , PRNDL , AND THE RADIO BLANKS OUT , WHEN THIS OCCURS THE RADIO SOUND STOPS , AS WELL. TECH STATES THE BCM HAS BEEN REPLACED TO NO AVAIL , AND HE CAN DUPLICATE ALL BUT THE HEADLAMPS CUTING OUT. TECH STATES THIS ONLY OCCURS FOR 1 TO 2 SECONDS. NO CODES , VERY INTERMITTENT.

Service Action: ADVISED TECH TO MONITOR CLUSTER DATA AND SEE IF CLUSTER IS DROPPING OFF THE BUS WHEN THIS OCCURS , MEASURE POWERS , GROUNDS AND SWITCHED IGNITION FEEDS TO THE CLUSTER AND BCM , AND TO LOADTEST THESE CIRCUITS. TECH HAS REPLACED THE BCM AND IGNITION SWITCH WITH NO CHANGE. NO MODULES LOOSE COMMUNICATION AND NO CODES SET. POWER AND GROUNDS TO THE CLUSTER AND BCM CHECK GOOD. ADVISED TECH TO MONITOR FCM DATA AND NOTED IGNITION STATUS WHEN THE CONCERN OCCURS , MONITOR T751 AND T752 FOR VOLTAGE. INSPECT HARNESS UNDER THE BATTERY TRAY , AND GROUND.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009429326

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R95B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1288400831)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2964B5130)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 110416

Report#: SSV009429326
Open Date: 03/19/2008
Mileage: 74012
Warr Built Dt: 11/04/2004
Supplier RP: B1

Zone/Cd: 32-43457
Name: TRI-COUNTY CHRYSLER DODGE JEEP
Address: 520 ROCK CITY STREET
 LITTLE VALLEY, NY 147551228
Phone: INACTIVE
 716 938-6936

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: HEADLIGHTS DROP OUT AFTER 15 MINUTES OF DRIVEING.
 TECH STATES THE MULTIFUNCTION SWITCH HAS BEEN REPLACED WITH NO CHANGE. TECH STATES THE PDC HAS BEEN REPLACED AND THE CONNECTORS HAVE BEEN REPAIRED.

Service Action:ADVISE TECH TO INSPECT THE HARNESS AND GROUND UNDER THE BATTERY TRAY. ADVISE TECH IF ALL OK TO DUPLICATE THE CONCERN AND MONITOR THE HEADLAMP SWITCH INPUT TO THE BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009423579

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L55R [REDACTED]	Report#: SSV009423579	Zone/Cd: 35-54070
Model Year: 2005	Open Date: 03/14/2008	Name: STETLER DODGE
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 41081	Address: 1405 ROOSEVELT AVENUE YORK, PA 17404
Engine: EGH-3.8L V6 OHV Engine (Ser #:1159402264)	Warr Built Dt: 06/12/2004	Phone: INACTIVE 717 764-8888
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1604B7746)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 061203		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: HEADLIGHTS WENT OFF WHEN DRIVEING\r\n\r\nTECH STATES THE CONCERN HAS ONLY HAPPENED ONE TIME. TECH STATES THERE ARE NO CODES IN THE VEHICLE AND HE HAS NOT YET DUPLICATED THE CONCERN.

Service Action:ADVISE TECH OF NO KNOWN ISSUES. ADVISE TECH TO DUPLICATE THE CONCERN BEFORE MAKEING ANY REPAIRS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009411779

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]

Report#: SSV009411779

Zone/Cd: 51-43513

Model Year: 2005

Open Date: 03/06/2008

Name: PETERSEN CHRYSLER-DODGE-JEEP I

Make/Model:

Mileage: 45989

Address: 324 WEST FIRST STREET

GRAND CARAVAN SXT FWD

Warr Built Dt: 10/15/2004

GIBSON CITY, IL 609361760

RSKH53

Supplier RP: R1

Phone: 217 784-1194

Engine: EGH-3.8L V6 OHV Engine (Ser #:1280400620)

217 784-5134

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2824B6829)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 101516

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:C.C. HEADLAMPS FLICKERINGAT IDLE. THE TECH CAN DUPLACATE THE CONDITION. THE TECH STATED THIS ONLY HAPPENS WITH THE HEATED SEAT ON. THE TECH STATED HE HAS TO STARE HARD AT THE LAMPS TO NOTICE.

Service Action:ADVISED THE TECH TO LOAD TEST POWER AND GROUNDS AND VOLTAGE DROP THE BATTERY CABLES. ADVISED THE TECH SOME FLICKERING IS NORMAL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009401705

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 #:1351400471)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0135B5160)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 012001

Report#: SSV009401705
Open Date: 02/28/2008
Mileage: 41252
Warr Built Dt: 01/20/2005
Supplier RP: R1

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: THE GAUGES, RADIO, AND SPEEDO GOES INOP AND THE WARNING CHIME COMES ON AT TIMES. CUSTOMER STATED THAT THE HEADLIGHTS WERE FLICKERING. LOSS OF COMMUNICATION CODE FROM THE PCM WAS PRESENT.

Service Action: ADVISED THE TECH TO CHECK G300, G301, AND THE GROUND UNDER THE BATTERY TRAY. TECH TO DUPLICATE THE COMPLAINT AND SEE IF THE PCM IS ACTIVE ON THE BUS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009399861

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 #:1105504348)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1055B6631)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042008

Report#: SSV009399861
Open Date: 02/27/2008
Mileage: 54000
Warr Built Dt: 04/20/2005
Supplier RP: R1

Zone/Cd: 74-41400
Name: THE DAVIS AUTO CENTER
Address: 2900 N MAIN ST
 LOGAN, UT 84341
Phone: 435 752-0050

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: AT NIGHT AND WITH THE HEAD LIGHTS ON THE LIGHTS WILL FLICKER, IT GETS ALOT WORSE WHEN USING THE HEATED SEATS WE HAVE BEEN WORKING ON THIS PROBLEM FOR A LONG TIME, EVERYTHING WE TRY NO THING HAS HELPED, JUST WONDERING IF ANYBODY HAS SEEN ANYTHING

Service Action: RYAN YES THIS CALL COMES IN TO THE STARCENTER. HAVE YOU INSPECTED THE FIELD STATE WHEN THIS IS HAPPENING. TO SOME EXTENT THIS IS A NORMAL CONDITION. WHAT YOUR VISUALLY VIEWING IS THE AMPERAGE CHANGE IN THE ELECTRICAL SYSTEM. THEIR IS A PCM FLASH TO REDUCE THIS. MAKE SURE YOUR PCM IS UP TO DATE. ALSO VOLTAGE DROP YOU BATTERY LEADS AND LOAD TEST YOUR BATTERY. YOUR BATTERY IS MORE OR LESS A CAPACITOR WHICH IS A CUSHION TO REDUCE MAKE SURE YOU HAVE A GOOD BATTERY, BEST CASE A MOPAR BATTERY. ALL OF THESE TOGETHER WILL MAKE THIS THE BEST CASE. I YOU HAVE ANY MORE QUESTIONS CALL IN TO THE STARCENTER AND ASK FOR KEVIN RUSSELL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009376758

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R65B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1345400644)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3524B5430)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 122220

Report#: SSV009376758
Open Date: 02/26/2008
Mileage: 38965
Warr Built Dt: 12/22/2004
Supplier RP: B1

Zone/Cd: 35-60253
Name: JOHNSON FAMILY CHRYSLER JEEP
Address: 1007 E STUART DR
 GALAX, VA 243332511
Phone: INACTIVE
 276 236-6122

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 HEAD LAMPS GO OFF AT TIMES. THE TECH CANT DUPLICATE THE CONCERN

Service Action: THERE IS NO KNOWN FIXES FOR THIS CONCERN. THE TECH CANT DUPLICATE THE CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009394638

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1240402814)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2314B5245)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091003

Report#: SSV009394638
Open Date: 02/25/2008
Mileage: 38776
Warr Built Dt: 09/10/2004
Supplier RP: R1

Zone/Cd: 35-61900
Name: BERMONT MOTORS INC
Address: 1502 EAST PHILADELPHIA AVENUE
 GILBERTSVILLE, PA 19525
Phone: 610 367-4878
 610 367-2941

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:INTERMITTENTLY THE HEADLIGHTS WILL NOT COME ON WHEN SWITCHED ON. THE TECH CANNOT DUPLICATE THE COMPLAINT. NO CODES ARE PRESENT.

Service Action:ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS. IF OK, DUPLICATE THE COMPLAINT AND CHECK THE HEADLAMP SWITCH INPUT TO THE BCM AT THE TIME OF FAILURE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009389014

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1289401140)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3024A2550)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 110404

Report#: SSV009389014
Open Date: 02/21/2008
Mileage: 33371
Warr Built Dt: 11/04/2004
Supplier RP: R1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:INTERMITTENTLY THE WIPERS, BLOWER MOTOR, RADIO, AND HEADLIGHTS GOES OUT AT TIMES. THE TECH HAS REPLACED THE FCM AND THE IPM.

Service Action:ADVISED THE TECH TO CHECK G300, G301, AND THE GROUND UNDER THE BATTERY TRAY. TECH TO DUPLICATE THE COMPLAINT, CHECK THE T751 AND T752 CIRCUITS FOR UNWANTED VOLTAGE. TECH TO CHECK THE HEADLAMP SWITCH INPUT. TECH FOUND G300 LOOSE. FIXED!

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009389179

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L95 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1309403079)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3104B6381)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 111115

Report#: SSV009389179
Open Date: 02/21/2008
Mileage: 34440
Warr Built Dt: 11/11/2004
Supplier RP: R1

Zone/Cd: 66-63159
Name: CASS BURCH CHRYSLER
Address: 4164 NORTH VALDOSTA ROAD
 VALDOSTA, GA 31602
Phone: 229 242-1540

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 HEAD LAMPS AND BASH LAMPS FLICKER. THE BATTTERY HAS BEEN REPLACED AND MULTI FUNCTION SWITCH HAS BEEN REPLACED THE ALTERNATOR IS GOOD.

Service Action:THE TECH NEEDS TO CHECK THE BCM FOR THE DASH LAMPS AND POSSIBLE FCM FOR HEADLAMPS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009389469

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP64L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1041502759)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0565B7615)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030209

Report#: SSV009389469
Open Date: 02/21/2008
Mileage: 32677
Warr Built Dt: 03/02/2005
Supplier RP: R1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEADLIGHTS FLASH WHILE DRIVING WHEN USING THE HEATED SEATS. THE TECH HAS REPLACED THE PCM, STILL HAS THE SAME CONCERN.

Service Action:ADVISED THE TECH TO CHECK G300, G301, AND THE GROUND UNDER THE BATTERY TRAY. TECH TO TRY A KNOWN GOOD BATTERY AND PERFORM A VOLTAGE DROP ON THE BATTERY CABLES. SOME SLIGHT FLICKER IS NORMAL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009390004

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP64L05 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1118500280)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1205B5328)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 050300

Report#: SSV009390004
Open Date: 02/21/2008
Mileage: 29069
Warr Built Dt: 05/03/2005
Supplier RP: R1

Zone/Cd: 35-54070
Name: STETLER DODGE
Address: 1405 ROOSEVELT AVENUE
 YORK, PA 17404
Phone: INACTIVE
 717 764-8888

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: HEADLAMPS AND DASH LAMP STROBE WHEN THE HEATED SEATS ARE ON. TECH IS ABLE TO DUPLICATE THE CONCERN. TECH HAS CHECKED ALL RELATED WIRING AND CONNECTORS. TECH HAS NO CODES. TECH CALLING FOR ASSISTANCE.

Service Action: ADVISED THE TECH TO CHECK THE PCM FOR DIAGNOSTICS. ADVISED THE TECH TO DISCONNECT THE POWER OUT OF ALT FEED AND TEST. POSSIBLE PCM ISSUE. G300, G301, AND THE GROUND UNDER THE BATTER TRAY ARE GOOD. SOME SLIGHT FLICKER IS NORMAL. TECH STATES THE LIGHTS FLICKER MORE THAN NORMAL. TECH STATES THE CONCERN IS ONLY PRESENT WITH THE HEATED SEATS ON. TECH STATES ALL OTHE ACCESSOIIES CAN BE ON EXCEPT HEATED SEATS AND CONCERN WILL NOT BE PRESENT.
 ADVISE TECH TO LOAD TEST POWERS AND GROUNDS TO HEATED SEAT MODULE. ADVISE TECH TO SWAP IN A KNOWN GOOD TEST MODULE IF POSSIBLE.
 ADVISE TECH TO INSPECT THE HEATED SEAT ELEMENTS AND CONNECTORS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009383950

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R45B [REDACTED]	Report#: SSV009383950	Zone/Cd: 51-44507
Model Year: 2005	Open Date: 02/18/2008	Name: LARRY HILLIS CHRYSLER DODGE JE
Make/Model: CARAVAN SXT FWD RSKH52	Mileage: 36141 Warr Built Dt: 10/11/2004	Address: 3211 NORTH WESTWOOD BLVD POPLAR BLUFF, MO 639018656
Engine: EGA-3.3L V6 OHV Engine (Ser #:1280402396)	Supplier RP: B1	Phone: 573 785-5769
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2664A0045)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 101117		

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: HEADLIGHTS GO OFF WHILE DRIVING. TECH REPLACED MULTIFUNTION SWITCH AND REPAIRED FOR 32 DAYS.

Service Action: ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS. TECH TO DUPLICATE THE COMPLAINT, MONITOR THE HEADLAMP SWITCH INPUT TO THE BCM AT THE TIME OF FAILURE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009376791

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1172502443)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1745A0057)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062705

Report#: SSV009376791
Open Date: 02/13/2008
Mileage: 29023
Warr Built Dt: 06/27/2005
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 CUSTOMER COMPLAINS OF THE HEADLAMPS FLICKERING WHEN DRIVING. NO DTC S PRESENT. TECHNICIAN HAS NOT BEEN ABLE TO DUPLICATE.

Service Action: ADVISED TO LOAD TEST THE HEADLAMP POWER AND GROUND FEEDS. ADVISED TO MONITOR CHARGING VOLTAGE WHEN THE CONCERN OCCURS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009374159

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L05 [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1033501205)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0405B8156)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 021205</p>	<p>Report#: SSV009374159</p> <p>Open Date: 02/12/2008</p> <p>Mileage: 50148</p> <p>Warr Built Dt: 02/12/2005</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 74-44351</p> <p>Name: DULUTH DODGE INC</p> <p>Address: 4755 MILLER TRUNK HWY 53 DULUTH, MN 55811</p> <p>Phone: 218 720-6123</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER NOTED AT TIMES THE HEADLAMPS CUT OUT WHILE DRIVING. MARK IS UNABLE TO DUPLICATE THE CONCERN AND NOTED NO CODES ARE SET. MARK HAS MADE NO REPAIRS AND CALLED TO REVIEW.

Service Action: ADVISED THE CONDITION WILL NEED TO BE DUPLICATED TO DETERMINE A REPAIR PATH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009368983

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP54L65R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1294401838)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2994B5700)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102914

Report#: SSV009368983
Open Date: 02/08/2008
Mileage: 34307
Warr Built Dt: 10/29/2004
Supplier RP: R1

Zone/Cd: 42-62356
Name: VER HAGE OF HOLLAND INC
Address: 343 EAST 8TH STREET
 HOLLAND, MI 494233787
Phone: INACTIVE
 616 396-3589

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: HEADLAMPS AND CLUSTER BACK LAMPS FLICKER..HAD A NEW BATTERY AND ALT..HAS NO CODES.

Service Action: ADVISED TO CHECK BATTERY CABLES FOR CONTINUITY.CHECK AND SEE IF FLICKERING STOPS WITH HEATED SEAT MODULE OFF.CHECH BCM PCM AND HEATED SEAT GROUND.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009370968

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24RX5B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1090501274)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0945B5663)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 040613

Report#: SSV009370968
Open Date: 02/08/2008
Mileage: 21197
Warr Built Dt: 04/06/2005
Supplier RP: B1

Zone/Cd: 42-60180
Name: WALKER CHRYSLER JEEP DODGE
Address: 95 LOOP ROAD
 CENTERVILLE, OH 45459
Phone: 937 434-9500

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: AT TIMES HEAD LIGHTS ARE INOP BUT PARKING LIGHTS WORK HEAD LIGHT SWITCH WAS REPLACED ELSEWHERE
Service Action: CRAIG, WHAT FAULTS ARE SETTING WHEN THIS OCCURS, WHATS THE SWITCH STATUS IN THE BCM AND FCM
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009362243

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64LX5 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1175501709)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1875B6681)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 070710

Report#: SSV009362243
Open Date: 02/07/2008
Mileage: 35585
Warr Built Dt: 07/07/2005
Supplier RP: R1

Zone/Cd: 32-38770
Name: CANANDAIGUA CHRYSLER DODGE JEE
Address: 2591 ROCHESTER RD
 CANANDAIGUA, NY 144248007
Phone: 585 394-3440

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE INTERIOR LAMPS AND HEADLAMPS WILL FLICKER FROM BRIGHT TO DIM. TECH STATES THE HEADLAMP SWITCH AND THE PCM HAVE BEEN REPLACED.

Service Action: ADVISED TECH TO COMPARE FLICKER TO LIKE VEHICLE PRIOR TO REPAIRS, INSPECT BATTERY CONNECTIONS, ENGINE AND BODY GROUNDS. SWAP BATTERY AND RETEST. ADVISED TECH CAN TRY RUNNING REDUNDANT GROUNDS WITH JUMPER CABLES AND NOTE IF CONCERN IMPROVES. TECH STATES A VERY SMALL FLICKER. ADVISED TECH TO CHECK THE PCM FOR DUTY CYCLE AND LOAD TEST THE BATTERY POSSIBLE IGNITION SWITCH COMPARE TO ANOTHER VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009359715

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L35 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1287401836)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2944B6799)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102511

Report#: SSV009359715
Open Date: 02/01/2008
Mileage: 40077
Warr Built Dt: 10/25/2004
Supplier RP: R1

Zone/Cd: 74-63208
Name: VOS MOTOR SALES INC
Address: 1460 N MAIN AVE
 SIOUX CENTER, IA 51250
Phone: 712 722-3396

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: HEADLIGHTS AND DASH LIGHTS FLICKER
 TECH STATES NO CODES ARE PRESENT. TECH STATES NO PARTS HAVE BEEN REPLACED. TECH STATES CONCERN HAS NOT BEEN DUPLICATED.

Service Action:ADVISE TECH OF NO KNOWN ISSUES. ADVISE TECH TO DUPLICATE CONCERN AND SWAP IN A KNOWN GOOD BATTERY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009356793

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 #:1094500777)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0955B7011)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 040700

Report#: SSV009356793
Open Date: 01/31/2008
Mileage: 31070
Warr Built Dt: 04/07/2005
Supplier RP: R1

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: CUSTOMER COMPLAINS OF HEADLIGHTS FLICKEERING AT NIGHT ONLY WITH HEATED SEATS ON.TECH HAS ALT. AND CHECKED BATTERY.

Service Action: ADVISED TECH TO TEST LIKE VEHICLE AND SEE IF SAME.ADVISED THERE WILL BE SOME FLICKER WITH FULL LOAD.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009351927

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1264401159)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2594A0641)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092100

Report#: SSV009351927
Open Date: 01/29/2008
Mileage: 42283
Warr Built Dt: 09/21/2004
Supplier RP: R1

Zone/Cd: 51-26783
Name: ZEIGLER CHRYSLER DODGE JEEP, L
Address: 208 W GOLF RD
 SCHAUMBURG, IL 601953606
Phone: 847 882-8400

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE DASH GAUGES FLICKER, HEADLIGHTS AND DASH LIGHTS FLICKER AT TIMES. THE TECH HAS TRIED A NEW BATTERY AND CHECK THE GROUND UNDER THE BATTERY.

Service Action:ADVISED THE TECH TO CHECK G300, G301, AND CLEAN THE GROUND UNDER THE BATTERY TRAY. SOME SLIGHT FLICKER IS NORMAL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009352246

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R15 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1033400832)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0094B5813)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 021818

Report#: SSV009352246
Open Date: 01/29/2008
Mileage: 31764
Warr Built Dt: 02/18/2004
Supplier RP: B1

Zone/Cd: 74-44148
Name: GO DODGE SOUTHWEST
Address: 7980 W TUFTS AVE
 LITTLETON, CO 801232400
Phone: INACTIVE
 303 979-8600

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE DOME LIGHTS AND HEADLIGHTS FLICKER WHEN COLD.

Service Action:ADVISED THE TECH TO CHECK G300, G301, AND THE GROUND UNDER THE BATTERY TRAY. TECH TO TRY A KNOWN GOOD BATTERY AND PERFORM A VOLTAGE DROP ON THE BATTERY CABLES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009341436

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1215402576)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1904B6753)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081811

Report#: SSV009341436
Open Date: 01/28/2008
Mileage: 29562
Warr Built Dt: 08/18/2004
Supplier RP: R1

Zone/Cd: 51-41782
Name: CEDAR RAPIDS DODGE INC
Address: 1919 DODGE ROAD
 CEDAR RAPIDS, IA 524022469
Phone: INACTIVE
 319 395-7720

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: HEADLAMPS ARE FLICKERING\r\n\r\nTECH STATES HE HAS REPLACED THE HEADLAMP SWITCH WITH NO CHANGE. TECH STATES HE HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN. TECH STATES THERE ARE NO CODES IN THE VEHICLE.

Service Action:ADVISE TECH TO COMPARE TO A LIKE VEHICLE. ADVISE TECH TO CHECK G300 AND G301 GROUNDS. ADVISE TECH TO CHECK THE GROUND UNDER THE BATTERY TRAY. ADVISE TECH TO TEST WITH A KNOWN GOOD BATTERY. ADVISE TECH BEFORE PERFORMING ANY REPAIRS TO DUPLICATE THE CONCERN AND NOTE WHICH ACCESSORIES ARE ON AND COMPARE TO A LIKE VEHICLE. ADVISED TECH CONCERN MAY BE NORMAL. ADVISED TO COMPARE TO LIKE VEHICLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008752356

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]

Report#: SSV008752356

Zone/Cd: 32-43914

Model Year: 2005

Open Date: 01/24/2008

Name: MARINA CHRYSLER JEEP DODGE

Make/Model:

Mileage: 41000

Address: 943 RIDGE RD

GRAND CARAVAN SXT FWD

Warr Built Dt: 12/20/2004

WEBSTER, NY 145802553

RSKH53

Supplier RP: R1

Phone: 585 671-3000

Engine: EGH-3.8L V6 OHV Engine (Ser #:1345401729)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3504B6405)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 122019

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE DASH AND HEADLIGHTS FLICKER.

Service Action: ADVISED SWAP BATTERY WITH A KNOWN GOOD VEHICLE, POSSIBLE NORMAL CONDITION NO OTHER KNOWN ISSUES. TECH REPORTS HE HAS COMPARED OPERATION WITH IDENTICAL VEHICLES AND FOUND THE SAME CONDITION, ADVISED TECH SOME FLUCUATION IS CONSIDERED NORMAL UNDER HEAVY SYSTEM LOADS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009341757

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 #:1265401555)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2754A2688)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 100604

Report#: SSV009341757
Open Date: 01/23/2008
Mileage: 49511
Warr Built Dt: 10/06/2004
Supplier RP: R1

Zone/Cd: 42-61070
Name: HIGHLAND CHRYSLER-JEEP
Address: 1350 28TH STREET S E
 GRAND RAPIDS, MI 49508
Phone: INACTIVE
 616 241-3634

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 HEAD LAMPS AND INTERIOR LAMPS ARE FLICKERING AT TIMES. THE BATTERY AND ALTERNATOR HAVE BEEN REPLACED AND THE BCM AND FRONT CONTROL MODULE AND HEAD LAMP SWITCH, PCM. ALL THE WIRING HAS BEEN CHECKED FOR GROUND AND POWER AND CORROSION.

Service Action: THE TECH NEEDS TO LOAD TEST THE POWER AND GROUNDS TO THE PCM, POSSIBLE PCM CONCERN. TECH REPORTED THE PCM POWER AND GROUNDS FEEDS CHECK OK WITH A HEAD LAMP BULB BUT HAS NOT DONE A VOLTAGE DROPS. TECH REPORTED ALL LIGHTING FLICKERS BRIGHT AND DIM APPX 2X PER SECOND INTERMITTENTLY. TECH NOTED THE CONDITION DOES IS WORSE WITH THE SEAT HEATERS ON.
 ADVISED TECH TO LOAD TEST AND VOLTAGE DROP ALL POWER AND GROUND FEEDS FROM THE PCM TO THE BATTERY (LESS THAN .5V) AND REPORT READINGS. ADD REDUNDANT POWER AND GROUNDS TO THE GENERATOR AND NOTE FLICKER. REPORT FINDINGS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009333659

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R85R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1316401009)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3344B5617)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 120320

Report#: SSV009333659
Open Date: 01/17/2008
Mileage: 56210
Warr Built Dt: 12/03/2004
Supplier RP: R1

Zone/Cd: 51-42819
Name: 5 CORNERS DODGE CHRYSLER JEEP
Address: 1292 WASHINGTON AVENUE HIGHWAY 60
 CEDARBURG, WI 530129304
Phone: 262 375-3900

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:CC: HEAD LIGHTS AND RADIO CUT OUT WHILE DRIVEING AND WOULD NOT COME BACK ON UNTIL VEHICLE WAS SHUT OFF AND LET SIT FOR A WHILE. TECH STATES THE VEHICLE WAS IN FOR THE SAME CONCERN IN DECEMBER ABOUT 1000 MILES AGO AND THEY UPDATED THE BCM. TECH STATES THERE ARE NO CODES IN THE SYSTEM NOW BUT THE LAST TIME ALL MODULES HAD LOSS OF COMMUNICATION WITH THE BCM FAULT CODES. TECH STATES HEAD LIGHTS ARE WORKING FINE NOW AND HAVE ONLY CUT OUT THE ONE TIME.

Service Action:ADVISE TECH TO INSPECT THE WIRE HARNESS AND THE GROUND LOCATED UNDER THE BATTERY TRAY. ADVISE TECH OF NO OTHER KNOWN ISSUES. ADVISE TECH TO ATTEMPT TO DUPLICATE CONCERN AND TEST COMMUNICATION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009251860

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44RX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1321401581)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3354B6740)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 120615

Report#: SSV009251860
Open Date: 01/16/2008
Mileage: 30969
Warr Built Dt: 12/06/2004
Supplier RP: R1

Zone/Cd: 63-67263
Name: LIBERTY-DAYTON CHRYSLER-PLYMOU
Address: 320 HWY 146 BYPASS
 LIBERTY, TX 77575
Phone: 936 336-8841

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: TECH STATES ALL THE DASH LIGHTS WILL FLICKER ALSO HEAD LIGHTS TECH ALSO STATES HE CHECKED

Service Action: ADVISED TECH TO MONITOR IGNITION VOLTAGE AND ALSO PCM CHARGING DUTY CYCLE, AND POWER AND GROUNDS AT THE CLUSTER GROUND 300. TECH STATES HE HAS ISOLATED THE CONCERN TO THE RADIATOR FANS ACTUATING AND IS CALLING TO SEE IF THEY CAN CAUSE THIS CONCERN. \r\n\r\nADVISE TECH TO PERFORM AN AMP DRAW TEST AND IF THE COOLING FANS ARE PULLING MORE THAN 20 AMPS TO REPLACE THEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009332435

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L35R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1315402573)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3164B7900)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 111813

Report#: SSV009332435
Open Date: 01/16/2008
Mileage: 35044
Warr Built Dt: 11/18/2004
Supplier RP: R1

Zone/Cd: 71-25054
Name: RENO DODGE SALES INC
Address: 700 KIETZKE LN
 RENO, NV 895022014
Phone: 775 786-1211

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: HEAD LIGHTS & DASH LIGHTS FLICKER W/HEATED SEATS ON REPLACE HEATED SEAT MODULE, & ALTERNATOR

Service Action: THERE MAY BE A BATTERY CONCERN THE VEHICLE HAS TWO HEATED SEAT MODULES HAVE YOU UNPLUGGED THE BOTH OF THE MODULES. THE MINI VANS HAVE A KNOWN CONCERN OF LAMP FLICKER AT IDLE UNDER HEAVY ELECTRICAL LOAD FROM ENGINEERING THAT IS VERY HARD TO GET RID OF. AND IS CONSIDERED NORMAL IN SOME CASES. ALSO CHECK THE POWER AND GROUNDS TO THE MODULES

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008114006

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1261401391)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2724B5576)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 093014

Report#: SSV008114006
Open Date: 01/14/2008
Mileage: 12585
Warr Built Dt: 09/30/2004
Supplier RP: R1

Zone/Cd: 74-68434
Name: KEITH BECK AUTO GROUP, INC
Address: 16877 HIGHWAY 5
 BOONVILLE, MO 652333443
Phone: INACTIVE
 660 882-8800

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: HEADLAMPS
 CUSTOMER HAS NO HEADLAMPS OTHER THAN RUNNNG LAMPS, ALSO HAS OTHER DASH LIGHTS PROBLEMS, ERRATIC

Service Action: JAMES, IF THE CONCERN IS EVIDENT AT THIS TIME - TRACK THE G300 GRD AT THE FCM - TRACK THE POWER SOURCE FROM THE FCM ALONG WITH THE CONNECTIONS BETWEEN THE FCM AND THE IPM.. NO HISTORY - POSSIBLE FCM.. S

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009324854

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R35R [REDACTED]

Report#: SSV009324854

Zone/Cd: 74-45396

Model Year: 2005

Open Date: 01/11/2008

Name: NEW PRAGUE DODGE

Make/Model: CHRYSLER

Mileage: 74989

Address: 939 W 280TH ST

TOWN & COUNTRY LX FWD

Warr Built Dt: 04/14/2004

NEW PRAGUE, MN 560714706

RSYH53

Supplier RP: R1

Phone: 952 758-4488

Engine: EGA-3.3L V6 OHV Engine (Ser #:1096401174)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0914B5777)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 041421

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE ODOMETER AND HEAD LAMPS FLICKER INTERMITTENT. THE TECH CANNOT DUPLACATE TEH CONDITION

Service Action:ADVISED THE TECH TO DUPLACATE TEH CONDITIN, POSS BATTERY OR CONNECTION ISSUE TO THE BATTERY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009316254

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1266402009)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2644B7941)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092909

Report#: SSV009316254
Open Date: 01/07/2008
Mileage: 31540
Warr Built Dt: 09/29/2004
Supplier RP: B1

Zone/Cd: 71-09066
Name: HAHN MOTOR COMPANY
Address: 1201 S 1ST ST
 YAKIMA, WA 989013501
Phone: INACTIVE
 509 453-9171

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: HEAD LAMPS WENT OUT WHILE DRIVING. THE TECH CANNOT DUPLACATE THE CONDITION.

Service Action: ADVISED THE TECH TO DUPLACATE THE CONDITION. POSS FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009304835

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP64L15 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1037401755)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0564B5318)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030308

Report#: SSV009304835
Open Date: 12/27/2007
Mileage: 28488
Warr Built Dt: 03/03/2004
Supplier RP: R1

Zone/Cd: 71-59029
Name: JIM MANNING DODGE CHRYSLER JEE
Address: 194 WEST TULARE STREET
 DINUBA, CA 936182684
Phone: 559 591-4910

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES WHEN DRIVING OVER BUMPS AND THE HEADLAMPS ARE IN AUTO MODE ONLY, THE HEADLAMPS AND DASH LAMPS WILL GO OUT. TECH STATES HE HAS REPLACED THE HEADLAMP SWITCH FOR A HEADLAMP SWITCH CIRCUIT HIGH CODE, AND REPORTS THE CONCERN IS STILL OCCURING. TECH STATES VEHICLE CAME IN THIS VISIT WITH AIOD WAKEUP CLUSTER OUT PUT SHORT IN THE BCM.

Service Action: ADVISED TECH UNFORTUNATELY THERE ARE NO KNOWN CONCERNS MATCHING THE CUSTOMER NOTED FAILURES ON THIS VEHICLE. I SUSPECT A BCM ISSUE, HOWEVER THE CONCERN WILL HAVE TO BE DUPLICATED TO DIAGNOSE WITH ANY DEGREE OF CERTAINTY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009305830

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 #:1184402490)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1834A0445)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 070710

Report#: SSV009305830
Open Date: 12/28/2007
Mileage: 44965
Warr Built Dt: 07/07/2004
Supplier RP: R1

Zone/Cd: 51-64540
Name: ISAKSON MOTOR SALES INC
Address: 3530 NORTH HOBART ROAD
 HOBART, IN 46342
Phone: INACTIVE
 219 962-3681

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:TECHNICIAN STATES THE HEADLAMPS FLICKER WHEN COLD. REPLACED HEADLAMP SWITCH AND ALTERNATOR. REPLACED PDC. NO DTC S PRESENT.

Service Action:ADVISED TO MONITOR THE CHARGING RATE WHEN THE CONCERN OCCURS. ADVISED TO MONITOR BATTERY TEMPERATURE WHEN CONCERN OCCURS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009301646

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP44R75R [REDACTED]	Report#: SSV009301646	Zone/Cd: 71-24097
Model Year: 2005	Open Date: 12/21/2007	Name: TUTTLE-CLICK CHRYSLER JEEP DOD
Make/Model: CHRYSLER	Mileage: 42825	Address: 40 AUTO CENTER DRIVE
TOWN & COUNTRY LX FWD	Warr Built Dt: 09/01/2004	IRVINE, CA 926182827
RSYH53	Supplier RP: R1	Phone: 949 581-5911
Engine: EGA-3.3L V6 OHV Engine (Ser #:1232400211)		949 472-7400
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2374B7730)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 090111		

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 HEAD LAMPS AND DOAM LAMPS ARE FLICKERING. IT IS A HANDY CAP VAN. THE TECH HAS REPLACED PCM, ALT. BCM, JUNCTION BLOCK.

Service Action: ADVISED THE TECH THAT SOME DEG OF FLICKERING IS NORMAL .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009300066

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 #:1257402711)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2584B6714)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092016

Report#: SSV009300066
Open Date: 12/20/2007
Mileage: 32540
Warr Built Dt: 09/20/2004
Supplier RP: B1

Zone/Cd: 51-68830
Name: SHOTTENKIRK - ILLINOIS INC
Address: 5333 BROADWAY ST
 QUINCY, IL 623059188
Phone: INACTIVE
 217 224-1500

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 HEAD LAMPS DASH LAMPS RADIO AND CLUSTER AT TIMES VERY INTERMITTENT AND QUICK.

Service Action:THE TECH NEEDS TO REPLACE THE BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009295568

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R65B [REDACTED]	Report#: SSV009295568	Zone/Cd: 51-43887
Model Year: 2005	Open Date: 12/19/2007	Name: SAM LEMAN CHRYSLER-JEEP-DODGE
Make/Model: GRAND CARAVAN SE FWD	Mileage: 68000	Address: 1801 WEST PIONEER PARKWAY
RSKL53	Warr Built Dt: 06/11/2004	PEORIA, IL 61615
Engine: EGA-3.3L V6 OHV Engine (Ser #:1154401576)	Supplier RP: B1	Phone: 309 692-1801
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1564B5334)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 061101		

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: HEADLIGHTS & DASH LIGHTS COME ON AND OFF QUICKLY
 BCM (REPLACED FOR THE LOCKS) AND ALTERNATOR (REPLACED BECAUSE WAS NOISY) REPLACED

Service Action: CHECK BY LOAD TESTING G300 & 301 GROUNDS, HARNESS UNDER THE BATTERY TRAY FOR ACID CORROSION..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009294408

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L35R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1315402573)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3164B7900)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 111813

Report#: SSV009294408
Open Date: 12/18/2007
Mileage: 34318
Warr Built Dt: 11/18/2004
Supplier RP: R1

Zone/Cd: 71-25054
Name: RENO DODGE SALES INC
Address: 700 KIETZKE LN
 RENO, NV 895022014
Phone: 775 786-1211

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: DASH LIGHTS & HEAD LIGHTS FLICKER WITH HEATED SEATS ON ONLY CK CHARGING SYSTEM & BATTERY

Service Action: DISCONNECT THE HEATED SEAT MODULES TO SEE IF THE CONCERN GOSE AWAY ALSO SEE IF THERE ANY COMON POWERS OR GROUNDS TO THE BCM OR FCM OR HEAD LAMP.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009227922

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R05B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1275400737)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2784A0391)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 100709

Report#: SSV009227922
Open Date: 12/10/2007
Mileage: 35626
Warr Built Dt: 10/07/2004
Supplier RP: B1

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: TECH STATES THE CLUSTER AND HEAD LIGHTS FLIGHTS AT RANDOM NO CODES PRESENT TECH CAN DUPLICATE CONCERN

Service Action: ADVISED TECH TO FOLLOW STAR ONLINE CASE K97420107 ALSO CHECK GENERATOR OUTPUT DUTY CYCLE POSSIBLE INTERNAL BATTERY FAILURE AS PER PREVIOUS CASES. TECH REPORTS THE HEADLAMP SWITCH AND MULTIFUNCTION SWITCH HAVE BEEN REPLACED AND CONCERN IS VERY INTERMITTENT , STILL. TECH REPORTS THERE IS A CODE IN THE ABS, STORED , FOR BATTERY VOLTAGE OUT OF RANGE. ADVISED TECH TO LOADTEST GROUNDS G300 AND G301, AS WELL AS GENERATOR GROUNDS. ADVISED TECH TO PERFORM LOADED VOLTAGE DROP TEST ON THE POSITIVE BATTERY CABLE AND VERIFY NO MORE THAN 0.5 VOLTAGE DROP.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009021837

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 #:1034501112)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0465B7998)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 021818

Report#: SSV009021837
Open Date: 12/06/2007
Mileage: 42159
Warr Built Dt: 02/18/2005
Supplier RP: B1

Zone/Cd: 66-42646
Name: PALM CHRYSLER JEEP DODGE
Address: 2323 TAMiami TrL
 PUNTA GORDA, FL 339505925
Phone: 941 639-5500

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: HEADLAMPS FLICKERS, RADIO INOP AND GAUGES ARE ERRATIC AT TIMES. TECH HAS DUPLICATED THE CONCERN AND REPLACED THE RADIO AND CLUSTER WITH NO CHANGE.

Service Action: ADVISED TECH TO INSPECT GROUND UNDER THE BATTERY, SWAP BATTERIES AND RETEST. TECH STATES BATTERY WAS REPLACED AND GROUND WAS TESTED GOOD. TECH STATES HE HAS REPLACED THE ALTERNATOR AND THE PCM WITH NO CHANGE. TECH STATES HE HAS SWAPPED IN A DIFFERENT FCM WITH NO CHANGE. ADVISE TECH TO INSPECT THE WIRE HARNESS UNDER THE CARPET BY THE MIDDLE ROW STOW AND GO SEAT STORAGE WELL. ADVISE TECH TO INSPECT THE CAB CONNECTOR FOR SIGNS OF WATER INTRUSION AND CORROSION. ADVISE TECH TO UNPLUG CAB AND ATTEMPT TO DUPLICATE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008508810

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 #:1105504348)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1055B6631)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042008

Report#: SSV008508810
Open Date: 12/04/2007
Mileage: 33324
Warr Built Dt: 04/20/2005
Supplier RP: R1

Zone/Cd: 74-41400
Name: THE DAVIS AUTO CENTER
Address: 2900 N MAIN ST
 LOGAN, UT 84341
Phone: 435 752-0050

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: HEADLIGHTS AND DASHLIGHTS FLICKER WHEN HEATED SEATS ARE ON HIGH THE HEADLIGHT SWITCH WAS REPLACED FOR THIS CONDITION I BELIEVE I DINDNT SEE ANY T.S.B.S FOR THIS CONCERN BUT FROM WHAT I CAN SEE IT IS ONLY WHEN THET ARS ON HIGH

Service Action: RECOMMEND CHECK GROUNDS G300 AND C302, CHECK BATTERY CONDITION AND CHARGING VOLTAGE. TECH CHECKED CONNECTOR AND GROUND AND FOUND NO FAULT. TECH WANTS A BCM. AUTHORIZED BCM NEW BCM HAS DTC THAT IT NEVER HAD BEFORE.
 AUTHORIZED BCM, CHANGE AUTHORIZATION TO 05026062AC PER SPECIFYING. CONCERN IS STILL PRESENT, MILES NOW 37940. TECH STATES WHEN HE CHECKS THE BATTERY IT COMES BACK TO RECHARGE AND RETEST. ADVISED TO SWAP A KNOWN GOOD BATTERY AND RETEST, ADVISED THIS MAY BE A NORMAL CONCERN THE BATTERY HAS BEEN REPLACED NEED THE TECH NEEDS TO CHECK THE POWER ANDS AND GROUNDS TO THE HEATED SEATS IF GOOD REPLACE THE SEAT MODULE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009272678

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L15R [REDACTED]	Report#: SSV009272678	Zone/Cd: 71-60003
Model Year: 2005	Open Date: 12/04/2007	Name: MIDWAY CHRYSLER JEEP
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 28972	Address: N 550 ALBERTA POST FALLS, ID 83854
Engine: EGH-3.8L V6 OHV Engine (Ser #:1167501073)	Warr Built Dt: 06/21/2005	Phone: 208 667-9567 208 457-1900
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1695B8346)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 062100		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: HEAD LIGHTS SHUT OFF WHILE DIVEING\r\n\r\nTECH STATES NO PARTS HAVE BEEN REPLACED.

Service Action:ADVISE TECH TO CHECK THE G300 AND G301 GROUNDS. ADVISE TECH IF ALLL OK TO SWAP WITH A KNOWN GOOD BATTERY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009259922

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1218402623)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2194B5294)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081400

Report#: SSV009259922
Open Date: 11/26/2007
Mileage: 41412
Warr Built Dt: 08/14/2004
Supplier RP: R1

Zone/Cd: 63-24044
Name: QUALITY JEEP-CHRYSLER INC
Address: 8101 LOMAS BLVD N E
 ALBUQUERQUE, NM 871107912
Phone: INACTIVE
 505 265-3753

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: HEAD LAMPS INOP AND GAS WILL NOT READ BELOW 1/4 TANK.HAS A DTC OF UNRECOGNIZABLE CODE CALL TAC.

Service Action: TECH TO TRY DIFFERENT DRB AND SEE IF CODE IS THERE.

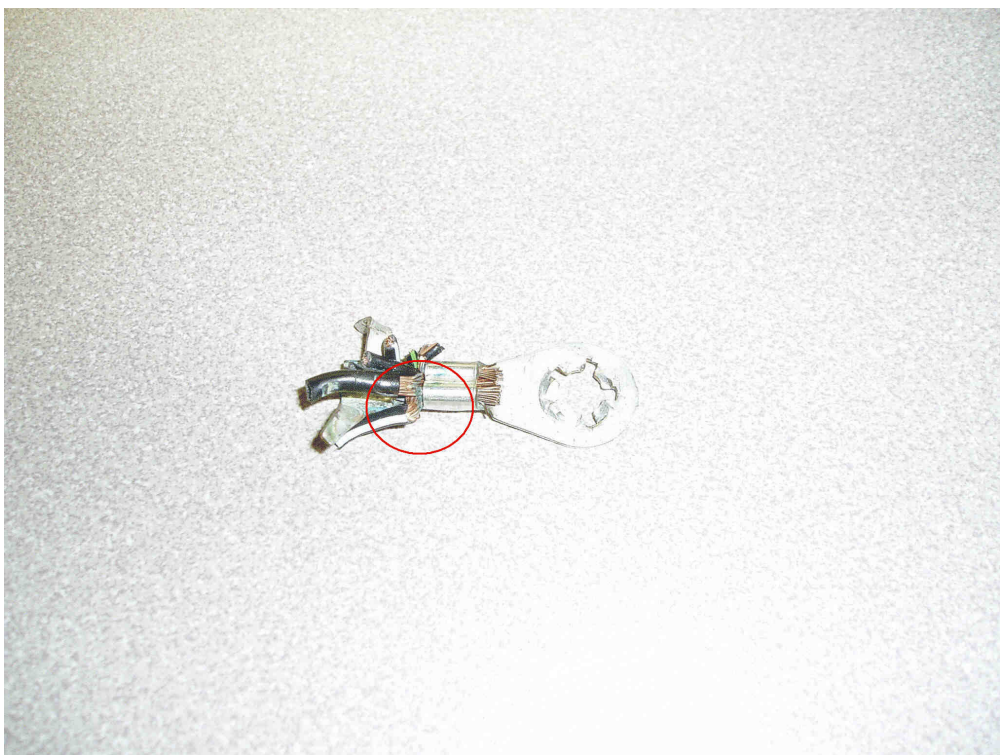
Correction: [REDACTED]

Zone Technical Advisor Report



Issue Number: RT1991ES3400702
Business Group: Midwest Business Center
Location: Technical Advisor
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Szymanski, Ed
Phone: +1 630 724 2325
Created On: 12/06/2007

Images: 1



<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
RS	5R [REDACTED]	47041	112602	66804	EGA 1309 4012 95	DGL K315 4B81 85	

CONCERN #1

Customer Concern:

Owner has had an ongoing complaint of headlamps, dash lamps, and dome lights flickering intermittently. He also stated the radio would pop and cut out.

Root Cause:

Found G-300 ground at left B pillar corroded, also found some corrosion on G301 ground at right B pillar.

Repair Action:

Cut away old ground eyelets and replace.

Zone Technical Advisor Report



TSB Group: 08

Repair Successful: Y

Issue Number: RT1991ES3400702
Business Group: Midwest Business Center
Location: Technical Advisor
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Szymanski, Ed
Phone: +1 630 724 2325
Created On: 12/06/2007

Images: 1

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
RS	5R [REDACTED] 6	47041	112602	66804	EGA 1309 4012 95	DGL K315 4B81 85	

Zone Technical Advisor Report



Part Information

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

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009256802

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R85B [REDACTED]

Report#: SSV009256802

Zone/Cd: 35-23301

Model Year: 2005

Open Date: 11/21/2007

Name: AUGUSTA DODGE CHRYSLER JEEP

Make/Model:

Mileage: 62765

Address: 1111 GREENVILLE AVE

GRAND CARAVAN SE FWD

Warr Built Dt: 06/02/2004

STAUNTON, VA 244015020

RSKL53

Supplier RP: B1

Phone: 540 885-0875

Engine: EGA-3.3L V6 OHV Engine (Ser #:1138401770)

540 213-1690

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1474B7598)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 060216

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE INTERIOR LAMPS AND HEAD LAMPS FLICKER AT TIMES WITH CODE UNRECONIZED CODE DO NOT ERRASE CALL HOT LINE.

Service Action:THE TECH NEEDS TO ERRACE THE CODE AND TEST FOR THE LIGHTING CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009236043

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1134501012)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1345B7785)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 051812

Report#: SSV009236043
Open Date: 11/07/2007
Mileage: 31825
Warr Built Dt: 05/18/2005
Supplier RP: R1

Zone/Cd: 74-44708
Name: OWATONNA CHRYSLER CENTER
Address: 1001 HOFFMAN DRIVE
 OWATONNA, MN 550601109
Phone: 877 535-7841
 507 451-7860

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: HEADLAMPS AND DASH LIGHTS FLICKER WHEN THE HEATER IS ON

Service Action: ADVISED TO INSPECT THE GROUNDS OFF THE BATTERY, ALSO SWAP A KNOWN GOOD BATTERY AND NOTE IF THE CONCERN IS STILL PRESENT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009218551

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1D4GP24RX5B [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SE FWD RSKL53</p> <p>Engine: EGA-3.3L V6 OHV Engine (Ser #:1132501556)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K111111111)</p> <p>Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH</p> <p>MDH: 052019</p>	<p>Report#: SSV009218551</p> <p>Open Date: 10/25/2007</p> <p>Mileage: 43633</p> <p>Warr Built Dt: 05/20/2005</p> <p>Supplier RP: B1</p>	<p>Zone/Cd: 42-66231</p> <p>Name: PINCKNEY CHRYSLER-DODGE-JEEP I</p> <p>Address: 1295 E M36 PINCKNEY, MI 481698133</p> <p>Phone: 734 878-3154</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE HEAD LAMPS, DASH LAMP, AND RADIO WILL FLICKER. TECH HAS NO FAULT CODES.

Service Action: TECH TO CHECK THE CHARGING SYSTEM VOLTAGE. CHECK THE GROUND UNDER THE BATTERY ON THE TRAY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009193695

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1320400616)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3354B5607)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 120608

Report#: SSV009193695
Open Date: 10/22/2007
Mileage: 46533
Warr Built Dt: 12/06/2004
Supplier RP: R1

Zone/Cd: 51-68264
Name: FEENY CHRYSLER JEEP DODGE, INC
Address: 1010 EAST CHICAGO STREET
 ELGIN, IL 601206823
Phone: 847 697-0925
 847 697-0900

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: DASH LIGHTS FLASH ON AND OFF. GAUGES BOUCE AND HEADLIGHTS FLICKER. RADIO ALSO CUTS IN AND OUT. ALL HAPPEN AT SAME TIME. REPLACED CLUSTER FOR CLUSTER OUTPUT SHORTED. ALSO REPLACED BATTERY.

Service Action: INSPECT HARNESS UNDER THE BATTERY TRAY FOR CORRISION, WAS THE BATTEYR REPLACED DUE TO LEAKAGE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009157915

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L55R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1275401609)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2744A2521)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 100807

Report#: SSV009157915
Open Date: 10/16/2007
Mileage: 37800
Warr Built Dt: 10/08/2004
Supplier RP: R1

Zone/Cd: 35-63634
Name: RANDALL MOTOR CO
Address: 3663 PORTAGE STREET
 PORTAGE, PA 15946
Phone: INACTIVE
 814 736-9621

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE EXTERIOR LIGHTS AND INTERIOR LIGHTS FLICKER. NO DTC S.

Service Action: WILL TRANSFER TO THE APPROPRIATE GROUP. TECH HAS LIGHTS FLICKERING PRINDLE, DASH, CLEARANCE AND TECH HAS SEEN HEADLIGHTS FLICKER. TECH HAS NO CODES AND BATTERY WAS JUST REPLACES. NEEDS TO CHECK AND LOAD TEST GROUNDS G 100, 101, 300, 301 AND 302. TECH IS TO CHECK CONNECTORS UNDER BATTERY. TECH STATES THAT GENERATOR HAS ALSO BEEN REPLACED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009076618

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R45B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1296400476)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3024B7809)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 110817

Report#: SSV009076618
Open Date: 09/18/2007
Mileage: 51496
Warr Built Dt: 11/08/2004
Supplier RP: B1

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: THE CLUSTER GOES THRU A SELF TEST WEHN GOING DOWN THE ROAD, AND THE RADIO WILL GO OFF AND THE DOME LIGHTS AND HEADLAMPS WILL FLICKER.

Service Action: ADVISED THE TECH TO CHECK G300, G301, AND THE GROUND UNDER THE BATTERY. ADVISED THE TECH TO CHECK THE B+ (A114) FEED GOING TO THE RADIO OR THE BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008712417

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 #:1168500410)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1705A1620)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062014

Report#: SSV008712417
Open Date: 09/19/2007
Mileage: 29747
Warr Built Dt: 06/20/2005
Supplier RP: R1

Zone/Cd: 63-45225
Name: PATTERSON CHRYSLER DODGE JEEP
Address: 3435 EAST END BLVD.
 MARSHALL, TX 75672
Phone: 903 935-9355

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: HEADLAMPS AND INTERIOR LAMPS FLICKER. TECH CAN DUPLICATE THE CONCERN AND HAS REPLACED THE FCM WITH NO CHANGE. TECH NOTED NO CODES ARE SET AND STATED THE CONDITION IS NOT NORMAL WHEN COMPARED TO LIKE UNIT.

Service Action: ADVISED TECH TO INSPECT BATTERY CONNECTIONS AND GROUNDS. SWAP IN A TEST BATTERY AND NOTE THE CONDITION. MILES NOW 37231. TECH REPLACED THE BATTERY AND FCM, VERIFIED ALL THE MAIN BATTERY CONNECTIONS. ADVISED TO VOLTAGE DROP BATTERY CABLES TECH REPLACING PCM FOR CONDITION. TRYING TO FLASH NEW CONTROLLER AND UNIT WILL NOT ACCEPT SOFTWARE. TECH HAS GENERIC PN 05134857AA. TRYING TO FLASH 04748633AH INTO NEW PCM. ORIGINAL PN 04748633AG. TECH HAS WRONG GENERIC. NEEDS 05161324AA. TECH HAS REPLACED BATTERY, ALT, FCM AND CHECKED ALL RELATED WIRING AND LIGHTS STILL FLICKER AT TIMES. ADVISE TECH TO FOLLOW BULLITEN# 08-028-05 AND SEE IF THIS HELPS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008222628

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP64L45R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1054402411)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0714B7991)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031601

Report#: SSV008222628
Open Date: 09/11/2007
Mileage: 20552
Warr Built Dt: 03/16/2004
Supplier RP: R1

Zone/Cd: 51-65673
Name: KIMBERLY CAR CITY
Address: 625 W KIMBERLY RD
 DAVENPORT, IA 528065705
Phone: 563 391-8300

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: CHIME STAYS ON AT TIMES. CAN WIGGLE THE KEY AND THE CHIME GOES OFF. AUTO HEAD LIGHTS INOPERATIVE. HEADLIGHT SWITCH MISSMATCH CODE. TECH NOTICED THE HEADLIGHT SWITCH STATUS CHANGED BRIEFLY IN THE DRB WHILE MONITORING IT.

Service Action: RECOMMEND LOAD TESTING THE G900 AND G20 IGNITION SWITCH MUX CIRCUITS. IF OK, WOULD SUGGEST REPLACEMENT OF THE IGNITION SWITCH. THE BCM, IGNITION SWITCH, AND HEADLAMP SWITCH WERE REPLACED FOR THE CHIME GOING OFF AND THE AUTOHEAD LAMPS ARE INOP. THERE IS A CODE FOR INCORRECT HEADLAMP SWITCH. THE CONCERN STILL HAPPENS. THE DLR VERIFIED THAT HE HAD THE CORRECT HEADLAMP SWITCH PART NUMBER. --ESCALATE TO RESEARCH. THE VEHICLE CAME IN BECAUSE THE CHIME WAS GOING OFF ALL THE TIME AND IT IS DUPLICATIBLE. THE PREVIOUS TECH REPLACED THE HEADLAMP SWITCH AND THE BCM (CURRENT TECH HAS BEEN INSTRUCTED TO TAKE HIS VIN TO PARTS AND HAVE THEM PROVIDE PART NUMBERS FOR BOTH SO HE CAN CHECK HIS WORK ORDER AND ENSURE THAT THE RIGHT SWITCH AND BCM WENT INTO THE VEHICLE). WHILE CHECKING THE VEHICLE OVER ON THE SECOND VISIT HE WAS ABLE TO USE THE DRBIII TO WATCH THE

HEADLAMP SWITCH CHANGE STATES BETWEEN OFF AND AUTO IN THE BCM. HE ALSO HAD A CODE IN THE BCM AS FOLLOWS:\r\n\r\nHEADLIGHT SWITCH MISMATCH \r\n\r\n\r\nI HAVE NO RECORD OF ANY SUCH CODE AND HAVE FORWARDED A REQUEST FOR INFORMATION ON THIS CODE TO ANDREW MORRIS OF DTO. TECH HAS MY PHONE NUMBER AND WILL CALL BACK WITH THE RESULTS OF THE PN CHECK AND AGAIN WHEN THE VEHICLE COMES BACK IN. STILL NEEDS HELP FROM RON REIHER UNDER INVESTIGATION.. SPOKE TO CHUCK TO INFORM HIM THAT I HAVEN T FOUND ANYONE AT ENGINEERING WHO CAN ASSIST WITH THIS PROBLEM AT THIS TIME. LEFT MULTIPLE MESSAGES AND WILL CALL BACK AS SOON AS I HAVE SOME GUIDEANCE. STILL HAS SAME PROBLEM NO RESPONSE FROM ENGINEERING. CALL MONDAY JUNE 26, 2006. PHIL WILL HAVE THE VAN BACK IN THE SHOP AT THAT TIME. CHIME COMES ON WHEN THE DOOR IS OPENED WITH KEY OUT OF THE IGNITION AND HEADLAMP SWITCH IN AUTO. HAS CODE FOR HEADLAMP SWITCH MISMATCH. CHECK TO SEE IF CORRECT DRIVERS SIDE MIRROR IS INSTALLED. CHIME COMES ON WHEN THE DOOR IS OPENED WITH KEY OUT OF THE IGNITION AND HEADLAMP SWITCH IN AUTO. HAS CODE FOR HEADLAMP SWITCH MISMATCH. CHECK TO SEE IF CORRECT DRIVERS SIDE MIRROR IS INSTALLED. TECH STILL HAS THE SAME CONCERN ON THIS VEHICLE, THE HEADLAMP SWITCH, BCM AND IGNITION SWITCH REPLACED - MIRRORS ARE CORRECT. I WILL GIVE TO A SUPERVISOR FOR REVIEW. TECH IS STILL WAITING TO BE CONTACTED. THIS CASE HAS BEEN REVIEWED AND IS BEING FORWARDED THE THE BUSINESS CENTER DUE TO A LACK OF PROGRESS. THIS CONCERN HAS BEEN ONGOING IN EXCEES OF A YEAR ACCORDING TO CASE ENTRIES. WE AREREQUESTING T/A ASSISTANCE TO HELP RESOLVE THE CONCERN IF POSSIBLE. CHUCK CALLED TO REVIEW CASE HISTORY AND NOTED THE CHIME STILL OCCURS INTERMITTENTLY. CHUCK NOTED THEDEALER HAS SEEN SEVERAL LIKE VEHICLES NOW AND IS LOOKING FOR A CASE UPDATE. ADVISED TECH TO CASE HAS BEEN FORWARDED TO THE DEALER BUSINESS CENTER FOR TA ASSISTANCE. SUGGESTED DEALER CONTACT BUSINESS CENTER DIRECTLY FOR TA INPUT. ... TECH STATES CHIME IS ON ALL THE TIME.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008712417

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 #:1168500410)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1705A1620)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062014

Report#: SSV008712417
Open Date: 09/08/2007
Mileage: 29747
Warr Built Dt: 06/20/2005
Supplier RP: R1

Zone/Cd: 63-60159
Name: PATTERSON CHRYSLER DODGE
Address: 1611 US HIGHWAY 259 N
 KILGORE, TX 756625503
Phone: 903 981-9100

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: HEADLAMPS AND INTERIOR LAMPS FLICKER. TECH CAN DUPLICATE THE CONCERN AND HAS REPLACED THE FCM WITH NO CHANGE. TECH NOTED NO CODES ARE SET AND STATED THE CONDITION IS NOT NORMAL WHEN COMPARED TO LIKE UNIT.

Service Action: ADVISED TECH TO INSPECT BATTERY CONNECTIONS AND GROUNDS. SWAP IN A TEST BATTERY AND NOTE THE CONDITION. MILES NOW 37231. TECH REPLACED THE BATTERY AND FCM, VERIFIED ALL THE MAIN BATTERY CONNECTIONS. ADVISED TO VOLTAGE DROP BATTERY CABLES TECH REPLACING PCM FOR CONDITION. TRYING TO FLASH NEW CONTROLLER AND UNIT WILL NOT ACCEPT SOFTWARE. TECH HAS GENERIC PN 05134857AA. TRYING TO FLASH 04748633AH INTO NEW PCM. ORIGINAL PN 04748633AG. TECH HAS WRONG GENERIC. NEEDS 05161324AA.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009055401

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54LX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1068401774)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0834B6776)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032515

Report#: SSV009055401
Open Date: 09/06/2007
Mileage: 76295
Warr Built Dt: 03/25/2004
Supplier RP: R1

Zone/Cd: 42-38622
Name: NAYLOR MOTOR SALES INC
Address: 2060 W STADIUM BLVD
 ANN ARBOR, MI 481034558
Phone: INACTIVE
 734 662-3175

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES HEADLAMPS DROP OUT AND WIPERS INTERMIT CYCLE. TECH REPLACED THE BATTERY AND FCM WITH NO CHANGE. EVERYTIME THE KEY IS CYCLED THE WIPERS WILL CYCLE

Service Action: ADVISED TO LOAD TEST POWERS AND GROUNDS INTO THE BCM IF OK REPLACE THE BCM AND RETEST

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009042545

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R05B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1260400901)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2574B6648)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092306

Report#: SSV009042545
Open Date: 08/29/2007
Mileage: 88394
Warr Built Dt: 09/23/2004
Supplier RP: B1

Zone/Cd: 32-66623
Name: STEVENS CHRYSLER DODGE
Address: 739 BRIDGEPORT AVENUE
 MILFORD, CT 064603132
Phone: 203 876-6485

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: BRAKE LTS, TAILLIGHTS & HEADLIGHTS INOP, TECH PULLED DTC OF LT & RT REAR PARKING LT OPEN, PERFORMED DIAG, CKD ALL RELATED WIRING AND CONNECTORS.

Service Action: AUTHORIZE BCM, CUST PAY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009025925

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1233402933)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2314B8199)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090822

Report#: SSV009025925
Open Date: 08/21/2007
Mileage: 70400
Warr Built Dt: 09/08/2004
Supplier RP: R1

Zone/Cd: 35-67651
Name: PAVLIK MOTOR CARS INC
Address: 3662 MAIN STREET
 WEIRTON, WV 260624567
Phone: INACTIVE
 304 748-5515

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: DASH LIGHTS AND HEAD LAMPS GO OUT. TECH CANNOT DUPLACATE. NO CODES.

Service Action: ADVISED THE TECH TO DUPLACATE THE CONDITION AND TEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009023843

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B75E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6288400467)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2964A2038)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 110616

Report#: SSV009023843
Open Date: 08/20/2007
Mileage: 29236
Warr Built Dt: 11/06/2004
Supplier RP: B1

Zone/Cd: 32-56826
Name: H & P MOTORS INC
Address: 63-77 SOUTH MAIN ST
 GLOVERSVILLE, NY 12078
Phone: 518 725-0121
 518 725-2915

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: CUST CONCERN HEADLIGHTS GO OUT GOING DOWN ROAD. CAN T DUPLICATED CONCERN

Service Action: ADVISE TECH TO START ON WITH HEAD LIGHT SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009024304

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1261402496)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2574B7810)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092106

Report#: SSV009024304
Open Date: 08/20/2007
Mileage: 42927
Warr Built Dt: 09/21/2004
Supplier RP: R1

Zone/Cd: 63-26756
Name: FINNEGAN CHRYSLER JEEP DODGE
Address: 26433 SOUTHWEST FREEWAY
 ROSENBERG, TX 77471
Phone: 281 342-9318

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 DASH LIGHTS AND THE HEADLIGHTS FLICKER AT TIMES. THE TECH HAS REPLACED THE BATTERY.

Service Action:ADVISED THE TECH TO CHECK G300, G301, AND CHECK THE GROUND UNDER THE BATTERY TRAY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 413831229002

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R15R [REDACTED]	Report#: 413831229002	Zone/Cd: 66-41383
Model Year: 2005	Open Date: 08/20/2007	Name: ORLANDO DODGE CHRYSLER JEEP
Make/Model: CHRYSLER	Mileage: 35184	Address: 4101 W COLONIAL DR
TOWN & COUNTRY LX FWD	Warr Built Dt: 02/05/2005	ORLANDO, FL 328088122
RSYH53	Supplier RP: MD	Phone: 407 299-1120
Engine: EGA-3.3L V6 OHV Engine (Ser #:1027502707)		
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0325B5394)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 020501		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04685711AB	SWITCH -MULTIFUNCTION	1	42.35	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES RIGHT DOOR PWR WINDOW INOP CUSTOMER STATES AT TIMES HEADLIGHTS WON T COME ON , HAS TURN SWITCH ON-OFF SEV

Service Comment:AT RIGHT FRONT WINDOW REGULATOR. ORDER PART

Service Action:REPLACE RIGHT FRONT WINDOW REGULATOR. ORDER PART.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009009615

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L75 [REDACTED]	Report#: SSV009009615	Zone/Cd: 32-42884
Model Year: 2005	Open Date: 08/13/2007	Name: WALKER CHRYSLER PLYMOUTH DODGE
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 68518	Address: FEDERAL ROAD KEZAR FALLS, ME 04047
Engine: EGH-3.8L V6 OHV Engine (Ser #:1239401340)	Warr Built Dt: 09/09/2004	Phone: 207 625-3342
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2314B5515)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 090908		

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: HEADLAMPS CUT OUT AT TIMES, CYCLING THE KEY RETURNS OPERATION. TECH IS UNABLE TO DUPLICATE THE CONCERN AND NOTED NO CODES SET. TECH HAS MADE NO REPAIRS AND CALLED TO REVIEW.

Service Action: ADVISED TECH NO UPDATES AVAILABLE, NEEDS TO DUPLICATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009011266

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L05 [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1147502455)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1395B5616)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 060202</p>	<p>Report#: SSV009011266</p> <p>Open Date: 08/13/2007</p> <p>Mileage: 23884</p> <p>Warr Built Dt: 06/02/2005</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 32-44664</p> <p>Name: RON BOUCHARD CHRYSLER DODGE</p> <p>Address: 282 LUNENBURG ST FITCHBURG, MA 01420</p> <p>Phone: 978 345-1800</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEADLIGHTS FLICKER ON AND OFF WHEN DRIVING. THE TECH HAS REPLACED THE HEADLAMP SWITCH.

Service Action:ADVISED THE TECH TO CHECK G300, G301, GROUND UNDER THE BATTERY TRAY, AND CHECK THE CHARGING SYSTEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008983868

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L45R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1019501492)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0275B8121)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 020105</p>	<p>Report#: SSV008983868</p> <p>Open Date: 08/07/2007</p> <p>Mileage: 45346</p> <p>Warr Built Dt: 02/01/2005</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 42-45154</p> <p>Name: CHRYSLER ON NICHOLASVILLE</p> <p>Address: 3001 LEXINGTON RD., US 27 N. NICHOLASVILLE, KY 40356</p> <p>Phone: INACTIVE 859 885-3367</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: DASH LIGHTS, A/C CONTROLS AND HEADLAMPS INTERMITTENTLY STOP WORKING. ATTEMPTED TO DUPLICATE CONCERN SEVERAL TIMES. THIS DEALERSHIP WAS UNABLE TO DUPLICATE. CHECKED FOR AVAILABLE UPDATES. ANOTHER DEALERSHIP DUPLICATED CONCERN AND ADVISED THE BCM TO BE THE ISSUE.

Service Action: TECH TO CONTACT STAR WITH MESSAGE/CODE FOUND IN BCM FOR THIS ISSUE AND CURRENT SOFTWARE IN BCM (048XXXXXX) BEFORE REPLACING ANY MODS. TECH STATES SOFTWARE IS AT 04841954AB, ADVISE TECH TO UPDATE BCM SOFTWARE PER TSB 08-028-05.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008984837

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1233403144)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2364B7541)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090721

Report#: SSV008984837
Open Date: 07/30/2007
Mileage: 54257
Warr Built Dt: 09/07/2004
Supplier RP: R1

Zone/Cd: 35-60067
Name: TRI-STATE CHRYSLER JEEP LLC
Address: 5210 US RT 60 EAST
 HUNTINGTON, WV 25705
Phone: INACTIVE
 304 736-2753

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: HEADLAMPS WILL ONLY WORK ON AUTOMATIC.
Service Action: HEADLAMP SWITCH MISMATCH. PINS CONNECTORS AND WIRING CHECK GOOD.\r\n\r\nAUTHORIZED BCM.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008982719

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R15 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1117501522)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1205B6706)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 050418

Report#: SSV008982719
Open Date: 07/27/2007
Mileage: 42000
Warr Built Dt: 05/04/2005
Supplier RP: R1

Zone/Cd: 32-59253
Name: BANGOR CHRYSLER DODGE
Address: 377 HOGAN ROAD
 BANGOR, ME 044014205
Phone: INACTIVE
 207 945-5674

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: HEADLAMPS CYCLE OFF AT TIMES. TECH IS UNABLE TO DUPLICATE THE CONCERN AND NOTED NO CODES ARE SET. TECH HAS MADE NO REPAIRS AND CALLED TO REVIEW POSSIBLE UPDATES.

Service Action: ADVISED TECH NO KNOWN ISSUES TO REPORT, DEALER NEEDS TO DUPLICATE THE CONCERN TO DETERMINE REPAIR PATH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008984009

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L45R [REDACTED]

Report#: SSV008984009

Zone/Cd: 66-51346

Model Year: 2005

Open Date: 07/27/2007

Name: ADDY DODGE INC

Make/Model: CHRYSLER

Mileage: 47211

Address: 521 COLUMBIA AVENUE

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 02/24/2005

LEXINGTON, SC 29072

RSYP53

Supplier RP: R1

Phone: INACTIVE

Engine: EGH-3.8L V6 OHV Engine (Ser #:1052501583)

803 359-2501

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0535B6961)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 022408

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLIGHTS INTERMITTENT/CUSTOMER PAY

Service Action: AUTHORIZED FUNCTION 11

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008977533

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R85R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1233401871)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2954B6403)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102806

Report#: SSV008977533
Open Date: 07/25/2007
Mileage: 37972
Warr Built Dt: 10/28/2004
Supplier RP: R1

Zone/Cd: 35-56761
Name: WEATHERS DODGE INC
Address: 1187 W BALTIMORE PIKE
 LIMA, PA 19037
Phone: INACTIVE
 610 566-5475

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: HEADLAMPS INOP. TECH STATES ALL OTHER LAMPS WORK CORRECTLY INCLUDING PARK. TECH STATES CAN SEE VOLT CHANGE AS INPUT TO BCM BUT THE INPUT REQUEST ONLY SHOWS PARK LAMP ON. TECH STATES IN HIGH THE LIGHTS COME ON AND GO OFF. TECH STATES BCM NEVER SENDS MESSAGE TO FCM TO TURN ON LIGHTS. TECH STATES FOUND SOLUTION FOR A HEADLAMP ISSUE.

Service Action: ADVISED TECH TO VERIFY WITH ANOTHER VEHICLE THE VOLTS AT BOTH BCM AND HEADLAMP SWITCH WHEN HEADLIGHTS AND BEAM SWITCHING ACCURS TO DET IF A SWITCH IS NEEDED OR A MOD.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008978700

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1356400883)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0145B5520)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 012005

Report#: SSV008978700
Open Date: 07/25/2007
Mileage: 38778
Warr Built Dt: 01/20/2005
Supplier RP: R1

Zone/Cd: 66-44305
Name: PALMER DODGE CHRYSLER JEEP
Address: 11460 ALPHARETTA HWY
 ROSWELL, GA 30076
Phone: 770 410-1111

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS AND DASH LIGHTS FLICKER AT TIMES. TECH IS UNABLE TO DUPLICATE THE CONCERN BUT NOTED THE ODOMETER DISPLAY DOES FLICKER, CHANGES BRIGHTNESS. TECH NOTED HEADLAMP SWITCH AND CLUSTER WERE REPLACED BUT FLICKER REMAINS.

Service Action: ADVISED TECH TO INSPECT HARNESS AND GROUND UNDER THE BATTERY TRAY. SWAP IN A TEST BATTERY AND NOTE FLICKER. LOAD TEST AND VOLTAGE DROP THE GENERATOR POWER AND GROUND CIRCUITS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008973854

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R15B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1071400039)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0834B8051)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032614

Report#: SSV008973854
Open Date: 07/23/2007
Mileage: 57793
Warr Built Dt: 03/26/2004
Supplier RP: B1

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: THE HEADLIGHTS WILL GO OUT WHILE DRIVING. FOG LAMP RELAY CIRCUIT CODE AND FOG LAMP INDICATOR CIRCUIT OPEN.

Service Action: ADVISED THE TECH TO CHECK G300, G301 AND THE GROUND UNDER THE BATTERY TRAY. OTHERWISE DUPLICATE THE COMPLAINT AND CHECK THE HEADLAMP SWITCH INPUT TO THE BCM AT THE TIME OF FAILURE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008956435

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L55 [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1281400637)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2814B7981)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 101422</p>	<p>Report#: SSV008956435</p> <p>Open Date: 07/13/2007</p> <p>Mileage: 29000</p> <p>Warr Built Dt: 10/14/2004</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 32-23017</p> <p>Name: SEACOAST MOTORS OF SALISBURY I</p> <p>Address: 2 MERRILL ST SALISBURY, MA 019522308</p> <p>Phone: INACTIVE 978 463-0063</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: TECH STATES THAT THE VEHICLE HAS BEEN IN NUMEROUS TIMES FOR HEADLAMPS INOP, WIPERS WILL STOP IN MID SWEEP. TECH REPLACED THE FCM PDC AND HEADLAMP SWITCH. FRONT WIPER ON RELAY SHORT TO BATTERY CODE IN THE FCM.

Service Action: TECH TO CHECK G300 AND G301. G300 AND G301 GROUNDS ARE GOOD. ADVISED THE TECH TO CHECK THE FEEDS TO THE WIPER ON RELAY AND CHECK THE GROUND UNDER THE BATTERY TRAY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008956218

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1052500864)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0545B6472)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022514

Report#: SSV008956218
Open Date: 07/12/2007
Mileage: 62973
Warr Built Dt: 02/25/2005
Supplier RP: R1

Zone/Cd: 51-41961
Name: TORKELSON-WAUKON
Address: 818 9TH STREET NW
 WAUKON, IA 52172
Phone: 563 568-4587

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: TECH STATES THAT THE HEADLAMPS WILL GO OUT WHILE DRIVING, HE IS NOT ABLE TO DUPLICATE THE CONCERN, NO CODES IN ANY MODULES.

Service Action: DUPLICATING THE CONCERN WHILE MONITORING THE FCM IS THE ONLY WAY TO BE SURE IF THE HEADLIGHT SWITCH, BCM OR FCM ARE AT FAULT. RELATED CASES INDICATE THAT THE FCM MAY BE YOUR BEST CHOICE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008949226

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L45R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1060500296)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0635B6616)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030720

Report#: SSV008949226
Open Date: 07/10/2007
Mileage: 39076
Warr Built Dt: 03/07/2005
Supplier RP: R1

Zone/Cd: 66-45314
Name: METROLINA CHRYSLER JEEP DODGE
Address: 7601 SOUTH BLVD
 CHARLOTTE, NC 282736917
Phone: INACTIVE
 704 553-7900

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: TECH STATES THAT THE HEADLAMPS DO NOT COME ON INTERMITTENTLY, THEY WILL ALSO COME ON WITHOUT INPUT DURING THE DAY.

Service Action: CHECK THE INPUT TO THE BCM FROM THE HEADLAMP SWITCH IS NOT CHANGING, THEN CHECK GROUNDS G300 AND G301 AND THE GROUND TO THE BCM. IF THE INPUT IS CHANGING, THEN THE HEADLAMP SWITCH IS SUSPECT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008940638

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 #:1105504348)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1055B6631)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042008

Report#: SSV008940638
Open Date: 07/03/2007
Mileage: 38251
Warr Built Dt: 04/20/2005
Supplier RP: R1

Zone/Cd: 74-41400
Name: THE DAVIS AUTO CENTER
Address: 2900 N MAIN ST
 LOGAN, UT 84341
Phone: 435 752-0050

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: WHILE DRIVING THE HEADLIGHTS AND DASH LIGHTS WILL FLICKER. IT GETS WORSE WHEN YOU HAVE THE HEATED SEATS ON OR ANY OTHER ELEC COMPONENT. NOW ALL THE GAUGES ON THE INSTRUMENT CLUSTER WILL STOP WORKING WHILE DRIVING. THERE IS A CODE OF U0140 THE SYSTEM. WE HAVE UPDATED THE COMPUTER BEFORE, REPLACED BCM, FCM. CHECKED ALT OUTPUT AND WIRING. THIS IS THE FIRST TIME THAT WE HAVE SEEN THE PROBLEM WITH THE CLUSTER

Service Action: RYAN, PLEASE CHECK G300 AND G301 GROUNDS AND ESPECIALLY CHECK THE GROUND UNDER THE BATTERY TRAY. OTHER WISE DUPLICATE THE COMPLAINT AND SEE IF THERE IS NO RESPONSE ONLY FROM THE BCM. IF NO RESPONSE ONLY FROM THE BCM, LOAD TEST ALL B+, SWITCHED IGNITION, AND GROUNDS TO THE BCM AT THE TIME OF FAILURE AND CHECK THE PCI BUS VOLTAGE TO THE BCM WITH A LABSCOPE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008935985

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1049501134)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0535B7634)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022410

Report#: SSV008935985
Open Date: 06/29/2007
Mileage: 50649
Warr Built Dt: 02/24/2005
Supplier RP: R1

Zone/Cd: 35-60202
Name: SHEETS CHRYSLER JEEP DODGE
Address: 250 AUTO PLAZA DR
 BECKLEY, WV 258017104
Phone: 304 465-5627
 304 252-4555

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 HEADLIGHTS AND THE DASH LIGHTS ARE GOING OUT. LOSS OF COMMUNICATION FROM PCM, BCM, TCM, AND MIC. ALSO HAS A PCI INTERNAL HARDWARE FAILURE IN THE BCM.

Service Action: ADVISED THE TECH TO PERFORM TSB # 08-028-05, TECH TO CHECK G300, G301, AND THE GROUNDS UNDER THE BATTERY TRAY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008924920

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1065401455)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0794B5692)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032219

Report#: SSV008924920
Open Date: 06/25/2007
Mileage: 1
Warr Built Dt: 03/22/2004
Supplier RP: B1

Zone/Cd: 35-43026
Name: THOMPSON CHRYSLER DODGE JEEP
Address: 124 N POINT BLVD
 BALTIMORE, MD 212241819
Phone: 410 282-9600
 410 288-3100

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:TECH STATES THAT THE HEADLAMPS AND RUNNING LAMPS ARE INOP.
Service Action:TECH TO VERIFY SWITCH INPUT TO THE BCM, IF OK SUSPECT THE FCM.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362803871

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1237400882)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2404B5729)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090713

Report#: 656362803871
Open Date: 06/13/2007
Mileage: 32115
Warr Built Dt: 09/07/2004
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AC	SWITCH -LIGHTING CONTROL	1	40.60	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUST STATES: THE VEH HEADLAMPS WENT OUT WHILE DRIVING & THEN THE CUST MOVED SW

Service Comment:INSPECTED & REPLACED HEADLAMP SWITCH.

Service Action:RETEST OK.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008903413

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 #:1125400012)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1324B5471)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051720

Report#: SSV008903413
Open Date: 06/12/2007
Mileage: 66000
Warr Built Dt: 05/17/2004
Supplier RP: B1

Zone/Cd: 66-26355
Name: EMPIRE CHRYSLER DODGE JEEP
Address: 2000 W US HIGHWAY 421
 WILKESBORO, NC 286978637
Phone: 336 667-2886

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: HEADLIGHTS FLICKERS, DASH LIGHT FLICKERS AT TIMES. CUSTOMER HAS HAD TO 3 DEALERS AND HASN T FOUND ANY THING WRONG. NO CODES BATTERY AND CHARGING SYSTEM TEST FINE. THE LIGHTS DONT GO OUT JUST FLICKERS AND DASH LIGHTS FLICKER. CUSTOMER HAS HAD TO 3 DEALERS CANOT FIND ANY ISSUES.

Service Action: JASON, WE HAVE SEEN THE GROUND THAT IS UNDER THE BATTERY TRAY, LOOSE OR CORRODED THAT WOULD CAUSE THIS TYPE OF CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008905268

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24RX5B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1289401338)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2944B8163)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 110421

Report#: SSV008905268
Open Date: 06/12/2007
Mileage: 25624
Warr Built Dt: 11/04/2004
Supplier RP: B1

Zone/Cd: 71-42081
Name: CROWN DODGE CHRYSLER JEEP
Address: 6300 KING
 VENTURA, CA 930037291
Phone: 805 656-6669

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:HEADLIGHTS GO OUT.

Service Action:FCM SEES A FRONT FOG LIGHT OPEN. WIRING AND SWITCH GOOD.\r\n\r\nAUTHORIZED BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008899033

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R25B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1299401442)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3034B7518)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 110811

Report#: SSV008899033
Open Date: 06/08/2007
Mileage: 32855
Warr Built Dt: 11/08/2004
Supplier RP: B1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS WILL GO OFF AT TIMES.
Service Action:THE TECH NEEDS TO REPLACE THE HEAD LAMP SWITCH.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008897044

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R65R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1218402836)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2234B7814)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081611

Report#: SSV008897044
Open Date: 06/07/2007
Mileage: 26903
Warr Built Dt: 08/16/2004
Supplier RP: R1

Zone/Cd: 42-52699
Name: SLIMAN'S SALES & SERVICE INC
Address: 7498 LEAVITT ROAD
 AMHERST, OH 44001
Phone: 440 988-4484
 440 988-4485

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:HEADLIGHTS GO OUT.
Service Action:BCM DTC: \ PCI INTERNAL HARDWARE FAILURE\ r\nUPDATE SOFTWARE
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008121413

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1033501205)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0405B8156)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 021205

Report#: SSV008121413
Open Date: 06/05/2007
Mileage: 13877
Warr Built Dt: 02/12/2005
Supplier RP: R1

Zone/Cd: 74-45234
Name: IRON TRAIL CHRYSLER
Address: 1301 S. 17TH STREET
 VIRGINIA, MN 55792
Phone: INACTIVE
 218 741-2355

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: HEADLAMPS QUIT WHILE DRIVING AND COME BACK AFTER A SECOND OR TWO-NO CODES AND SWITCH WAS REPLACED A MONTH AGO.TECH HAS NOT DUPLICATED.

Service Action: DO NOT REPLACE PARTS UNLESS THERE IS A CODE OR YOU CAN DUPLICATE CONCERN. THE HEADLIGHTS WILL FLICKER OR DIM OUT AT TIMES. ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS. NO COMMON CONCERNS. TECH TO DUPLICATE THE COMPLAINT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008891435

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R55B [REDACTED]	Report#: SSV008891435	Zone/Cd: 35-66859
Model Year: 2005	Open Date: 06/05/2007	Name: B Z MOTORS CHRY-DODGE-JEEP
Make/Model: CARAVAN SXT FWD	Mileage: 33516	Address: 6801 W BRANCH HWY
RSKH52	Warr Built Dt: 03/12/2004	LEWISBURG, PA 178376309
Engine: EGA-3.3L V6 OHV Engine (Ser #:1058400078)	Supplier RP: B1	Phone: 570 523-1256
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0644A1886)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 031223		

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: HEADLAMPS INOP AT TIMES. TECH IS UNABLE TO DUPLICATE THE CONCERN AND NOTED NO CODES ARE SET. TECH HAS MADE NO REPAIRS AND CALLED TO REVIEW.

Service Action: ADVISED TECH TO SUSPECT HEADLAMP SWITCH PER SIMILAR CASES, NOTED CONCERN NEEDS TOP BE DUPLICATED PRIOR TO REPAIRS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008888904

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R65R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1178501242)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1815B5153)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 063017

Report#: SSV008888904
Open Date: 06/02/2007
Mileage: 32239
Warr Built Dt: 06/30/2005
Supplier RP: R1

Zone/Cd: 32-60149
Name: PLANET CHRYSLER JEEP DODGE LLC
Address: 400 E CENTRAL ST
 FRANKLIN, MA 020381305
Phone: 508 520-1550

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:INTERMITTENTLY, WHILE DRIVING, HIT A BUMP AND THE HEADLIGHTS WILL TURN OFF. PARK LAMPS AND INSTRUMENT PANEL ILLUMINATION STILL WORKS. IN ORDER TO GET THE HEADLAMPS BACK ON, THE IGNITION SWITCH MUST BE CYCLED. NO CODES. HEADLAMP SWITCH REPLACED PER STAR ONLINE SOLUTION #K17889264..

Service Action:ADVISED TECH TO CHECK CONNECTIONS AT THE IPM AND FCM; PAGE 8W-50-3. CHECK G300. LAST RESORT, REPLACE THE IPM/FCM COMBO.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008890346

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R75B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1182400996)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1824B6930)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 070222

Report#: SSV008890346
Open Date: 06/04/2007
Mileage: 12526
Warr Built Dt: 07/02/2004
Supplier RP: B1

Zone/Cd: 66-41234
Name: TOM EDWARDS INC
Address: 1425 WEST MAIN STREET
 BARTOW, FL 338304316
Phone: 863 533-0793

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 DASH LIGHTS AND THE HEADLIGHTS FLICKER AT TIMES.

Service Action:ADVISED THE TECH TO VOLTAGE DROP THE BATTERY CABLES, CHECK THE BATTERY, ALTERNATOR, AND CHECK G300 AND G301 GROUNDS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362792681

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R95B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1289401448)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2954B6682)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 110508

Report#: 656362792681
Open Date: 05/29/2007
Mileage: 27011
Warr Built Dt: 11/05/2004
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	32.55	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES HEADLAMPS INOP INT WONT COME ON WHEN TURNED ON, KEEP TRYING THEY WI

Service Comment: TRIED SEVERAL TIMES UNABLE TO VERIFY CONCERN REPLACED HEADLAMP SWITCH AS MOST

Service Action:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008289121

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1077401063)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0774B6403)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 040322

Report#: SSV008289121
Open Date: 05/25/2007
Mileage: 21314
Warr Built Dt: 04/03/2004
Supplier RP: R1

Zone/Cd: 32-36089
Name: EDWARD H SPENCER INC
Address: 764 MAIN ST
 WARREN, MA 01083
Phone: 413 436-7721

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: HEADLIGHTS GO ON AND OFF, TECH IS UNABLE TO DUPLICATE. WHEN USING WIPERS CLUSTER BLANKS OUT, TECH IS ABLE TO DUPLICATE. NO CODES. G301 HAS BEEN TESTED.

Service Action: RECOMMEND LOAD TEST POWERS AND GROUNDS TO CLUSTER. IF NTF REPLACE CLUSTER AND RETEST. RECOMMEND DUPLICATE HEADLIGHT CONCERN BEFORE PURSUING. CLUSTER HAS BEEN REPLACED. SAME CONCERN IS OCCURRING. WIPERS CAUSE CLUSTER TO BLANK OUT. RECOMMEND MONITORING IGNITION SWITCH INPUT TO THE BCM. IF IT CHANGES WHEN THE WIPERS ARE COMMANDED- LOAD TEST POWER AND GROUNDS TO THE BCM. IF OK- RECOMMEND REPLACEMENT OF THE BCM.. SOFTWARE IS UP TO DATE, CKD RELATED WIRING AND CONNECTORS AUTHORIZED BCM MOST CONTROLLERS WOULD READ NO MESSAGE FROM THE CLUSTER SERVICE MANAGER WANTING TO GUESS THAT THE ORC IS THE CAUSE..... STATING MUCH LATER IN THE CONVERSATION THAT WITH THE ORC NO ISSUES AND WITH IT IN THERE IS. DLR HAS NOT VERIFIED ANY COMM PROBLEMS WITH THE ORC TO THE OTHER MODULES. I NOTIFIED TO DISCONNECT THE CLUSTER AND CYCLE THE KEY 2X S AND SEE IF THE ORC IS LOGGING A COMM FAULT AGAINST THE CLUSTER. THEN TO ALSO CHECK TO SEE IF WHEN THIS OCCURS DO THE OTHER MODULES LOG A FAULT AGAINST THE ORC FOR COMM. THE TECH NEEDS TO REPLACE THE BCM. TECH STATES THAT HE HAS PERFORMED DIAGNOSITCS AND HE STILL HAS THE SAME CONCERN, ADVISED THE TECH TO PERFORM A SOFTWARE UPDATE ON THE BCM AND RETEST. TECH TO CALL BACK FOR FURTHER ASSISTNCE AS NEEDED, TECH TO TRY TO

DUPLICATE CONCERN. TECH STATES DASH WILL GO THROUGH A CLUSTER RESET EVERY TIME THE WIPERS SWEEP THE WINDOW. TECH STATES THIS ONLY HAPPENS WHEN WIPERS ARE ON. TECH STATES CHECKED ALL GROUNDS BOTH AT PILLARS AND UNDER HOOD. TECH STATES HAS HAD A BCM REPLACED ALREADY. TECH STATES SWAPPED CLUSTER AND ISSUE STILL EXISTS. TECH STATES CURRENT SOFTWARE IN BCM IS #04843752AB. \r\nADVISED TECH TO VERIFY INPUT TO CLUSTER WHEN ISSUE EXISTS AS WELL AS BCM OUTPUTS TO CLUSTER TO DET WHICH MOD IS CAUSE FOR THIS ISSUE. TECH TO VOLTAGE DROP TEST ALL POWER/GROUND FEEDS AT THE CLUSTER, HARDWIRE THE CLUSTER WAKEUP SENSE, VERIFY PCM IS ACTIVE ON THE BUS WHEN THE CONCERN IS PRESENT. 26389 MILEAGE NOW. TECH IS STILL HAVING THE SAME CONCERN. TECH TO CHECK THE G300 GROUND FOR LOOSE CONNECTION FOR FEED BACK ON THE CIRCUIT. ALSO CHECK THE WAKE UP SIGNAL TO THE CLUSTER FOR THE BCM FOR ANY VOLTAGE WHEN THE KEY IS OFF. THE VEHICLE WILL RUN WITHOUT THE SCREEM PLUGED IN. POSSIBLE PCM CONCONCERN OR SCREEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008868409

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R45 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1127400070)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1264B8144)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051814

Report#: SSV008868409
Open Date: 05/21/2007
Mileage: 58125
Warr Built Dt: 05/18/2004
Supplier RP: B1

Zone/Cd: 74-43491
Name: GLADSTONE DODGE INC
Address: 5610 NORTH OAK
 GLADSTONE, MO 64118
Phone: 816 455-3500

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: BRYAN STATES THE HEADLAMPS AND DASH LIGHTS FLICKER AT TIMES. ARE THERE ANY KNOWN CONCERNS

Service Action: STAR ADVISED BRYAN TO A POSSIBLE HEADLAMPS OR IPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008865172

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R55B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1156402334)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1624B5517)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 061418

Report#: SSV008865172
Open Date: 05/17/2007
Mileage: 17679
Warr Built Dt: 06/14/2004
Supplier RP: B1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS GO OUT WHILE DRIVING. HEADLAMP SWITCH WAS REPLACED. TECH NOTED THE BCM HAS CODE FOR FOG LAMP CIRCUIT OPEN BUT IS NOT EQUIPPED. TECH WANTS A BCM. 3RD VISIT TO A DEALER FOR CUSTOMER.

Service Action: AUTHORIZED BCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008862642

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B25E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6302400316)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3354A1309)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 120821

Report#: SSV008862642
Open Date: 05/16/2007
Mileage: 24887
Warr Built Dt: 12/08/2004
Supplier RP: B1

Zone/Cd: 71-42550
Name: CUTTER DODGE-CHRY-JEEP DILLING
Address: 735 DILLINGHAM BLVD
 HONOLULU, HI 968174560
Phone: INACTIVE
 808 564-9310

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: HEADLAMPS INOPERATIVE REFERENCE CASE #8859009, REFERENCE #296524, DOUBLE CHECKED WITH OUR PARTS DEPARTMENT, THE ORIGINAL PN FOR BCM IS 5026060AA, SUPERSEDEED TO #5026060AB. IF KNOW THE PART NUMBER PROVIDED IS INCORRECT, NOT THE FIRST TIME WHERE PARTS CATALOG WAS INCORRECT, DO YOU HAVE CORRECT NUMBER

Service Action: AUTHORIZED BCM FUNCTION 11 EXCHANGE. DUE TO MILEAGE STORED IN BCM, VEHICLE WILL HAVE TO STAY OFF ROAD UNTIL NEW PART IS INSTALLED AND MILES/VIN IS REINSTALLED PER FED LAW.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008863331

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 #:1173501451)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1755B8234)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062712

Report#: SSV008863331
Open Date: 05/16/2007
Mileage: 35275
Warr Built Dt: 06/27/2005
Supplier RP: R1

Zone/Cd: 63-65382
Name: INGRAM PARK CHRYSLER JEEP DODG
Address: 7000 N W LOOP 410
 SAN ANTONIO, TX 78238
Phone: 800 347-1313
 210 684-6610

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 HEAD LAMPS ARE TURNING OFF AT TIMES.

Service Action: THE TECH NEEDS TO CHECK THE SWITCH MUX VOLTAGE TO THE SWITCH WHEN ON, IT SHOULD BE BETWEEN 1.45 TO 1.49V TAP ON THE SWITCH TO SEE IF THE HEADLAMPS ACT UP.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008863490

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1037400107)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0764B5113)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032412

Report#: SSV008863490
Open Date: 05/16/2007
Mileage: 34192
Warr Built Dt: 03/24/2004
Supplier RP: B1

Zone/Cd: 74-68280
Name: WOODHOUSE CHRYSLER JEEP DODGE
Address: 2171 SOUTH HWY 30
 BLAIR, NE 68008
Phone: 402 426-4126

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: KARL STATED C/C- HEADLIGHTS WILL NOT COME ON, INDICATOR WILL COME ON INTERMITTENTLY, DRIVERS SLIDING DOOR INOPERATIVE INTERMITTENTLY- PRNDLE LIGHTS UP. P0706 DTC- PIN PT TEST.

Service Action: STAR ADVISED KARL. TO CHECK FOR 12 VOLTS ON PIN # 8 OF THE TCM IN START AND ON PIN #11 IN UNLOCK, RUN AND START. ADVISED TO CHECK S149.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008859009

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B25 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6302400316)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3354A1309)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 120821

Report#: SSV008859009
Open Date: 05/15/2007
Mileage: 24887
Warr Built Dt: 12/08/2004
Supplier RP: B1

Zone/Cd: 71-42550
Name: CUTTER DODGE-CHRY-JEEP DILLING
Address: 735 DILLINGHAM BLVD
 HONOLULU, HI 968174560
Phone: INACTIVE
 808 564-9310

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: HEADLAMPS INOPERATIVE. INSPECT FUSE 4 IN IPM. OKAY. CHECKED HEADLAMP SWITCH MUX RESISTANCE, OKAY, RESISTANCES CHANGE IN EVERY SWITCH POSITION. CHECKED FOR DTCS IN THE BODY CONTROL MODULE. NO DTCS. CHECKED FOR DTCS IN THE FCM. NO DTCS. MONITORED HEADLAMP SWITCH VOLTAGE IN THE BCM. HEADLAMP SWITCH VOLTAGE CHANGES IN EVERY SWITCH POSITION. MONITORED HEADLAMP SWITCH STATE IN THE BCM. SWITCH STATE SHOWS OFF, PARK, BUT NOT HEADLAMP MODE. CHECKED HEADLAMP SWITCH STATE IN THE FCM. SWITCH STATE SHOWS OPEN WITH HEADLAMP SWITCH ON. ACTUATED HEADLAMPS THROUGH THE FCM. HEADLAMPS FUNCTION. BCM IS NOT PROPERLY INTERPRETTING HEADLAMP SWITCH STATE. REQUEST FOR PART AUTHORIZATION. THANK YOU

Service Action: NEED TO RECHECK PART NUMBER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008855404

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L25R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1166502826)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1685B6797)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062011

Report#: SSV008855404
Open Date: 05/11/2007
Mileage: 27486
Warr Built Dt: 06/20/2005
Supplier RP: R1

Zone/Cd: 42-44872
Name: GREVE CHRY-DODGE-JEEP INC
Address: 603 COUNTY ROAD 25A
 WAPAKONETA, OH 45895
Phone: INACTIVE
 419 739-1000

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEADLIGHTS WILL NOT TURN ON AT TIMES.

Service Action:ADVISED THE TECH TO DUPLICATE THE COMPLAINT, CHECK THE HEADLAMP SWITCH INPUT TO THE BCM. TECH TO CHECK G300 AND G301.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008854708

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B85 [REDACTED]
Model Year: 2005
Make/Model: DODGE
CARAVAN SE FWD
RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
#:6160400484)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K1744A1793)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 070106

Report#: SSV008854708
Open Date: 05/10/2007
Mileage: 32120
Warr Built Dt: 07/01/2004
Supplier RP: B1

Zone/Cd: 71-68811
Name: POWER CHRYSLER JEEP DODGE
Address: 115 S CAPE STREET
NEWPORT, OR 97365
Phone: 541 265-6686

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 LOW BEAM IS INOP. THE FCM HAS BEEN REPLACED

Service Action:THE TECH NEEDS TO CHECK THE DRIVER CIRCUIT TO THE HEAD LAMPS WITH A 12V FEED IF GOOD REPLACE THE BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008849289

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1296401339)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3004B7576)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102914

Report#: SSV008849289
Open Date: 05/08/2007
Mileage: 37907
Warr Built Dt: 10/29/2004
Supplier RP: R1

Zone/Cd: 51-68407
Name: BURGER DODGE CHRYSLER JEEP INC
Address: 2104 W US HIGHWAY 40
 BRAZIL, IN 478347201
Phone: INACTIVE
 812 443-2886

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: CUSTOMER STATES INTERIOR AND EXTERIOR LIGHTS FLICKER UNDER LOAD. HAPPENS ONLY WITH THE REAR DEFROSTER, BLOWER HEADLAMPS AND HEATED SEATS ARE ON

Service Action: ADVISED THIS MAY BE NORMAL, TECH MAY WANT TO TRY A NEW BATTERY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008832012

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 #:1082504038)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0805B5395)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032911

Report#: SSV008832012
Open Date: 04/27/2007
Mileage: 15652
Warr Built Dt: 03/29/2005
Supplier RP: R1

Zone/Cd: 74-68561
Name: CLARK CHRYSLER DODGE, INC
Address: 1358 HWY 5 NORTH
 CAMDENTON, MO 65020
Phone: INACTIVE
 573 346-2293

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: HEADLAMPS INOP, ALL DOORS AND SLIDING DOORS INOP. PCI INTERNAL
Service Action: TECH WILL FLASH BCM
Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008823484

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R65B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1061502034)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0665B5755)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031016

Report#: SSV008823484
Open Date: 04/24/2007
Mileage: 33156
Warr Built Dt: 03/10/2005
Supplier RP: B1

Zone/Cd: 74-66701
Name: SMITH MOTOR
Address: 309 FORREST DRIVE
 BROOKFIELD, MO 64628
Phone: INACTIVE
 660 258-2267

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS ARE INTERMIT INOP, TECH CANT DUPLICATE, TECH STATES HE HAD CODES BUT DIDNT WRITE THEM DOWN, CAR IS NOT AT THE DEALER

Service Action:ADVISED TO MONITOR THE SWITCH INPUT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008820564

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R15B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1204400375)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2094B6600)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080211

Report#: SSV008820564
Open Date: 04/23/2007
Mileage: 29228
Warr Built Dt: 08/02/2004
Supplier RP: B1

Zone/Cd: 63-26212
Name: LANDERS CHRYSLER DODGE JEEP
Address: 7800 ALCOA RD
 BENTON, AR 720198535
Phone: 501 316-5220
 501 316-4400

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 STATED THAT HEADLIGHTS QUIT WORKING WHILE DRIVING TURN SWITCH OFF AND ON SEVERAL TIME BEFORE IT STARTED TO WORK CHECK DTCS ONE IN FCM FRONT FOG LAMP RELAY OPEN. BUT IT DOES NOT HAVE FOG LAMP ON THE VAN

Service Action: IGNORE THE FOG LAMP DTC. NO KNOWN ISSUES OR UPDATES TO REPORT. SUSPECT HEADLAMP SWITCH FAULT PER SIMILAR CASES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008821480

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R45B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1230402140)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2394B7877)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 090200

Report#: SSV008821480
Open Date: 04/23/2007
Mileage: 66545
Warr Built Dt: 09/02/2004
Supplier RP: B1

Zone/Cd: 74-58812
Name: JIM CLARK MOTORS INC
Address: 2121 W 29TH TERRACE
 LAWRENCE, KS 660473163
Phone: INACTIVE
 785 843-3055

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: HEADLAMPS INOP HEADLAMPS INOPERATIVE. HAS VOLTAGE CHANGE WITH DRB OUT OF SWITCH, BUT NO VOLTAGE CHANGE FOR OUTPUT TO HEADLAMPS. NEEDS BCM

Service Action: AUTHORIZED BCM FUNCTION 11 EXCHANGE. DUE TO MILEAGE STORED IN BCM, VEHICLE WILL HAVE TO STAY OFF ROAD UNTIL NEW PART IS INSTALLED AND MILES/VIN IS REINSTALLED PER FED LAW.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008816359

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 #:1052501251)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0525B7809)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022321

Report#: SSV008816359
Open Date: 04/19/2007
Mileage: 39459
Warr Built Dt: 02/23/2005
Supplier RP: R1

Zone/Cd: 51-65814
Name: AUDUBON CHRYSLER CENTER INC
Address: 2945 US 41 NORTH
 HENDERSON, KY 42420
Phone: 270 826-1270

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:CHECK ENGINE LIGHT IS ON. HEADLIGHTS AND THE CLUSTER ARE INOP AT TIMES. ALSO NO BCM, PCM, TCM, MIC, FCM, ORC MESSAGES RECEIVED.
Service Action:ADVISED THE TECH TO PERFORM TSB # 08-028-05.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008804105

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24RX5R [REDACTED]

Report#: SSV008804105

Zone/Cd: 74-24294

Model Year: 2005

Open Date: 04/12/2007

Name: DAVIS-MOORE AUTOMOTIVE INC

Make/Model:

Mileage: 34821

Address: 6215 E KELLOGG DR

GRAND CARAVAN SE FWD

Warr Built Dt: 09/10/2004

WICHITA, KS 672181746

RSKL53

Supplier RP: R1

Phone: 316 618-2000

Engine: EGA-3.3L V6 OHV Engine (Ser #:1240400340)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2454A0716)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 091002

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEADLIGHTS INTERMITTENT.

Service Action:REPLACED SWITCH. CHECKED PINS AND CONNECTORS.\r\n\r\nAUTHORIZED BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008787584

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R55B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1168501393)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1735B5380)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062319

Report#: SSV008787584
Open Date: 04/02/2007
Mileage: 19366
Warr Built Dt: 06/23/2005
Supplier RP: B1

Zone/Cd: 51-68492
Name: KING CITY CHRYSLER CENTER INC
Address: 1603 BROADWAY
 MT VERNON, IL 62864
Phone: 618 242-6600

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 HEADLIGHTS WILL SHUT OFF WHILE DRIVING.

Service Action:ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS. TECH TO DUPLICATE THE COMPLAINT, MONITOR THE HEADLAMP SWITCH INPUT TO THE BCM AT THE TIME OF FAILURE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008787981

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1166501173)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1665B7882)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 061718

Report#: SSV008787981
Open Date: 04/02/2007
Mileage: 25758
Warr Built Dt: 06/17/2005
Supplier RP: R1

Zone/Cd: 32-37058
Name: R I SURESKY & SON INC
Address: RTE 17A HATFIELD
 GOSHEN, NY 10924
Phone: 845 294-5177
 845 294-5179

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEAD LAMPS INOP AT TIMES. TECH CANT DUPLICATE, BUT HE HAS REPLACED THE FCM AND IPM

Service Action:ADVISED TO DUPLICATE BEFORE TECH REPLACES ANY MORE PARTS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 669120793061

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R85B2 [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1274402048)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2754B7888)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 100608

Report#: 669120793061
Open Date: 04/03/2007
Mileage: 21168
Warr Built Dt: 10/06/2004
Supplier RP: TP

Zone/Cd: 74-66912
Name: ROSEVILLE CHRYSLER JEEP DODGE,
Address: 2805 HIGHWAY 35W NORTH
 ROSEVILLE, MN 551131133
Phone: 651 633-3500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	32.55	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: AT TIMES WHEN TURN ON HEADLIGHTS ONLY PARKING LIGHTS COMES ON

Service Comment: TESTED AND REPLACED HEAD LAMP SWITCH

Service Action:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008783306

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R45R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1349302908)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3453B6660)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 122219

Report#: SSV008783306
Open Date: 03/29/2007
Mileage: 91810
Warr Built Dt: 12/22/2003
Supplier RP: R1

Zone/Cd: 66-43197
Name: SUPERIOR CHRY-DODGE-JEEP
Address: 120 U.S. HIGHWAY 158 BYPASS WE
 HENDERSON, NC 27536
Phone: 252 438-2717

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 LOW BEAM HEAD LAMPS ARE INOP. THE FCM HAS BEEN SWAPED.
Service Action:THE TECH NEEDS TO CHECK THE CIRCUIT TO THE LOW BEAM LAMPS FHRUGH THE IPM.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008768056

Vehicle Information

VIN: 1D4GP25B35E [REDACTED]
Model Year: 2005
Make/Model: DODGE
CARAVAN SE FWD
RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
#:6090500432)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K1115A0023)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 050407

Repair Information

Report#: SSV008768056
Open Date: 03/20/2007
Mileage: 30100
Warr Built Dt: 05/04/2005
Supplier RP: B1

Dealer Information

Zone/Cd: 66-68140
Name: COURTESY DODGE INC
Address: 2210 E WALNUT AVE
DALTON, GA 307214528
Phone: INACTIVE
706 275-8022

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 HEAD LAMPS ARE INOP AT TIMES. THE TECH CANT DUPCLATE THE CONCERN.

Service Action:CHECK THE MULTI FUNCTION FOR THE POSSIBLE CONCREN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008763309

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L85R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1320402199)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3214B6687)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 112602

Report#: SSV008763309
Open Date: 03/16/2007
Mileage: 24208
Warr Built Dt: 11/26/2004
Supplier RP: R1

Zone/Cd: 71-25034
Name: DISHMAN DODGE CHRYSLER
Address: EAST 7700 SPRAGUE AVENUE
 SPOKANE, WA 99212
Phone: 800 457-6500
 509 924-3250

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: HEADLAMPS AND INTERIOR LAMPS FLICKER, DIM AND BRIGHTEN. TECH NOTED VOLTAGE IS CYCLING WITH THE FLICKER AND WILL CHANGE WITH ELECTRICAL LOADS AND IS WORSE WITH THE HEATED SEATS ON. TECH HAS REPLACED THE ALTERNATOR WITH NO CHANGE AND DOES NOTED THE CONDITION IS NOT NORMAL.

Service Action: ADVISED TECH TO INSTALL A NEW BATTERY AND RETEST. PERFORM LOADED VOLTAGE DROP TO PCM POWER AND GROUND FEEDS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008756087

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R95B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1205402331)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2114B6265)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080412

Report#: SSV008756087
Open Date: 03/13/2007
Mileage: 45580
Warr Built Dt: 08/04/2004
Supplier RP: B1

Zone/Cd: 35-36589
Name: LAFLAM CHRYSLER INC
Address: 165 SOUTH BLACK HORSEPIKE
 RUNNEMEDE, NJ 08078
Phone: INACTIVE
 856 939-1000

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: DASHLIGHTS AND HEADLIGHTS INTERMITTENTLY OUT.
Service Action: BCM DTCS: \ PCI INTERNAL HARDWARE FAILURE\ .r\nUPDATE SOFTWARE AS PER TSB 08-028-05.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008747638

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44LX5R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1139402760)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1424B8248)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 052818</p>	<p>Report#: SSV008747638</p> <p>Open Date: 03/12/2007</p> <p>Mileage: 93665</p> <p>Warr Built Dt: 05/28/2004</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 51-60297</p> <p>Name: UFTRING CHRYSLER, INC.</p> <p>Address: 3905 N UNIVERSITY ST PEORIA, IL 616146938</p> <p>Phone: INACTIVE 309 685-4061</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES WHEN THE HEAD LAMPS ARE IN AUTO MODE AND A TURN SIGNAL IS ON, THE HEAD LAMPS SHUT OFF. TECH HAS NO FAULT CODES.

Service Action: I ADVISED THE TECH TO VOLTAGE DROP FROM THE BATTERY B+ & IGN FEEDS AND GROUNDS FOR THE BCM. ALL VOLTAGE DROP READINGS MUST BE .2V OR LESS (BUT NOT 0V) WITH THE KEY ON. IF OK, REPLACE THE BCM. TECHNICIAN WILL GET THE PART NUMBER FROM THE PARTS DEPARTMENT AND CALL BACK WHEN THE VEHICLE IS IN THE SHOP FOR THE DURATION OF THE REPAIR. VEH IS NOT LEAVING. TECH WILL HOLD. AUTHORIZED BCM CUSTOMER PAY PART INQUIRY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008752348

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B75 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6244400640)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2454A1508)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 093007

Report#: SSV008752348
Open Date: 03/12/2007
Mileage: 34393
Warr Built Dt: 09/30/2004
Supplier RP: B1

Zone/Cd: 42-65033
Name: KEY CHRYSLER JEEP DODGE INC
Address: 2020 N DETROIT STREET
 XENIA, OH 453851299
Phone: 937 372-4451

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 REAR HATCH WILL NOT OPEN, ONLY WITH THE KEY. NO CODES IN THE BCM. ALSO THE HEADLIGHTS WILL GO OUT AT TIMES.

Service Action: ADVISED THE TECH TO CHECK FOR 5 VOLTS GOING TO THE HANDLE SWITCH AND SEE IF THE VOLTAGE DROPS TO 2.5 VOLTS WHEN PRESSING THE SWITCH AND ACTUATE THE LIFTGATE SOLENOID. ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008748425

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 #:1223402131)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1904B6723)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081812

Report#: SSV008748425
Open Date: 03/08/2007
Mileage: 37140
Warr Built Dt: 08/18/2004
Supplier RP: R1

Zone/Cd: 42-64077
Name: ROSEVILLE CHRYSLER DODGE JEEP
Address: 25800 GRATIOT AVE
 ROSEVILLE, MI 480664480
Phone: 586 859-2575
 586 859-2500

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:THE INTERIOR AND HEAD LAMPS WILL FLICKER AT TIMES. THE ALTERNATOR STAYS AT TARGET VOLTAGE THE BATTERY HAS BEEN REPLACED. THE HEAD LAMP SWITCH HAS BEEN REPLACED.

Service Action:THE TECH NEEDS TO CHECK THE POWER AND GROUND TO THE BCM .IF GOOD REPLACE THE BCM. AUTHORIZE BCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008740987

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 #:1052501034)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0535B7700)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022405

Report#: SSV008740987
Open Date: 03/05/2007
Mileage: 15451
Warr Built Dt: 02/24/2005
Supplier RP: R1

Zone/Cd: 42-42189
Name: CENTURY DODGE INC
Address: 13500 TELEGRAPH ROAD
 TAYLOR, MI 481804691
Phone: INACTIVE
 734 946-9430

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: HEADLAMPS INOP. TECH CAN SEE REQUEST FOR LAMPS IN BCM. CODE FOR HEADLAMP MISMATCH (FOR AUTO LAMPS). VEH IS NOT EQUIPPED.

Service Action: AUTHORIZED BCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008071607

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L25R [REDACTED]	Report#: SSV008071607	Zone/Cd: 35-44376
Model Year: 2005	Open Date: 03/02/2007	Name: MECHANICSVILLE DODGE
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 42304	Address: 6530 MECHANICSVILLE PIKE MECHANICSVILLE, VA 23111
Engine: EGH-3.8L V6 OHV Engine (Ser #:1034400054)	Warr Built Dt: 02/27/2004	Phone: INACTIVE 804 559-4400
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0544B5692)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 022721		

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 HEAD LAMPS WILL DROP OUT WHILE DRIVING ON THE HIGHWAY. TECH CAN NOT DUPLICATE THE CONDITION.

Service Action: TECH TO REPLACE THE FCM. CAN T DUPLICATE ANY PROBLEMS. NEED TO FIND OUT WHEN IT HAPPENS AND ANY OTHER INFORMATION THAT WOULD HELP TO FIND THE PROBLEM. TECH STATES THE TECH ADVISER (BRIAN MORRIS) CALLED AN ENGINEER AND WAS TOLD TO REPLACE HEADLAMP SWITCH, WIRING AND BCM. VEH HAS HAD FAULT FOR 1 1/4 YEARS AND CUST WANTS IT REPAIRED. AUTHORIZED BCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008736364

Vehicle Information

Repair Information

Dealer Information

VIN: 1D8GP45RX5B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1024500788)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0425B5219)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 021420

Report#: SSV008736364
Open Date: 03/01/2007
Mileage: 35909
Warr Built Dt: 02/14/2005
Supplier RP: B1

Zone/Cd: 42-44706
Name: GREENVILLE CHRYSLER DODGE JEE
Address: 6472 S GREENVILLE RD
 GREENVILLE, MI 48838
Phone: INACTIVE
 616 754-3635

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 STATE THE HEAD LAMPS WILL NOT TURN ON AT TIMES. THE PANEL LAMPS AND PARKING LAMPS DO TURN ON AT THAT TIME, IT IS JUST THE HEAD LAMPS THAT ARE NOT ON. TECH HAS NOT DUPLICATE THE CONCERN AND HAS NO FAULT CODES.

Service Action: ADVISED TECH TO USE THE DRB AND MONITOR THE HEAD LAMP SWITCH VOLTAGE. MAKE SURE TO RECORD THE VOLTAGE FOR WHEN THE SWITCH IS ON. THEN COMPARE THE VOLTAGES WHEN THE LAMPS ARE NOT TUNING ON.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008736452

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1300401979)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3004B7864)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 110201

Report#: SSV008736452
Open Date: 03/01/2007
Mileage: 32471
Warr Built Dt: 11/02/2004
Supplier RP: R1

Zone/Cd: 51-43649
Name: BRAD DEERY MOTORS INC
Address: 112 NORTH SECOND STREET
 MAQUOKETA, IA 520602220
Phone: 563 652-4900

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:TECH STATES THAT THE HEADLAMPS FLICKER AT NIGHT, NEW FCM AND GROUNDS ARE ALL TESTED
Service Action:TECH TO COMPARE TO A LIKE VEHICLE, IF LIKE VEHICLE IS THE SAME THEN THE FLICKER IS NORMAL.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008736150

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L85 [REDACTED]

Report#: SSV008736150

Zone/Cd: 63-45275

Model Year: 2005

Open Date: 02/28/2007

Name: STEVE JONES CHRYSLER-DODGE-JEE

Make/Model:

Mileage: 35256

Address: 1110 FALLS BLVD N

GRAND CARAVAN SXT FWD

Warr Built Dt: 02/17/2005

WYNNE, AR 723961605

RSKH53

Supplier RP: R1

Phone: 870 238-8175

Engine: EGH-3.8L V6 OHV Engine (Ser #:1038501328)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0455B5541)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 021712

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS ARE INOP, VANITY & MAP LTS INOP, NO DTC S, CKD RELATED WIRING AND CONNECTORS, FOUND NO POWER OUT OF BCM.

Service Action: AUTHORIZE BCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008731014

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L95R [REDACTED]	Report#: SSV008731014	Zone/Cd: 51-68209
Model Year: 2005	Open Date: 02/26/2007	Name: ARNELL CHRYSLER DODGE JEEP, IN
Make/Model: CHRYSLER	Mileage: 33718	Address: 241 MELTON RD
TOWN & COUNTRY TOURING FWD	Warr Built Dt: 05/28/2005	BURNS HARBOR, IN 463049746
RSYP53	Supplier RP: R1	Phone: INACTIVE
Engine: EGH-3.8L V6 OHV Engine (Ser #:1143502652)		219 787-9200
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1455B7674)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 052807		

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: INTERIOR AND HEADLAMPS DIM AND FLICKER INTERMITTENTLY. TECH NOTED THE CONDITION IS WORSE UNDER HEAVY ELECTRICAL LOADS. TECH HAS DUPLICATED THE CONCERN AND NOTED THE BATTERY AND GENERATOR WERE REPLACED WITH NO CHANGE. TECH WAS PREVIOUSLY ADVISED THAT THIS CONDITION IS NORMAL AND CALLED TO CONFIRM, TECH HAS COMPARED THE FLICKER TO SEVERAL LIKE VEHICLES AND NOTED THE CONDITIONS DOES NOT APPEAR NORMAL.

Service Action: ADVISED TECH SOME FLICKERING UNDER HEAVY ELECTRICAL LOADS IS NORMAL. ADVISED TECH TO LOAD TEST PCM POWER AND GROUNDS, RUN REDUNDANT POWER AND GROUNDS TO THE GENERATOR AND NOTE FLICKER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008731284

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R45B [REDACTED]

Report#: SSV008731284

Zone/Cd: 66-44952

Model Year: 2005

Open Date: 02/26/2007

Name: MARK DODGE

Make/Model:

Mileage: 36672

Address: 3118 GOVERNMENT BLVD

CARAVAN SXT FWD

Warr Built Dt: 03/11/2004

MOBILE, AL 366062612

RSKH52

Supplier RP: B1

Phone: 251 478-5252

Engine: EGA-3.3L V6 OHV Engine (Ser #:1056400478)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0704B5460)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 031122

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:TECH STATES THAT THE HEADLAMPS WILL GO OUT INTERMITTENTLY, PARK LAMPS WILL REMAIN ON.

Service Action:PER RELATED CASES THERE ARE SEVERAL VEHICLES WHERE A HEADLAMP SWITCH REPAIRED THIS CONCERN, WILL NEED TO DUPLICATE THE CONCERN TO DIAGNOSE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008728204

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L65R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1076501592)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0765B8096)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 032118</p>	<p>Report#: SSV008728204</p> <p>Open Date: 02/23/2007</p> <p>Mileage: 18498</p> <p>Warr Built Dt: 03/21/2005</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 42-41981</p> <p>Name: DEUR-SPEET MOTORS INC</p> <p>Address: 33 WEST DAYTON FREMONT, MI 494121110</p> <p>Phone: 231 924-3640</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEADLIGHTS AND DASH LIGHTS WILL FLICKER WHEN THE HEATED SEATS ARE ON.

Service Action:ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS, CHECK ALL OTHER GROUNDS. SOME SLIGHT FLICKER MIGHT BE NORMAL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008726379

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R55R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1244401730)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2524B7582)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091011

Report#: SSV008726379
Open Date: 02/22/2007
Mileage: 48690
Warr Built Dt: 09/10/2004
Supplier RP: R1

Zone/Cd: 63-26325
Name: MUSSON-PATOUT CHRYSLER DODGE J
Address: 300 W. HWY 90 FRONTAGE ROAD
 NEW IBERIA, LA 705603922
Phone: 337 365-3411

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: TECH STATES THAT THE GAUGES DROP AND GO RIGHT BACK UP, RADIO ALSO CUTS OUT AND HEADLAMPS FLICKER OFF. HAS ONE CODE IN THE ABS FOR BATTERY VOLTAGE OUT OF RANGE. NEW GENERATOR AND SAME CONCERN.

Service Action: TECH TO CONCENTRATE ON THE IGNTINON FEEDS TO START, MONITOR THE FEED TO THE RADIO WHEN THE CONCERN IS PRESENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008726897

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 #:1024502468)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0355B5077)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020906

Report#: SSV008726897
Open Date: 02/22/2007
Mileage: 27768
Warr Built Dt: 02/09/2005
Supplier RP: R1

Zone/Cd: 51-36269
Name: STRANDQUIST MOTOR COMPANY
Address: 601 W JEFFERSON ST
 ROCKFORD, IL 611036742
Phone: INACTIVE
 815 962-0621

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: HEADLAMPS AND CLUSTER LAMPS FLICKER OR PULSATE WHEN THE HEATED SEATS ARE USED PERFORMED DRB DIAG AND FOUND NO DTC UPDATED BCM SOFTWARE INSTALLED A KNOWN GOOD HEADLAMP SWITCH INSPECTED GROUNDS 100 300 UNDER BATTERY AND LEFT SLIDING DOOR SILL ALSO CHECKED ALL PDC AND FCM CONNECTORS AND TRIED A DIFFERENT BATTERY

Service Action: CHECK THE CHARGING SYSTEM TARGET VOLTAGE, POSSIBLE GROUND CONCERN OR HEATED SEAT MODULE. SWAP A KNOWN GOOD SEAT MODULE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008720864

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R [REDACTED]

Report#: SSV008720864

Zone/Cd: 35-42411

Model Year: 2005

Open Date: 02/20/2007

Name: TRI-STAR CHRYSLER MOTORS INC

Make/Model:

Mileage: 13367

Address: 404 N 4TH ST

GRAND CARAVAN SE FWD

Warr Built Dt: 02/28/2005

INDIANA, PA 157011207

RSKL53

Supplier RP: B1

Phone: 724 459-9300

Engine: EGA-3.3L V6 OHV Engine (Ser #:1054500687)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0555B5331)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 022818

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:TECH STATES THAT THE HEADLAMPS WILL FLICKER, NO CODES IN ANY MODULES.

Service Action:TECH TO COMPARE TO A LIKE VEHICLE, IF THE SAME NO REPAIR IS RECOMMENDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008711338

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1141501149)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1445B7503)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 052520

Report#: SSV008711338
Open Date: 02/16/2007
Mileage: 39180
Warr Built Dt: 05/25/2005
Supplier RP: R1

Zone/Cd: 71-60023
Name: AIRPARK DODGE CHRYSLER JEEP
Address: 7801 E FRANK LLOYD WRIGHT BLVD
 SCOTTSDALE, AZ 852601002
Phone: 480 556-7400

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 DASH LAMPS AND HEADLAMPS WILL FLICKER UNDER HIGH LOADS. THE BCM AND MIC, IGN SWITCH, FCM AND PDC ALTERNATOR AND BATTERY ARE GOOD.

Service Action:THE TECH NEEDS TO CHECK THE PCM AND ALTERNATOR OUTPUT AT IDLE. TECH STATES ALL HIS ACCESORIES DROP OUT, ADVISED TO VERIFY IGN FEED WHEN CONDITION IS PRESENT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008712181

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R75 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1048502466)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0685B7558)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031106

Report#: SSV008712181
Open Date: 02/14/2007
Mileage: 23726
Warr Built Dt: 03/11/2005
Supplier RP: B1

Zone/Cd: 74-45349
Name: COLORADO SPRINGS DODGE
Address: 7455 AUSTIN BLUFFS PKWY
 COLORADO SPRINGS, CO 809239272
Phone: 719 475-8550

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: JESUS STATES THE HEADLAMPS GO OUT AFTER DRIVING FOR SOME TIME. ANY KNOWN ISSUES TECH CANNOT DUPLICATE THIS.

Service Action: STAR ADVISED JESUS TO A POSSIBLE HEADLAMP SWITCH OR IPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008713218

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1260401817)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2684A1449)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092905

Report#: SSV008713218
Open Date: 02/15/2007
Mileage: 35642
Warr Built Dt: 09/29/2004
Supplier RP: R1

Zone/Cd: 51-68718
Name: ANCHOR MOTOR CO., INC.
Address: 1120 JEFFREYS DR
 OSCEOLA, IA 50213
Phone: INACTIVE
 641 342-2537

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 CLUSTER ILLUMINATION AND THE HEADLAMPS ARE FLICKERING ON AND OFF AT TIMES. THE TECH HAS REPLACED THE BATTERY PER STAR ON-LINE.

Service Action: ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS. TECH TO DUPLICATE THE COMPLAINT AND CHECK THE HEADLAMP SWITCH INPUT TO THE BCM AT THE TIME OF FAILURE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008707445

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R65R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1072400280)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0764B5645)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032502

Report#: SSV008707445
Open Date: 02/12/2007
Mileage: 47055
Warr Built Dt: 03/25/2004
Supplier RP: R1

Zone/Cd: 71-63562
Name: C H URNESS MOTORS COMPANY
Address: 505 CHERRY HEIGHTS RD
 THE DALLES, OR 97058
Phone: 541 296-2284

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: HEAD LIGHTS WILL GO OUT WHILE DRIVING, LOOSES HIGHS BEAMS THEN THE LOW BEAMS GO OUT. IF YOU CYCLE SWITCH THE LIGHTS COME BACK ON. HAVE TESTED LIGHTS, CLEANED GROUNDS G100 & G300, DROVE FOR 30 MILES WITH OUT FAILURE, WE WERE SWITCHING FROM HIGH TO LOW & ALL WAS OK. CUSTOMER TOOK & IT IS ACTING UP EVEN MORE, ANY IDEAS OF THINGS TO CHECK

Service Action: FOR THE TECHS THAT DO NOT WANT TO REPLACE THE SWITCH, WE CAN TELL THE TECH TO MONITOR THE HEAD LAMP SWITCH VOLTAGE USING THE DRB. THE MUX VOLTAGE SHOULD BE BETWEEN 1.45V TO 1.49V WHEN THE HEAD LAMP SWITCH IS IN THE ON POSITION. CARRIE HAS SEEN IN HER TESTING, WHEN THE HEAD LAMP SWITCH IS TAPPED ON, THE HEAD LAMPS WILL FLICKER. THIS IS WHY THEY ARE SUSPECTING A SWITCH ISSUE. THE SWITCH IN QUESTION IS A DELPHI SWITCH AND WAS INSTALLED ON ALL 2001-2004 RS VANS. THE SWITCH WAS ALSO USED ON EARLY BUILT 2005 RS VANS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008701712

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L75 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1281400092)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2604B7957)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101308

Report#: SSV008701712
Open Date: 02/08/2007
Mileage: 20570
Warr Built Dt: 10/13/2004
Supplier RP: R1

Zone/Cd: 71-43347
Name: TOM ADDIS DODGE INC
Address: 314 W CLAYTON AVE
 COEUR D ALENE, ID 838159234
Phone: 800 842-9343
 208 664-4000

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 DOME LAMPS HEAD LAMPS ARE FLICKERING. WITH THE DRIVERS HEATED SEAT ON. THE TECH HAS SWAPED THE HSM

Service Action:THE TECH NEEDS TO CHECK THE BCM FEED TO THE DRIVERS HS MODULE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008702121

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L65R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
TOWN & COUNTRY TOURING FWD
RSYP53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1308403024)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K3104B6485)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 111504

Report#: SSV008702121
Open Date: 02/08/2007
Mileage: 30826
Warr Built Dt: 11/15/2004
Supplier RP: R1

Zone/Cd: 51-42282
Name: DAN PILSON AUTO CENTER INC
Address: 2212 LAKE LAND BLVD
MATTOON, IL 619385928
Phone: 217 234-6461

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: HEAD LAMPS FLICKER WHEN HEATED SEATS ARE ON

Service Action: ADVISED TO COMPARE TO LIKE VEHICLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008698325

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1344300396)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0134B8039)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 012211

Report#: SSV008698325
Open Date: 02/07/2007
Mileage: 28546
Warr Built Dt: 01/22/2004
Supplier RP: R1

Zone/Cd: 42-44706
Name: GREENVILLE CHRYSLER DODGE JEE
Address: 6472 S GREENVILLE RD
 GREENVILLE, MI 48838
Phone: INACTIVE
 616 754-3635

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 HEADLIGHTS WILL NOT TURN ON AT TIMES. THE TECH CANNOT DUPLICATE THE COMPLAINT.

Service Action:ADVISED THE TECH TO DUPLICATE THE COMPLAINT, CHECK THE HEADLAMP SWITCH VOLTAGES TO THE BCM AND CHECK G300 AND G301 GROUNDS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008697496

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP54L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1184402530)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1884A0472)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 070708

Report#: SSV008697496
Open Date: 02/06/2007
Mileage: 27640
Warr Built Dt: 07/07/2004
Supplier RP: R1

Zone/Cd: 42-66487
Name: JAKE SWEENEY CHRYSLER JEEP DOD
Address: 85 W KEMPER RD
 CINCINNATI, OH 452462509
Phone: 513 782-1030
 513 782-1000

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: AT TIMES THE HEADLIGHTS WILL NOT TURN ON OR WILL COME ON BY ITSELF. NO CODES AR PRESENT.

Service Action: ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS. IF OK, CHECK THE HEADLAMP SWITCH INPUT TO THE BCM AT THE TIME OF FAILURE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008572958

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L55R [REDACTED]	Report#: SSV008572958	Zone/Cd: 42-44836
Model Year: 2005	Open Date: 02/03/2007	Name: GENESEE CHRYSLER DODGE JEEP RA
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 17840	Address: G-4140 MILLER ROAD FLINT, MI 48507
Engine: EGH-3.8L V6 OHV Engine (Ser #:1069502070)	Warr Built Dt: 03/15/2005	Phone: 810 720-9800
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0715B7747)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 031515		

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 IS NOT AT THE DEALER. CUSTOMER CALLED IN CONCERNED WHEN SHUTTING THE VEHICLE OFF EVERYTHING BECOMES INOP LIKE THE BATTERY WAS DISCONNECTED. VEHICLE WILL RESTART AND THEN EVERYTHING BEGINS TO WORK. THEY SAY THE HEADLIGHTS WILL NOT EVEN TURN ON. LAST TIME IN TECH COULD NOT DUPLICATE.

Service Action:NO KNOWN CONCERNS. RECOMMEND TO GET THE VEHICLE IN AND CHECK FOR CODES. UPDATE SPECIAL CASE FIELD.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008692705

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R65B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1054500687)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0555B5331)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 022818

Report#: SSV008692705
Open Date: 02/02/2007
Mileage: 12815
Warr Built Dt: 02/28/2005
Supplier RP: B1

Zone/Cd: 35-42411
Name: TRI-STAR CHRYSLER MOTORS INC
Address: 404 N 4TH ST
 INDIANA, PA 157011207
Phone: 724 459-9300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS WONT TURN ON AT TIMES. THE TECH CANT DUPCLATE THE CONCERN.

Service Action:THE TECH NEEDS TO DUPCLATE THE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008692910

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1141500568)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1415B5318)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 052509

Report#: SSV008692910
Open Date: 02/02/2007
Mileage: 29116
Warr Built Dt: 05/25/2005
Supplier RP: R1

Zone/Cd: 35-68873
Name: MARKWOOD DODGE CHRYSLER JEEP,
Address: 1205 US ROUTE 220 NORTH
 MOOREFIELD, WV 26836
Phone: 304 530-7000

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: TECH STATES THAT THE HEADLAMPS GO OFF WHILE DRIVING DOWN THE ROAD, TECH CAN NOT DUPLICATE THE CONCERN AND THERE ARE NO CODES IN ANY MODULE. NEW HEADLAMP SWITCH AND SAME CONCERN.

Service Action: ADVISED TECH TO LOAD TEST BCM GROUNDS - MAY NEED TO DUPLICATE THE CONCERN TO DIAGNOSE. TECH STATES CHECKED GROUNDS AT \ B\ PILLAR. TECH STATES NO CODES FOUND IN BCM. TECH STATES CHECKED PINS/TERMINALS AT BCM. TECH STATES CHECKED WIRING CIRCUIT TO BOTH LIGHTS. TECH STATES VERY UPSET OWNER/SAFETY ISSUE. TECH STATES ONLY POSSIBLE CAUSE FOR THIS ISSUE BEYOND WIRING.\n\nAUTHORIZED BCM. RECOMMENDED TO TECH TO KEEP VEHICLE DOWN UNTIL ORIGINAL MILES ARE REINSTALLED INTO NEW MOD.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008684613

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L95R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1175501700)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1785B7956)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 063003

Report#: SSV008684613
Open Date: 02/01/2007
Mileage: 19775
Warr Built Dt: 06/30/2005
Supplier RP: R1

Zone/Cd: 51-43956
Name: DAVE MARSTON MOTORS INC
Address: 9594 HWY 70 WEST
 MINOCQUA, WI 54548
Phone: 715 356-3242

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: LIGHTS FLICKER ALL LIGHTS HEADLIGHTS PARK LIGHTS, INTERIOR AND DASH TRIED NEW BATTERY STILL SAME

Service Action: DANIEL, THE PREVIOUS CASE YOU RECEIVED FROM ME WAS OUR KNOWN ISSUES THAT WE HAVE ON FILE AT THE STAR CENTER. DO YOU HAVE A CHARGING SYSTEM ISSUE
 HAVE YOU COMPARED THE ISSUE TO ANOTHER LIKE VEHICLE PERHAPS YOU COULD CALL IN AND WE COULD DISCUSS THIS FURTHER. TECH STATES HIS CHARGING
 VOLTAGE BOUNCES ALL OVER, ADVISED TO VERIFY THE ALTERNATOR IS WORKING CORRECTLY ALL BCM GROUNDS ARE HARDWIRED, NEW GENERATOR AND PCM, NEW
 BATTERY CABLES, NEW BATTERY, THERE HAS NEVER BEEN ANY CHANGE AT ALL IN THE ILLUMINATION VARIATION. ADVISED TECH THAT THE FLICKER IS MOST LIKELY
 NORMAL ON THIS VEHICLE - HAVE THE CUSTOMER DEMONSTRATE THE CONCERN AND COMPARE TO A LIKE VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008688173

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 #:1170400914)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1744A2777)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062510

Report#: SSV008688173
Open Date: 01/31/2007
Mileage: 33198
Warr Built Dt: 06/25/2004
Supplier RP: B1

Zone/Cd: 35-58295
Name: HAHN & SONS INC
Address: 619 IRON ST
 LEHIGHTON, PA 182351914
Phone: INACTIVE
 610 377-2642

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: HEADLAMPS CUT OUTPUT AT TIMES WHILE DRIVING. TECH IS UNABLE TO DUPLICATE THE CONCERN AND NOTED NO CODES SET. TECH HAS MADE NO REPAIRS AND CALLED TO REVIEW POSSIBLE LIKE CASES.

Service Action: ADVISED TECH TO SUSPECT HEADLAMPS SWITCH FAULT PER SIMILAR CASES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008688778

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R05B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1146400509)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1484A0238)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 060706

Report#: SSV008688778
Open Date: 02/01/2007
Mileage: 47503
Warr Built Dt: 06/07/2004
Supplier RP: B1

Zone/Cd: 32-67314
Name: TERRY CHRYSLER JEEP INC
Address: ROUTE 50
 BURNT HILLS, NY 12027
Phone: INACTIVE
 518 399-6675

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE HEAD LAMPS AND DASH LAMPS SHUT OFF WHEN DRIVING. TECH CANNOT DUPLICATE THE CONCERN.

Service Action:ADVISED TECH TO TRY A NEW HEAD LAMP SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008684094

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L95R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1175501700)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1785B7956)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 063003

Report#: SSV008684094
Open Date: 01/30/2007
Mileage: 19775
Warr Built Dt: 06/30/2005
Supplier RP: R1

Zone/Cd: 51-43956
Name: DAVE MARSTON MOTORS INC
Address: 9594 HWY 70 WEST
 MINOCQUA, WI 54548
Phone: 715 356-3242

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: LIGHTS FLICKER WORSE WITH HEATED SEATS ON CHECKED THE GROUNDS C100 AND G300 PER STAR CENTER ALL OK NO VOLTAGE DROP RESISTANCE GOOD. REPLACED FCM

Service Action: DANIEL, I HAVE SEEN THE HEAD LAMP SWITCH CAUSE THE HEAD LAMPS TO FLICKER. WHAT LAMPS ARE YOU SEEING FLICKER BATTERIES HAVE CAUSED ALL LAMPS TO FLICKER INCLUDING THE DOME LAMPS. THE BATTERY MAY TEST GOOD BUT STILL MAY CAUSE THIS ISSUE. IF IT IS ONLY THE HEAD LAMPS THAT FLICKER, I WOULD TRY A HEAD LAMP SWITCH. IF THE DOME LAMPS ARE FLICKERING ALSO, THEN I WOULD TRY A KNOWN GOOD BATTERY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008684344

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R85B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1254402475)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2674B5465)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092914

Report#: SSV008684344
Open Date: 01/30/2007
Mileage: 33210
Warr Built Dt: 09/29/2004
Supplier RP: B1

Zone/Cd: 32-67439
Name: ROYAL CHRYSLER, JEEP, DODGE &
Address: 6464 STATE HIGHWAY 23
 ONEONTA, NY 138206552
Phone: 607 432-9331

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: HEADLIGHTS GO ON AND OFF AND THEN THEY STAY OFF.....DIAGNOSED AS THE BCM INTERNAL.....

Service Action: AUTHORIZED FUNCTION 11

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008657940

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R95B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1268400314)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2574B6671)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092911

Report#: SSV008657940
Open Date: 01/26/2007
Mileage: 34977
Warr Built Dt: 09/29/2004
Supplier RP: B1

Zone/Cd: 35-45102
Name: NEW HOLLAND DODGE CHRYSLER JEE
Address: 508 W MAIN ST
 NEW HOLLAND, PA 175571121
Phone: 717 354-4261
 717 354-4901

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: WHEN WINDOWS GO UP OR DOWN THE HEADLAMPS FLICKER, CIGARETTE LIGHTER IS USED THE RADIO ILLUMINATION TURNS OFF, HEADLAMPS ALSO DIM WHILE BRAKING. TECH HAS DUPLICATED THE FLICKER WHEN THE WINDOWS ARE ROLLED DOWN. CHARGING RATE IS OVER 14 V, AFTER FIRST START THE CHARGING SYSTEM USED TO TAKE 30 FULL SECONDS BEFORE IT STARTS WORKING. THE ALTERNATOR WAS REPLACED AND NOW THE THE CHARGING RATE IS CONSTANT AND SEEMS TO BE FINE. PERFORMED BATTERY LOAD TEST ON THE BATTERY AND IT DROPPED TO 9.2V.

Service Action: TECH IS GOING TO REPLACE THE BATTERY AND ROAD TEST. HE HAS MY PRIVATE LINE AND WILL CALL BACK WITH THE RESULTS. TECH HAS NOT DUPLICATED THE CONCERN. ADVISED TECH THIS MAY BE NORMAL. THE VOLTAGE DOES DROP WHEN A LOAD IS APPLIED AND IT MAY TAKE THE PCM A SECOND OR TWO TO COMPENSATE. THIS WOULD CAUSE THE LIGHTS TO DIM. TECH HAS DUPLICATED THE CONCERN AND NOTED CONDITIONS IS PRESENT, OWNER RATE OF FLICKER AND DIMMING ARE FAINT. TECH COMPARED TO LIKE VEHICLE AND NOTED BOTH OPERATED THE SAME. ADVISED TECH TO PERFORM NO FURTHER REPAIRS. ASK OWNER TO

DUPLICATE THE CONCERN WITH TECH PRIOR TO FURTHER INSPECTIONS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008677578

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L65R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1229402132)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2244A1976)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082602

Report#: SSV008677578
Open Date: 01/25/2007
Mileage: 27935
Warr Built Dt: 08/26/2004
Supplier RP: R1

Zone/Cd: 51-68730
Name: O'BRIEN CHRYSLER OF URBANA
Address: 1111 O'BRIEN DRIVE
 URBANA, IL 61802
Phone: INACTIVE
 217 367-1222

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:TECH STATES THAT WHEN THE HEADLAMPS ARE ON THERE IS A FLICKER.

Service Action:ADVISED TECH TO COMPARE TO A LIKE VEHICLE, MAY BE NORMAL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008678649

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 #:1273401999)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2814B5767)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101406

Report#: SSV008678649
Open Date: 01/25/2007
Mileage: 12323
Warr Built Dt: 10/14/2004
Supplier RP: R1

Zone/Cd: 74-67506
Name: TIMBERLINE AUTO CNTR INC
Address: 617 MINERAL AVENUE
 LIBBY, MT 599231997
Phone: 406 493-4128
 406 293-4128

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: TECH STATES THAT THE HEADLAMPS GO OFF WHILE DRIVING DOWN THE ROAD IF THE SWITCH IS IN AUTO, THEY WILL STAY OFF FOR 2 TO 3 SECONDS. NEW HEADLAMP SWITCH AND SAME CONCERN.

Service Action: CHECK THE INPUT TO THE BCM FROM THE HEADLAMP SWITCH IS NOT CHANGING, THEN CHECK GROUNDS G300 AND G301 AND THE GROUND TO THE BCM. IF THE INPUT IS CHANGING, THEN THE HEADLAMP SWITCH IS SUSPECT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008674420

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 #:1288402831)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2824A2676)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101809

Report#: SSV008674420
Open Date: 01/24/2007
Mileage: 45061
Warr Built Dt: 10/18/2004
Supplier RP: R1

Zone/Cd: 51-43595
Name: REILLY MOTORS INCORPORATED
Address: 239 E MAIN ST
 WAUTOMA, WI 549829594
Phone: 920 787-3305

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: HEADLAMPS AND DASH LIGHTING FLICKER AT LOW ENGINE RPM. TECH HAS DUPLICATED THE CONCERN AND SUSPECTS THE CONDITION IS NORMAL. TECH CALLED FOR SUGGESTIONS.

Service Action: ADVISED TECH TO COMPARE TO LIKE VEHICLE AND NOTE CONCERN. NOTED SOME LIGHT FLICKERING IS NORMAL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008671484

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX5R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1013502356)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0245A1546)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 012610

Report#: SSV008671484
Open Date: 01/23/2007
Mileage: 25897
Warr Built Dt: 01/26/2005
Supplier RP: R1

Zone/Cd: 51-68890
Name: KAYSER AUTOMOTIVE GROUP LLC
Address: 1411 HIGHWAY 51 NORTH
 STOUGHTON, WI 53589
Phone: 608 873-5621
 608 205-9400

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: HEADLAMPS ARE INOP AT TIMES, TECH CLAIMS AT TIMES HE WILL TURN ON THE HIGH BEAMS AND IT WILL SWITCH BACK TO THE LOWS, TECH HAS REPLACED THE SWITCH

Service Action: ADVISED THAT THIS SOUNDS TO BE A FAULTY BCM NO DTC S, CKD ALL RELATED WIRING AND CONNECTORS. \r\nAUTHORIZE BCM,

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008673492

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L85R [REDACTED]	Report#: SSV008673492	Zone/Cd: 71-45189
Model Year: 2005	Open Date: 01/23/2007	Name: DCH CHRYSLER JEEP DODGE OF
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 76243	Address: 26845 YNEZ RD TEMECULA, CA 925914695
Engine: EGH-3.8L V6 OHV Engine (Ser #:1076402483)	Warr Built Dt: 04/02/2004	Phone: 951 676-0010
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0914B7829)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 040222		

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: HEADLIGHTS TURN THEMSELVES ON AND SOMETIMES THEY WILL NOT COME ON WHEN SWITCH IS ON. CANNOT DUPLICATE.

Service Action: POSSIBLE FAULTY HEADLIGHT SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008670252

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R25 [REDACTED]	Report#: SSV008670252	Zone/Cd: 42-67465
Model Year: 2005	Open Date: 01/22/2007	Name: CARRIAGE TOWNE CHRYSLER DODGE
Make/Model: GRAND CARAVAN SE FWD RSKL53	Mileage: 35905 Warr Built Dt: 04/02/2005	Address: 2815 STRATFORD RD DELAWARE, OH 430152647
Engine: EGA-3.3L V6 OHV Engine (Ser #:1080500086)	Supplier RP: B1	Phone: 740 369-9611
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0895A3089)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 040200		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT AT NIGHT WHILE DRIVING IF YOU USE THE DRIVERS SIDE POWER WINDOW SWITCH TO ROLL DOWN THE WINDOW THE HEADLIGHTS FLASH, AND ONCOMING TRAFFIC FLASHES YOU BACK, ANY IDEAS, THANKS IN ADVANCE FOR YOUR HELP, DUANE.

Service Action: CAN YOU DUPCLATE THE CONCERN. THERE IS NO MODULE FOR THE POWER WINDOWS, THE HEAD LAMPS ARE CONTROLLED BY THE FCM FROM A SIGNAL BUSED TO FCM FROM THE BCM THAT SEE A SIGNAL FROM THE MULTI FUNCTION SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008666910

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1268401485)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2754B6776)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 100607

Report#: SSV008666910
Open Date: 01/19/2007
Mileage: 35812
Warr Built Dt: 10/06/2004
Supplier RP: R1

Zone/Cd: 42-36332
Name: RAY THOMAS INC
Address: 1632 FRONT ST
 CUYAHOGA FALLS, OH 442214710
Phone: INACTIVE
 330 928-1131

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: HEAD LAMPS WILL NOT COME ON AT TIMES NEW HEAD LAMP SWITCH IS THERE ANY THING COMMAN

Service Action: NO THERE IS NOT , BUT THE TECH WILL NEED TO CHECK THE G301 AND G300 GROUND IN THE B PILLERS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008667159

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 #:1265402578)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2664B5381)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092816

Report#: SSV008667159
Open Date: 01/19/2007
Mileage: 30582
Warr Built Dt: 09/28/2004
Supplier RP: B1

Zone/Cd: 42-23446
Name: DUNNING MOTOR SALES INC
Address: 9102 SOUTHGATE ROAD
 CAMBRIDGE, OH 437259113
Phone: 740 439-4465

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: HEADLAMPS SHUT OFF WHILE DRIVING, IF CYCLE HEADLAMP SWITCH THEY COME BACK ON. CK, NO CODES, INSPECT CONNECTIONS, OK

Service Action: JASON, IN PAST CASES, THE HEAD LAMP SWITCH HAS BEEN REPLACED TO CORRECT ISSUES LIKE THIS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008663167

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L75R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1011501327)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0125B6768)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 011413

Report#: SSV008663167
Open Date: 01/17/2007
Mileage: 35696
Warr Built Dt: 01/14/2005
Supplier RP: R1

Zone/Cd: 74-44435
Name: HUDSON CHRYSLER LLC
Address: 1200 CARMICHAEL RD SOUTH
 HUDSON, WI 54016
Phone: 800 236-1333
 715 381-3000

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS INTERMITTENTLY FLICKER ON AND OFF, RADIO ILLUMINATION IS DOING THE SAME THING. HAD INCOMPLETE POWER CLOSE- VOLTAGE BELOW MINIMUM LEVEL CODE IN BOTH POWER SLIDING DOORS. CHARGING SYSTEM AND BATTERY WERE TESTED AND THE BATTERY JUST BARELY PASSED THE LOAD TEST.

Service Action: I ASKED THE TECH TO TRY ANOTHER BATTERY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008660026

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 #:1279401387)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2804B5345)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 100900

Report#: SSV008660026
Open Date: 01/16/2007
Mileage: 15959
Warr Built Dt: 10/09/2004
Supplier RP: B1

Zone/Cd: 51-45197
Name: ALL AMERICAN AUTO CENTER, L.L.
Address: 1738 E WASHINGTON ST
 WASHINGTON, IA 523532170
Phone: INACTIVE
 319 653-7266

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLIGHTS TURN OFF, TECH STATES HAS VERIFIED CONCERN, MULTIFUNCTION SWITCH HAS BEEN REPLACED.

Service Action: RECOMMEND CHECK FOR CODES,

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008656279

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1286401711)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2944B7529)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102222

Report#: SSV008656279
Open Date: 01/12/2007
Mileage: 25769
Warr Built Dt: 10/22/2004
Supplier RP: R1

Zone/Cd: 42-44188
Name: GURLEY-LEEP DODGE INC
Address: 215 WEST DOUGLAS
 MISHAWAKA, IN 46545
Phone: INACTIVE
 574 271-3700

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: HEADLAMPS INOP, NO DTC S, CKD RELATED WIRING AND CONNECTORS, FOUND WHEN TAPPING ON BCM WILL COME ON.

Service Action: AUTHORIZE BCM,

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008652157

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L65R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1126500374)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1265A1491)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 051108

Report#: SSV008652157
Open Date: 01/11/2007
Mileage: 19144
Warr Built Dt: 05/11/2005
Supplier RP: R1

Zone/Cd: 42-67057
Name: BRIGHTON CHY-PLY-DGE INC
Address: 9827 EAST GRAND RIVER
 BRIGHTON, MI 481161900
Phone: 810 229-4100

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: HEADLIGHTS FLICKER/SURGE. INTERIOR LIGHTS DO THE SAME. NO FAULT CODES. VOLTMETER IS SURGING AS THE LIGHTS ARE FLICKERING. TECH HAS BYPASSED THE BATTER, GENERATOR IS NOT MAKING ANY NOISE.

Service Action: GGESTED TECH REPLACE THE PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008650928

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 #:1018502372)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0265A1950)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 013111

Report#: SSV008650928
Open Date: 01/10/2007
Mileage: 9774
Warr Built Dt: 01/31/2005
Supplier RP: R1

Zone/Cd: 32-42762
Name: BONNEVILLE & SON INC
Address: 625 HOOKSETT RD
 MANCHESTER, NH 031042642
Phone: 603 627-7831
 603 624-9280

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 HEADLAMPS, DOOR LOCKS ARE INOP, AND THE FUEL GAUGE WILL DROP OUT INTERMITTENTLY WHILE DRIVING AND THERE A CODES FOR COMMUNICATION ISSUES.
 THERE IS CODE IN THE PCM FOR LOSS OF FUEL MESSAGE, TECH IS LOOKING FOR A BCM.

Service Action: TRANSFER TO RESTRICTED PARTS. AUTHORIZED FUNCTION 11

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008589693

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1285401685)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2894B5082)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101921

Report#: SSV008589693
Open Date: 01/09/2007
Mileage: 21917
Warr Built Dt: 10/19/2004
Supplier RP: R1

Zone/Cd: 32-44115
Name: CROTON DODGE
Address: 365 SOUTH RIVERSIDE AVE
 CROTON-ON-HUDSON, NY 105200869
Phone: INACTIVE
 914 271-5111

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: CS DASH LIGHT FLICKER. AND HEADLIGHTS FLICKER. BATTERY AND ALTERNATOR HAS BEEN REPLACED. NO CODES.

Service Action: RECOMMEND PERFORM VOLTAGE DROP TEST ON BATTERY CABLES AND B+ TO IPM PCM HAS BEEN REPLACED. RECOMMEND CHECK G300, G301 PERFORM VOLTAGE DROP TEST ON MAIN GROUNDS. PCM WAS ALSO REPLACED. TECH BROUGHT IN ANOTHER LIKE VEHICLE AND IT HAS THE SAME FLICKER. NO WORK DONE AT THIS TIME.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008601379

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L65R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
TOWN & COUNTRY TOURING FWD
RSYP53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1233403041)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2314B8062)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090805

Report#: SSV008601379
Open Date: 01/09/2007
Mileage: 21105
Warr Built Dt: 09/08/2004
Supplier RP: R1

Zone/Cd: 35-60220
Name: POHANKA CHRYSLER DODGE OF LEES
Address: 219 CATOCTIN CIR SE
LEESBURG, VA 201753707
Phone: INACTIVE
703 777-2800

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE CLUSTER WILL DROP OUT AND THE WIPERS WILL STOP WORKING, ALSO THE HEADLAMPS WILL STOP WORKING. THERE IS A CODE IN THE PCM FOR LOSS OF FUEL MESSAGE RECEIVED. TECH STATES THE CLUSTER HAS BEEN REPLACED FOR THIS CONDITION.

Service Action:TECH TO REPLACE THE BCM. MULTIPLE LOSS OF COMM CODES WITH MULTIPLE MODULES, TECH TO REPLACE BCM. TECH HAS YET TO DUP THIS COND. TECH FOUND 4 (U016,U0155,U110C,U0140) DTC IN PCM. TECH CONTACTED ELECTRICAL (391) AND WAS REC TO REPLACE BCM. \n\nUNAUTHORIZED BCM. RECOMMENDED TO TECH TO KEEP VEHICLE DOWN UNTIL ORIGINAL MILES ARE REINSTALLED INTO NEW MOD. CALLED BACK AND U110C CODE AGAIN IN PCM WITH NEW BCM AND PCM.STILL HAS A LAMP FLICKER WITH CHARGE RATE STAYING SREADY.CLEAN AND TIGHTEN G300 AND G301 AT BASE OF B PILLAR.TECH TO CHECK FUEL SIGNAL VOLTAGE IN BCM WHEN THE CODE SETS FOR U110C

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008642615

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP64LX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1047500652)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0495B7520)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022122

Report#: SSV008642615
Open Date: 01/05/2007
Mileage: 25083
Warr Built Dt: 02/21/2005
Supplier RP: R1

Zone/Cd: 63-66997
Name: BENDER CHRYSLER DODGE JEEP
Address: 3400 MABRY DR
 CLOVIS, NM 881019200
Phone: 575 762-4511

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE HEADLIGHTS, INTERIOR LIGHTS, AND CLUSTER BACKLIGHTING ALL FLICKER AT TIMES. TECH TESTED THE BATTERY AND CHARGING SYSTEM AND DOES NOT SEE ANYTHING WRONG.

Service Action: ADVISED TECH RECOMMEND TO CHECK THE MAIN BCM GROUNDS G300 AND G301. IF THEY ARE CLEAN AND TIGHT NOTHING ELSE CAN BE DONE. WE HAVE AN 07 RS AS ONE OF OUR TEST VEHICLES AND IT DOES THE SAMETHING. I WOULD SAY THIS MAY BE A NORMAL CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008642643

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R15B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1041503068)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0535A2526)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 022501

Report#: SSV008642643
Open Date: 01/05/2007
Mileage: 16788
Warr Built Dt: 02/25/2005
Supplier RP: B1

Zone/Cd: 66-44764
Name: ASHEVILLE DODGE INC
Address: 860 TUNNEL ROAD
 ASHEVILLE, NC 28805
Phone: INACTIVE
 828 298-4911

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: HEADLAMPS INOP AT TIMES AND LOCKS ACT UP AT TIMES-NO FAULT CODES AND UNABLE TO DUPLICATE.

Service Action: ADVISED TO ROAD TEST TO DUPLICATE -COULD BE SWITCH-BCM-FCM OR EVEN A POOR GROUND.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008642946

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1288402339)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2934B7854)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102517

Report#: SSV008642946
Open Date: 01/05/2007
Mileage: 25317
Warr Built Dt: 10/25/2004
Supplier RP: R1

Zone/Cd: 32-67772
Name: DANSVILLE CHRY-DODGE-JEEP INC
Address: 149 FRANKLIN ST
 DANSVILLE, NY 144379258
Phone: 585 335-2227

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: HEADLIGHTS WONT TURN ON AT TIMES/GO OUT WHILE DRIVING CANNOT DUPLICATE/NO CODES/REPLACED SWITCH REPLACED HEADLAMP SWITCH

Service Action: RECOMMEND PERFORM WIGGLE TEST OF WIRE HARNESS, DUPLICATE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008638618

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]	Report#: SSV008638618	Zone/Cd: 42-42131
Model Year: 2005	Open Date: 01/03/2007	Name: PETRO BROS CHRYSLER INC
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 20127	Address: 2845 N DETROIT ST WARSAW, IN 465822277
Engine: EGH-3.8L V6 OHV Engine (Ser #:1296401617)	Warr Built Dt: 11/01/2004	Phone: INACTIVE 574 267-5850
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2934B6953)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 110108		

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: HEADLAMPS AND DASH LAMPS FLICKER AT TIMES.NO FAULT CODES BUT HAS DUPLICATED.

Service Action: CHECK G200 AND GROUNDS AT BASE OF B PILLARS-ALSO MAKE SURE CHARGE RATE STEADY AND NOT SPIKING WHEN THIS HAPPENS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008639755

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1288402339)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2934B7854)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102517

Report#: SSV008639755
Open Date: 01/03/2007
Mileage: 25317
Warr Built Dt: 10/25/2004
Supplier RP: R1

Zone/Cd: 32-67772
Name: DANSVILLE CHRY-DODGE-JEEP INC
Address: 149 FRANKLIN ST
 DANSVILLE, NY 144379258
Phone: 585 335-2227

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: HEADLIGHTS WONT TURN ON AT TIMES / LIGHTS GO OUT WHILE DRIVING REPLACED HEADLIGHT SWITCH

Service Action: JAMES HAS THIS CONCERN BEEN DUPLICATED ARE THERE ANY RELATED CODES

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008641392

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]	Report#: SSV008641392	Zone/Cd: 66-43754
Model Year: 2005	Open Date: 01/04/2007	Name: RIVERSIDE CHRYSLER JEEP DODGE
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 46429	Address: 1601 HIGHWAY 70 EAST NEW BERN, NC 28560
Engine: EGH-3.8L V6 OHV Engine (Ser #:1018502343)	Warr Built Dt: 01/28/2005	Phone: 252 633-4411
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0245A1878)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 012800		

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: WHEN THE VEHICLE WARMS UP THE HEADLAMPS AND DASH LAMPS WILL FLICKER. TECH HAS REPLACED THE BATTERY, PDC, FCM, GENERATOR AND STILL HAS THE SAME CONDITION.

Service Action: TECH TO MONITOR THE VOLTAGE AT THE HEADLAMPS WHEN THIS HAPPENS. IT COULD BE THE RADIATOR FAN CYCLING ON AND OFF WHILE DRIVING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008641829

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1160402143)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1734B6630)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062304

Report#: SSV008641829
Open Date: 01/04/2007
Mileage: 15490
Warr Built Dt: 06/23/2004
Supplier RP: R1

Zone/Cd: 51-64233
Name: RUSS DARROW CHRYSLER INC
Address: 2801 WEST COLLEGE AVENUE
 APPLETON, WI 54914
Phone: INACTIVE
 920 739-9411

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE HEAD LAMPS AT TIMES DO NOT GO ON - BCM CODE. FRONT FOG INDICATOR OPEN.. DLR CANNOT DUPLICATE, DLR TECH THINKS THE CUSTOMER IS WIGGLING THE SWITCH TO GET THE LIGHTS TO COME ON..

Service Action: DLR TO TRACK THE POWER AND THE GRDS TO THE BCM - TRACK THE SWITCH CONNECTIONS.. DLR TO VIEW THE FOG LAMP CODE AS ERRONEOUS THAT HAS COME UP IN THE BCM..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008631121

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 #:1258401918)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2604A1561)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092512

Report#: SSV008631121
Open Date: 12/27/2006
Mileage: 28219
Warr Built Dt: 09/25/2004
Supplier RP: R1

Zone/Cd: 51-68730
Name: O'BRIEN CHRYSLER OF URBANA
Address: 1111 O'BRIEN DRIVE
 URBANA, IL 61802
Phone: INACTIVE
 217 367-1222

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE HEAD LAMPS FLICKER AND PULSATE DASH LIGHTS ALSO -- DLR HAS REPLACED THE HEAD LAMP SWITCH AND THE ALT.. NO CHANGE - DLR CANNOT DUPLICATE AS MUCH..

Service Action: DLR TO CHECK THE GRDS AS NEEDED - G 300- 301 -- DLR TO REVIEW A POSSIBLE BATTERY. SWAP TO TEST IF DUPLICATED ..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008329064

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R95B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1094502275)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0955B8045)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 041110

Report#: SSV008329064
Open Date: 12/22/2006
Mileage: 35681
Warr Built Dt: 04/11/2005
Supplier RP: B1

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: WIPERS COME ON BY THEMSELVES/ HEADLIGHTS FLICKER/TRUNK DOESN T UNLOCK/MAP LIGHT COMES ON WITH TURN SIGNAL.....CHECKED WIRING.CHECKED POWERS.CHECKED GROUNDS.....SWAPPED BCM...REPAIRED...REQUESTING BCM..

Service Action: AUTHORIZED FUNCTION 11 TECH TO MONITER SWITCH INPUT TO BCM AND FCM THE BCM WAS REPLACED AND TECH IS STILL HAVING THE SAME CONDITION. TECH TO REPLACE THE FCM. ADVSIED TECH TO RECONFIGURE THE FCM AND RETEST . FCM AND IPM HAS BEED REPLACED, FOUND GROUND GOING TO EACH PIN IN THE MULTIFUNCTION SWITCH, IF DISCONNECTS BCM GROUNDS GO AWAY.\r\nAUTHORIZE BCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008622833

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1103501035)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1045B5369)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 041813

Report#: SSV008622833
Open Date: 12/19/2006
Mileage: 19844
Warr Built Dt: 04/18/2005
Supplier RP: R1

Zone/Cd: 74-67704
Name: WEGNER AUTO COMPANY INC
Address: 330 E SIOUX AVE
 PIERRE, SD 57501
Phone: 605 224-5968
 605 224-7336

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:TECH STATES THAT THE HEADLAMPS ARE INOP INTERMITTENTLY, NO CODES IN ANY MODULE.

Service Action:TECH TO REPLACE THE HEADLAMP SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008625410

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R65R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1112502564)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1125B7616)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042705

Report#: SSV008625410
Open Date: 12/21/2006
Mileage: 34815
Warr Built Dt: 04/27/2005
Supplier RP: R1

Zone/Cd: 51-60298
Name: CLEMONS CHRYSLER DODGE JEEP
Address: 1601 A AVE W
 OSKALOOSA, IA 525771912
Phone: 641 673-3447

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: CAME IN FOR LOST THE HEAD LAMPS WHEN DRIVING

Service Action: TECH WILL CHECK THE G300 AND THE 301 FOR A LOOSE GROUND IF GOOD THEN A BCM MAY BE NEEDED. TECH STATES FOUND MULTI COMM. CODES IN MULTI MODS INCLUDING PCI INTER FAULT STORED IN BCM. \r\nADVISED TECH TO FOLLOW TSB 08-028-05\r\nTECH MAY CALL BACK IF NEC FOR CONTROLLER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008619004

Vehicle Information

VIN: 2C4GP44R95R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1154502507)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K1545B7901)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 060714

Repair Information

Report#: SSV008619004
Open Date: 12/18/2006
Mileage: 22918
Warr Built Dt: 06/07/2005
Supplier RP: R1

Dealer Information

Zone/Cd: 32-44618
Name: BURDICK DODGE CHRYSLER JEEP
Address: 5885 E CIRCLE DR
CICERO, NY 130398604
Phone: 315 699-3846

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 HEAD LAMPS AND DASH WILL FLICKS WHILE DRIVING. TECH HAS NOT BEEN ABLE TO DUPLICATE THE CONDITION.

Service Action:TECH TO MONITOR THE VOLTAGE AT THE HEADLAMPS LAMPS AT IDLE, THEN AGAIN AT 1500 RPM AND AGAIN WITH EVERYTHING TO ON SEE WHAT THE VOLTAGE WILL BE.
THERE ARE NO KNOWN ISSUES FOR THIS CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008620547

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R05B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1125400248)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1284B7940)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051410

Report#: SSV008620547
Open Date: 12/18/2006
Mileage: 25775
Warr Built Dt: 05/14/2004
Supplier RP: B1

Zone/Cd: 74-06504
Name: FACTOR MOTORS INC
Address: 112 E MINNESOTA ST
 LE CENTER, MN 560571504
Phone: INACTIVE
 507 357-2248

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES HEADLIGHTS AND INTERIOR LIGHTS WILL FLICKER. SOMETIME THEY WILL NOT FLICKER UNTIL THE BLOWER MOTOR IS TURNED ON.

Service Action: ADVISED TECH TO COMPAIR TO A LIKE VEHICLE. MOST OF THIS IS BEING CATAGORIZED AS NORMAL. TECH CAN CHECK THE G300 AND G301 GROUNDS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008600225

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:9018500709)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0245A1998)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 012709

Report#: SSV008600225
Open Date: 12/13/2006
Mileage: 22961
Warr Built Dt: 01/27/2005
Supplier RP: R1

Zone/Cd: 63-68491
Name: JACKSON CHRYSLER DODGE JEEP
Address: 4405 WEST OWEN K GARRIOTT
 ENID, OK 73703
Phone: 580 234-5400

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: HEADLIGHTS ARE INOP , PASSENGER SLIDING AND REAR LIFTGATE DOES NOT OPEN AT TIMES. THERE ARE NO CODES.

Service Action: THE DLR NEEDS TO LOOK AT A CONCERN WITH THE BCM. ADVISE TECH TO CK IF SOFTWARE # IS UP TO DATE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008614307

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 #:1048502763)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0565B5252)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 030106

Report#: SSV008614307
Open Date: 12/13/2006
Mileage: 37089
Warr Built Dt: 03/01/2005
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: HEADLIGHTS GO OFF AND ON. TECH STATES FOUND 3 DTC IN MULTI MODS.

Service Action: ADVISED TECH TO LOCATE SOFTWARE NUMBER IN BCM (048XXXXXX) AND PERFORM UP-DATE FLASH BEFORE REPLACING ANY MODS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008614960

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1164501311)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1655B5592)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 061621

Report#: SSV008614960
Open Date: 12/14/2006
Mileage: 11831
Warr Built Dt: 06/16/2005
Supplier RP: R1

Zone/Cd: 51-68149
Name: MCGINLEY INC
Address: 7 SHAMROCK BLVD
 HIGHLAND, IL 62249
Phone: 618 654-2277
 618 654-4566

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: HEADLIGHTS AND INTERIOR LIGHTS FLICKERING, ALTERNATOR REPLACED FOR OVERCHARGING, HEADLIGHTS STILL FLICKER.

Service Action: RECOMMEND TRY KNOWN GOOD BATTERY, CHECK BATTERY CABLE CONNECTIONS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008616441

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 #:1169401974)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1714B6681)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062112

Report#: SSV008616441
Open Date: 12/14/2006
Mileage: 38260
Warr Built Dt: 06/21/2004
Supplier RP: R1

Zone/Cd: 71-42198
Name: BEAVERTON DODGE
Address: 9570 S W CANYON ROAD
 PORTLAND, OR 972253526
Phone: INACTIVE
 503 292-3545

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: HEADLAMPS INOP AT TIMES AND FOG LAMPS FLASH. SWITCH INPUT TO BCM IS CORRECT. TECH ALSO CHECKED GROUNDS AT B PILLAR. LOOKED AT WIRING DIAGS AND IPM RUNS HEADLAMPS AND FCM RUNS FOG LAMP RELAY. TECH WILL MONITOR BUSSED SW INPUTS FROM BCM TO SEE IF INFO IS CORRUPTED.

Service Action: TECH WILL CALL WITH RESULTS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008471740

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP23R75B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN C/V FWD
 RSKL13
Engine: EGA-3.3L V6 OHV Engine (Ser #:1240400209)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2434B7567)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 090906

Report#: SSV008471740
Open Date: 12/11/2006
Mileage: 98634
Warr Built Dt: 09/09/2004
Supplier RP: B1

Zone/Cd: 74-44260
Name: NORTHGLENN DODGE INC
Address: 759 W 104TH AVE
 NORTHGLENN, CO 802344007
Phone: INACTIVE
 303 457-4810

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLIGHTS GO INOP INTERMITTENTLY,

Service Action: AUTHORIZE BCM, CUSTOMER PAY NO DTCS...RH DOOR LOCKS INOPERATIVE.....HAS FLASHED CONTROLLER TO 04841954AB.....NO DTCS.....WILL GET THE MUX VOLTAGE READING WITH THE SWITCH UNPLUGGED..... AUTHORIZED CUSTOMER PAY..... AUTHORIZATION IS IN THE SYSTEM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008607773

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1154502996)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1545B7940)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 060800

Report#: SSV008607773
Open Date: 12/11/2006
Mileage: 21730
Warr Built Dt: 06/08/2005
Supplier RP: R1

Zone/Cd: 74-68678
Name: WARRENSBURG CHRYSLER DODGE JEE
Address: 329 E YOUNG AVE
 WARRENSBURG, MO 640931209
Phone: 660 747-5175

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: FLICKERING INSTRUMENT CLUSTER AND HEAD LAMPS.. ALL THE TIME.. DLR HAS NO CODES.

Service Action: DLR TO TRACK THE TARGET AND THE SENSE VOLTAGE WHILE VIEWING IN THE PCM, MAKE SURE NO FLUCTUATION, ALSO TRACK THE HEAD LAMP SWITCH VOLTAGES IN THE BCM AND ATTEMPT TO CHECK THE SAME WITH THE HEAD LAMP SWITCH DISCONNECTED. DLR TO CALL BACK AS NEEDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008599536

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R75B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1209404326)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2124B5612)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 081014

Report#: SSV008599536
Open Date: 12/05/2006
Mileage: 51264
Warr Built Dt: 08/10/2004
Supplier RP: B1

Zone/Cd: 71-59548
Name: STOCKTON DODGE INCORPORATION
Address: 3333 AUTO CENTER CIR
 STOCKTON, CA 952122837
Phone: 209 956-1920

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: HEADLIGHTS INOP INTERMITTENTLY, TECH PULLED DTC OF PCI INTERNAL,
Service Action: ADVISE TECH TO PERFORM TSB 08-028-05
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008600206

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R95 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1041501072)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0595B8188)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 030400

Report#: SSV008600206
Open Date: 12/05/2006
Mileage: 8868
Warr Built Dt: 03/04/2005
Supplier RP: B1

Zone/Cd: 71-43194
Name: KARMART CHRYSLER JEEP DODGE
Address: 660 AUTO BLVD
 BURLINGTON, WA 98233
Phone: 360 757-2273

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 HEADLAMPS WILL NOT STAY ON UNLESS YOU HOLD ON TO THE SWITCH. WHEN YOU LET GO, THEY GO OFF. THERE ARE NO CODES. THE DLR HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN.

Service Action:CHECKING RELATED CASES, THE CONCERN IS PROBABLY THE HEADLAMP SWITCH. THE DLR CAN ALSO CHECK UNDER INPUTS/OUTPUTS WHETHER THE BCM IS SEEING THE INPUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008155039

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L95R [REDACTED]	Report#: SSV008155039	Zone/Cd: 42-67131
Model Year: 2005	Open Date: 11/20/2006	Name: DUNHAM MOTOR SALES INC
Make/Model: CHRYSLER	Mileage: 16991	Address: 1006 SOUTH WAYNE STREET
TOWN & COUNTRY TOURING FWD	Warr Built Dt: 10/08/2004	ANGOLA, IN 467039564
RSYP53	Supplier RP: R1	Phone: 260 665-2125
Engine: EGH-3.8L V6 OHV Engine (Ser #:1275401424)		
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2744B6885)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 100818		

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 HEADLAMPS WILL FLICKER ALONG WITH THE CLUSTER WHEN THE HEATED SEATS ARE BEING USED. TECH STATES HE GETS ABOUT ,6 VOLTS FLUCTUATION WHEN THEY CYCLE ON AND OFF.

Service Action: NORMAL CONDITION. THERE ARE NO REVISED PARTS FOR THIS CONDITION. NORMAL CONDITION. THERE ARE NO REVISED PARTS FOR THIS CONDITION. RECOMMEND COMPARE TO LIKE UNIT, CHECK G302, CHECK BATTERY CABLE CONNECTIONS AND BATTERY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008581553

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1281400711)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2754A0408)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101521

Report#: SSV008581553
Open Date: 11/28/2006
Mileage: 24974
Warr Built Dt: 10/15/2004
Supplier RP: R1

Zone/Cd: 35-07123
Name: CALKINS MOTOR SALES INC
Address: 510 ELMIRA ST
 TROY, PA 16947
Phone: INACTIVE
 570 297-2115

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:ABS LIGHT ON, HEADLIGHTS GO OUT, MULTIPLE NO COMM CODES.

Service Action:RECOMMEND CHECK FOR HARNESS FOR CHAFFING AT CENTER STACK AREA TECH WOULD LIGH TO TRY A BCM. HAS CODE FOR INTERNAL PCI BUS HARDWARE CODE IN THE BCM. TRANSFERRED CALL AT TECH REQUEST. BCM DTC: \ PCI INTERNAL HARDWARE FAILURE\
 \r\nUPDATE CONTROLLER SOFTWARE.....

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008577217

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44RX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1352400746)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0105B5435)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 011403

Report#: SSV008577217
Open Date: 11/18/2006
Mileage: 41882
Warr Built Dt: 01/14/2005
Supplier RP: R1

Zone/Cd: 51-44124
Name: EXPRESSWAY DODGE INC
Address: 5531 E INDIANA
 EVANSVILLE, IN 47715
Phone: 812 471-0532

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE DASH LIGHTS, HEADLIGHTS WILL FLICKER ON AND OFF AT TIMES ALTERNATER AND BATTERY HAVE BEEN REPLACED ALSO GROUNDS BELOW THE BATTERY AND THE RIGHT B-POSTS

Service Action: TAKE APART AND CLEAN GROUND G300 AT THE BOTTOM OF THE LEFT B PILLAR. LOAD TEST G300 AT THE IPM. LOAD TEST THE GROUND FOR THE BATTERY NEGATIVE CABLE. MAKE SURE THE BATTERY CABLES ARE CLEAN AND TIGHT. \n\nIF THEY ARE CHANGING IN INTENSITY WHEN THE COOLING FANS OR A HEAVY DRAW ACCESSORY KICKS IN, THERE IS NOT MUCH THAT CAN BE DONE TO CORRECT THIS.\n\nIF THE LAMPS ARE TURNING OFF COMPLETELY, THEN THE HEADLAMP SWITCH IS SUSPECT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008416269

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP24R65R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SE FWD RSKL53</p> <p>Engine: EGA-3.3L V6 OHV Engine (Ser #:1063401737)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0714B5270)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 031619</p>	<p>Report#: SSV008416269</p> <p>Open Date: 11/17/2006</p> <p>Mileage: 32804</p> <p>Warr Built Dt: 03/16/2004</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 66-41291</p> <p>Name: BOB DANCE DODGE INC</p> <p>Address: 3775 NORTH HIGHWAY 17-92 SANFORD, FL 32773</p> <p>Phone: INACTIVE 407 323-7730</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: THERE ARE NO LOW BEAM HEAD LAMPS ON THE VEHICLE, TECH CAN SEE THE INPUT IN THE BCM FROM THE SWITCH.

Service Action: IT COULD BE A BCM OR FCM ISSUE, TECH TO TRY A FCM OFF ANOTHER VEHICLE, IF THE CONDITION IS STILL PRESENT REPLACE THE BCM. AUTHORIZED FUNCTION 11 PART INQUIRY THE MILEAGE IS AT 34684 MILES. AT TIMES THE HEADLIGHTS DO NOT TURN ON, BUT THE MAIN CONCERN IS THE CLUSTER AND HVAC BACKLIGHTING ARE INOP. BCM CODE : PANEL DIMMING OUTPUT SHORT. TECH IS WONDERING IF THE HVAC IS SUPPOSED TO LIGHT UP. ADVISED TECH THE HVAC SHOULD BE LUMINATED. ADVISED TECH TO DISCONNECT THE PANEL LAMP CIRCUIT FROM THE BCM AND SEE IF THE CODE GOES AWAY. TECH STATES HEADLIGHTS ARE NOW WORKING CORRECTLY BUT NOW DASH LIGHTS INOP AND HAS A \ PANEL DIMMING OUTPUT SHORT \ CODE IN BCM. TECH STATES CURRENT SOFTWARE IN BCM IS #04839664AE.\nADVISED TECH TO FLASH BCM TO HIGHEST LEVEL BEFORE REPLACING MOD FOR THE SECOND TIME. CONTROLLER IS AT THE LATEST LEVEL.....WILL RECHECK WIRING FOR SHORTS.....\nAUTHORIZED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008575762

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R35B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1125400038)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1294B5001)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051707

Report#: SSV008575762
Open Date: 11/17/2006
Mileage: 57509
Warr Built Dt: 05/17/2004
Supplier RP: B1

Zone/Cd: 42-58512
Name: COURTESY CHRYSLER JEEP DODGE
Address: 440 28TH ST SE
 GRAND RAPIDS, MI 495481202
Phone: 616 452-2413
 616 452-2143

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE HEADLIGHTS AND DOME LAMPS FLICKER. TECH REPLACED THE HEAD LAMP SWITCH AND THE ALTINATOR. NOW WHEN TURNING THE HEADLIGHTS ON THE LIGHTS FLICKER FOR 3 TO 5 SECONDS AND THEN STOP FLICKERING.

Service Action: ADVISED TECH TO COMPAIR TO A LIKE VEHICLE AND CHECK THE G300 AND G301.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008572536

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX5 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1179502116)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1835A2685)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 070416

Report#: SSV008572536
Open Date: 11/15/2006
Mileage: 15166
Warr Built Dt: 07/04/2005
Supplier RP: R1

Zone/Cd: 71-43194
Name: KARMART CHRYSLER JEEP DODGE
Address: 660 AUTO BLVD
 BURLINGTON, WA 98233
Phone: 360 757-2273

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: HEADLIGHTS COME ON AND OFF INTERMITTENTLY.... TECH VERIFIED THE FOG AND PARK LIGHTS ARE COMING ON WITH THE VEHICLE IN DRIVE AND ENGINE RUNNING. NO CODES IN BCM. FCM HAS 2 CODES- RIGHT AND LEFT PARK LAMP FUSE OUTTAGE. DRB SHOWS PARK AND FOG LIGHT REQUEST. WIRING HAS BEEN INSPECTED FOR CHAFFING.

Service Action: RECOMMEND INSPECTING CONNECTOR TO THE HEADLIGHT SWITCH. LOOK FOR BENT OR DAMAGED PINS. IF OK, TRY A GOOD KNOWN SWITCH...

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008573110

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1041502488)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0595B6694)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030220

Report#: SSV008573110
Open Date: 11/15/2006
Mileage: 10501
Warr Built Dt: 03/02/2005
Supplier RP: R1

Zone/Cd: 63-68862
Name: CROWN AUTO WORLD BRISTOW
Address: 901 SOUTH ROLAND, HWY 66 WEST
 BRISTOW, OK 74010
Phone: 918 367-3423

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: HEADLIGHTS AND INTERIOR PANEL LIGHTS FLICKER.
Service Action: RECOMMEND COMPARE TO LIKE UNIT, CHECK G302, CHECK BATTERY AND CHARGING SYSTEM.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008562787

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R05B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1115502499)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1175B6751)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 042901

Report#: SSV008562787
Open Date: 11/09/2006
Mileage: 31753
Warr Built Dt: 04/29/2005
Supplier RP: B1

Zone/Cd: 63-58830
Name: APPEL DODGE CHRYSLER JEEP
Address: 1880 HWY 290 WEST
 BRENHAM, TX 778333694
Phone: INACTIVE
 979 836-4425

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:GAUGES, WIPERS, AND HEADLIGHTS INTERMITTENTLY INOPERATIVE.....BCM DTC: \ PCI INTERNAL HARDWARE FAILURE\

Service Action:UPDATE BCM SOFTWARE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008560583

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L95R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1208402292)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2124B6606)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 080408</p>	<p>Report#: SSV008560583</p> <p>Open Date: 11/08/2006</p> <p>Mileage: 41061</p> <p>Warr Built Dt: 08/04/2004</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 42-57694</p> <p>Name: GENE BELTZ' SHADELAND DODGE, I</p> <p>Address: 1630 NORTH SHADELAND AVENUE INDIANAPOLIS, IN 46219</p> <p>Phone: INACTIVE 317 357-8001</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE HEAD LIGHTS ARE INOP AT TIMES--DLR HAS REPLACED THE HEAD LAMP SWITCH. - DLR HAS REPLACED THE HEAD LAMP SWITCH AT 35 THOUSAND MILEAGE.

Service Action: DLR TO TRACK ALL CONNECTIONS- FCM - BCM AND HEAD LAMP SWITCH - CHECK AGAIN FOR CODES - ATTEMPT TO DUPLICATE THE CONCERN - CALL BACK AS NEEDED NO CODES. THE HEADLAMP SWITCH AND THE MULTIFUNCTION HAS BEEN REPLACED. --IT SEEMS AT TIMES THAT THE BCM IS SEEING THE HEADLAMP SWITCH INFORMATION BUT IT IS NOT BUSSING THE INFO. TO THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008559910

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R55R [REDACTED]	Report#: SSV008559910	Zone/Cd: 42-62849
Model Year: 2005	Open Date: 11/07/2006	Name: G G GRIM COMPANY
Make/Model: GRAND CARAVAN SE FWD RSKL53	Mileage: 100 Warr Built Dt: 03/01/2004	Address: 315 S MILL ST DALTON, OH 44618
Engine: EGA-3.3L V6 OHV Engine (Ser #:1043401024)	Supplier RP: R1	Phone: 330 828-2263
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0554B6820)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 030122		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE DASH LIGHTS AND HEADLIGHTS, BLOWER MOTOR AND RADIO ALL SHUT OFF AT TIMES. TREVOR IS THE SERVICE MANAGER AND IS NOT CALLING SPECIFICALLY ABOUT THIS VEHICLE, BUT HE HAS A FEW CUSTOMERS CONCERNED WITH THIS HAPPENING.

Service Action: ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008556586

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L15R [REDACTED]

Report#: SSV008556586

Zone/Cd: 51-41098

Model Year: 2005

Open Date: 11/06/2006

Name: DON MILLER DODGE INC

Make/Model:

Mileage: 35063

Address: 754 E WASHINGTON AVE

GRAND CARAVAN SXT FWD

Warr Built Dt: 11/05/2004

MADISON, WI 537032934

RSKH53

Supplier RP: R1

Phone: INACTIVE

Engine: EGH-3.8L V6 OHV Engine (Ser #:1302401831)

608 258-3600

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3014B8274)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 110514

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS INOP. TECH FOUND PAST HISTORY OF BCM RELATED FAULTS THAT CAME AND WENT WITH NO TROUBLE FOUND WHEN ARRIVED AT DEALER

Service Action: TECH WILL FLASH BCM

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004731311

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24RX5B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1117400526)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1214B5473)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 050516

Report#: SSV004731311
Open Date: 11/01/2006
Mileage: 18735
Warr Built Dt: 05/05/2004
Supplier RP: B1

Zone/Cd: 66-62261
Name: MOORE MOTOR CO
Address: 412 WEST 5TH
 WASHINGTON, NC 27889
Phone: INACTIVE
 252 946-3126

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: HEADLAMPS AND INSTRUMENT PANEL ILLUMINATION FLICKERS. NO CODES. CHARGING SYSTEM CHECKS FINE. BATTERY CABLES ARE CLEAN AND TIGHT. TECH HAS FOLLOWED STAR ONLINE SOLUTION #K62212843. \n:KB18:10/31/2005

Service Action: ADVISED TECH TO CHECK GROUNDS G300 AND G301. CHECK THE GROUND TO THE BCM. LOAD TEST G300 ALL THE WAY OUT TO THE HEADLAMPS THROUGH THE IPM. TRY A HEADLAMP SWITCH. \n:KB18:10/31/2005\nCALLED BACK AND CLAIMS HE WAS CUT OFF-ADVISED OF ABOVE. \n:RRM4:10/31/2005\nDLR HAS NO CODES - DLR HAS REPLACED THE HEAD LAMP SWITCH.. DLR HAS NOT DUPLICATED.. DLR TO UPDATE THE BCM AND VERIFY THE POWER AND THE GRDS TO THE BCM.... \n:KS1:11/14/2005 TRANSFERRED TO THE 2005 RS GROUP. POWER DOOR LOCKS INOP, TECH PULLED RT UNLOCK OUTPUT FAILURE, TECH FLASHED BCM SOFTWARE TO LATEST VERSION 2 WEEKS AGO AND CONDITION RETURNS.\r\nAUTHORIZE BCM AUTHORIZATION CHECK...

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008550821

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R95R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1240400314)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2524B7025)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091004

Report#: SSV008550821
Open Date: 11/01/2006
Mileage: 24260
Warr Built Dt: 09/10/2004
Supplier RP: R1

Zone/Cd: 35-41092
Name: KIRKWOOD MOTORS INC
Address: 4800 KIRKWOOD HY
 WILMINGTON, DE 19808
Phone: INACTIVE
 302 999-0541

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: HEAD LAMPS INOP AT TIMES
Service Action: TECH TO CHECK INPUTS TO BCM AND FCM
Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008546386

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R05B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1125400514)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1274B7983)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051416

Report#: SSV008546386
Open Date: 10/30/2006
Mileage: 20044
Warr Built Dt: 05/14/2004
Supplier RP: B1

Zone/Cd: 42-60232
Name: CALCUTTA - CHRYSLER, JEEP & DO
Address: 15258 STATE ROUTE 170
 CALCUTTA, OH 439209585
Phone: INACTIVE
 330 386-6100

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: HEADLIGHTS INOP, NO DTC S, TECH CKD RELATED WIRING AND CONNECTORS, BCM HAS REQUEST BUT NO OUTPUT.

Service Action: AUTHORIZE BCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008544229

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B65E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6168501214)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1755A3000)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062710

Report#: SSV008544229
Open Date: 10/27/2006
Mileage: 24075
Warr Built Dt: 06/27/2005
Supplier RP: B1

Zone/Cd: 63-43577
Name: JOHN VANCE MOTORS INC
Address: I-35 & GUTHRIE
 GUTHRIE, OK 73044
Phone: 405 282-2113

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 HEAD LAMPS DO NOT COME ON IN THE FCM PARK LAMP FUSE OUTAGE
Service Action: TECH WILL NEED TO CHECK THE FUES AND MAKE SURE THE CONNECTIONS ARE BAD
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008506885

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX5R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1055500506)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0595B6442)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030303

Report#: SSV008506885
Open Date: 10/25/2006
Mileage: 33097
Warr Built Dt: 03/03/2005
Supplier RP: R1

Zone/Cd: 35-07783
Name: KUNTZ MOTOR COMPANY
Address: 4732 COLONEL DRAKE HIGHWAY
 MAHAFFEY, PA 15757
Phone: 814 277-6682

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: HEADLIGHTS INOPERATIVE.....MANAGER UNSURE OF PART NUMBER STATES THAT IT IS EITHER A 4692158AA OR 5026062AC

Service Action: TECH WILL CALL BACK WITH DIAGNOSTICS AND CORRECT PART NUMBER.... SOFTWARE LEVEL IS 4843752AB WHICH IS UPDATED.....RALPH THE TECH STATES THAT THE WIRING IS GOOD AND HE WILL CHECK THE SWITCH FUNCTION..... SAME COMPLAINT: HEADLIGHTS ARE INOPERATIVE. PREVIOUSLY INSTALLED THE RECOMMENDED HEADLIGHT SWITCH. ALSO THE POWER SLIDING DOOR IS INOPERATIVEINTERMITTENTLY. REQUESTING BCM. TRANSFERED TO BCM RESTRICTION GROUP FOR REVIEW. AUTHORIZED FUNCTION 11

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008522106

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 #:1033501728)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0305B5027)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020318

Report#: SSV008522106
Open Date: 10/16/2006
Mileage: 11145
Warr Built Dt: 02/03/2005
Supplier RP: R1

Zone/Cd: 32-43691
Name: YONKERS AVENUE DODGE
Address: 500 YONKERS AVENUE
 YONKERS, NY 107042652
Phone: INACTIVE
 914 964-0700

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: HEADLIGHTS INOPERATIVE.....BCM DTC: \ PCI INTERNAL HARDWARE FAILURE\

Service Action: UPDATE BCM SOFTWARE IF POSSIBLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008516587

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R55B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1038500002)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0485B5140)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 022112

Report#: SSV008516587
Open Date: 10/11/2006
Mileage: 35961
Warr Built Dt: 02/21/2005
Supplier RP: B1

Zone/Cd: 71-25056
Name: TOM MATSON CHRYSLER JEEP DODGE
Address: 2925 AUBURN WAY NORTH
 AUBURN, WA 98002
Phone: 253 833-2485

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: HEADLIGHTS, DASH LIGHTS AND MARKER LIGHTS GO OFF WHILE DRIVING. INTERMITTENTLY. TECH FOUND 3 STORED CODES IN BCM (HIGH BEAM INPUT SWITCH OPEN, TURN SIGNAL SWITCH INPUT SWITCH OPEN AND WIPER MUX INPUT SWITCH OPEN). TECH STATES CHECKED WIRING/PINS/TERMINALS FROM BCM TO HEADLIGHT CIRCUIT.

Service Action: AUTHORIZED BCM. RECOMMENDED TO TECH TO KEEP VEHICLE DOWN UNTIL ORIGINAL MILES ARE REINSTALLED INTO NEW MOD

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008123847

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 #:1260402012)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2684B7641)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092913

Report#: SSV008123847
Open Date: 09/08/2006
Mileage: 23456
Warr Built Dt: 09/29/2004
Supplier RP: R1

Zone/Cd: 35-23477
Name: ALL AMERICAN CHRYSLER, DODGE A
Address: 212 HOGAN BOULEVARD
 MILL HALL, PA 17751
Phone: INACTIVE
 570 748-4900

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:VERY INTERMITTENTLY THE HEADLAMPS WON T COME ON. TECH CAN T DUPLICATE.

Service Action:MAY WANT TO REPLACE THE HEADLAMP SWITCH. HEADLIGHT SWITCH HAS BEEN REPLACED, RECOMMEND CHECK GROUNDS G300, G301 AND C302, ALSO ADVISED NOT REPLACING COMPONENTS UNLESS CONCERN IS DUPLICATED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008470091

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R55B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1135401592)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1384B5616)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 052513

Report#: SSV008470091
Open Date: 10/03/2006
Mileage: 44753
Warr Built Dt: 05/25/2004
Supplier RP: B1

Zone/Cd: 32-43457
Name: TRI-COUNTY CHRYSLER DODGE JEEP
Address: 520 ROCK CITY STREET
 LITTLE VALLEY, NY 147551228
Phone: INACTIVE
 716 938-6936

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: WHILE DRIVING DOWN THE ROAD, COLD, THE HEADLAMPS AND MIC ILLUMINATION BOTH FLICKER OR FLASH. TURNING ON THE REAR WINDOW DEFROSTER, HEATER BLOWER MOTOR CAUSES THE ILLUMINATION PROBLEM TO GO AWAY. ADDITIONALLY, WHILE DRIVING THE ENGINE WILL SURGE ALONG WITH THE FLASHING. NO CODES. FOUND ONE LOOSE GROUND IN THE ENGINE COMPARTMENT AND TIGHTENED IT AND STILL HAPPENS.

Service Action: RECOMMEND REPLACE BCM. TECH CONTACTED ELECTRICAL (391) AND WAS REC TO REPLACE BCM. AUTHORIZED BCM. RECOMMENDED TO TECH TO KEEP VEHICLE DOWN UNTIL ORIGINAL MILES ARE REINSTALLED INTO NEW MOD. BCM DID NOT FIX THE FLICKERING PROBLEM. THE WHOLE VEHICLE FLUXUATES. RECOMMEND LOAD TESTING THE BATTERY CABLES. DISCONNECT THE WIRING TO THE ALTERNATOR TO SEE IF THE FLICKERING STOPS. POSSIBLY EVEN TAKE AN ALTERNATOR AND BATTERY FROM ANOTHER RS AND INSTALL IT ON THIS VEHICLE. CALL BACK WITH THE RESULTS. TECH CALLED BACK. BCM REPLACED EARLY IN THIS CASE, ALTERNATOR REPLACED EVEN THOUGH IT REALLY DIDN T SHOW ANY FLUCTUATION OR PROBLEMS. BATTERY CABLES CHECKED AND ARE GOOD. BATTERY TESTED USING MIDTRONICS TESTER

PASSED ALL TESTS. INSTALLED NEW BATTERY IN THE VEHICLE AND THE PROBLEM WAS ELIMINATED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008501704

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R15R [REDACTED]	Report#: SSV008501704	Zone/Cd: 66-26355
Model Year: 2005	Open Date: 10/03/2006	Name: EMPIRE CHRYSLER DODGE JEEP
Make/Model: GRAND CARAVAN SE FWD RSKL53	Mileage: 28354 Warr Built Dt: 01/16/2004	Address: 2000 W US HIGHWAY 421 WILKESBORO, NC 286978637
Engine: EGA-3.3L V6 OHV Engine (Ser #:1351302926)	Supplier RP: R1	Phone: 336 667-2886
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3453A0439)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 011605		

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 HEADLAMPS AND TAIL LAMPS ARE PULSING. THE DLR HAS NOT DUPLICATE THE CONCERN. THE GROUNDS AT THE B-PILLARS WERE CHECKED AND THE BATTERY WAS CHECKED. THE NEGATIVE BATTERY CABLE WAS TIGHTENED.

Service Action: REFERENCING THE STAR ONLINE CASE K62212843 THE DLR HAS ALREADY CHECKED THE BATTERY CABLES AND GROUNDS. THE CHARGING SYSTEM CHECKS TO BE GOOD, THEN CHECK THE CONNECTIONS AT THE FCM. A CERTAIN AMOUNT OF FLICKER IS NORMAL, BUT IF EXCESSIVE AND YOU ARE NOT USING THE HEATED SEATS, THEN LOOK AT A POSSIBLE BCM CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008453585

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R95B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1229401505)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2374B6341)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 083011

Report#: SSV008453585
Open Date: 09/01/2006
Mileage: 35010
Warr Built Dt: 08/30/2004
Supplier RP: B1

Zone/Cd: 74-44214
Name: CHRYSLER WINONA
Address: 121 HUFF ST
 WINONA, MN 559873143
Phone: 507 454-5950

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES, INT. NO PATTERN, MAYBE ONCE EVERY OTHER WEEK, TURNS HEADLIGHTS ON, THE DO NOT COME ON THE OUTSIDE, ALL DASH LIGHTS WORK. TURNS HEADLIGHTS OFF, TRY AGAIN OK, CAN NOT DUPLICATE CONCERN

Service Action: LORIE, IF NO CODES ATTEMPT A RESET OF THE BCM. POSSIBLE HEAD LAMP SWITCH, HOWEVER WE HAVE NOT SEEN TO MANY FAILURES IN THIS AREA.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008464010

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R35B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1356400220)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0185B6766)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 012118

Report#: SSV008464010
Open Date: 09/08/2006
Mileage: 13681
Warr Built Dt: 01/21/2005
Supplier RP: B1

Zone/Cd: 63-26548
Name: LEGLUE AUTOMOTIVE INC
Address: 4601 COLISEUM BLVD
 ALEXANDRIA, LA 713033518
Phone: INACTIVE
 318 443-7321

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: TURN SIGNALS, NO HEADLAMPS, NO FRONT WIPERS, REAR WIPERS WORK, NO FAULT CODES, NO DASH LIGHTS.

Service Action: TECH WILL MONITOR THESE CIRCUIT WIN THE BCM, IF THE SIGNALS ARE NOT BEING RECEIVED BY THE BCM, REPLACE THE MULTI FUNCTION SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008475604

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45RX5B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1191400475)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2014B5492)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 072714

Report#: SSV008475604
Open Date: 09/15/2006
Mileage: 22675
Warr Built Dt: 07/27/2004
Supplier RP: B1

Zone/Cd: 42-08358
Name: HENDRICKSON MOTOR SALES INC
Address: 417-23 SOUTH THIRD STREET
 LOGANSPOORT, IN 469470148
Phone: INACTIVE
 574 753-5151

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: HEADLAMPS AND DASH LAMPS FLASH ON AND OFF. NO FLASH AVAIL BY SOFTWARE # TECH STATES BCM HAS FAULTS FOR OPTIONS NOT PRESENT. TECH CHECKED POWER AND GROUNDS AND WIRING BUT FOUND NO FAULT.

Service Action: AUTHORIZED BCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008475761

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R15B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1352303026)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0084B5706)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 011511

Report#: SSV008475761
Open Date: 09/15/2006
Mileage: 30076
Warr Built Dt: 01/15/2004
Supplier RP: B1

Zone/Cd: 66-67774
Name: PEPPERS CHRYSLER DODGE JEEP, I
Address: 2400 EAST WOOD STREET
 PARIS, TN 38242
Phone: 731 642-5661

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: WHILE DRIVING WITH THE HIGH BEAM HEADLAMPS ON, THEY WILL SHUT OFF FOR A BRIEF SECOND AND COME BACK ON AS LOW BEAMS. NO CODES. NO AFTERMARKET EQUIPMENT PRESENT.

Service Action: ADVISED TECH TO CHECK GROUND G300 FROM INSIDE THE VEHICLE OUT TO THE IPM: PAGE 8W-50-3. OK HERE, THEN THE FCM/IPM COMBO IS SUSPECT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008498637

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R25B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1124400244)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1284B5021)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051418

Report#: SSV008498637
Open Date: 09/29/2006
Mileage: 42692
Warr Built Dt: 05/14/2004
Supplier RP: B1

Zone/Cd: 42-41942
Name: TWIN CITY DODGE-CHRYSLER, INC.
Address: 1495 U.S. 41 WEST
 ISHPEMING, MI 49849
Phone: INACTIVE
 906 486-4447

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: DASH & HEADLIGHTS FLICKER AT IDLE WHEN POWER WINDOW SWITCH IS USED. ALTERNATOR IS NEW.

Service Action: ADVISE TECH TO PERFORM A BATTERY LOAD TEST. USE MIDTRONICS TESTER IF AVAILABLE. IF THE BATTERY FAILS A LOAD TEST, A CELL MAY BE FUSED AND THIS WILL CAUSE THESE TYPES OF CONCERNS. IF THE BATTERY PASSES, CHECK CHARGING SYSTEM ACTUAL AND TARGET VOLTAGES AND SEE IF THEY ARE W/IN NORMAL RANGE OF EACH OTHER. CHECK FIELDING OF ALTERNATOR AS WELL AS BATTERY POSTS AND CLAMPS AND BODY/ENGINE GROUNDS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008489358

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R15B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1127400622)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1344B5396)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051819

Report#: SSV008489358
Open Date: 09/25/2006
Mileage: 21898
Warr Built Dt: 05/18/2004
Supplier RP: B1

Zone/Cd: 51-08299
Name: BOSAK MOTOR SALES INC
Address: 3111 W LINCOLN HWY, RT 30
 MERRILLVILLE, IN 464105148
Phone: 219 738-2323

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: INTERIOR AND HEADLAMPS PULSE. NO CODES AND IS DAY TIME SO HARD TO DUPLICATE.
Service Action: CHECK G100 AND G300. THERE IS A ISSUE WITH CLUSTER BECAUSE IT IS PULSE WIDTH MODULATED.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008489421

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R15B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1268400986)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2674A1787)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 093016

Report#: SSV008489421
Open Date: 09/25/2006
Mileage: 23796
Warr Built Dt: 09/30/2004
Supplier RP: B1

Zone/Cd: 35-37587
Name: DOUGLAS CHRYSLER DODGE & JEEP
Address: 295 RESLEY ST
 HANCOCK, MD 217501056
Phone: 301 678-6163

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: BURNING SMELL AND LIGHTS WENT OUT. CHECK ENGINE LIGHT ON. RADIO SHUTS OFF WHEN YOU TURN THE KEY OFF BEFORE YOU OPEN THE DOOR AND HEADLIGHTS DO NOT WORK AT TIMES. CHECKAD FAULT CODES, U0140 LOSS COM. WITH BCM, U0155 LOSS COM. WITH CLUSTER,U110C LOSS FUEL MESSAGE,PCI INTERNAL HARDWARE FAILURE,TCM,AUDIO,HVAC,PCM AND FCM MESSAGE NOT RECIEVED. PERFORMED DIAGNOSTIC TEST FOR FAULT CODES. TEST LEAD TO BCM REPLACEMENT. NEED TO ORDER BCM.

Service Action: ADVISED TECH TO FOLLOW TSB 08-028-05 BEFORE REPLACING ANY MODS.\r\nADVISE TECH TO USE SOFTWARE NUMBER (048XXXXX) AND NOT PART NUMBER WHEN PERFORMING THIS FLASH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008457730

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 #:1350402540)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3524B6805)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 011217

Report#: SSV008457730
Open Date: 09/14/2006
Mileage: 4303
Warr Built Dt: 01/12/2005
Supplier RP: R1

Zone/Cd: 63-60225
Name: MISSION CHRYSLER JEEP, INC.
Address: 11910 IH 35 NORTH
 SAN ANTONIO, TX 78233
Phone: 210 967-2000

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: CLUSTER GAUGES AND LIGHTS FLICKER. HEADLAMPS FLICKER. THIS AN INTERMITTENT.

Service Action: THE DLR NEEDS TO SEE IF THE G300 AND G301 ARE TIGHT. ALSO CHECK THE CONNECTIONS AT THE FCM/IPM. TRY FLASHING THE BCM. THE IPM/FCM AND THE CLUSTER HAVE BEEN REPLACED. THE WIRING AND GROUNDS HAVE BEEN CHECKED. GROUNDS GOOD.....STATES THAT THE CONTROLLER IS UP TO DATE.....
 AUTHORIZED FUNCTION 11 RECEIVED 05026062AC..INSTALLED AND NOW HAS SOFTWARE ISSUES...WIPERS GO ONLIGHTS GO ON.....
 THE PART WAS SHIPPED FROM THE LOCAL SERVICE CENTER AND I NEED THE SOFTWARE PART NUMBER OF THE BCM.. TECH CALLING FOR BCM, THE ONE THAT HE WAS SENT IS TOTALLY INOP. AUTH ANOTHER BCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008398691

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R45R [REDACTED]	Report#: SSV008398691	Zone/Cd: 32-59004
Model Year: 2005	Open Date: 08/04/2006	Name: AUTOLAND CHRYSLER JEEP DODGE I
Make/Model: GRAND CARAVAN SE FWD RSKL53	Mileage: 13637	Address: 170 ROUTE 22 SPRINGFIELD, NJ 070813123
Engine: EGA-3.3L V6 OHV Engine (Ser #:1254402614)	Warr Built Dt: 09/22/2004	Phone: 973 467-2900
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2574A0772)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 092217		

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: HEADLAMPS FAD IN AND OUT. INTERIOR LAMPS, SAME THING. NO CODE S. BCM SHOWS NO RESPONSE WHEN ACTIVE. THEN SUDDENLY, EVERYTHING WORKS. NEEDS BCM # 5026062AA, RESTRICTED PART. DIAGNOSIS ONLY, NO PART S

Service Action: ADVISE TECH TOM PERFORM TSB# 08-028-06, UPDATE BCM SOFTWARE PER SOFTWARE#. ADVISE TECH TO FLASH BCM TO LATEST SOFTWARE LEVEL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008320778

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]
Model Year: 2005
Make/Model:
GRAND CARAVAN SXT FWD
RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1123502237)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K1225B5591)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 050513

Report#: SSV008320778
Open Date: 06/09/2006
Mileage: 6918
Warr Built Dt: 05/05/2005
Supplier RP: R1

Zone/Cd: 51-41527
Name: DAVE CROFT MOTORS INC
Address: 901 N BLUFF RD
COLLINSVILLE, IL 622345900
Phone: INACTIVE
618 344-0202

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE MIL ON ALL GAUGES STOPPED, AND HEADLAMPS WENT OUT THEN BACK ON WHILE DRIVING. THE TECH HAS CODES FOR U0140, U0155, U110C IN PCM, IN THE BCM COM CODES FOR ALL THE ECUS AND A PCI INTERNAL HARDWARE FAILER.

Service Action:TRANSFER TO ELECTRICAL. THE DLR TRIED FLASHING THE BCM AS PER TSB AND THERE WERE NO UPDATES AVAILABLE. ---THE DLR NEEDS TO REPLACE THE BCM FOR THE PCI INTERNAL HARDWARE FAILURE. TECH CONTACTED DRIVABILITY (191,331) AND WAS REC TO REPLACE BCM.\r\n\r\nAUTHORIZED BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008418118

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1031501443)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0395B8007)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 021102

Report#: SSV008418118
Open Date: 08/11/2006
Mileage: 31652
Warr Built Dt: 02/11/2005
Supplier RP: R1

Zone/Cd: 32-25002
Name: CARBONE DODGE CITY
Address: 5017 COMMERCIAL DR
 YORKVILLE, NY 13495
Phone: 315 736-0729
 315 736-3371

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:TURN SIGNAL, WIPERS, SLIDING DOORS, HEADLIGHTS INOP INTERMITTENT. HIGH BEAM SW, FRONT WIPER MUX OPEN CODES. MULTI FUNCTION SW AND CLUSTER HAVE BEEN REPLACED, BCM IS UP TO DATE. TECH STATES HAS DUPLICATED CONCERN.

Service Action:RECOMMEND BCM AUTHORIZED FUNCTION 11

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008451259

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1126400922)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1314B7806)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 051421

Report#: SSV008451259
Open Date: 08/31/2006
Mileage: 57204
Warr Built Dt: 05/14/2004
Supplier RP: R1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: ACTIVE CODE- FRONT FOG INDICATOR OPEN\r\nHEADLIGHTS INTERMITTANTLY SHUT OFF WHILE DRIVING\r\nVEHICLE NOT EQUIPPED WITH FOG LAMPS, CODE NOT LISTED

Service Action: ALBERT, THE FOG LAMP INDICATOR CODE IS A CODE IN ERROR - I SUGEST YOU CHECK THE BCM FOR ANY UPDATES AND UPDATE THE BCM IF AVAILABLE. ARE THE HEADLIGHTS THE ONLY THING TURNING OFF OR ARE THE DASH LIGHTS SHUTTING OFF ALSO IF JUST THE HEAD LAMPS - TEST OR REVIEW THE G300 GROUND.. IF ALL THE LAMPS A HEAD LAMP SWITCH AND OR BCM UPDATE MAY RESOLVE. GET MORE DATA ON HOW LONG THE CONCERN HAPPENS FOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008451092

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R75B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1204400482)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2114B5437)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080310

Report#: SSV008451092
Open Date: 08/30/2006
Mileage: 19361
Warr Built Dt: 08/03/2004
Supplier RP: B1

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: HEADLIGHTS SHUT OFF INTERMITTENTLY BY THEMSELVES WHILE DRIVING, BUZZER SAYS ON WHEN EXITING VEHICLE WITH KEY OUT OF IGNITION, NO DTC S, CKD RELATED WIRING AND CONNECTORS.
Service Action: AUTHORIZE BCM.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008438206

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L35R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1175501810)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1785B7962)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062908

Report#: SSV008438206
Open Date: 08/23/2006
Mileage: 9505
Warr Built Dt: 06/29/2005
Supplier RP: R1

Zone/Cd: 51-41315
Name: DOWNERS GROVE DODGE INC
Address: 2311 OGDEN AVENUE
 DOWNERS GROVE, IL 605151712
Phone: INACTIVE
 630 963-1500

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: REAR WIPER WILL NOT SHUT OFF, HEADLIGHTS AND INSIDE LIGHTS FLASHING, POWER FEATURES INOP

Service Action: TECH TO CONTACT STAR WITH MESSAGE FOUND IN BCM AND CURRENT SOFTWARE (048XXXXX) IN BCM. SOFTWARE IS UP TO DATE, \n\nAUTHORIZE BCM,

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008435137

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R15B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1225402168)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2394B7849)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 083120

Report#: SSV008435137
Open Date: 08/22/2006
Mileage: 1
Warr Built Dt: 08/31/2004
Supplier RP: B1

Zone/Cd: 74-43248
Name: SAHARA MOTORS INC
Address: 597 NORTH HWY 6
 DELTA, UT 84624
Phone: 435 864-4456

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE HEAD LAMPS WILL SHUT WHEN DRIVING. TECH CANNOT DUPLICATE THE CONCERN AND HAS NO FAULT CODES.

Service Action:TRANSFERRED TO THE 2005 RS GROUP. REPLACE HEADLAMP SWITCH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008435282

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 #:1134400764)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1384B5597)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 052522

Report#: SSV008435282
Open Date: 08/22/2006
Mileage: 27000
Warr Built Dt: 05/25/2004
Supplier RP: B1

Zone/Cd: 35-44803
Name: GRAFTON DODGE INC
Address: 6326 GEORGE WASHINGTON HWY
 GRAFTON, VA 23692
Phone: INACTIVE
 757 898-5482

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: WITH THE ENGINE RUNNING, HEADLAMPS OFF, OPEN ANY DOOR AND THE INTERIOR LIGHTS ARE FLICKERING AT A RELATIVELY HIGH RATE. TURN THE HEADLAMP SWITCH ON AND ALL LIGHTING, INTERIOR AND EXTERIOR, WILL FLICKER. NO CODES. CHARGING SYSTEM IS WORKING CORRECTLY. REPLACED THE ALTERNATOR. BATTERY PASSES ALL TESTS. THE FREQUENCY OF THE FLICKER DOES NOT CHANGE WITH ENGINE RPM.

Service Action: ADVISED TECH TO CLEAN THE BATTERY CABLES. CHECK THE NEGATIVE CABLE GROUNDING POINT. TRY A KNOWN GOOD BATTERY. LOAD TEST PCM GROUNDS. CHECK GROUND G101 TO THE IPM AS SHOWN ON PAGE 8W-10-68. CHECK GROUNDS G300 AND G301.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008435564

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1101502240)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0995B8055)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 041322

Report#: SSV008435564
Open Date: 08/22/2006
Mileage: 18173
Warr Built Dt: 04/13/2005
Supplier RP: R1

Zone/Cd: 74-65454
Name: BLOOMINGTON CHRYSLER JEEP, INC
Address: 8000 PENN AVENUE SOUTH
 BLOOMINGTON, MN 554311376
Phone: 952 888-9541

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE REAR WIPER OPERATES BY ITSELF. THE TAIL LIGHTS, HEADLIGHTS AND CLUSTER LIGHTS FLICKER. ALL THE WARNING LIGHTS COME ON. TECH SAYS THE BCM HAS ABOUT 20 CODES CONCERNING COMMUNICATION ISSUES. THERE ARE ALSO POWER LOCK DTC S. TECH SAYS HE HAS 6 OTHER RS S WITH CONCERNS LIKE THIS AND ON EVERY VEHICLE THE G301 GROUND IS NOT BOLTED DOWN. TECH SAYS HE HAS BEEN REPLACING THE BCM FOR CONCERNS LIKE THIS. TECH ATTACHED THE G301 AND THE VEHICLE IS FIXED.

Service Action: ADVISED TECH THANKS FOR THE INFO. NOTIFIED TECH PER STAR ONLINE SOLUTION NUMBER 916083590 THAT THIS IS ALREADY A KNOWN ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008405773

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 #:1244401795)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2394B6453)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090209

Report#: SSV008405773
Open Date: 08/10/2006
Mileage: 6774
Warr Built Dt: 09/02/2004
Supplier RP: R1

Zone/Cd: 42-66950
Name: SCHAFER INC
Address: 125 NORTH MABLE STREET
 PINCONNING, MI 48650
Phone: INACTIVE
 989 879-2211

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 DASH, WIPERS ARE INOP. THE HEADLAMPS ARE INOP. THERE ARE NO CODES.

Service Action: THE DLR SEEMS TO HAVE A BCM ISSUE. AUTHORIZE BCM AUTHORIZATION CHECK.... DLR HAS REPLACED THE BCM.. NO COMMUNICATION TO THE BCM - SKIM -- FCM - DLR TO FOLLOW THE NO PCI COMMUNICATIONS TEST - DLR TO CHECK THE POWER AND THE GRD TO THE RESPECTIVE MODULES - AND THEN TRACK THE BUS CIRCUIT FOR ANY FAILURES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008415365

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1236401462)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2314B5238)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090919

Report#: SSV008415365
Open Date: 08/09/2006
Mileage: 16570
Warr Built Dt: 09/09/2004
Supplier RP: R1

Zone/Cd: 74-44613
Name: JAY WOLFE DODGE-CHRY-JEEP INC
Address: 1051 SOUTHEAST OLDHAM PARKWAY
 LEE'S SUMMIT, MO 64081
Phone: INACTIVE
 816 525-9825

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: HEADLAMP SWITCH MISMATCH CODE SET. TECH STATES THE CUSTOMER HAS TO OPERATE SWITCH SEVERAL TIMES TO GET HEADLAMPS TO OPERATE WHEN THIS OCCURS.

Service Action: TECH TO REPLACE HEADLAMP SW AND RETEST

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008409837

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L15R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1065400493)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0824B6704)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032519

Report#: SSV008409837
Open Date: 08/07/2006
Mileage: 39643
Warr Built Dt: 03/25/2004
Supplier RP: R1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS WILL GO OUT WHEN CUSTOMER IS DRIVING DOWN ROAD

Service Action: DUPLICATING THE CONCERN WHILE MONITORING THE FCM IS THE ONLY WAY TO BE SURE IF THE HEADLIGHT SWITCH, BCM OR FCM ARE AT FAULT. RELATED CASES INDICATE THAT THE FCM MAY BE YOUR BEST CHOICE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008398500

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54LX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1267402406)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2744B7740)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 100822

Report#: SSV008398500
Open Date: 07/31/2006
Mileage: 12986
Warr Built Dt: 10/08/2004
Supplier RP: R1

Zone/Cd: 74-41703
Name: NAGEL MOTOR INC
Address: 30492 US HWY 212
 GETTYSBURG, SD 574429253
Phone: INACTIVE
 605 765-9474

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: HEADLAMPS AND INTERIOR LAMPS ARE FLICKERING. TECH STATES THIS IS A BUYBACK VEH FOR THIS FAULT. FCM, ALTERNATOR AND HEADLAMP SWITCH AND A WIRING REPAIR WAS DONE BUT DID NOT CORRECT. TECH FOUND FAULT LIES IN BCM CAUSING ERRATIC LAMP ACTUATION

Service Action: AUTHORIZED BCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008375181

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1295403058)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3024B7528)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 110314

Report#: SSV008375181
Open Date: 07/17/2006
Mileage: 17513
Warr Built Dt: 11/03/2004
Supplier RP: R1

Zone/Cd: 74-26517
Name: MILLER HILL CHRYSLER JEEP
Address: 4710 MILLER TRUNK HIGHWAY
 DULUTH, MN 55811
Phone: INACTIVE
 218 722-5337

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 HEADLIGHTS ARE INOP AT TIMES.

Service Action:ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS. IF OK, TRY A HEADLAMP SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008371219

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R55B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1171502934)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1745B5443)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062416

Report#: SSV008371219
Open Date: 07/13/2006
Mileage: 17030
Warr Built Dt: 06/24/2005
Supplier RP: B1

Zone/Cd: 32-44674
Name: HADDAD CHRYSLER DODGE
Address: 179 STATE RD
 NORTH ADAMS, MA 012473004
Phone: INACTIVE
 413 663-6516

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: HEADLAMPS COME ON AND OFF WIILE DRIVING. TECH STATES THAT . CHUCK BRADY FROM CHRYSLER CORP, DIAGNOSED THIS VEHICLE PER TECH. SALES REP.

Service Action: AUTH BCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008365848

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R45R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1099400704)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0924B5138)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 041720

Report#: SSV008365848
Open Date: 07/11/2006
Mileage: 51000
Warr Built Dt: 04/17/2004
Supplier RP: R1

Zone/Cd: 66-45091
Name: GREENWAY CHRYSLER-JEEP-DODGE,
Address: 9051 EAST COLONIAL DRIVE
 ORLANDO, FL 32817
Phone: 407 306-9400

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: AT TIMES HEADLAMPS GO OUT WHILE DRIVING. NO CODES AND UNABLE TO DUPLICATE.

Service Action: MUST DUPLICATE TO DIAG.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008364861

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R15B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1321401958)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3374B5564)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 120801

Report#: SSV008364861
Open Date: 07/10/2006
Mileage: 9721
Warr Built Dt: 12/08/2004
Supplier RP: B1

Zone/Cd: 32-59004
Name: AUTOLAND CHRYSLER JEEP DODGE I
Address: 170 ROUTE 22
 SPRINGFIELD, NJ 070813123
Phone: 973 467-2900

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:POWER SLIDING DOOR OPENS AND CLOSES AT WILL AND SOMETIMES INOP. PRND21 ALL LIGHT UP AT ONCE AND SOMETIMES D AND N LIGHT UP AND THE LIGHTS GO BACK AND FOURTH FOR ABOUT A MIN. ALSO THE RKE IS INOP AT TIMES AND DOOR LOCK MOTORS MAKE THE TYPICAL BUZZING NOISES LIKE A STRIPPED SERVO BUT THEN ARE OK. THE HEAD LAMPS ARE INOP AT TIMES BUT THEY WORK IF YOU SHUT THEM ON AND OF A FEW TIMES OR CYCLE THE KEY. THE TRANS IS ACTING UP AS WELL SEEMS TO SHIFT LATE AT TIMES. NONE BUT WAS ABLE TO VERIFY MOST OF THE CONCERNS. ALL THESE CONCERNS SEPARATELY I HAVE RUN INTO BUT NEVER ALL AT THE SAME TIME.

Service Action:LOOK FOR POSSIBLE CHAFTE WIRING IN THE HARNESS GOING TO THE TCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008356727

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R15 [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1117507766)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1225B7926)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 050513

Report#: SSV008356727
Open Date: 07/05/2006
Mileage: 81606
Warr Built Dt: 05/05/2005
Supplier RP: B1

Zone/Cd: 71-42751
Name: CHUCK PATTERSON DODGE
Address: 257 EAST AVENUE
 CHICO, CA 95926
Phone: 530 895-1771

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:INTERMINTLY WIPERS AND HEADLAMPS INOP. TECH STATES THAT HE HAS NOT BEEN ABLE TO DUPLICATE THIS CONCERN.STORED CODE OF PCI INTERNAL HARDWARE FAILURE. TECH LOOKING FOR BCM FOR THE CONERN.

Service Action:ADVSIED TECH TO PERFORM FLASH TSB OF 08-028-05 FOR CONCERN. TECH TO CALL BACK FOR FURTHER ASSISTANCE IF NEEDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008329064

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R95B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1094502275)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0955B8045)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 041110

Report#: SSV008329064
Open Date: 06/27/2006
Mileage: 35681
Warr Built Dt: 04/11/2005
Supplier RP: B1

Zone/Cd: 35-41838
Name: OURISMAN CHRYSLER JEEP DODGE O
Address: 5900 RICHMOND HWY
 ALEXANDRIA, VA 223031805
Phone: 703 329-1600

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: WIPERS COME ON BY THEMSELVES/ HEADLIGHTS FLICKER/TRUNK DOESN T UNLOCK/MAP LIGHT COMES ON WITH TURN SIGNAL.....CHECKED WIRING.CHECKED POWERS.CHECKED GROUNDS.....SWAPPED BCM...REPAIRED...REQUESTING BCM..

Service Action: AUTHORIZED FUNCTION 11 TECH TO MONITER SWITCH INPUT TO BCM AND FCM THE BCM WAS REPLACED AND TECH IS STILL HAVING THE SAME CONDITION. TECH TO REPLACE THE FCM.

Correction:

Field Engineer Analysis Report



Issue Number: RT6362RP1910601
 Business Group: PQRC Field Engineer
 Location: New York
 Issue Type: Non-Powertrain
 Category: Reliability
 Reported By: Robert Potter
 Phone: +1 732 692 0327
 Created On: 07/10/2006

Images: 1



Head Lamp Switch Markings.

<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]	37635	042912	66894	EGA 1110 4019 98	DGL K115 4B70 36	Y

CONCERN #1

Customer Concern:

The Customer Complaint is that the head lights due not always turn on when the owner turns the switch.

Root Cause:

The technician found the head lamp control switch to be the fault in the circuit. The problem is within the circuit of the switch there is a failure in completion of the circuit to power the head lamps. This appears that the switch in not recognizing when the switch knob is rotated to allow the proper flow with in the circuit.

Lop:NA
 Parts: 0YD11DVAA (Number off old switch assembly) Replaced with Part # 0ZL671DVAC
 Keywords: Partreturn, durabilityreliability, supplierquality.

Field Engineer Analysis Report



Cost:Na

Repair Action:

The Technician installed the new switch assembly and tested the operation for 25 cycles and each time the head lamp illuminated.

The Part is being sent back to QEC attn: PARMINDER SINGH,

Issue Number: RT6362RP1910601
Business Group: PQRC Field Engineer
Location: New York
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Robert Potter
Phone: +1 732 692 0327
Created On: 07/10/2006

Images: 1

TSB Group: 08

Repair Successful: Y

<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]	37635	042912	66894	EGA 1110 4019 98	DGL K115 4B70 36	Y

Field Engineer Analysis Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	0.00		01/01/0001

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008345224

Vehicle Information

VIN: 2C4GP64L45R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1320402198)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K3214B6255)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 112516

Repair Information

Report#: SSV008345224
Open Date: 06/26/2006
Mileage: 20648
Warr Built Dt: 11/25/2004
Supplier RP: R1

Dealer Information

Zone/Cd: 51-43601
Name: REED CHRYSLER SALES
Address: 1724 N SPRING ST
BEAVER DAM, WI 539161106
Phone: 920 887-2300

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: HEADLAMPS AND DASH LAMPS PULSE WHILE DRIVING.

Service Action: MAY BE NORMAL AS LOADS CYCLE ON AND OFF WHEN DRIVING AT NIGHT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008329064

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R95B [REDACTED]	Report#: SSV008329064	Zone/Cd: 35-42125
Model Year: 2005	Open Date: 06/15/2006	Name: LUSTINE CHRYSLER JEEP DODGE
Make/Model: GRAND CARAVAN SE FWD RSKL53	Mileage: 35681 Warr Built Dt: 04/11/2005	Address: 14211 JEFFERSON DAVIS HWY WOODBRIDGE, VA 221912108
Engine: EGA-3.3L V6 OHV Engine (Ser #:1094502275)	Supplier RP: B1	Phone: 703 494-1900
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0955B8045)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 041110		

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: WIPERS COME ON BY THEMSELVES/ HEADLIGHTS FLICKER/TRUNK DOESN T UNLOCK/MAP LIGHT COMES ON WITH TURN SIGNAL.....CHECKED WIRING.CHECKED POWERS.CHECKED GROUNDS.....SWAPPED BCM...REPAIRED...REQUESTING BCM..

Service Action: AUTHORIZED FUNCTION 11

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008329699

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24RX5B [REDACTED]	Report#: SSV008329699	Zone/Cd: 32-08767
Model Year: 2005	Open Date: 06/15/2006	Name: CAPITOL GARAGE INC
Make/Model: GRAND CARAVAN SE FWD	Mileage: 34119	Address: 1520 WEST MAIN STREET
RSKL53	Warr Built Dt: 03/16/2004	WILLIMANTIC, CT 062261988
Engine: EGA-3.3L V6 OHV Engine (Ser #:1058400029)	Supplier RP: B1	Phone: 860 423-4516
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0654B5424)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 031607		

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: LOW BEAM HEADLIGHTS INOP. TECH HAS NOT VERIFIED...

Service Action: RECOMMEND INSPECTING POWER AND GROUNDS TO THE FCM, CONNECTORS..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008325175

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1271409510)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2674B7684)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092912

Report#: SSV008325175
Open Date: 06/13/2006
Mileage: 20890
Warr Built Dt: 09/29/2004
Supplier RP: R1

Zone/Cd: 35-58239
Name: MC GREGOR MOTOR CO INC
Address: 404 NORTH FOURTH STREET
 INDIANA, PA 157011290
Phone: INACTIVE
 724 349-9020

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: HEADLAMPS INOP AT TIMES. CANNOT DUPLICATE. AT TIMES THEY GO OUT WHILE DRIVING.

Service Action: INSPECT HEADLAMP SWITCH FOR CHARRED PINS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362539641

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 #:1247400515)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2534B5083)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091502

Report#: 656362539641
Open Date: 06/09/2006
Mileage: 18943
Warr Built Dt: 09/15/2004
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES HEADLAMPS WILL NOT TURN ON INT

Service Comment: REPLACED HEADLAMP SWITCH

Service Action:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 413831893712

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L75R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1056402184)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0624B7736)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031722

Report#: 413831893712
Open Date: 06/09/2006
Mileage: 34319
Warr Built Dt: 03/17/2004
Supplier RP: TP

Zone/Cd: 66-41383
Name: ORLANDO DODGE CHRYSLER JEEP
Address: 4101 W COLONIAL DR
 ORLANDO, FL 328088122
Phone: 407 299-1120

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651J8AE	SWITCH -LIGHTING CONTROL	1	56.70	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:THE CUSTOMER STATES THAT THE D-SIDE FRONT DOOR POWER WINDOW IS INOP, WILL NOT THE CUSTOMER STATES THAT THE FRONT HEADLIGHTS ARE NOT WORKING PROPERLY, CAN TU

Service Comment:WINDOW MOTOR HAS FLAT SPOT HEADLAMP SWITCH HAS BAD SPOT

Service Action:REPLACED LEFT FRONT WINDOW MOTOR/REGULATOR ASSY REPLACED HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008222223

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 #:1236401227)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2464B6834)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090815

Report#: SSV008222223
Open Date: 06/08/2006
Mileage: 41359
Warr Built Dt: 09/08/2004
Supplier RP: R1

Zone/Cd: 71-68266
Name: LIBERTY CHRYSLER DODGE JEEP
Address: 369 N 11TH AVE
 HANFORD, CA 93230
Phone: INACTIVE
 559 583-7000

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:TURN HEAD LAMPS ON AND LAMPS WILL NOT COME ON.TURN LAMPS OFF THEN BACK ON LAMPS WILL COME ON.CHECKED FOR DTC AND HAVE FRONT FOG LAMPS RELAY OPEN.VECH. DOES NOT HAVE FOG LAMPS

Service Action:TURN HEAD LAMPS ON AND LAMPS WILL NOT COME ON.TURN LAMPS OFF THEN BACK ON LAMPS WILL COME ON.CHECKED FOR DTC AND HAVE FRONT FOG LAMPS RELAY OPEN.VECH. DOES NOT HAVE FOG LAMPS.rnTECH TO CALL STAR PARTS RESTRICTION. FCM DTC FOR FOG LAMPS AND NOT EQUIPPED.CHECK SWITCH INPUT TO BCM AND FCM. HAS FCM DTC FRONT FOG LAMP RELAY OPEN WHICH IS ERRONEOUS.ADVISED TO GO INTO BCM WHEN IT HAPPENS TO SEE IF THE SWITCH STATE CHANGES-MAY BE A SWITCH ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008319771

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1097403426)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0974B5173)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 041623

Report#: SSV008319771
Open Date: 06/08/2006
Mileage: 35146
Warr Built Dt: 04/16/2004
Supplier RP: R1

Zone/Cd: 71-68239
Name: ROBERT LARSON'S CHRYSLER JEEP
Address: 7601 SOUTH TACOMA WAY
 TACOMA, WA 984097592
Phone: INACTIVE
 253 474-0621

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 DRIVER S DOOR LOCK IS STUCK. THE TSB FOR FLASHING THE BCM HAS BEEN DONE. THE HEADLIGHTS DO NOT COME ON AT TIMES. THERE IS A FOG LAMP CODE. IT DOES NOT HAVE FOG LAMPS. THE DLR ONLY HAS 3.1V FROM THE BCM ON THE MUX CIRCUIT.

Service Action: THE DLR NEEDS TO REPLACE THE BCM. TECH STATES DRIVERS DOOR LOCK INPUT STUCK MESSAGE WAS STORED IN BCM.\n\nAUTHORIZED BCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008290327

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R45B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1092500323)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0955B5015)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 040809

Report#: SSV008290327
Open Date: 06/07/2006
Mileage: 13255
Warr Built Dt: 04/08/2005
Supplier RP: B1

Zone/Cd: 63-68732
Name: SPIRIT CHRY-JEEP
Address: 4611 AVENUE Q
 LUBBOCK, TX 794122205
Phone: 806 747-4461

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: HEADLAMPS INOP AT TIMES AND POWER LOCKS DON T WORK WITH KEY FOB.

Service Action: TECH TO FLASH BCM TECH STATES FLASH DID NOT CORRECT ISSUE. \r\nAUTHORIZED BCM. TECH WILL CALL BACK WHEN VEH RETURNS TO SHOP FOR AUTHORIZATION OF BCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008314896

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1301401850)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3084B5155)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 110820

Report#: SSV008314896
Open Date: 06/06/2006
Mileage: 8612
Warr Built Dt: 11/08/2004
Supplier RP: R1

Zone/Cd: 71-25034
Name: DISHMAN DODGE CHRYSLER
Address: EAST 7700 SPRAGUE AVENUE
 SPOKANE, WA 99212
Phone: 800 457-6500
 509 924-3250

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: TURN SIGNALS INOP AND HEAD LIGHTS FLICKER. TECH STATES BCM HAS INPUT (HEADLIGHT AND TURN SIGNAL) OPEN CIRCUIT CODES STORED. TECH STATES CHECKED HEADLIGHT SWITCH WIRING. TECH CHECKED POWER/GROUNDS AS WELL AS WIRING/CONN AND CHECKED FOR RUB THROUGHES.

Service Action: ADVISED TECH TO RECHECK BCM CONN FOR POOR CONTACT WITH PINS. ADVISED TECH DUE TO CURRENT LEVEL OF SOFTWARE (04841954AA) TO FLASH BCM TO LATEST LEVEL. \n\nTECH MAY CALL BACK IF NEC FOR CONTROLLER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008315194

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L15R [REDACTED]	Report#: SSV008315194	Zone/Cd: 74-44435
Model Year: 2005	Open Date: 06/06/2006	Name: HUDSON CHRYSLER LLC
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 22831	Address: 1200 CARMICHAEL RD SOUTH HUDSON, WI 54016
Engine: EGH-3.8L V6 OHV Engine (Ser #:1161402243)	Warr Built Dt: 06/15/2004	Phone: 800 236-1333 715 381-3000
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1664B7877)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 061515		

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: HEAD LIGHTS GO OUT INTERMITTANTLY WHILE DRIVING

Service Action: TOOLS : 61.2 , NEED TO UPDATE YOU DRB TO THE PROPER RELEASE NUMBER SEE STAR ON LINE CASE K51767837.\n\nNEED TO DUPLICATE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008309481

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R95R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1219400271)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2234B5529)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081310

Report#: SSV008309481
Open Date: 06/05/2006
Mileage: 41530
Warr Built Dt: 08/13/2004
Supplier RP: R1

Zone/Cd: 51-43401
Name: LUCAS-SMITH CHRYSLER CENTERE
Address: 1600 PARKWAY WEST
 FESTUS, MO 63028
Phone: 636 931-5000

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEAD LAMPS INOP. TECH STATES CUSTOMER CAN HOLD HEADLIGHT SWITCH ON AND LIGHTS WILL WORK. TECH STATES FOG LAMP CODE IS STORED IN FCM WHEN THIS VEHICLE HAS NO FOG LAMPS.

Service Action: ADVISED TECH TO PERFORM TSB 08-028-05 FOR FLASH UP-GRADE OF BCM TO POSSIBLY CORRECT THIS ISSUE. Tech MAY CALL BACK IF NEC FOR CONTROLLER. AUTHORIZED BCM DLR HAS FLASHED THE BCM AND REPLACED THE BCM..ONLY HAPPENED ONCE PER THE OWNER. OWNER SAID THEY USED THE HIGH BEAMS TO OPERATE. THE OFF CONDITION APPEARED FOR 5 MIN PER THE OWNER. VEHICLE DOES NOT HAVE AUTO HEADLIGHTS. DLR TO CHECK THE PIN FIT FROM THE FCM TO THE IPM.. TRY TO DUPLICATE BEFORE REPLACING ANY MORE COMPONENTS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008313152

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24RX5B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1160401062)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1634B6907)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 061523

Report#: SSV008313152
Open Date: 06/05/2006
Mileage: 41169
Warr Built Dt: 06/15/2004
Supplier RP: B1

Zone/Cd: 74-67518
Name: PETTIJOHN AUTO CENTER INC
Address: HIGHWAY 69 SOUTH
 BETHANY, MO 64424
Phone: 660 425-0444
 660 425-2244

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 HEAD LAMPS WILL NOT TURN ON TIME WHEN THE SWITCH IS ACTIVATED.

Service Action:TECH TO REPLACE THE HEADLAMPS SWITCH TO CORRECT THE CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008308551

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1101502951)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1015B5639)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 041413

Report#: SSV008308551
Open Date: 06/01/2006
Mileage: 13000
Warr Built Dt: 04/14/2005
Supplier RP: R1

Zone/Cd: 35-26704
Name: BRENNER CHRY-JEEP LLC
Address: 6039 CARLISLE PIKE
 MECHANICSBURG, PA 170502426
Phone: 717 766-7686

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 IS NOT IN THE SHOP AT THIS TIME. CUSTOMER CALLED TO SAY THAT FOR THE SECOND TIME THE VEHICLE WAS TURNED OFF AND THE POWER SLIDING DOORS WERE INOP. RETURNING TO THE VEHICLE THE ENGINE STARTED AND RAN BUT THE CLUSTER WAS BLANK & THE HEAD LAMPS WOULDNT WORK. AFTER AN HOUR OF SETTING EVERYTHING STARTED WORKING AGAIN.

Service Action:THESE PROBLEMS COULD POINT TO A BCM CONCERN. NEED TO DUPLICATE AND TEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008304494

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1219400972)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2254B5595)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081811

Report#: SSV008304494
Open Date: 05/30/2006
Mileage: 22236
Warr Built Dt: 08/18/2004
Supplier RP: R1

Zone/Cd: 63-68475
Name: DEQUEEN CHRYSLER PLYMOUTH DODG
Address: 1111 EAST COLLIN RAYE DRIVE
 DEQUEEN, AR 71832
Phone: 870 642-3604

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:INTERMITTENT OPERATION OF THE HEADLAMPS, CLUSTER ILLUMINATION, MIL LAMP TURNS ON, AND THE A/C STOPS BLOWING COLD. ONLY CODE IS IN THE CLUSTER FOR U0140. NO AFTERMARKET EQUIPMENT. TECH IS LOOKING FOR DIRECTION.

Service Action:ADVISED TECH TO FLASH THE BCM PER TSB #08-028-04.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008304600

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B55E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6171500936)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1795A2615)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 063007

Report#: SSV008304600
Open Date: 05/30/2006
Mileage: 5882
Warr Built Dt: 06/30/2005
Supplier RP: B1

Zone/Cd: 35-59786
Name: WHEATON DODGE CITY INC
Address: 10915 GEORGIA AVE
 WHEATON, MD 209024797
Phone: INACTIVE
 301 933-7400

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES HEAD LAMPS INOP AT TIMES
Service Action: TECH TO MONITER SWITCH INPUT TO BCM AND BUSED INPUTS TO FCM WITH CONCERN ACTIVE
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008300592

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 #:1047501784)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0525B5696)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022314

Report#: SSV008300592
Open Date: 05/25/2006
Mileage: 31593
Warr Built Dt: 02/23/2005
Supplier RP: R1

Zone/Cd: 74-68343
Name: PRICE CHRYSLER DODGE JEEP
Address: 354 S HWY 55
 PRICE, UT 84501
Phone: 435 637-3360

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: DASH, HEAD LIGHTS, DOOR LOCKS INOP. TECH FOUND 2 DTC STORED IN PCM. TECH CHECKED POWER/GROUNDS AS WELL AS WIRING/CONN AND CHECKED FOR RUB THROUGHS.

Service Action: AUTHORIZED BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362529312

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 #:1075502569)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0745B5662)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032109

Report#: 656362529312
Open Date: 05/25/2006
Mileage: 11748
Warr Built Dt: 03/21/2005
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:ABS LIGHT IS ON ABS LIGHT IS ON THREE TIME THE CUST HAS TRIED TO TURN ON THE HEAD LIGHTS BUT THEY DID NOT LIGH

Service Comment:DRB TESTED AND FOUND LEFT REAR WHEEL SPEED SENSOR FAILURE. REMOVED SENSOR AND DRB TESTED AND FOUND LEFT REAR WHEEL SPEED SENSOR FAILURE.
 REMOVED SENSOR AND REPLACED FAULTY HEADLAMP SWITCH

Service Action:REPLACED LEFT REAR HUB AND SPEED SENSOR. REPLACED LEFT REAR HUB AND SPEED SENSOR.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008293916

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L85R [REDACTED]	Report#: SSV008293916	Zone/Cd: 74-68928
Model Year: 2005	Open Date: 05/22/2006	Name: TIMBERLINE AUTOPLEX OF CHADRON
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 18769	Address: 602 S HIGHWAY 385 CHADRON, NE 693377301
Engine: EGH-3.8L V6 OHV Engine (Ser #:1114400365)	Warr Built Dt: 05/05/2004	Phone: INACTIVE 308 432-3328
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1204B6814)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 050522		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:TECH STATES SLIDING DOORS INOP AND HEADLAMPS INOP AT TIMES. BCM IS NO RESPONSE. TECH DID DISCONNECT AND DOES NOT HELP. POWER AND GROUNDS OK.

Service Action:AUTHORIZED BCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008286389

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B05E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6181400474)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2374A1952)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 090919

Report#: SSV008286389
Open Date: 05/16/2006
Mileage: 16572
Warr Built Dt: 09/09/2004
Supplier RP: B1

Zone/Cd: 51-67416
Name: WESTPORT AUTO SALES INC
Address: RURAL ROUTE 2 BOX #39
 LAWRENCEVILLE, IL 624399611
Phone: 618 884-9062

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES HEADLIGHTS GOING ON AND OFF, NO CODES,
Service Action: RECOMMEND DUPLICATE CONCERN
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008280392

Vehicle Information

VIN: 2C4GP44R25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1246402850)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2514B6731)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091418

Repair Information

Report#: SSV008280392
Open Date: 05/12/2006
Mileage: 9078
Warr Built Dt: 09/14/2004
Supplier RP: R1

Dealer Information

Zone/Cd: 32-08155
Name: PETES CHRYSLER INC
Address: 689 EAST STREET
PITTSFIELD, MA 01201
Phone: INACTIVE
413 442-1584

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEADLAMPS ARE INOP INTERMITTENTLY.

Service Action:TECH TO REPLACE THE HEADLAMP SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 687730411841

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R65R [REDACTED]	Report#: 687730411841	Zone/Cd: 66-68773
Model Year: 2005	Open Date: 05/10/2006	Name: FAYETTEVILLE DODGE CHRYSLER JE
Make/Model: CHRYSLER	Mileage: 34536	Address: 1600 HUNTSVILLE HWY
TOWN & COUNTRY LX FWD	Warr Built Dt: 05/10/2005	FAYETTEVILLE, TN 37334
RSYH53	Supplier RP: TP	Phone: 931 433-4535
Engine: EGA-3.3L V6 OHV Engine (Ser #:1124501477)		
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1265B5466)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 051008		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CHECK FOR NO HEADLIGHTS UNLESS YOU HOLD THE SWITCH TO YOU

Service Comment:CHECKED OUT AND FOUND NEEDS A HEADLIGHT SWITCH. PARTS ORDER

Service Action:REPLACED HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008277166

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45RX5B [REDACTED]

Report#: SSV008277166

Zone/Cd: 32-42124

Model Year: 2005

Open Date: 05/10/2006

Name: GOSS DODGE CHRYSLER

Make/Model:

Mileage: 14609

Address: 1485 SHELBURNE RD

CARAVAN SXT FWD

Warr Built Dt: 06/23/2004

SOUTH BURLINGTON, VT 054037714

RSKH52

Supplier RP: B1

Phone: 802 658-0120

Engine: EGA-3.3L V6 OHV Engine (Ser #:1168400270)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1734A2724)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 062320

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS WILL NOT COMING ON AND WHEN THE SWITCH IS ACTIVATED.

Service Action:TECH TO REPLACE THE SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008271580

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1048401705)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0584B5415)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031117

Report#: SSV008271580
Open Date: 05/08/2006
Mileage: 21519
Warr Built Dt: 03/11/2004
Supplier RP: R1

Zone/Cd: 51-66792
Name: JIM BAIER INC
Address: HWY 61 WEST
 FORT MADISON, IA 52627
Phone: 319 372-1012

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 HEADLIGHT GOES OUT WHILE GOING DOWN THE ROAD. THERE ARE NO CODES AND THIS IS AN INTERMITTENT CONCERN. THE HEADLAMP SWITCH HAS BEEN REPLACED 3 TIMES.

Service Action: LOOK AT A POSSIBLE FCM ISSUE. FCM AND HEADLAMP SWITCH HAS BEEN REPLACED AND LAMPS WILL STILL GO OUT AT RANDOM. TECH DROVE VEH FOR 800 MI AND HEADLAMPS DID FAIL WHILE DRIVING BUT THERE WAS NO TEST EQUIPMENT ON VEH TO DETERMINE FAULT. HEADLAMP SW IS HARDWIRED TO BCM AND THEN BUSSED TO FCM FOR HEADLAMP CONTROL. AUTHORIZED BCM AS BEST GUESS. 4TH TIME IN FOR FAULT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008273426

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 #:1164501586)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1635B6736)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 061505

Report#: SSV008273426
Open Date: 05/08/2006
Mileage: 24789
Warr Built Dt: 06/15/2005
Supplier RP: R1

Zone/Cd: 35-56006
Name: SAYLOR MOTOR CO INC
Address: 301 N CENTER AVE
 SOMERSET, PA 155011429
Phone: INACTIVE
 814 445-7923

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HAS NO HEADLIGHTS UNTIL OPTICAL HORN IS HELD DOWN, TECH CAN NOT DUPLICATE CONCERN. NO CODES IN ANY MODULES

Service Action:RECOMMEND DUPLCATE CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008274140

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1D4GP24R45B [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SE FWD RSKL53</p> <p>Engine: EGA-3.3L V6 OHV Engine (Ser #:1090501262)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0945B5634)</p> <p>Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH</p> <p>MDH: 040614</p>	<p>Report#: SSV008274140</p> <p>Open Date: 05/09/2006</p> <p>Mileage: 5103</p> <p>Warr Built Dt: 04/06/2005</p> <p>Supplier RP: B1</p>	<p>Zone/Cd: 66-36099</p> <p>Name: BARRETT DODGE CHRYSLER JEEP IN</p> <p>Address: 4145 ATLANTA HWY BOGART, GA 30622</p> <p>Phone: INACTIVE 706 549-7555</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS WENT ON WHILE DRIVING...GAUGES WENT DOWN...BCM DTC: \ PCI INTERNAL HARDWARE FAILURE\

Service Action: UPDATE BCM CONTROLLER SOFTWARE.....

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008266144

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1232402695)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2304B8312)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090116

Report#: SSV008266144
Open Date: 05/05/2006
Mileage: 23324
Warr Built Dt: 09/01/2004
Supplier RP: R1

Zone/Cd: 66-41026
Name: EGOLF OF HENDERSONVILLE, LLC
Address: 401 DUNCAN HILL RD
 HENDERSONVILLE, NC 287922718
Phone: 828 692-8777

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: AUTO HEADLAMPS ARE INOP WITH WIPERS ON, NO DTC S, INPUT PRESENT IN BCM, NO OUTPUT.

Service Action: AUTHORIZED BCM,

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008251296

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R55B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1047502397)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0415B8239)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 022621

Report#: SSV008251296
Open Date: 04/26/2006
Mileage: 31373
Warr Built Dt: 02/26/2005
Supplier RP: B1

Zone/Cd: 42-67311
Name: FLETCHER CHRY PRODUCTS IN
Address: 3099 NORTH MORTON
 FRANKLIN, IN 461319744
Phone: 317 738-4170

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 HEADLIGHTS FLICKER AND SHUT OFF. FOG LAMP RELAY. THE GROUNDS HAVE BEEN CHECKED G300 AND G101 AND ARE TIGHT AND CLEAN. THE SWITCH SHOWS TO BE GOOD.

Service Action:ACCORDING TO STAR ONLINE CASE NUMBER K62212843 IF THE GROUNDS HAVE BEEN CHECKED, THEN REPLACE THE FCM/IPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008251400

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L05R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1254400821)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2614B6609)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 092409</p>	<p>Report#: SSV008251400</p> <p>Open Date: 04/26/2006</p> <p>Mileage: 41027</p> <p>Warr Built Dt: 09/24/2004</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 35-68012</p> <p>Name: SCHAEFER & STROHMINGER DELMARV</p> <p>Address: 3132 AIREYS ROAD SPUR CAMBRIDGE, MD 21613</p> <p>Phone: INACTIVE 410 228-5300</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE LIGHT FLICKERS AND THE HEADLIGHTS FLASH ON AND OFF AT TIMES. THERE ARE NO CODES. THE FCM HAS BEEN REPLACED TWICE.

Service Action:IF NO ISSUES WITH THE CABLES ARE CHARGING SYSTEM, THEN THE STAR ONLINE CASE NUMBER K62212843 REFERS TO ALSO CHECK THE GROUNDS AND CHECK THE IPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008250077

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L55 [REDACTED]	Report#: SSV008250077	Zone/Cd: 32-65015
Model Year: 2005	Open Date: 04/25/2006	Name: BRANHAVEN CHRYSLER JEEP DODGE
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 5472	Address: 348 WEST MAIN ST BRANFORD, CT 06405
Engine: EGH-3.8L V6 OHV Engine (Ser #:1180501314)	Warr Built Dt: 07/06/2005	Phone: 203 488-9460 203 488-6351
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1865B7634)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 070618		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE HEAD LAMPS DO NOT GO ON.. INTERMITTENT HEAD LAMP SWITCH MISMATCH CODE...

Service Action: DLR TO TRACK THE PART NUMBER OF THE HEAD LAMP SWITCH -- DLR TO CHECK THE BCM CODES - FLASH AS NEEDED AND OR REPLACE THE BCM

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008250091

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 #:1336401298)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3294B6684)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 120418

Report#: SSV008250091
Open Date: 04/25/2006
Mileage: 13320
Warr Built Dt: 12/04/2004
Supplier RP: R1

Zone/Cd: 42-67293
Name: THELEN CHRYSLER JEEP DODGE
Address: 4191 N EUCLID AVE
 BAY CITY, MI 487062408
Phone: 989 686-7100

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE LIGHTS INTERIOR FLICKER AND THE HEAD LIGHTS -- DLR HAS NOT BEEN ABLE TO DUPLICATE..

Service Action: DLR TO DUPLICATE TO PROCEED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008241639

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1229401485)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2374B6490)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082808

Report#: SSV008241639
Open Date: 04/19/2006
Mileage: 11755
Warr Built Dt: 08/28/2004
Supplier RP: R1

Zone/Cd: 42-68923
Name: SWAFFER'S GATEWAY CHRYSLER INC
Address: 624 W 5TH ST
 CLARE, MI 486179481
Phone: 989 386-7779

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 HEAD LAMPS WILL TURN OF WHILE DRIVING. TECH CAN NOT DUPLICATE THE CONDITION AND THERE ARE NO CODES IN THE SYSTEM.

Service Action: TECH TO REPLACE THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008242673

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 #:1279401806)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2804B5192)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 100823

Report#: SSV008242673
Open Date: 04/20/2006
Mileage: 16948
Warr Built Dt: 10/08/2004
Supplier RP: B1

Zone/Cd: 51-23561
Name: RON WILLEY FORD INC
Address: 1155 SOUTH G AVENUE
 NEVADA, IA 50201
Phone: INACTIVE
 515 382-2174

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE HEAD LIGHTS WILL NOT COME ON AT TIMES. SOMETIMES WHEN STARTING THE VEHICLE THE CLUSTER DOES WEIRD THINGS, GAUGES STICK, AND/OR WARNING LIGHTS STAY ON AFTER BULB CHECK. NO DTC S TECH CANNOT DUPLICATE. TECH CHECKED STAR ONLINE AND DID NOT FIND ANYTHING FOR THIS CONDITION.

Service Action: ADVISED TECH THERE ARE OTHER CASES CONCERNING THIS, BUT ALMOST ALL OF THEM THE TECH S SAY THEY CANNOT DUPLICATE. FOR BOTH CONDITION RECOMMEND TO CHECK THE IPM/FCM CONNECTIONS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008243071

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 #:1070401434)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0754B8269)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032409

Report#: SSV008243071
Open Date: 04/20/2006
Mileage: 20241
Warr Built Dt: 03/24/2004
Supplier RP: B1

Zone/Cd: 74-44644
Name: KEN GARFF WEST VALLEY CHRYSLER
Address: 4175 W 3500 SOUTH
 WEST VALLEY CITY, UT 841203203
Phone: 801 955-0697
 801 955-7448

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: DOME LAMPS WILL NOT TURN OFF, HEADLAMPS WILL NOT TURN ON UNLESS YOU CYCLE KEY, NO DTC S, TECH CKD RELATED WIRING AND CONNECTORS.

Service Action: AUTHORIZED BCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008244660

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R35B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1338400104)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3424B7866)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 121711

Report#: SSV008244660
Open Date: 04/20/2006
Mileage: 2872
Warr Built Dt: 12/17/2004
Supplier RP: B1

Zone/Cd: 74-68609
Name: JOHN HOFFER DODGE-CHRY-PLYM-JE
Address: 2816 GRAND AVE
 CARTHAGE, MO 64836
Phone: 417 358-5951

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES HEADLIGHTS WILL NOT COME ON INTERMITTENTLY, CUSTOMER CAN PLAY WITH WITH HEADLIGHTS SWITCH AND LIGHTS COME ON. NO CODES, TECH CAN NOT DUPLICATE CONCERN

Service Action: RECOMMEND DUPLICATE CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008232846

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 #:1191401006)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1894B8028)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 072814

Report#: SSV008232846
Open Date: 04/12/2006
Mileage: 27163
Warr Built Dt: 07/28/2004
Supplier RP: B1

Zone/Cd: 74-42795
Name: BURTIS MOTOR COMPANY INC
Address: 601 W KANSAS
 GARDEN CITY, KS 67846
Phone: 620 275-6177
 620 275-6171

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:HEADLAMPS DO NOT COME ON AT TIMES.

Service Action:ADVISED TO REPLACE SWITCH WITH MOST CURRENT PART NUMBER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362504071

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1292400411)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2924B5419)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102103

Report#: 656362504071
Open Date: 04/07/2006
Mileage: 13267
Warr Built Dt: 10/21/2004
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES HEADLAMPS INOP INT-PART ORDERED AND HERE REPLACEMENT HEADLIGHT SWI

Service Comment: VARIFIED CONCERN REPLACED HEADLAMP SWITCH

Service Action: VARIFIED REPAIR

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008233412

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L15 [REDACTED]	Report#: SSV008233412	Zone/Cd: 42-42643
Model Year: 2005	Open Date: 04/13/2006	Name: HUBLER DODGE INCORPORATED
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 21184	Address: 8202 U.S. 31 SOUTH INDIANAPOLIS, IN 46227
Engine: EGH-3.8L V6 OHV Engine (Ser #:1054508145)	Warr Built Dt: 02/28/2005	Phone: INACTIVE 317 885-3634
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0565B6877)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 022814		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLIGHTS GO OUT WHEN DRIVING, CUSTOMER STATES CAN PLAY WITH HEADLIGHT SWITCH AND LAMPS WILL COME BACK ON. TECH CAN NOT DUPLICATE.

Service Action:RECOMMEND DUPLICATE CONCERN, HAVE CUSTOMER DEMO CONCERN IF POSSIBLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008235007

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R15B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1077401970)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0784B6638)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 033109

Report#: SSV008235007
Open Date: 04/13/2006
Mileage: 35989
Warr Built Dt: 03/31/2004
Supplier RP: B1

Zone/Cd: 32-45227
Name: KO DODGE
Address: 234 WORCESTER ST
 WELLESLEY HILLS, MA 024815433
Phone: INACTIVE
 781 235-6666

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 HEAD LAMPS WILL GO OUT WHILE DRIVING AND TECH CAN NOT DUPLICATE THE CONDITION.

Service Action:TECH TO REPLACE THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008226015

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1074502360)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0755B6535)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031911

Report#: SSV008226015
Open Date: 04/10/2006
Mileage: 4466
Warr Built Dt: 03/19/2005
Supplier RP: R1

Zone/Cd: 35-67280
Name: SANDS CHRYSLER JEEP DODGE
Address: 501 N WEST END BLVD
 QUAKERTOWN, PA 189512313
Phone: 215 536-0946

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: HEADLIGHTS FLICKER WHEN THE HEATED SEATS ARE ON. THE FCM WAS REPLACED. THE DLR CHECKED G300 STUD THERE. THIS HAS STOW AND GO. K62212843 WAS LOOKED AT. THE DLR SAYS THAT THE CONCERN IS WORSE THAN MOST OTHER MINIVANS THAT HAVE THIS CONCERN.

Service Action: THE DLR NEEDS TO CONTINUE TO CHECK OTHER GROUNDS. ALSO CHECK FOR A CHARGING SYSTEM CONCERN. TECH IS HAVING A HARD TIME BELIEVING THAT THIS COULD BE NORMAL. HAS REPLACED THE BATTERY, FCM & ALT. DISCUSSED BATTERY STATE OF CHARGE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008228480

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R05 [REDACTED]

Report#: SSV008228480

Zone/Cd: 71-45094

Model Year: 2005

Open Date: 04/10/2006

Name: BRENTWOOD DODGE CHRYSLER JEEP

Make/Model:

Mileage: 42000

Address: 8085 BRENTWOOD BOULEVARD

GRAND CARAVAN SE FWD

Warr Built Dt: 08/10/2004

BRENTWOOD, CA 94513

RSKL53

Supplier RP: B1

Phone: INACTIVE

Engine: EGA-3.3L V6 OHV Engine (Ser #:1211400492)

925 634-9900

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2094B5651)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 081008

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLIGHTS INOP, PARK LAMP AND HIGH BEAM OK, FCM HAS BEEN REPLACED ON PREVIOUS VISIT

Service Action: RECOMMEND CHECK OUTPUTS FROM MULTIFUNCTION SWITCH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008220287

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 #:1169502414)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1725B5504)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062309

Report#: SSV008220287
Open Date: 04/05/2006
Mileage: 8718
Warr Built Dt: 06/23/2005
Supplier RP: R1

Zone/Cd: 35-23311
Name: COURTESY CHRYSLER JEEP
Address: 755 ROCKVILLE PIKE
 ROCKVILLE, MD 208521186
Phone: INACTIVE
 301 424-1700

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLIGHTS GO OFF AT NIGHT. TECH CAN NOT DUPLICATE.

Service Action:RECOMMEND PERFORM WIGGLE TEST ON HARNESS. DUPLICATE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008220713

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1072400840)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0824B5865)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032612

Report#: SSV008220713
Open Date: 04/05/2006
Mileage: 26114
Warr Built Dt: 03/26/2004
Supplier RP: R1

Zone/Cd: 74-43350
Name: SCOTT-PREUSSE INC
Address: 1300 E BRIDGE ST
 REDWOOD FALLS, MN 56283
Phone: INACTIVE
 507 637-2991

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: HEADLIGHTS WILL NOT TURN ON AT TIMES WITH OUT THE KEY ON.

Service Action: RECOMMEND WITH CONCERN HAPPENING TO MEASURE THE MUX FEED TO THE SWITCH. WITH THE SWITCH UNPLUGGED THE VOLTAGE SHOULD BE 5V. FOUND THAT THE VOLTAGE FROM BCM IS 1.3V AT TIMES. WHILE MONITORING.. TERMINAL 17 C-5 CONNECTOR.. BCM.....\r\n..... AUTHORIZED FUNCTION 11 EXCHANGE.....

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008221109

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R35 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1315404357)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3364B6538)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 120710

Report#: SSV008221109
Open Date: 04/05/2006
Mileage: 19473
Warr Built Dt: 12/07/2004
Supplier RP: B1

Zone/Cd: 71-44364
Name: PERFORMANCE CHRY-JEEP-DODGE
Address: 4240 W GLENDALE AVE
 PHOENIX, AZ 850518190
Phone: INACTIVE
 623 247-4444

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: HEADLAMPS TURN OFF AT NIGHT AND COME BACK ON WITH NO SWITCH INPUTS.NO CODES
Service Action: MUST DUPLICATE TO DIAG.COULD BE SWITCH OR FCM,CHECK G300
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008221177

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1052501443)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0535B7686)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022410

Report#: SSV008221177
Open Date: 04/05/2006
Mileage: 8979
Warr Built Dt: 02/24/2005
Supplier RP: R1

Zone/Cd: 42-66487
Name: JAKE SWEENEY CHRYSLER JEEP DOD
Address: 85 W KEMPER RD
 CINCINNATI, OH 452462509
Phone: 513 782-1030
 513 782-1000

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS ARE INOP AT TIMES WHILE DRIVING.

Service Action:TECH TO REPLACE THE FCM TO CORRECT THE CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 260251355981

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R15B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1178500478)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1815B6504)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 070106

Report#: 260251355981
Open Date: 04/06/2006
Mileage: 4851
Warr Built Dt: 07/01/2005
Supplier RP: TP

Zone/Cd: 51-26025
Name: MID RIVERS CHRYSLER JEEP DODGE
Address: 4951 VETERANS MEMORIAL PKWY
 SAINT PETERS, MO 633761652
Phone: 636 928-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
1DW671J8AA	SWITCH -LIGHTING CONTROL	1	58.80	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS WILL NOT COME ON INTERMITTENTLY INSTALL ORDERED HEAD

Service Comment:TESTED SWITCH AND FOUND HEADLAMP SWITCH TO HAVE INTERMITTENT OPEN.

Service Action:REPLACED HEADLAMP SWITCH AND TEST DROVE VERIFIED NO FURTHER PROBLEMS FOUND.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 618882347602

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1108500740)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1125B5242)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042518

Report#: 618882347602
Open Date: 04/06/2006
Mileage: 14537
Warr Built Dt: 04/25/2005
Supplier RP: R1

Zone/Cd: 42-61888
Name: MONICATTI CHRYSLER JEEP SALES,
Address: 40755 VAN DYKE AVENUE
 STERLING HEIGHTS, MI 48313
Phone: INACTIVE
 586 977-1700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04868122AE		1	40.60	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES INTERMITTENTLY HEADLAMPS WILL SHUT OFF BY THEMSELVES WHILE DRIVING. CUST STATES RIGHT SLIDING DOOR TRACK PART CAME OFF PART IN FRONT ASHTRAY

Service Comment: INTERNAL OPEN IN HEADLIGHT SWITCH, CAN WIGGLE KNOB AND GET HEADLIGHTS TO TURN RIGHT SIDE SLIDING DOOR CABLE TRACK CHANNEL BROKEN.

Service Action: REPLACED HEADLIGHT SWITCH. REPLACED RIGHT SIDE SLIDING DOOR FLEX CABLE TRACK FOR POWER SLIDING DOOR.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 682391569541

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R85B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1052400481)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0624B5605)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 030919

Report#: 682391569541
Open Date: 04/04/2006
Mileage: 32498
Warr Built Dt: 03/09/2004
Supplier RP: TP

Zone/Cd: 71-68239
Name: ROBERT LARSON'S CHRYSLER JEEP
Address: 7601 SOUTH TACOMA WAY
 TACOMA, WA 984097592
Phone: INACTIVE
 253 474-0621

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:C/S THERE ARE NO OUTSIDE LIGHTS (HEADLAMPS, TAILLAMPS, ETC)

Service Comment:HEADLAMP SWITCH

Service Action:OPERATED THE LIGHTS PER THE CONCERN THAT WAS GIVEN BY THE PERSON DROPPING THE

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008222288

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L75R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1131501174)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1325B7003)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 051409

Report#: SSV008222288
Open Date: 04/06/2006
Mileage: 25641
Warr Built Dt: 05/14/2005
Supplier RP: R1

Zone/Cd: 32-44033
Name: FUCCILLO DODGE-CHRYSLER-JEEP
Address: 71 N MAIN ST
 ADAMS, NY 13605
Phone: 315 232-3222
 315 232-4163

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:DLR STATES HEAD LAMPS SHUT OFF WHEN DRIVING AT TIMES, TECH CANT DUPLICATE
Service Action:TECH TO DUPLICATE CONCERN
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008222473

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 #:1026500532)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0345B8055)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020913

Report#: SSV008222473
Open Date: 04/06/2006
Mileage: 9326
Warr Built Dt: 02/09/2005
Supplier RP: R1

Zone/Cd: 32-09733
Name: CENTRAL CHRYSLER JEEP DODGE
Address: 56 PROVIDENCE HWY
 NORWOOD, MA 020622622
Phone: 781 762-2200

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: HEADLAMPS WILL NOT COME ON AT TIMES WHEN THE SWITCH IS TURNED, THEY WILL COME ON WHEN SWITCH IS OPERATED SEVERAL TIMES. SWITCH & FCM HAVE BEEN REPLACED.

Service Action: SECOND TECH WORKING ON THE VEHICLE. NEED TO DUPLICATE THE CONDITION AND MONITOR TH EINPUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008223439

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L95R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1026500226)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0355B5267)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020903

Report#: SSV008223439
Open Date: 04/06/2006
Mileage: 23407
Warr Built Dt: 02/09/2005
Supplier RP: R1

Zone/Cd: 71-44517
Name: DODGE-CHRY-JEEP OF VACAVILLE
Address: 681 ORANGE DRIVE
 VACAVILLE, CA 95687
Phone: 707 449-8900

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLIGHTS GO OUT, TECH CAN NOT DUPLICATE CONCERN

Service Action:RECOMMEND TRY WIGGLE TEST OF HARNESS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008202290

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R75B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1032500477)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0345B5476)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 020813

Report#: SSV008202290
Open Date: 04/04/2006
Mileage: 16668
Warr Built Dt: 02/08/2005
Supplier RP: B1

Zone/Cd: 66-68808
Name: AUTO PARK EAST
Address: 5310 ROLESVILLE RD
 WENDELL, NC 275917958
Phone: 919 366-7000

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 HEAD LAMPS WILL NOT OPERATE AT TIMES.

Service Action: TECH TO CHECK THE HEAD LAMPS INPUT TO THE BCM, IF OK IT COULD BE THE FCM. DLR CANNOT DUPLICATE - ANOTHER DLR HAS REPLACED THE BCM RECENTLY FOR OTHER REASONS - THIS DLR HAS REPLACED THE HEAD LIGHT SWITCH. POSSIBLE GRD TO THE HEADLAMPS AND OR HEAD LAMP SWITCH..DLR SHOULD DUPLICATE THE CONCERN..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008216008

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 #:1264402639)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2584A1421)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092213

Report#: SSV008216008
Open Date: 04/03/2006
Mileage: 12580
Warr Built Dt: 09/22/2004
Supplier RP: R1

Zone/Cd: 35-68485
Name: SOLOMON CHRYSLER JEEP DODGE
Address: 2605 E ROY FURMAN HWY
 CARMICHAELS, PA 153202434
Phone: 724 966-2600

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEAD LAMPS OUT AT TIMES WHILE DRIVING.. DLR HAS NOT DUPLICATED..

Service Action: DLR TO REPLACE THE HEAD LAMP SWITRCH AND FLASH THE BCM

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008219413

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 #:1074502219)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0755B6604)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031909

Report#: SSV008219413
Open Date: 04/04/2006
Mileage: 15684
Warr Built Dt: 03/19/2005
Supplier RP: R1

Zone/Cd: 42-52664
Name: JUNCTION AUTO SALES INC
Address: 12423 MAYFIELD
 CHARDON, OH 44024
Phone: 440 946-5577
 440 286-6161

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: HEADLAMPS AND CLUSTER ARE INOP, TECH PULLED DTC OF PCI INTERNAL OUT OF BCM

Service Action: ADVISED TECH TO PERFORM TSB# 08-028-05, UPDATE BCM SOFT LATEST LEVEL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 082990416721

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 #:1126500257)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1305B6396)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 051200

Report#: 082990416721
Open Date: 04/04/2006
Mileage: 25236
Warr Built Dt: 05/12/2005
Supplier RP: TP

Zone/Cd: 51-08299
Name: BOSAK MOTOR SALES INC
Address: 3111 W LINCOLN HWY, RT 30
 MERRILLVILLE, IN 464105148
Phone: 219 738-2323

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAA	SWITCH -LIGHTING CONTROL	1	46.69	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES HEAD LIGHTS QUIT AT TIMES WHILE DRIVING
Service Comment: HEAD LMAP SWITCH HAS INTERNAL DEFECT, NEEDS REPLACED
Service Action: REPLACED HEAD LAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 250194049911

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L05R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1226401366)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2324B6264)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 082509</p>	<p>Report#: 250194049911</p> <p>Open Date: 03/31/2006</p> <p>Mileage: 17848</p> <p>Warr Built Dt: 08/25/2004</p> <p>Supplier RP: TP</p>	<p>Zone/Cd: 32-25019</p> <p>Name: SAM DELLS DODGE CORP</p> <p>Address: 1011 WEST GENESEE STREET SYRACUSE, NY 132042244</p> <p>Phone: INACTIVE 315 472-6633</p>
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Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651J8AE	SWITCH -LIGHTING CONTROL	1	56.70	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CK FOR HEADLAMPS INTERM INOP- INSTALL SOP SWITCH-

Service Comment:

Service Action:REPLACE FAULTY HEADLAMP SWITCH-

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 598834680901

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1144502850)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1475A1826)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 053108

Report#: 598834680901
Open Date: 03/27/2006
Mileage: 10408
Warr Built Dt: 05/31/2005
Supplier RP: TP

Zone/Cd: 42-59883
Name: OAKLAND DODGE INC
Address: 101 W 14 MILE RD
 MADISON HGHTS, MI 480711390
Phone: INACTIVE
 248 585-8800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651J8AE	SWITCH -LIGHTING CONTROL	1	56.70	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CK GO TO TURN HEADLIGHTS ON WILL NOT COME ON OR IF DRIVING HEADLIGHTS WILL QUI

Service Comment:

Service Action:TEST AND REPLACE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 231681326762

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 #:1219402798)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2044B5188)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081710

Report#: 231681326762
Open Date: 03/24/2006
Mileage: 14213
Warr Built Dt: 08/17/2004
Supplier RP: AY

Zone/Cd: 32-23168
Name: CHRYSLER JEEP DODGE OF STAMFOR
Address: 840 EAST MAIN ST
 STAMFORD, CT 069023904
Phone: INACTIVE
 203 326-7800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04868122AD	CHANNEL -SLIDING DOOR RIGHT	1	47.60	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CK CAR INTERMITTENLY WHEN TURN HEAD LIGHTS ON INOP. NEED PLAY WITH HEAD LIGHT CK RIGHT SIDE SLIDING DOOR CK RIGHT SIDE SLIDING DOOR

Service Comment:FAULTY HEAD LIGHT SWITCH FAULTY RIGHT SIDE DOOR CHANNEL / FAULTY RIGHT SIDE DOOR CHANNEL /

Service Action:CK -REPLACED HEAD LIGHT SWITCH CK -DIAGNOSE DOOR --ORDER & REPLACED DOOR CHANNEL/WIRES CK -DIAGNOSE DOOR --ORDER & REPLACED DOOR CHANNEL/WIRES

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613063012

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R35B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1075402530)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0724B5703)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 033010

Report#: 412613063012
Open Date: 03/28/2006
Mileage: 27909
Warr Built Dt: 03/30/2004
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AC	SWITCH -LIGHTING CONTROL	1	47.67	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES WHINING NOISE IN STEERING -- INSTALL SOP CUSTOMER STATES HEADLIGHTS INTERMITT INOP -- INSTALL SOP

Service Comment:

Service Action:REPLACED LEAKING POWER STEERING RACK ASSEMBLY, RESET TOE REPLACED HEADLAMP SWITCH PER SYMPTOMS

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008211280

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B85E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6168501100)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1735A1494)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062418

Report#: SSV008211280
Open Date: 03/30/2006
Mileage: 7000
Warr Built Dt: 06/24/2005
Supplier RP: B1

Zone/Cd: 42-44254
Name: BOB CALDWELL CHRYSLER JEEP DOD
Address: 1888 MORSE RD
 COLUMBUS, OH 432296604
Phone: 614 888-2331

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: HEADLAMPS FLICKER AND RADIO VOLUMN FLUXUATES. TECH UNABLE TO DUPLICATE, NO ADD ON EQUIPMENT. NO CODES IN ANY MODULE.

Service Action: VEHICLE HAS HAD THE ALTERNATOR WAS REPLACED AT APPROXIMATELY 3800 MILES. I RECOMMEND THAT WE CONTACT THE CUSTOMER AND SEE IF THERE WAS ANY CORRELATION BETWEEN THE REPLACEMENT OF THE ALTERNATOR AND THE CURRENT CONDITION. CHECK ALTERNATOR OUTPUT FOR FLUCTUATION UNDER LOAD (LAMPS ON), CHECK BELT, CHECK CONNECTIONS AT THE ALTERNATOR AND BATTERY, CHECK GROUND CIRCUITS OF THE IPM, BATTERY AND DASH. MAKE AN ATTEMPT TO DUPLICATE THE CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 263345874961

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R35B [REDACTED]

Report#: 263345874961

Zone/Cd: 42-26334

Model Year: 2005

Open Date: 03/30/2006

Name: SOUTHFIELD DODGE CHRYSLER JEEP

Make/Model: CHRYSLER

Mileage: 18968

Address: 28100 TELEGRAPH ROAD

TOWN & COUNTRY FWD

Warr Built Dt: 08/03/2004

SOUTHFIELD, MI 48034

RSYH52

Supplier RP: TP

Phone: 248 354-2950

Engine: EGA-3.3L V6 OHV Engine (Ser #:1204400611)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2114B6865)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 080312

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:INTERMITTLY THE HEADLAMPS WILL NOT COME ON.

Service Comment:INTERMITTENT

Service Action:REPLACE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R443957603DI55

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L85R [REDACTED]

Report#: 5R443957603DI55

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 03/31/2006

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 19870

Address: 800 CHRYSLER DRIVE

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 02/10/2005

AUBURN HILLS, MI 48326-2757

RSYP53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1028500085)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0375A1052)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 021007

Service Narrative Information

Evaluator's Comment: I55 Electrical & Accessories, Exterior lights not working. GROUP=I, TYPE=55 HEADLAMPS SHUT OFF WHILE DRIVING AT TIMES. ALSO, IF YOU SHUT THEM OFF THE PARKING LIGHTS AND CLUSTER STAY ON . IF THE VEHICLE IS SHUT OFF AND THEN RESTARTED THE LIGHTS WILL COME BACK ON EVEN WHEN THE LIGHT SWITCH IS OFF.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 669120610741

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 #:1349400326)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3504B8414)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 010922

Report#: 669120610741
Open Date: 03/31/2006
Mileage: 13297
Warr Built Dt: 01/09/2005
Supplier RP: TP

Zone/Cd: 74-66912
Name: ROSEVILLE CHRYSLER JEEP DODGE,
Address: 2805 HIGHWAY 35W NORTH
 ROSEVILLE, MN 551131133
Phone: 651 633-3500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: AT TIMES HEADLIGHTS WILL NOT COME ON, AT TIMES IF TURN OFF AND ON WITH SWITCH

Service Comment: TESTED AND REPLACED HEAD LAMP SWITCH

Service Action:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 260251352091

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1011501433)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0225B8081)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 012516

Report#: 260251352091
Open Date: 03/28/2006
Mileage: 20790
Warr Built Dt: 01/25/2005
Supplier RP: TP

Zone/Cd: 51-26025
Name: MID RIVERS CHRYSLER JEEP DODGE
Address: 4951 VETERANS MEMORIAL PKWY
 SAINT PETERS, MO 633761652
Phone: 636 928-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: SOMETIMES THE HEADLAMPS WILL NOT COME ON. HAVE TO PLAY WITH THE SWITCH.

Service Comment: HEADLAMP SWITCH WAS FOUND TO BE SHORTED

Service Action: REPLACED THE FAULTY HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008204896

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]	Report#: SSV008204896	Zone/Cd: 35-44530
Model Year: 2005	Open Date: 03/27/2006	Name: DIEHL CHRYSLER JEEP DODGE
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 27735	Address: 258 PITTSBURGH RD BUTLER, PA 160023952
Engine: EGH-3.8L V6 OHV Engine (Ser #:1203401123)	Warr Built Dt: 07/30/2004	Phone: 724 282-8898
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2094B7718)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 073002		

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: HEADLAMPS WERE INOP. HEADLAMP SWITCH MIS-MATCH WAS THE CODE.

Service Action: LIGHTS STARTED WORKING WHEN THE CODE WAS ERASED. TECH TO REPLACE THE SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008205004

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R15 [REDACTED]	Report#: SSV008205004	Zone/Cd: 35-68485
Model Year: 2005	Open Date: 03/27/2006	Name: SOLOMON CHRYSLER JEEP DODGE
Make/Model: CARAVAN SXT FWD RSKH52	Mileage: 1 Warr Built Dt: 05/17/2005	Address: 2605 E ROY FURMAN HWY CARMICHAELS, PA 153202434
Engine: EGA-3.3L V6 OHV Engine (Ser #:1129501374)	Supplier RP: B1	Phone: 724 966-2600
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1335B5378)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 051706		

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: HEADLIGHTS GO OUT AT NIGHT. THERE ARE NO CODES. THE FCM HAS BEEN REPLACED.

Service Action: THE DLR NEEDS TO CHECK THE CONNECTIONS AT THE HEADLAMP SWITCH. IF GOOD, POSSIBLE BCM CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008205249

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R35B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1231400913)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2374B6300)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 090219

Report#: SSV008205249
Open Date: 03/27/2006
Mileage: 21000
Warr Built Dt: 09/02/2004
Supplier RP: B1

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: CUSTOMER STATES THE HEADLIGHTS ARE INOP. TECH CANNOT DUPLICATE, BUT THIS IS THE SECOND VEHICLE THE TECH HAS HAD DOING THIS. TECH IS CALLING TO SEE IF WE HAVE SEEN THIS BEFORE. TECH SAYS THE FCM DID HAVE A CODE : FRONT FOG LAMP RELAY OPEN. THE VEHICLE DOES NOT HAVE FOG LIGHTS.

Service Action: ADVISED TECH FOR THE FOG LAMP CODE, IT IS NORMAL THAT IT WILL BEE THERE. THE FCM IS LOOKING FOR A FOG LAMP RELAY AND IT NOT SEEING A RELAY. ADVISED TECH IT IS BEING RECOMMENDED TO CHECK G300 AND G301. IF THEY ARE OK ALSO TRY A HEADLAMP SWITCH AND CHECK THE FCM CONNECTIONS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 631061648241

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1233402468)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2364B5252)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091106

Report#: 631061648241
Open Date: 03/22/2006
Mileage: 23559
Warr Built Dt: 09/11/2004
Supplier RP: TP

Zone/Cd: 71-63106
Name: BREWER CHRYSLER INC
Address: 2201 AUBURN WAY NORTH
 AUBURN, WA 980022821
Phone: INACTIVE
 253 833-5500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AC	SWITCH -LIGHTING CONTROL	1	47.67	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:C/S THEW HEADLIGHTS DONOT COME ON. PART IN...

Service Comment:VERIFIED FAILED SWITCH ASSY

Service Action:REPLACED SWITRCH AND RECHECKED GOOD

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 683680960391

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B35E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6244400701)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2724A1354)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 100517

Report#: 683680960391
Open Date: 03/22/2006
Mileage: 27314
Warr Built Dt: 10/05/2004
Supplier RP: TP

Zone/Cd: 66-68368
Name: BENCHMARK CHRYSLER JEEP DODGE
Address: 1313 GRANTS MILL WAY
 BIRMINGHAM, AL 35210
Phone: 205 957-1314
 205 957-1313

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
1DW671DVAA	SWITCH -LIGHTING CONTROL	1	59.71	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES HEADLIGHTS INOP AT TIMES
Service Comment:
Service Action: REPLACED HEADLAMP SWITCH FOR INTERMITTANT SHORT

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R249689603AI55

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP44R75R [REDACTED]

Report#: 5R249689603AI55

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 03/27/2006

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 28342

Address: 800 CHRYSLER DRIVE

TOWN & COUNTRY LX FWD

Warr Built Dt: 08/27/2004

AUBURN HILLS, MI 48326-2757

RSYH53

Supplier RP:

Phone:

Engine: EGA-3.3L V6 OHV Engine (Ser #:1226402525)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2374B5467)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 082708

Service Narrative Information

Evaluator's Comment: I55 Electrical & Accessories, Exterior lights not working. GROUP=I, TYPE=55 MY WIFE REPORTED ONE ESPISODE OF THE HEADLIGHTS FLICKERING OR NOT WORKING FOR A BRIEF MOMENT.. WE HAVE HAD THE SWITCH REPLACED BEFORE AND HAVE NOT HAD ANY MORE PROBLEMS SINCE THEN EXCEPT FOR THIS PROBLEM

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004767558

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1341404584)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3414B5239)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 121500

Report#: SSV004767558
Open Date: 03/22/2006
Mileage: 9838
Warr Built Dt: 12/15/2004
Supplier RP: R1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLIGHTS AND INTERIOR LIGHTS FLICKER. THE GROUNDS WERE CHECKED. THERE ARE NO CODES. THE DLR DOES NOT HAVE ANY CHARGING SYSTEM ISSUES.

\n:DAH18:12/05/2005

Service Action: A CERTAIN AMOUNT OF FLICKER IS NORMAL. THE DLR NEEDS TO COMPARE IT TO ANOTHER VEHICLE. \n:DAH18:12/05/2005 CUSTOMER HAS THE VEHICLE AT ANOTHER DEALERSHIP FOR THE SAME CONDITION. HE HAS NOW SAID THAT IT OCCURS WHEN THE HEATED SEATS ARE TURNED ON. THE HEAVY LOAD FROM THE HEATED SEAT GRIDS HELP TO PULL THE BATTERY DOWN AND THE CHANGE IN CHARGING CIRCUIT OPERATION CAN BE SEEN IN THE INTENSITY OF THE LIGHTING. THIS IS NORMAL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008199861

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R65B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1212402161)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2154B5343)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 081001

Report#: SSV008199861
Open Date: 03/22/2006
Mileage: 12950
Warr Built Dt: 08/10/2004
Supplier RP: B1

Zone/Cd: 32-60226
Name: BILL VOLZ'S WESTCHESTER CHRYSL
Address: 2293 CROMPOND RD
 CORTLANDT MANOR, NY 105675281
Phone: 914 739-7100

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE HEADLIGHTS WHEN USING POWER WINDOWS THEY DIM AND SOMETIME THEY GO OUT. TECH CHECKED WITH A KNOWN GOOD LIKE VEHICLE AND THE HEADLIGHT DIM A LITTLE DUE TO THE LOAD FROM THE POWER WINDOWS. HE HAS NOT DUPLICATED THE LIGHTS TURNING OFF CONCERN.

Service Action: ADVISED TECH THE FLICKER MAY BE NORMAL DUE TO THE CHARGING SYSTEM MAKING ADJUSTMENTS TO THE LOADS ON THE VEHICLE. CALLED BACK AND SAYS HE CANNOT DUPLICATE AND LAMPS NEVER WENT OUT AND NO CODES. IF UNABLE TO DUPLICATE AND NO CODES THEN DO NOT REPLACE PARTS. WE MUST DUPLICATE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008200966

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1112501383)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1165B6911)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042816

Report#: SSV008200966
Open Date: 03/23/2006
Mileage: 6200
Warr Built Dt: 04/28/2005
Supplier RP: R1

Zone/Cd: 51-67592
Name: BILL KAY'S NAPERVILLE CHRYSLER
Address: 1550 WEST OGDEN AVENUE
 NAPERVILLE, IL 605403907
Phone: INACTIVE
 630 355-7500

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 HEADLAMPS WILL DROP OUT INTERMITTENTLY WHILE DRIVING, ALSO THE DOOR LOCKS ARE INOP INTERMITTENTLY. THERE ARE NO CODES IN THE SYSTEM.

Service Action: TECH TO CHECK THE HEADLAMPS SWITCH INPUT TO THE BCM, ALSO THE DOOR LOCK SWITCH. IT COULD BE A SWITCH OR BCM ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 640771692902

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 #:1174502156)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1785B8004)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062921

Report#: 640771692902
Open Date: 03/24/2006
Mileage: 8779
Warr Built Dt: 06/29/2005
Supplier RP: RL

Zone/Cd: 42-64077
Name: ROSEVILLE CHRYSLER DODGE JEEP
Address: 25800 GRATIOT AVE
 ROSEVILLE, MI 480664480
Phone: 586 859-2575
 586 859-2500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04743024AD	BUSHING -SWAY ELIMINATOR	1	7.42	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: SWITCH, HEADLAMP AND INSTRUMENT PANEL-Test and replace (B) CUSHION, FRONT SWAY BAR-Replace (C)

Service Comment: KP PW

Service Action: 8786 HEAD LIGHTS SWITCH SHORTED REPLCAED HEAD LIGHT SWITCH 8783 SWAY BAR BUSHINGS MAKING NOISE REPLED SWAY BAR BUSHINGS TEST DRIVE OK

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 668040112201

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R15B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1179501354)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1825A0400)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 070510

Report#: 668040112201
Open Date: 03/24/2006
Mileage: 16276
Warr Built Dt: 07/05/2005
Supplier RP: MO

Zone/Cd: 51-66804
Name: MANCARI'S CHRYSLER JEEP DODGE,
Address: 4630 WEST 95TH STREET
 OAK LAWN, IL 604532514
Phone: 708 423-0910

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05144579AC	MODULE -FRONT CONTROL	1	91.63	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:Module, front control - Replace (B)

Service Comment:F

Service Action:16276 HEADLIGHTS ARE INOP CAUSE THE FRONT LIGHTING MODUALE IS BURNT OUT CORREC

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 421843222341

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1D4GP24RX5B [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SE FWD RSKL53</p> <p>Engine: EGA-3.3L V6 OHV Engine (Ser #:1132501557)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1385B7558)</p> <p>Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH</p> <p>MDH: 052012</p>	<p>Report#: 421843222341</p> <p>Open Date: 03/21/2006</p> <p>Mileage: 28076</p> <p>Warr Built Dt: 05/20/2005</p> <p>Supplier RP: TP</p>	<p>Zone/Cd: 71-42184</p> <p>Name: TIMBERLINE CHRYSLER JEEP DODGE</p> <p>Address: 2406 N E SANDY BLVD PORTLAND, OR 972322399</p> <p>Phone: INACTIVE 503 234-0771</p>
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Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES THAT WHEN USING THE HEADLIGHTS ONE NIGHT THEY WOULD NOT TUEN ON ..

Service Comment: INTERNAL FAILURE.

Service Action: REPLACED HEADLIGHT SWITCH. SWITCH CHECKS OK.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 250194035721

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L25R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1160503417)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1655B7693)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 061617

Report#: 250194035721
Open Date: 03/18/2006
Mileage: 11851
Warr Built Dt: 06/16/2005
Supplier RP: TP

Zone/Cd: 32-25019
Name: SAM DELLS DODGE CORP
Address: 1011 WEST GENESEE STREET
 SYRACUSE, NY 132042244
Phone: INACTIVE
 315 472-6633

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAF	SWITCH -LIGHTING CONTROL	1	41.86	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSOTMER STATES HEADLAMPS WON T COME ON AT TIMES-LAST TIME IN #489 DIAGNOSED A

Service Comment: INTERNAL HEADLAMP SWITCH FAULT .

Service Action: REPLACED HEADLAMP SWITCH AND VERIFIED REPAIR.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008193032

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R25B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1243402333)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2524B5495)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 091319

Report#: SSV008193032
Open Date: 03/17/2006
Mileage: 35728
Warr Built Dt: 09/13/2004
Supplier RP: B1

Zone/Cd: 66-42298
Name: GAINESVILLE CHRYSLER DODGE JEE
Address: 3000 NORTH MAIN STREET
 GAINESVILLE, FL 32609
Phone: 352 372-4343

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: AT HEADLAMPS INOP AT TIMES WHEN GOING DOWN THE ROAD-IN SEVERAL TIMES FOR SAME ISSUE.

Service Action: ADVISED TO TRY A CURRENT HEADLAMP SWITCH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 418500433462

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R95R [REDACTED] Model Year: 2005 Make/Model: GRAND CARAVAN SE FWD RSKL53 Engine: EGA-3.3L V6 OHV Engine (Ser #:1271410213) Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2654B6725) Plant: WINDSOR ASSEMBLY PLANT MDH: 092922	Report#: 418500433462 Open Date: 03/17/2006 Mileage: 11055 Warr Built Dt: 09/29/2004 Supplier RP: EA	Zone/Cd: 51-41850 Name: THOMAS DODGE-CHRYSLER-JEEP OF Address: 9600 INDIANAPOLIS BLVD HIGHLAND, IN 463222637 Phone: 219 924-3000 219 924-6100
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Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04685732AC	SWITCH -POWER WINDOW	1	46.55	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS ARE NOT WORKING PROPERLY.THEY WENT OUT SATURDAY NIGHT AND THE CCUSTOMER STATES THE PASSENGER WINDOW WILL NOT ROLL DOWN AT TIMES FROM THE DRIV

Service Comment:FOUND THE HEAD LAMP SWITCH SHORTING OUT FOUND THE DRIVERS SIDE MASTER SWITCH SHORTING OUT

Service Action:REPLACED THE HEAD LAMP SWITCH REPLACED THE DRIVERS SDIE MAST WINDOW SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008189423

Vehicle Information

VIN: 1D4GP25R35B [REDACTED]
Model Year: 2005
Make/Model: DODGE
CARAVAN SE FWD
RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1279401630)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2784B6381)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 101112

Repair Information

Report#: SSV008189423
Open Date: 03/15/2006
Mileage: 31233
Warr Built Dt: 10/11/2004
Supplier RP: B1

Dealer Information

Zone/Cd: 51-44120
Name: STEVE SCHMITT MOTOR COMPANY
Address: 2025 SOUTH FOURTH STREET
GREENVILLE, IL 62246
Phone: INACTIVE
618 664-2811

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS WILL GO OUT DRIVING DOWN THE HIGHWAY, THE OWNER STATES THAT IF HE TOUCHES THE BRAKE PEDAL THE LIGHTS WILL TURN BACK ON.

Service Action:TECH TO REPLACE THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008189809

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 #:1246401389)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2584B5635)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091722

Report#: SSV008189809
Open Date: 03/15/2006
Mileage: 21918
Warr Built Dt: 09/17/2004
Supplier RP: R1

Zone/Cd: 42-66924
Name: FOX HILLS CHRYSLER JEEP, INC.
Address: 111 W ANN ARBOR ROAD
 PLYMOUTH, MI 481702290
Phone: INACTIVE
 734 455-8740

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS OF HEAD LIGHTS THAT ARE CUTTING OUT WHILE DRIVING -- DLR HAS REPLACED THE HEAD LIGHT SWITCH -- DLR HAS NOT DUPLICATED. OWNER CYCLES THE SWITCH TO ALLOW THEM TO OPERATE.

Service Action: DLR TO TRACK THE GRDS TO THE HEAD LIGHTS AND BCM GRDS -DLR TO FLASH THE BCM AS NEEDED/

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 260251344251

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1203402094)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2094B6382)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080208

Report#: 260251344251
Open Date: 03/08/2006
Mileage: 22166
Warr Built Dt: 08/02/2004
Supplier RP: TP

Zone/Cd: 51-26025
Name: MID RIVERS CHRYSLER JEEP DODGE
Address: 4951 VETERANS MEMORIAL PKWY
 SAINT PETERS, MO 633761652
Phone: 636 928-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CK. FOR THE HEADLAMPS HAVE TO BE PLAYED WITH TO COME ON. AND SOMETIMES THEY WO

Service Comment:HEADLIGHT SWITCH SHORTING INTERNALLY

Service Action:REPLACED SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008187676

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L35R [REDACTED]	Report#: SSV008187676	Zone/Cd: 71-24173
Model Year: 2005	Open Date: 03/14/2006	Name: DICK HANNAH CHRYSLER JEEP DODG
Make/Model: CHRYSLER	Mileage: 11914	Address: 3517 NE AUTO MALL DR
TOWN & COUNTRY LIMITED FWD	Warr Built Dt: 09/30/2004	VANCOUVER, WA 986627199
RSYS53	Supplier RP: R1	Phone: 800 906-8309
Engine: EGH-3.8L V6 OHV Engine (Ser #:1259402063)		877 240-1867
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2724B5679)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 093006		

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 STATE THE HEAD LAMPS ARE FLICKERING WITH HEATED SEATS ON

Service Action: TECH TO COMPAIR TO LICK VEHICLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008183895

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1006500912)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0125B7872)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 011708

Report#: SSV008183895
Open Date: 03/13/2006
Mileage: 17059
Warr Built Dt: 01/17/2005
Supplier RP: R1

Zone/Cd: 51-65805
Name: UNIVERSITY CHRYSLER JEEP DODGE
Address: 1310 VANDIVER DR.
 COLUMBIA, MO 652021925
Phone: 573 443-0481

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES 1) THE HEADLIGHTS WILL NOT TURN ON WITH THE SWITCH, 2) RKE WILL NOT UNLOCK THE VEHICLE, AND 3) MIL CAME ON. TECH FOUND STORED CODES : LOSS COMMUNICATION WITH BCM AND CCN ALSO A LOST FUEL MESSAGE. ALL CODES HAVE 29 STARTS AND 23 GOOD TRIPS.

Service Action: ADVISED TECH TO REVIEW STAR ONLINE SOLUTION K17859264. OTHERWISE CHECK THE CONNECTIONS AT THE IPM/FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008181720

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R65B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1070401608)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0824B6662)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032412

Report#: SSV008181720
Open Date: 03/10/2006
Mileage: 27763
Warr Built Dt: 03/24/2004
Supplier RP: B1

Zone/Cd: 32-43952
Name: WEBER DODGE INCORPORATED
Address: 405 LINCOLN ST
 HINGHAM, MA 020431503
Phone: INACTIVE
 781 749-4550

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE HEAD LIGHTS WILL NOT COME ON AT TIMES. DLR HAS NOT DUPLICATED.. DLR HAS REPLACED THE BCM - VERY INTERMITTENT.

Service Action: DLR TO TRACK A POTENTIAL HEAD LAMP SWITCH AND OR IPM/FCM AND OR HEAD LIGHT GRD ISSUE - CAN THE OWNER TUEN ON THE BRIGHTS THAT WILL HELP WITH ELMINATION OF THE GRD.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008181808

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1048401416)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0634B7658)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031002

Report#: SSV008181808
Open Date: 03/10/2006
Mileage: 26948
Warr Built Dt: 03/10/2004
Supplier RP: R1

Zone/Cd: 32-65674
Name: EAST HILLS CHRYSLER JEEP DODGE
Address: 2300 NORTHERN BLVD
 GREENVALE, NY 115481210
Phone: 516 621-9191

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:DLR STATES AUTO HEAD LAMPS INOP
Service Action:VEHICLE MUST BE RUNNING
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008177112

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1337401593)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3294B6254)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 121002

Report#: SSV008177112
Open Date: 03/08/2006
Mileage: 7119
Warr Built Dt: 12/10/2004
Supplier RP: R1

Zone/Cd: 32-45200
Name: COLONIAL DODGE CHRYSLER JEEP
Address: 24 COOLIDGE ST
 HUDSON, MA 017491351
Phone: 978 568-8000

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: THE HEADLIGHTS AND LIGHTS FLUCTUATE. THERE IS NO CHECK ENGINE LIGHT COMING ON AND NO CODES.

Service Action: THE DLR NEEDS TO COMPARE IT TO ANOTHER VEHICLE AND SEE IF IT IS EXCESSIVE, A CERTAIN AMOUNT IS CONSIDERED NORMAL. IF IT IS EXCESSIVE, THEN THE DLR NEEDS TO CHECK THE GROUNDS TO THE BCM AND HEADLAMP SWITCH. ALSO, CHECK THE CHARGING SYSTEM. IF GOOD, THEN CHECK FOR A CONCERN WITH THE BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008178544

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 #:1068500809)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0695A1736)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031404

Report#: SSV008178544
Open Date: 03/08/2006
Mileage: 10700
Warr Built Dt: 03/14/2005
Supplier RP: R1

Zone/Cd: 35-68905
Name: MAPLE CITY CHRYSLER LLC
Address: 7008 MASON DIXON HIGHWAY
 MEYERSDALE, PA 15552
Phone: INACTIVE
 814 634-9696

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: HEADLIGHTS FLUCTUATE. VERY SLIGHT. OWNER IS VERY FUSSY.

Service Action: NO REPAIR RECOMMENDED. NORMAL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008174827

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R05B [REDACTED]

Report#: SSV008174827

Zone/Cd: 74-68706

Model Year: 2005

Open Date: 03/07/2006

Name: ALBANY CHRYSLER CENTER, INC.

Make/Model:

Mileage: 9108

Address: 34650 225TH AVENUE

CARAVAN SXT FWD

Warr Built Dt: 11/05/2004

ALBANY, MN 56307

RSKH52

Supplier RP: B1

Phone: 320 845-2801

Engine: EGA-3.3L V6 OHV Engine (Ser #:1292401195)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3024B6541)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 110523

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:TECH STATES THAT THE HEADLAMPS ARE INOP, INTERMITTENTLY THEY WILL COME ON WHEN DRIVING DOWN THE ROAD.

Service Action:TRANSFERED TO FEATHERSTONE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008174882

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 #:1292401195)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3024B6541)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 110523

Report#: SSV008174882
Open Date: 03/07/2006
Mileage: 9108
Warr Built Dt: 11/05/2004
Supplier RP: B1

Zone/Cd: 74-68706
Name: ALBANY CHRYSLER CENTER, INC.
Address: 34650 225TH AVENUE
 ALBANY, MN 56307
Phone: 320 845-2801

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: HEADLIGHTS WON T COME ON AT TIMES.
Service Action: TECH WILL REPLACE THE HEADLAMP SWITCH.
Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008176402

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L35R [REDACTED]	Report#: SSV008176402	Zone/Cd: 42-43813
Model Year: 2005	Open Date: 03/07/2006	Name: PAYTON WELLS C-P-D-J-E
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 8052	Address: 3108 BROADWAY ANDERSON, IN 46012
Engine: EGH-3.8L V6 OHV Engine (Ser #:1021502477)	Warr Built Dt: 02/14/2005	Phone: INACTIVE 765 644-1111
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0425A2817)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 021418		

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:DLR STATES HEAD LAMPS INOP

Service Action:TECH TO CHECK SWITCH INPUT TO BCM AND FCM

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 240780293861

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1279402290)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2824A0155)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101818

Report#: 240780293861
Open Date: 03/07/2006
Mileage: 12273
Warr Built Dt: 10/18/2004
Supplier RP: TP

Zone/Cd: 71-24078
Name: STEVE CHRISTY CHRY-JEEP
Address: 7800 E 22ND ST
 TUCSON, AZ 85710
Phone: INACTIVE
 520 327-5561

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER REPORTS HEADLAMPS GO OUT WHILE DRIVING-HAVE TO MOVE SWITCH TO CORRECT

Service Comment:FOUND THAT THE HEADLAMP SWITCH WAS OPEN

Service Action:REPLACE THE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 262620976201

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R25B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1096501352)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0985B5207)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 041209

Report#: 262620976201
Open Date: 03/07/2006
Mileage: 7757
Warr Built Dt: 04/12/2005
Supplier RP: TP

Zone/Cd: 32-26262
Name: LOWERY BROS CHRYSLER-JEEP INC
Address: 647 WEST GENESEE STREET
 SYRACUSE, NY 132042303
Phone: 315 472-7844

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS CUT OUT -SEE HISTORY THE PARKIN LIGHTS STILL WORKED. THE HIGH BEAMS

Service Comment: CHECKED IN THE SYSTEM FOR FAULT CODES AND THERE WERE NO FAULT CODES IN THE BCM

Service Action: REPLACED THE HEADLAMP SWITCH. CUSTOMER WILL NEED TO NOTIFY US IF THE CONDITION

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 662311162021

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54LX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1296401693)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3004B5605)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 110109

Report#: 662311162021
Open Date: 03/07/2006
Mileage: 16380
Warr Built Dt: 11/01/2004
Supplier RP: TP

Zone/Cd: 42-66231
Name: PINCKNEY CHRYSLER-DODGE-JEEP I
Address: 1295 E M36
 PINCKNEY, MI 481698133
Phone: 734 878-3154

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEAD LAMPS WILL NOT WORK UNLESS YOU PRESS AND KEEP TURNING SWI

Service Comment:FAULTY HEAD LAMP SWITCH

Service Action:REPLACED SWITCH TO CORRECT

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008172391

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1254402281)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2654B6704)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092716

Report#: SSV008172391
Open Date: 03/06/2006
Mileage: 20508
Warr Built Dt: 09/27/2004
Supplier RP: B1

Zone/Cd: 51-68890
Name: KAYSER AUTOMOTIVE GROUP LLC
Address: 1411 HIGHWAY 51 NORTH
 STOUGHTON, WI 53589
Phone: 608 873-5621
 608 205-9400

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE HEADLIGHTS WOULD NOT TURN ON. AT ONE TIME THE DOOR CHIME WENT OFF AND THE DOME LIGHT WOULD NOT TURN OFF. BCM : LEFT UNLOCK OUTPUT IN THE BCM. TECH FLASHED THE BCM AND THAT IS FIXED. NOW THERE IS A CODE IN THE FCM: FRONT FOG LAMP RELAY OPEN.

Service Action: ADVISED TECH THE FCM CODE WILL ALWAYS BE THERE DUE TO THERE ARE NOT FOG LAMPS ON THIS VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008172555

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R15 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1159401115)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1354B6726)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 061710

Report#: SSV008172555
Open Date: 03/06/2006
Mileage: 33383
Warr Built Dt: 06/17/2004
Supplier RP: B1

Zone/Cd: 51-68906
Name: POGUE CHRYSLER INC
Address: 920 NORTH MAIN STREET
 GREENVILLE, KY 42345
Phone: 270 338-5040

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES HEADLIGHTS TURN OFF WHEN GOING DOWN HIGHWAY, TECH IS UNABLE TO DUPLICATE, NO CODES, TECH HAS PERFORMED WIGGLE TEST AND REPLACED FCM.

Service Action: RECOMMEND DUPLICATE CUSTOMERS CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262591491

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L25R [REDACTED]	Report#: 416262591491	Zone/Cd: 42-41626
Model Year: 2005	Open Date: 03/06/2006	Name: CHARLIE'S DODGE CHRYSLER JEEP
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 25980	Address: 725 ILLINOIS AVENUE MAUMEE, OH 435371796
Engine: EGH-3.8L V6 OHV Engine (Ser #:1243400195)	Warr Built Dt: 09/13/2004	Phone: 419 893-7690 419 893-0241
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2364B5164)	Supplier RP: TP	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 091309		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651J8AE	SWITCH -LIGHTING CONTROL	1	56.70	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE HEADLIGHTS INTERMITTENTLY WILL NOT COME ON WHEN SWITCH IS

Service Comment:

Service Action:REPLACED HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 598831456201

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX5R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1060500242)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0605B6890)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030718

Report#: 598831456201
Open Date: 03/02/2006
Mileage: 11307
Warr Built Dt: 03/07/2005
Supplier RP: TP

Zone/Cd: 42-59883
Name: OAKLAND DODGE INC
Address: 101 W 14 MILE RD
 MADISON HGHTS, MI 480711390
Phone: INACTIVE
 248 585-8800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAF	SWITCH -LIGHTING CONTROL	1	41.86	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CK HEADLIGHTS WILL NOT COME ON AT TIMES INSTALL ORDERED PARTS

Service Comment:

Service Action: TEST AND REPLACE HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008055398

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L95R [REDACTED]	Report#: SSV008055398	Zone/Cd: 42-66924
Model Year: 2005	Open Date: 03/01/2006	Name: FOX HILLS CHRYSLER JEEP, INC.
Make/Model: CHRYSLER	Mileage: 2222	Address: 111 W ANN ARBOR ROAD
TOWN & COUNTRY LIMITED FWD	Warr Built Dt: 04/15/2005	PLYMOUTH, MI 481702290
RSYS53	Supplier RP: R1	Phone: INACTIVE
Engine: EGH-3.8L V6 OHV Engine (Ser #:1104500915)		734 455-8740
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1025B7521)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 041507		

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: HEADLIGHTS FLICKER, ALL LIGHTS FLICKER AT TIMES. CHARGING SYSTEM VOLTAGE VARIES

Service Action: ANY CODES \r\n ANY AFTERMARKET EQUIPMENT \r\n WHAT DIAGNOSTICS HAVE BEEN PERFORMED \r\n ANY AFTERMARKET EQUIPMENT OR VEHICLE CONVERSIONS \r\n CHECK PCM POWER AND GROUND FEEDS. \r\n TAKE APART AND CLEAN THE BATTERY CABLES AND THE NEGATIVE CABLE GROUNDING POINT. \r\n CHECK THE GENERATOR FIELD DRIVER WIRE BETWEEN THE PCM AND THE ALTERNATOR. \r\n CHECK BELT TENSION. RESEND ONLINE RESOLUTION DUE TO SYSTEM PROBLEMS. TECH STATES VOLTAGE REG ULATER IS CYCLING ONCE A SECOUND THIS SOUNDS LIKE PCM CONCERN , THIS COULD BE NORMAL TECH TO DISCONNECT CHARGING SYSTEM AND RECHECK PERFORMED SYSTEM CHECKS..... \r\n ORDER NUMBER : 4650** DET

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008167595

Vehicle Information

VIN: 1C4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
TOWN & COUNTRY FWD
RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1108501720)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K1095B7623)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 042200

Repair Information

Report#: SSV008167595
Open Date: 03/01/2006
Mileage: 16321
Warr Built Dt: 04/22/2005
Supplier RP: B1

Dealer Information

Zone/Cd: 71-24173
Name: DICK HANNAH CHRYSLER JEEP DODG
Address: 3517 NE AUTO MALL DR
VANCOUVER, WA 986627199
Phone: 800 906-8309
877 240-1867

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS NOT COMMING ON AT TIMES

Service Action:TECH TO DUPLICATE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008168190

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 #:1070401425)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0714B6558)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032218

Report#: SSV008168190
Open Date: 03/02/2006
Mileage: 8048
Warr Built Dt: 03/22/2004
Supplier RP: R1

Zone/Cd: 35-26547
Name: THOMPSON CHRYSLER JEEP DODGE
Address: 1102 BUSINESS CENTER WAY
 EDGEWOOD, MD 21040
Phone: 410 679-1400

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER CLAIMS HEADLAMPS TURN OFF THEMSELVES WHILE DRIVING. THEY COME BACK ON AFTER CYCLING THE IGNITION. NO CODES. CANNOT DUPLICATE.

Service Action: REPLACE HEADLIGHT SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008168906

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R85B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1082501468)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0905A2514)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 040407

Report#: SSV008168906
Open Date: 03/02/2006
Mileage: 22499
Warr Built Dt: 04/04/2005
Supplier RP: B1

Zone/Cd: 32-44115
Name: CROTON DODGE
Address: 365 SOUTH RIVERSIDE AVE
 CROTON-ON-HUDSON, NY 105200869
Phone: INACTIVE
 914 271-5111

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 HEADLAMPS WILL DROP OUT INTERMITTENTLY WHILE DRIVING AND ALSO THE RADIO WILL DROP OUT.

Service Action:THERE ARE NO KNOWN ISSUES FOR THIS CONCERN. IT MAY BE A FCM CAUSING THE CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008161397

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R15B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1128401845)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K111111111)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051920

Report#: SSV008161397
Open Date: 02/27/2006
Mileage: 25646
Warr Built Dt: 05/19/2004
Supplier RP: B1

Zone/Cd: 74-41470
Name: TEHRANI MOTOR COMPANY
Address: HIGHWAY 20 WEST
 VALENTINE, NE 69201
Phone: 402 376-1661
 402 376-1674

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 IS CONCERNED ABOUT THE HEADLAMPS FLICKERING AND FAN SPEED CHANGING WHILE ENGINE IS RUNNING. TECH HAS CHECKED OUT THE BATTERY CONDITION. HE HAS LOOKED AT GROUNDS.

Service Action: TECH WILL ALSO CHECK FOR BATTERY DRAW. AND CHANGES IN CHARGING SYSTEM. HE WILL MONITOR THE APPLY VOLTAGE FOR CHANGES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008164058

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R05B [REDACTED]	Report#: SSV008164058	Zone/Cd: 74-66257
Model Year: 2005	Open Date: 02/28/2006	Name: ZELLER MOTOR COMPANY INCORPORA
Make/Model: CARAVAN SXT FWD RSKH52	Mileage: 9318 Warr Built Dt: 06/14/2004	Address: 3021 NORTH SUMMIT ARKANSAS CITY, KS 670058819
Engine: EGA-3.3L V6 OHV Engine (Ser #:1159400003)	Supplier RP: B1	Phone: 620 442-8650
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1604A0760)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 061423		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES: HEADLIGHTS WILL NOT COME ON AT TIMES AND GAS GAUGE WILL GO TO EMPTY AT TIMES. TECH IS UNABLE TO DUPLICATE. NO CODES

Service Action:RECOMMEND PERFORM WIGGLE TEST OF HARNESS AT FCM MODULE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008164601

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1303402543)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3104B6908)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 111105

Report#: SSV008164601
Open Date: 02/28/2006
Mileage: 6483
Warr Built Dt: 11/11/2004
Supplier RP: R1

Zone/Cd: 32-44114
Name: PORT CITY CHRYSLER DODGE
Address: 155 GREENLEAF AVE
 PORTSMOUTH, NH 038015320
Phone: 603 436-1243

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 INTERIOR AND HEADLAMPS PULSATE WHILE GOING DOWN THE ROAD. THERE ARE NO CODES AND THE DLR HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN.

Service Action:THE DLR NEEDS TO CHECK THE GROUNDS AND MAKE SURE THERE ARE NO CHARGING RELATED CONCERNS. ALSO CHECK THE CONNECTIONS AT THE FCM/IPM. A CERTAIN AMOUNT OF FLUCTUATION IS NORMAL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 425731737001

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R75B [REDACTED]	Report#: 425731737001	Zone/Cd: 66-42573
Model Year: 2005	Open Date: 02/24/2006	Name: LIBERTY DODGE
Make/Model: CARAVAN SXT FWD RSKH52	Mileage: 21386	Address: 4800 E INDEPENDENCE BLVD CHARLOTTE, NC 282125402
Engine: EGA-3.3L V6 OHV Engine (Ser #:1042501581)	Warr Built Dt: 02/25/2005	Phone: INACTIVE 704 535-5330
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0535B8208)	Supplier RP: PR	
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 022513		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:C/S INSTALL SOP PART HEADLAMPS WORK INTERMITTANTLY

Service Comment:INTERNA;L SHORT FOR SWITCH

Service Action:R&R HEADLIGHT SWITCH ALL OK

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 669241993251

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 #:1246401389)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2584B5635)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091722

Report#: 669241993251
Open Date: 02/27/2006
Mileage: 21515
Warr Built Dt: 09/17/2004
Supplier RP: TP

Zone/Cd: 42-66924
Name: FOX HILLS CHRYSLER JEEP, INC.
Address: 111 W ANN ARBOR ROAD
 PLYMOUTH, MI 481702290
Phone: INACTIVE
 734 455-8740

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AC	SWITCH -LIGHTING CONTROL	1	47.67	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CHECK HEADLAMPS INT. CUT OUT, PART HERE
Service Comment:HEADLAMPS CUTING IN AND OUT, REPLACED SWITCH
Service Action:REPLACED HEADLAMP SWITCH, VERIFIED REPAIR.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008154277

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1239401399)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2224B6606)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090813

Report#: SSV008154277
Open Date: 02/22/2006
Mileage: 13866
Warr Built Dt: 09/08/2004
Supplier RP: R1

Zone/Cd: 51-41782
Name: CEDAR RAPIDS DODGE INC
Address: 1919 DODGE ROAD
 CEDAR RAPIDS, IA 524022469
Phone: INACTIVE
 319 395-7720

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 HEAD LAMPS WILL GO OFF INTERMITTENTLY WHILE DRIVING. TECH CAN NOT DUPLICATE THE CONDITION.

Service Action:TECH TO REPLACE THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008155670

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64LX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1244401390)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2584B5028)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091510

Report#: SSV008155670
Open Date: 02/22/2006
Mileage: 22817
Warr Built Dt: 09/15/2004
Supplier RP: R1

Zone/Cd: 71-68266
Name: LIBERTY CHRYSLER DODGE JEEP
Address: 369 N 11TH AVE
 HANFORD, CA 93230
Phone: INACTIVE
 559 583-7000

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: HEADLAMPS AND DASH LAMPS PULSE AND RADIO AND DVD PLAYER QUIT WORKING.HAS ALL KINDS OF LOADS ON WHEN IT HAPPENS.

Service Action: CHARGE RATE IS AT 14V WHICH IS NORMAL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008156179

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1060500085)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0635B7903)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030711

Report#: SSV008156179
Open Date: 02/22/2006
Mileage: 11067
Warr Built Dt: 03/07/2005
Supplier RP: R1

Zone/Cd: 51-66517
Name: DES MOINES CHRYSLER
Address: 4410 MERLE HAY ROAD
 DES MOINES, IA 50310
Phone: INACTIVE
 515 270-8100

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE HEAD LIGHTS WENT OUT - DLR HAD TO WORK THE SWITCH BACK AND FORTH TO GET THEM TO COME BACK ON..

Service Action: DLR TO CHECK FOR ANY FLASH UPDATES BCM -- DLR TO REPLACE THE HEAD LAMP SWITCH..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008156314

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R85B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1210404290)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2124B5124)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080912

Report#: SSV008156314
Open Date: 02/22/2006
Mileage: 4922
Warr Built Dt: 08/09/2004
Supplier RP: B1

Zone/Cd: 66-45272
Name: CAPITAL CHRYSLER JEEP DODGE, L
Address: 200 WATERFIELD RIDGE PLACE
 GARNER, NC 27529
Phone: 919 795-1841
 919 582-0202

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: HEADLAMPS CUT OUT GOING DOWN THE ROAD AT NIGHT. HAS NOT DUPLICATED AND HAS A FOG LAMP CODE AND HAS NO FOG LAMPS.

Service Action: ADVISED TO REPLACE SWITCH WITH MOST CURRENT PART. NO KNOWN ISSUES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 362773690521

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1168503070)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1725B7803)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062314

Report#: 362773690521
Open Date: 02/22/2006
Mileage: 5180
Warr Built Dt: 06/23/2005
Supplier RP: TP

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
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	59.43	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:WHEN DRIVING HEADLIGHTS INTERMITTEN SHUT OFF. TURN HEADLAIHT SWITCH FURTHER TO

Service Comment:

Service Action:REPLACED SWITCH FOR HEADLIGHTS ALL OPERATION OK AT THIS TIME

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 618882311111

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L95R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1110503320)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1155B6321)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042608

Report#: 618882311111
Open Date: 02/23/2006
Mileage: 10539
Warr Built Dt: 04/26/2005
Supplier RP: TP

Zone/Cd: 42-61888
Name: MONICATTI CHRYSLER JEEP SALES,
Address: 40755 VAN DYKE AVENUE
 STERLING HEIGHTS, MI 48313
Phone: INACTIVE
 586 977-1700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES INTERMITTENLY WHEN TURNING ON HEADLIGHTS THEY WILL NOT GO ON.

Service Comment:HEADLAMP SWITCH INTERMITTANTLY LOSEING HEADLAMP OUTPUT.

Service Action:REPLACED HEADLAMP SWITCH.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 631061636601

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R95B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1191400989)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2024B5115)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 072820

Report#: 631061636601
Open Date: 02/17/2006
Mileage: 31372
Warr Built Dt: 07/28/2004
Supplier RP: TP

Zone/Cd: 71-63106
Name: BREWER CHRYSLER INC
Address: 2201 AUBURN WAY NORTH
 AUBURN, WA 980022821
Phone: INACTIVE
 253 833-5500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:C/S THE HEADLIGHTS STOP WORKING INTERMITANTLY

Service Comment:

Service Action:DIAG AND REPLACED HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008157445

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R55B [REDACTED]	Report#: SSV008157445	Zone/Cd: 63-44909
Model Year: 2005	Open Date: 02/23/2006	Name: FLETCHER DODGE-CHRYSLER-JEEP
Make/Model: CARAVAN SXT FWD	Mileage: 14073	Address: 3314 STADIUM BLVD
RSKH52	Warr Built Dt: 04/26/2005	JONESBORO, AR 724049311
Engine: EGA-3.3L V6 OHV Engine (Ser #:1111500304)	Supplier RP: B1	Phone: 870 932-2246
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1155B7501)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 042623		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE HEAD LAMPS GO OUT WHILE DRIVING - DLR REPLACED THE FCM - NO CHANGE.. DLR CANNOT DUPLICATION.. NO DTC S - HEAD LIGHTS ONLY...

Service Action: DLR TO TRACK THE GRD TO THE HEAD LAMPS AND THE CONNECTIONS AT THE LOWER IPM..

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 263345829841

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R05B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1204401001)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2114B6389)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080319

Report#: 263345829841
Open Date: 02/23/2006
Mileage: 17063
Warr Built Dt: 08/03/2004
Supplier RP: TP

Zone/Cd: 42-26334
Name: SOUTHFIELD DODGE CHRYSLER JEEP
Address: 28100 TELEGRAPH ROAD
 SOUTHFIELD, MI 48034
Phone: 248 354-2950

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:HEADLAMPS WILL NOT COME ON INTERM/PARTS IN

Service Comment:SHORT IN HEAD LAMP SWITCH

Service Action:REPLACE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008150261

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1296402030)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3004B8013)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 110422

Report#: SSV008150261
Open Date: 02/20/2006
Mileage: 14688
Warr Built Dt: 11/04/2004
Supplier RP: R1

Zone/Cd: 42-43528
Name: VILLAGE CHRYSLER PLYMOUTH DODG
Address: 784 WOOSTER RD
 MILLERSBURG, OH 446541000
Phone: 330 674-2055
 330 674-2249

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:HEADLAMPS QUIT AT TIMES AND NO CODES UNABLE TO DUPLICATE BUT TURNED SWITCH ON AND OFF 4 TIMES AND THEY CAME ON.

Service Action:ADVISED TO REPLACE SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008150265

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1296402030)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3004B8013)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 110422

Report#: SSV008150265
Open Date: 02/20/2006
Mileage: 14688
Warr Built Dt: 11/04/2004
Supplier RP: R1

Zone/Cd: 42-43528
Name: VILLAGE CHRYSLER PLYMOUTH DODG
Address: 784 WOOSTER RD
 MILLERSBURG, OH 446541000
Phone: 330 674-2055
 330 674-2249

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: HEADLAMPS QUIT AT TIMES AND NO CODES UNABLE TO DUPLICATE BUT TURNED SWITCH ON AND OFF 4 TIMES AND THEY CAME ON.

Service Action: ADVISED TO REPLACE SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008150267

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25R [REDACTED]

Report#: SSV008150267

Zone/Cd: 42-43528

Model Year: 2005

Open Date: 02/20/2006

Name: VILLAGE CHRYSLER PLYMOUTH DODG

Make/Model: CHRYSLER

Mileage: 14688

Address: 784 WOOSTER RD

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 11/04/2004

MILLERSBURG, OH 446541000

RSYP53

Supplier RP: R1

Phone: 330 674-2055

Engine: EGH-3.8L V6 OHV Engine (Ser #:1296402030)

330 674-2249

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3004B8013)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 110422

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS QUIT AT TIMES AND NO CODES UNABLE TO DUPLICATE BUT TURNED SWITCH ON AND OFF 4 TIMES AND THEY CAME ON.

Service Action: ADVISED TO REPLACE SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008151874

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L65R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1271400956)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2744A2544)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 100717

Report#: SSV008151874
Open Date: 02/21/2006
Mileage: 30970
Warr Built Dt: 10/07/2004
Supplier RP: R1

Zone/Cd: 35-66859
Name: B Z MOTORS CHRY-DODGE-JEEP
Address: 6801 W BRANCH HWY
 LEWISBURG, PA 178376309
Phone: 570 523-1256

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: HEADLAMP AND DOME LAMPS FLICKER WHEN COLD INTERMITTENTLY. TECH HAS DUPLICATED THE CONCERN AND NOTED HEADLAMPS SWITCH WAS PREVIOUSLY REPLACED WITH NO CHANGE.

Service Action: ADVISED TO SWAP BATTERY NOTE FLICKER. LOAD TEST GENERATOR POWER AND GROUNDS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613050002

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24RX5B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1121400415)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1274B7797)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051217

Report#: 412613050002
Open Date: 02/20/2006
Mileage: 23719
Warr Built Dt: 05/12/2004
Supplier RP: AW

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04894527AA	REGULATOR-FRONT DOOR WINDOW	1	87.50	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES ONE TIME ONLY WENT TO TURN HEADLIGHTS ON AND DID NOT COME ON ALSO CUSTOMER STATES 1X DRIVERS WINDOW WOULD NOT GO DOWN

Service Comment:

Service Action: TEST AND REPLACED HEADLAMP SWITCH REPLACED DRIVERS DOOR WINDOW REGULATOR ASSEMBLY

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 662310156661

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1294402280)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3004B5212)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102910

Report#: 662310156661
Open Date: 02/21/2006
Mileage: 22041
Warr Built Dt: 10/29/2004
Supplier RP: TP

Zone/Cd: 42-66231
Name: PINCKNEY CHRYSLER-DODGE-JEEP I
Address: 1295 E M36
 PINCKNEY, MI 481698133
Phone: 734 878-3154

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AC	SWITCH -LIGHTING CONTROL	1	47.67	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:HEADLIGHTS WILL NOT COME ON WHEN COLD, PART ORDERED
Service Comment:VERIFIED COMPLAINT FOUND THAT THE HEAD LAMP SWITCH WAS BAD.
Service Action:REPLACED HEADLIGHT SWITCH.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262576871

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1244401555)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2304B7650)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091504

Report#: 416262576871
Open Date: 02/15/2006
Mileage: 16661
Warr Built Dt: 09/15/2004
Supplier RP: TP

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE CHRYSLER JEEP
Address: 725 ILLINOIS AVENUE
 MAUMEE, OH 435371796
Phone: 419 893-7690
 419 893-0241

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651J8AE	SWITCH -LIGHTING CONTROL	1	96.53	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:INSTALL SO HEADLIGHT SWITCH TO CORRECT INTERM HEADLIGHTS NOT TURNING ON INSTALL SO HEADLIGHT SWITCH TO CORRECT INTERM HEADLIGHTS NOT TURNING ON

Service Comment:

Service Action:INSTALLED SO HEADLIGHT SWITCH TO CORRECT COMPLAINT INSTALLED SO HEADLIGHT SWITCH TO CORRECT COMPLAINT

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008148541

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L05R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1136501443)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1375B7686)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 051922

Report#: SSV008148541
Open Date: 02/17/2006
Mileage: 13334
Warr Built Dt: 05/19/2005
Supplier RP: R1

Zone/Cd: 32-44005
Name: METRO DODGE
Address: 2017 CENTRAL AVE
 ALBANY, NY 122054426
Phone: INACTIVE
 518 869-0148

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 HEADLAMPS GO OFF WHILE DRIVING. THERE ARE NO CODES.

Service Action:THE DLR NEEDS TO DUPLICATE TO DETERMINE WHETHER IT IS A FCM OR BCM ISSUE,. DLR INDICATES THE REAR ASSIST CHIME WILL NOT GO OFF.. DLR NOT SURE HOW CLOSE THE DOOR WAS AT RED LEVEL -- DLR TO CHECK THE DISATNCE ONCE THE LAMPS ARE IN THE RED..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 250194002701

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R25R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1264402608)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2584B6518)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092213

Report#: 250194002701
Open Date: 02/17/2006
Mileage: 11584
Warr Built Dt: 09/22/2004
Supplier RP: TP

Zone/Cd: 32-25019
Name: SAM DELLS DODGE CORP
Address: 1011 WEST GENESEE STREET
 SYRACUSE, NY 132042244
Phone: INACTIVE
 315 472-6633

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AC	SWITCH -LIGHTING CONTROL	1	47.67	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS INTERMITTENTLY WILL NOT TURN ON, SOMETIMES WHEN PARK

Service Comment:INTERMITTENT INTERNAL HEADLAMP FAILURE. .

Service Action:VERIFIED CONCERN-REPLACED HEADLAMP SWITCH AND RETESTED OK NOW

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 263345820022

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45RX5B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1069500680)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0755A2038)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031823

Report#: 263345820022
Open Date: 02/16/2006
Mileage: 17792
Warr Built Dt: 03/18/2005
Supplier RP: TP

Zone/Cd: 42-26334
Name: SOUTHFIELD DODGE CHRYSLER JEEP
Address: 28100 TELEGRAPH ROAD
 SOUTHFIELD, MI 48034
Phone: 248 354-2950

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
1DW671DVAA	SWITCH -LIGHTING CONTROL	1	59.71	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:RT SIDE SLIDING DOOR INOP/PARTS IN HEADLAMPS WILL NOT COME ON INTERM/PARTS IN

Service Comment:BROKEN TRACK INTERNAL FAILURE

Service Action:REPLACE RIGHT SLIDING DOOR HARNESS REPLACE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 422191983392

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L75R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1031500810)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0395B8202)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 021113

Report#: 422191983392
Open Date: 02/15/2006
Mileage: 4281
Warr Built Dt: 02/11/2005
Supplier RP: R1

Zone/Cd: 74-42219
Name: CENTRAL DODGE
Address: 1025 WEST SUNSHINE
 SPRINGFIELD, MO 658072445
Phone: 417 862-9272

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLIGHTS AND CLUSTER LIGHTS WILL FLICKER AT TIMES-- CUSTOMER STATES AT TIMES VEHICLE WILL RUN ROUGH AT IDLE AND CAN FEEL IT IN THE

Service Comment:COULD NOT DUPLICATE CONCERN. COULD NOT DUPLICATE CONCERN. DRB TESTED. NO CODES. RAN COMBUSTION CHAMBER CLEA

Service Action:TIGHTENED ALL GROUNDS TO HEADLIGHTS & CLUSTER.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 588991038731

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R65B [REDACTED]	Report#: 588991038731	Zone/Cd: 42-58899
Model Year: 2005	Open Date: 02/14/2006	Name: NORTHWESTERN DODGE INC
Make/Model: CARAVAN SXT FWD RSKH52	Mileage: 24959 Warr Built Dt: 05/19/2005	Address: 10500 WEST 8 MILE ROAD FERNDALE, MI 482202197
Engine: EGA-3.3L V6 OHV Engine (Ser #:1126502284)	Supplier RP: TP	Phone: INACTIVE 248 399-6700
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1375B5021)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 051918		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES A COUPLE DAYS AGO WHEN DRIVING VEHICLE HEADLIGHTS SHUT OFF AND

Service Comment:INT. PROBLEM, LIGHTS GOING OUT

Service Action:TEST DROVE VEHICLE 4 MILES ON BUMPY ROADES,LIGHTS STAYED ON AND DID NOT FLICKE

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262577241

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R65B [REDACTED]	Report#: 416262577241	Zone/Cd: 42-41626
Model Year: 2005	Open Date: 02/15/2006	Name: CHARLIE'S DODGE CHRYSLER JEEP
Make/Model: CARAVAN SXT FWD RSKH52	Mileage: 6322	Address: 725 ILLINOIS AVENUE MAUMEE, OH 435371796
Engine: EGA-3.3L V6 OHV Engine (Ser #:1167503133)	Warr Built Dt: 06/21/2005	Phone: 419 893-7690 419 893-0241
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1685B6657)	Supplier RP: TP	
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 062107		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEAD LAMPS WILL SHUT OFF INTERMITTENTLY WHEN DRIVING DOWN THE

Service Comment:HEADLAMP SWITCH SHORTING OUT INTERMITTENTLY

Service Action:REPLACED HEADLAMP SWITCH DUE TO INTERMITTENT SHORT

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 410980809001

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R55R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1257402566)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2574B7879)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092020

Report#: 410980809001
Open Date: 02/10/2006
Mileage: 30628
Warr Built Dt: 09/20/2004
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES WHILE DRIVING HEADLIGHTS WILL FLICKER OFF THEN COME BACK ON

Service Comment: OPEN IN HEADLIGHT SWITCH INTERNALLY

Service Action: REPLACED HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008084316

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L95R [REDACTED]	Report#: SSV008084316	Zone/Cd: 42-26326
Model Year: 2005	Open Date: 02/13/2006	Name: HIDAY CHRYSLER-DODGE-JEEP
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 3747	Address: 1791 N MAIN STREET BLUFFTON, IN 467141399
Engine: EGH-3.8L V6 OHV Engine (Ser #:1315402666)	Warr Built Dt: 11/16/2004	Phone: 219 824-1931 260 824-1931
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3104B8100)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 111621		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE HEAD LIGHTS AND THE BACK LIGHTING ARE PULSING.. INTERMITTENT. DLR HAS SEEN THE CONCERN WHEN THE HEATED SEATS WERE ON.. DLR INDICATES THE ISSUE DOES APPEAR IN COOLER TEMPS..

Service Action: DLR TO CHECK ALL CONNECTIONS AT THE BATTERY AND THE BLOCK.. DLR TO CHECK ALL COMPONENT GRDS THE SEEM TO AFFECT THE ISSUE FURTHER. DLR COMPARED TO OTHERS - THEY APPEAR TO BE SIMILIAR -- I SUGGESTED MONITORING THE TARGET AND THE SENSE VOLTAGE AND PERFORMING THE NECESSARY VOLTAGE DROPS TO THE BATTERY CABLES AND INOPUTS TO THE PCM AS REQUIRED -- MAY BE NORMAL UNDER HEAVY LOADED CONDITIONS AND JUST STARTING..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 675320841021

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 #:1233402576)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2014B7764)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 083006

Report#: 675320841021
Open Date: 02/13/2006
Mileage: 26167
Warr Built Dt: 08/30/2004
Supplier RP: T2

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05102969AB	BLOCK -NONE	1	197.40	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES WHEN LIGHTS ON, HEADLIGHTS AND DASH LIGHTS PULSE. CK AND ADV.

Service Comment: WAS TOLD BY STAR ONLINE TO TEST GROUNDS. GROUNDS WERE GOOD REPLACED INTEGRATED

Service Action:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004778582

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1043402574)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0614B7810)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030918

Report#: SSV004778582
Open Date: 02/10/2006
Mileage: 31000
Warr Built Dt: 03/09/2004
Supplier RP: R1

Zone/Cd: 35-66264
Name: LAKEFOREST CHRYSLER JEEP, INC
Address: 903 N FREDERICK AVENUE
 GAITHERSBURG, MD 208793307
Phone: INACTIVE
 301 670-4850

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: WHEN IN AUTOMATIC HEADLAMP MODE, CUSTOMER STATES THAT THE HEADLAMPS CUT OFF INTERMITTENTLY WHILE DRIVING, WE HAVE NOT EXPERIENCED THE PROBLEM BUT WE DID REPLACE THE H/LAMP SWITCH AS A POSSIBLE CAUSE, CUSTOMER SAID IT STILL HAPPENS, DO YOU HAVE ANY IDEAS. \n:TRL7:12/14/2005

Service Action: MIKE, IT MAY BE NECESSARY TO DUPLICATE THE CONDITION BEFORE TAKING ANY ACTION. THERE ARE NO KNOW ISSUES. THIS COULD BE NORMAL BECAUSE OF THE HEAD LAMPS COMING ON AND THE DASH LAMPS DIMMING DOWN. THEY MAY NOT GO ALL THE WAY OUT, BUT JUST DIM. IF THAT IS THE CASE, NORMAL CONDITION.
 \n:TRL7:12/14/2005 DLR STATES ALL OUTSIDE LIGHTS ARE INOP, SWITCH INPUT IS GOOD TO BCM , DISCONNECTED FROM CALL

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008136625

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R15B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1099400325)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1054B5187)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 042113

Report#: SSV008136625
Open Date: 02/10/2006
Mileage: 27352
Warr Built Dt: 04/21/2004
Supplier RP: B1

Zone/Cd: 35-65888
Name: COUNTRY CLUB CHRYSLER JEEP DOD
Address: ROUTE 19 SOUTH
 CLARKSBURG, WV 26301
Phone: 304 624-7611

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: WHEN THE VEHICLE IS COLD AND STARTED THE DASH LIGHTS WILL BE DIM FOR A MINUTE OR SO. ALSO THE HEAD LAMPS WILL FLICKER INTERMITTENTLY WHILE DRIVING.

Service Action: DIMMING AFTER START COLD COULD BE CAUSED BY HIGH BATTERY LOAD FROM THINGS LIKE O2 SENSOR HEATERS, ETC. SHOULD CHECK THE BATTERY FOR POSSIBLE BATTERY DRAW. MAY WANT TO REPLACE THE HEAD LAMP SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008136633

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R65B [REDACTED]	Report#: SSV008136633	Zone/Cd: 42-58899
Model Year: 2005	Open Date: 02/10/2006	Name: NORTHWESTERN DODGE INC
Make/Model: CARAVAN SXT FWD RSKH52	Mileage: 24949 Warr Built Dt: 05/19/2005	Address: 10500 WEST 8 MILE ROAD FERNDALE, MI 482202197
Engine: EGA-3.3L V6 OHV Engine (Ser #:1126502284)	Supplier RP: B1	Phone: INACTIVE 248 399-6700
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1375B5021)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 051918		

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: HEADLAMPS GOING OUT WHILE DRIVING. NOT ABLE TO DUPLICATE.

Service Action: THIS IS NOT A TYPICAL ISSUE, ALTHOUGH ON OCCASION WE HAVE RUN INTO COMPLAINTS LIKE THIS. DON T THINK IT COULD BE ON THE SWITCH/BCM SIDE WITHOUT HAVING THE CLUSTER ILLUMINATION GOING OUT AS WELL. POSSIBLE FCM HOWEVER OTHER SYSTEMS LIKE THE WIPERS SHOULD ALSO BE AFFECTED. RECOMMEND CHECKING THE IPM CONNECTORS FOR SPREADING, DAMAGE OR PUSH OUT CONDITIONS. CHECK WIRING HARNESS THAT RUNS CLOSE TO THE BATTERY FOR DAMAGE CAUSED BY ACID RUNOFF, IF OK ADVISED TECH TO ATTEMPT TO DUPLICATE THIS CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008137024

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1279402258)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2824A0454)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101814

Report#: SSV008137024
Open Date: 02/10/2006
Mileage: 17185
Warr Built Dt: 10/18/2004
Supplier RP: R1

Zone/Cd: 51-65805
Name: UNIVERSITY CHRYSLER JEEP DODGE
Address: 1310 VANDIVER DR.
 COLUMBIA, MO 652021925
Phone: 573 443-0481

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: HEADLAMP FLICKER LIKE A CHARGING SENSOR. VEHICLE IS EQUIPPED WITH AUTOMATIC HEADLAMPS AND THAT IS THE POSITION THAT THE SWITCH IS CURRENTLY IN.

Service Action: RECOMMEND CHECKING WITH THE CUSTOMER TO FIND OUT IF HE RUNS IN AUTO MODE ALL THE TIME OR IF HE HAS TRIED THE HEADLAMP ON MODE AND FOUND THE SAME PROBLEM. THIS COULD BE A HEADLAMP SWITCH. IF HE HAS EXPERIENCED THE FLICKER IN BOTH AUTO AND MANUAL MODE, CHECK THE CONNECTORS TO THE IPM/FCM FOR SPREADING, DAMAGE OR PUSHED OUT PINS. POSSIBLE BCM, BUT WE NEED TO ATTEMPT TO VERIFY IT BY MONITORING THE HEADLAMP SWITCH STATE IN BCM FOR CHANGE BEFORE CONDEMNING IT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613046471

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R65B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1105401869)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1064B5424)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 042313

Report#: 412613046471
Open Date: 02/09/2006
Mileage: 8786
Warr Built Dt: 04/23/2004
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS INTERMITT INOP -- INSTALL SOP

Service Comment:

Service Action:TEST AND REPLACED HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613047101

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]

Report#: 412613047101

Zone/Cd: 32-41261

Model Year: 2005

Open Date: 02/11/2006

Name: CORTESE CHRYSLER JEEP DODGE IN

Make/Model:

Mileage: 21002

Address: 2400 W HENRIETTA RD

GRAND CARAVAN SXT FWD

Warr Built Dt: 08/19/2004

ROCHESTER, NY 146232324

RSKH53

Supplier RP: TP

Phone: 585 424-3000

Engine: EGH-3.8L V6 OHV Engine (Ser #:1222401467)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2194B8146)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081907

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAE	SWITCH -LIGHTING CONTROL	1	58.45	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:INSTALL SOP HEADLIGHT SWITCH-FOR HEADLIGHTS NOT GOING ON INTERMITTANTLY

Service Comment:

Service Action:REPL HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262574531

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1161402297)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1664B6312)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 061510

Report#: 416262574531
Open Date: 02/11/2006
Mileage: 32801
Warr Built Dt: 06/15/2004
Supplier RP: TP

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE CHRYSLER JEEP
Address: 725 ILLINOIS AVENUE
 MAUMEE, OH 435371796
Phone: 419 893-7690
 419 893-0241

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAC	SWITCH -LIGHTING CONTROL	1	56.70	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:INSTALL SO HEADLIGHT SWITCH #158 ORDERED PART TO CORRECT INTERM HEADLIGHTS NOT

Service Comment:

Service Action:INSTALLED SO HEADLIGHT SWITCH TO CORRECT COMPLAINT

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262574581

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX5R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1126500835)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1265B6710)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 051205

Report#: 416262574581
Open Date: 02/11/2006
Mileage: 7080
Warr Built Dt: 05/12/2005
Supplier RP: TP

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE CHRYSLER JEEP
Address: 725 ILLINOIS AVENUE
 MAUMEE, OH 435371796
Phone: 419 893-7690
 419 893-0241

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAE	SWITCH -LIGHTING CONTROL	1	58.45	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUST STATES THAT INTERM THE HEADLIGHTS WILL NOT TURN ON WHEN USING THE HEADLIG

Service Comment:INSPECTED VEH FOUND THE HEADLIGHT SWITCH TO BE FAULTY

Service Action:REPLACED THE HEADLIGHT SWITCH TO CORRECT COMPLAINT

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008112432

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L35R [REDACTED]	Report#: SSV008112432	Zone/Cd: 42-44424
Model Year: 2005	Open Date: 02/09/2006	Name: MIKE ANDERSON DODGE INC
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 12272	Address: 3527 SOUTH WESTERN AVE MARION, IN 46953
Engine: EGH-3.8L V6 OHV Engine (Ser #:1238402781)	Warr Built Dt: 09/02/2004	Phone: 765 674-3394
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2294A1892)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 090212		

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: ALL INTERIOR LIGHTS, DASH LIGHTS, HEADLIGHTS FLICKER AS WELL AS INTERIOR LIGHTS

Service Action: PAMELA, WHAT IS THE TARGET AND SENSE VOLTAGE.. TARGET IS AN INTERNAL NEED BY THE PCM - SENSE IS A MONITORED VOLTAGE BY THE PCM TO MAINTAIN THE TARGET. THEY SHOULD BE WITHIN ONE VOLT OF EACH OTHER. I WOULD TEST THE VEHICLE WITH ANOTHER BATTERY. MAKE SURE THE TARGET AND THE SENSE ARE CONSISTANT UNDER LOADED CONDITIONS.. CHECK FOR ANY PCM FLASH UPDATES,CHECK ALL THE CONNECTIONS AT THE PCM , POWER AND GRDS. TECH HAS REPLACED BATTERY, CKD RELATED WIRING AND CONNECTORS.\r\nORDERED NGC, OUT OF CHI TECH STATES HE FLASHED CONTROLLER AND NOW VEH IS NO START AND HAS SEVERAL TRANS DTC S.\r\nADVISED TECH TO CALL BACK WITH PART# THAT WAS FLASHED INTO CONTROLLER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008132105

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R25 [REDACTED]

Report#: SSV008132105

Zone/Cd: 35-44376

Model Year: 2005

Open Date: 02/08/2006

Name: MECHANICSVILLE DODGE

Make/Model:

Mileage: 34485

Address: 6530 MECHANICSVILLE PIKE

GRAND CARAVAN SE FWD

Warr Built Dt: 03/31/2004

MECHANICSVILLE, VA 23111

RSKL53

Supplier RP: B1

Phone: INACTIVE

Engine: EGA-3.3L V6 OHV Engine (Ser #:1079401588)

804 559-4400

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0794B5257)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 033122

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS WILL NOT TURN ON INTERMTTENTLY, TECH CAN NOT DUPLICATE THE CONDITION.

Service Action:IT COULD BE THE HEAD LAMPS SWITCH OR THE BCM CAUSING THE CONDITION. THERE ARE NO KNOWN ISSUES FOR THIS CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 233881789671

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 #:1251402706)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2594B5188)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092014

Report#: 233881789671
Open Date: 02/08/2006
Mileage: 10634
Warr Built Dt: 09/20/2004
Supplier RP: MD

Zone/Cd: 42-23388
Name: VILLAGE CHRYSLER JEEP, INC.
Address: 31200 WOODWARD AVE
 ROYAL OAK, MI 480730927
Phone: INACTIVE
 248 549-5300

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CLIENT STATES WHEN TURNING ON HEADLIGHTS YOU SOMETIMES HAVE TO WIGGLE SWITCH T

Service Comment: VERIFIED CONCERN SHORT IN SWITCH

Service Action: REPLACED MULTIFUNCTION SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 421843203641

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R55R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1229401401)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2374B7841)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082807

Report#: 421843203641
Open Date: 02/08/2006
Mileage: 13493
Warr Built Dt: 08/28/2004
Supplier RP: TP

Zone/Cd: 71-42184
Name: TIMBERLINE CHRYSLER JEEP DODGE
Address: 2406 N E SANDY BLVD
 PORTLAND, OR 972322399
Phone: INACTIVE
 503 234-0771

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUST STATES THAT THE HEADLIGHTS ARE INOP//BOTH WERE WORKING LAST NIGHT//DIAGNO

Service Comment:INTERNAL FAILURE.

Service Action:REPLACED HEADLIGHT SWITCH. SWITCH CHECKS OK.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008134447

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R65 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1177401540)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1804B5141)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 070114

Report#: SSV008134447
Open Date: 02/09/2006
Mileage: 3304
Warr Built Dt: 07/01/2004
Supplier RP: B1

Zone/Cd: 32-60084
Name: FERNANDEZ CHRYSLER JEEP DODGE
Address: 5671 WHISKEY HILL RD
 WOLCOTT, NY 145909379
Phone: INACTIVE
 315 594-8004

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:HEADLIGHTS GO OUT WHILE DRIVING.
Service Action:REPLACE HEADLIGHT SWITCH.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008136021

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R85R [REDACTED]	Report#: SSV008136021	Zone/Cd: 51-43649
Model Year: 2005	Open Date: 02/09/2006	Name: BRAD DEERY MOTORS INC
Make/Model: GRAND CARAVAN SE FWD RSKL53	Mileage: 46458	Address: 112 NORTH SECOND STREET MAQUOKETA, IA 520602220
Engine: EGA-3.3L V6 OHV Engine (Ser #:1226402071)	Warr Built Dt: 08/28/2004	Phone: 563 652-4900
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2374B7871)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 082806		

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: HEAD LIGHTS AT TIMES DO NOT COME ON WITH THE SWITCH.. DLR HAS CLUSTER BACK LIGHTING THAT GOES OFF AT TIMES.. NO CODES - DLR CANNOT DUPLICATE..

Service Action: DLR TO REPLACE THE HEAD LIGHT SWITCH AS A TEST - DLR INIDCATES CYCLING THE SWITCH WILL CHANGE THE CONCERN/

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 241738478651

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 #:1168500550)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1685A2589)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 061816

Report#: 241738478651
Open Date: 02/09/2006
Mileage: 15475
Warr Built Dt: 06/18/2005
Supplier RP: TP

Zone/Cd: 71-24173
Name: DICK HANNAH CHRYSLER JEEP DODG
Address: 3517 NE AUTO MALL DR
 VANCOUVER, WA 986627199
Phone: 800 906-8309
 877 240-1867

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:C/S INT WHILE DRIVING HEADLIGHTS WILL CUT OUT AND CAN HEAR C LICKING NOISE NEA

Service Comment:TESTED HEADLIGHTS AND FOUND SWITCH TO BE BAD.FOUND INTERNALL Y SHORTED

Service Action:REPLACED SWITCH AND RETESTED

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 263345812911

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R95R [REDACTED]	Report#: 263345812911	Zone/Cd: 42-26334
Model Year: 2005	Open Date: 02/09/2006	Name: SOUTHFIELD DODGE CHRYSLER JEEP
Make/Model: CHRYSLER	Mileage: 25475	Address: 28100 TELEGRAPH ROAD
TOWN & COUNTRY LX FWD	Warr Built Dt: 03/15/2004	SOUTHFIELD, MI 48034
RSYH53	Supplier RP: TP	Phone: 248 354-2950
Engine: EGA-3.3L V6 OHV Engine (Ser #:1061401888)		
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0714B5548)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 031500		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AC	SWITCH -LIGHTING CONTROL	1	47.67	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:INSTALL S.O.P-TECH 374 ORDERED PARTS FOR HEADLIGHTS INTERMIT GOING OUT

Service Comment:INTERNAL SHORT

Service Action:REPLACE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262571521

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1D4GP45R45B [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: CARAVAN SXT FWD RSKH52</p> <p>Engine: EGA-3.3L V6 OHV Engine (Ser #:1007503278)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0295A2884)</p> <p>Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH</p> <p>MDH: 020316</p>	<p>Report#: 416262571521</p> <p>Open Date: 02/10/2006</p> <p>Mileage: 12475</p> <p>Warr Built Dt: 02/03/2005</p> <p>Supplier RP: TP</p>	<p>Zone/Cd: 42-41626</p> <p>Name: CHARLIE'S DODGE CHRYSLER JEEP</p> <p>Address: 725 ILLINOIS AVENUE MAUMEE, OH 435371796</p> <p>Phone: 419 893-7690 419 893-0241</p>
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Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AC	SWITCH -LIGHTING CONTROL	1	47.67	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:REPLACE S.O.HEADLIGHT SWITCH,HAVE TO TRY SEVERAL TIMES TO GET HEADLIGHTS TO WO

Service Comment:

Service Action:REPLACED HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262573891

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R75B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1042501225)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0535A2624)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 022416

Report#: 416262573891
Open Date: 02/10/2006
Mileage: 20114
Warr Built Dt: 02/24/2005
Supplier RP: TP

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE CHRYSLER JEEP
Address: 725 ILLINOIS AVENUE
 MAUMEE, OH 435371796
Phone: 419 893-7690
 419 893-0241

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AC	SWITCH -LIGHTING CONTROL	1	47.67	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE HEADLIGHTS INT. DO NOT WORK.#535 SOP SWITCH

Service Comment:

Service Action:REPLACED HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 421843202501

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1D4GP25R45B [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: DODGE CARAVAN SE FWD RSKL52</p> <p>Engine: EGA-3.3L V6 OHV Engine (Ser #:1300401018)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3034B5127)</p> <p>Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH</p> <p>MDH: 110921</p>	<p>Report#: 421843202501</p> <p>Open Date: 02/07/2006</p> <p>Mileage: 32036</p> <p>Warr Built Dt: 11/09/2004</p> <p>Supplier RP: TP</p>	<p>Zone/Cd: 71-42184</p> <p>Name: TIMBERLINE CHRYSLER JEEP DODGE</p> <p>Address: 2406 N E SANDY BLVD PORTLAND, OR 972322399</p> <p>Phone: INACTIVE 503 234-0771</p>
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Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
1DW671J8AA	SWITCH -LIGHTING CONTROL	1	58.80	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLIGHTS WILL NOT STAY ON IN LOW BEAM/SEE HISTORY/SOP PARTS

Service Comment:CHECK HEADLIGHT.

Service Action:REPLACED HEADLIGHT SWITCH. SWITCH CHECKS OK

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 421843204501

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R95B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1142400187)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1474B5638)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 060412

Report#: 421843204501
Open Date: 02/09/2006
Mileage: 32874
Warr Built Dt: 06/04/2004
Supplier RP: TP

Zone/Cd: 71-42184
Name: TIMBERLINE CHRYSLER JEEP DODGE
Address: 2406 N E SANDY BLVD
 PORTLAND, OR 972322399
Phone: INACTIVE
 503 234-0771

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS TURN OFF WHILE DRIVING/SEE HISTORY SOP PARTS ARE HER

Service Comment:INTERNAL FAILURE.

Service Action:REPLACED HEADLIGHT SWITCH.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 631061633341

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R65 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1106500214)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1105B5470)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 042506

Report#: 631061633341
Open Date: 02/07/2006
Mileage: 5576
Warr Built Dt: 04/25/2005
Supplier RP: TP

Zone/Cd: 71-63106
Name: BREWER CHRYSLER INC
Address: 2201 AUBURN WAY NORTH
 AUBURN, WA 980022821
Phone: INACTIVE
 253 833-5500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:C/S THE HEADLAMPS DO NOT COME ON AT TIMES AND HIGH BEAMS DO NOT STAY ON AT TIM

Service Comment:DIAGNOSED AND REPLACED THE HEADLAMP SWITCH

Service Action:COMPLETED REPAIR- ROAD TESTED TO VERIFY REPAIR

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008114764

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1136501322)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1365B5405)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 051910

Report#: SSV008114764
Open Date: 02/07/2006
Mileage: 5900
Warr Built Dt: 05/19/2005
Supplier RP: R1

Zone/Cd: 32-65146
Name: KEENE CHRYSLER DODGE JEEP
Address: 410 WINCHESTER ST
 KEENE, NH 03431
Phone: 603 357-0808

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: HEADLAMPS FLICKER AT TIMES AND CHARGE RATE TOGGLES WHEN IT HAPPENS AND IT HAPPENS WHEN ANOTHER LOAD IS USED.

Service Action: ADVISED TO USE THE MOST CURRENT HEADLAMP SWITCH PART NUMBER. THIS IS A NORMAL CONDITION BECAUSE THE REGULATOR IS ON A DUTY CYCLE, THE REGULATOR IN THE PCM WILL GENERATE A SQUARE WAVE BY TURNING THE GENERATOR ON AND OFF TO MAINTAIN THE VOLTAGE AT 13.2-13.5 VOLTS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008129931

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 #:1215400288)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2224B5754)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081116

Report#: SSV008129931
Open Date: 02/07/2006
Mileage: 8864
Warr Built Dt: 08/11/2004
Supplier RP: R1

Zone/Cd: 32-42232
Name: THORNTON BROTHERS INC
Address: 125 MAIN STREET
 LINCOLN, ME 044571597
Phone: 207 794-8600

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEAD LAMPS CUT OUT WHILE DRIVING, NO DTC ,
Service Action:DLR TO CHECK SWITCH IN PUT TO BCM
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008130308

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45RX5B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1065401444)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0714A2759)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032207

Report#: SSV008130308
Open Date: 02/07/2006
Mileage: 29623
Warr Built Dt: 03/22/2004
Supplier RP: B1

Zone/Cd: 42-68923
Name: SWAFFER'S GATEWAY CHRYSLER INC
Address: 624 W 5TH ST
 CLARE, MI 486179481
Phone: 989 386-7779

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: HEADLAMPS WILL NOT COME ON AT TIMES AND UNABLE TO DUPLICATE. NO CODES IN BCM OR FCM. HAS 2 CARS WITH SAME ISSUE.

Service Action: TECH HAS TURNED LAMPS ON 30 TIMES WITH NO ISSUES. ADVISED IT IS UP TO DEALER BUT WE HAVE NO KNOWN ISSUES.

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 241738489701

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R25R [REDACTED]	Report#: 241738489701	Zone/Cd: 71-24173
Model Year: 2005	Open Date: 02/03/2006	Name: DICK HANNAH CHRYSLER JEEP DODG
Make/Model: CHRYSLER	Mileage: 9890	Address: 3517 NE AUTO MALL DR
TOWN & COUNTRY LX FWD	Warr Built Dt: 09/07/2004	VANCOUVER, WA 986627199
RSYH53	Supplier RP: TP	Phone: 800 906-8309
Engine: EGA-3.3L V6 OHV Engine (Ser #:1236400047)		877 240-1867
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2374B6618)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 090716		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:C/S HEADLIGHTS INT WILL NOT COME ON.

Service Comment:VERIFIED CONCERN AND FOUND INCORRECT VOLTAGE TO HEADLIGHT SW ITCH

Service Action:REPLACED SWITCH AND RETESTED

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R394535602AI55

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L35R [REDACTED]

Report#: 5R394535602AI55

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 02/08/2006

Name: CHRYSLER CORPORATION

Make/Model:

Mileage: 26800

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SXT FWD

Warr Built Dt: 12/17/2004

AUBURN HILLS, MI 48326-2757

RSKH53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1348401198)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3424B5359)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 121709

Service Narrative Information

Evaluator's Comment: I55 Electrical & Accessories, Exterior lights not working. GROUP=I, TYPE=55 HEADLIGHT SWITCH REPLACED BY DEALER TO CORRECT HEADLIGHTS NOT COMING ON.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 596550377801

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 #:1140502665)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1435B8031)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 052701

Report#: 596550377801
Open Date: 02/07/2006
Mileage: 9635
Warr Built Dt: 05/27/2005
Supplier RP: TP

Zone/Cd: 42-59655
Name: STERLING HEIGHTS DODGE CHRYSLER
Address: 40111 VAN DYKE AVENUE
 STERLING HEIGHTS, MI 48313
Phone: 586 939-3900

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:INSTALL ORDERED SWITCH HEADLAMPS CUT IN AND OUT.

Service Comment:INTERNAL DEFECT HEADLAMP SWITCH

Service Action:REMOVE AND REPLACE HEADLAMP SWITCH Repair inspected by J.L. and is properly co

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 618882299992

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 #:1073502715)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0755B6664)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031908

Report#: 618882299992
Open Date: 02/08/2006
Mileage: 27836
Warr Built Dt: 03/19/2005
Supplier RP: TP

Zone/Cd: 42-61888
Name: MONICATTI CHRYSLER JEEP SALES,
Address: 40755 VAN DYKE AVENUE
 STERLING HEIGHTS, MI 48313
Phone: INACTIVE
 586 977-1700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES COOLANT LEAK RIGHT SIDE OF VAN INTERMITTENTLY WHEN TURN ON HEADLIGHTS, DASH WILL LIGHT UP BUT NO HEADLIGHTS-

Service Comment:WATER PUMP WAS LEAKING LOOSE CONTACTS IN HEADLAMP SWITCH.

Service Action:REPLACED WATER PUMP,RAN TO OPERATING TEMP,ROAD TESTED 4 MILES AND RECHECKED FOREPLACED HEADLAMP SWITCH.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008048780

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R45B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1127400848)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1384B6987)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051916

Report#: SSV008048780
Open Date: 02/06/2006
Mileage: 35862
Warr Built Dt: 05/19/2004
Supplier RP: B1

Zone/Cd: 42-44333
Name: BYERS DUBLIN DODGE LLC
Address: 6851 VILLAGE PARKWAY
 DUBLIN, OH 43017
Phone: INACTIVE
 614 791-8686

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: HEADLAMPS AND DASH LAMPS FLICKER AT TIMES. CHARGING SYSTEM IS OK AND REPLACED ALT AND BCM AND HEADLAMPS SWITCH.

Service Action: BASED ON WHAT HAS BEEN REPLACED MAY WANT TO TRY MAKING SURE THE LEFT KICK PANEL GROUND IS CLEAN AND TIGHT, THIS HAS BEEN A ISSUE SINCE 2001 MODEL. THE DLR IS CALLING TO SEE IF THERE IS ANY UPDATE TO THIS CONCERN. THE BCM AND THE ALTERNATOR HAS BEEN REPLACED. THE DLR IS NOT FINDING A CHARGING SYSTEM CONCERN. THE GROUNDS ARE TIGHT. ----ENGINEERING IS AWARE OF THIS CONCERN. THERE IS NO FIX AT THIS TIME. CALLED BACK AND EXPLAINED THIS ISSUE. THIS IS A ISSUE WITH THE PCM ADJUSTING CHARGE RATE WHEN A LOAD IS APPLIED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008128550

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1169502627)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1735B5542)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062402

Report#: SSV008128550
Open Date: 02/06/2006
Mileage: 5009
Warr Built Dt: 06/24/2005
Supplier RP: R1

Zone/Cd: 51-66405
Name: BURGER CHRYSLER-JEEP INC
Address: 2600 SOUTH THIRD STREET
 TERRE HAUTE, IN 47802
Phone: 812 232-1331

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:INTERMITTENTLY HEADLAMPS GO OUT BY THEMSELVES. AT TIMES THEY WON T GO OFF.
Service Action:TECH WILL TRY AND KEEP THE VEHICLE TO DUPLICATE THE CONDITION. RELATED CASES SHOW FCM MOST LIKELY THE CAUSE.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 362773680201

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R55 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1174501663)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1815B8067)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 070122

Report#: 362773680201
Open Date: 02/06/2006
Mileage: 16179
Warr Built Dt: 07/01/2005
Supplier RP: TP

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
1DW671DVAA	SWITCH -LIGHTING CONTROL	1	73.78	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: AT TIMES THE HEAD LIGHTS DO NOT COME ON. PARTS IN

Service Comment: HEAD LIGHT SWITCH SHORTED

Service Action: REPLACED HEAD LIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613044321

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R25B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1066500906)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0695B7675)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031414

Report#: 412613044321
Open Date: 02/02/2006
Mileage: 14081
Warr Built Dt: 03/14/2005
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:INSTALL SOP HEADLAMP SWITCH-FOR HEADLIGHTS GOING ON AND OFF INTERMITTANTLY

Service Comment:

Service Action:PERFORMED DIAG - REPLACED HEAD LIGHT SWITCH & VERIFIED REPAIR

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008124470

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D8GP44L55R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1062502874)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0665A1904)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 030922</p>	<p>Report#: SSV008124470</p> <p>Open Date: 02/03/2006</p> <p>Mileage: 10669</p> <p>Warr Built Dt: 03/09/2005</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 51-41423</p> <p>Name: MARTY CANCELA DODGE CHRYSLER J</p> <p>Address: 2175 NORTH LINDBERGH BLVD FLORISSANT, MO 63033</p> <p>Phone: 314 831-3300</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES CLUSTER AND HEADLAMPS FLICKERING

Service Action: DLR TO CHECK G200 G300 DLR TECH HAS SEEN THE CONCERN WITH THE DASH LIGHTS - DLR HAS SEEN THE LIGHTS DIMS WHEN THE COOLING FAN KICKS ON - GRDS LOOK GOOD PER THE TECH.. DLR TO CHECK ALL BCM POWER AND GRDS - CHECK FOR ANY CODES AND OR UPDATE THE BCM AS NEEDED. MONITOR THE SWITCH RESISTANCE IN THE BCM WHILE THE CONDITION IS PRESENT..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 362773676721

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1C4GP45R35B [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: CHRYSLER TOWN & COUNTRY FWD RSYH52</p> <p>Engine: EGA-3.3L V6 OHV Engine (Ser #:1178500274)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1815B5115)</p> <p>Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH</p> <p>MDH: 070100</p>	<p>Report#: 362773676721</p> <p>Open Date: 02/04/2006</p> <p>Mileage: 5220</p> <p>Warr Built Dt: 07/01/2005</p> <p>Supplier RP: TP</p>	<p>Zone/Cd: 51-36277</p> <p>Name: LARRY ROESCH CHRYSLER-JEEP-DOD</p> <p>Address: 200 W GRAND AVE ELMHURST, IL 601261136</p> <p>Phone: 630 834-8000</p>
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Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
1DW671DVAA	SWITCH -LIGHTING CONTROL	1	73.78	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CHECK FOR HEAD LIGHTS NOT WORKING -

Service Comment:PER DIAGNOSTIC TEST FOUND HEAD LIGHT SWITCH SHORTED - VEHICLE HELD OVER FOR PA

Service Action:REPLACED HEAD LIGHT SWITCH ASSEMBLY

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 422191878041

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 #:1132501350)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1325B6409)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 051422

Report#: 422191878041
Open Date: 02/03/2006
Mileage: 24818
Warr Built Dt: 05/14/2005
Supplier RP: TP

Zone/Cd: 74-42219
Name: CENTRAL DODGE
Address: 1025 WEST SUNSHINE
 SPRINGFIELD, MO 658072445
Phone: 417 862-9272

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS MAY NOT COME ON SOMETIMES WHEN SWITCH TURNED ON. MAY

Service Comment:

Service Action:DIAGNOSED & REPLACED HEADLAMP SWITCH.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008121013

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX5 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1112500884)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1175B6296)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042902

Report#: SSV008121013
Open Date: 02/01/2006
Mileage: 3050
Warr Built Dt: 04/29/2005
Supplier RP: R1

Zone/Cd: 32-44581
Name: OASIS DODGE INC
Address: 3698 ROUTE 9 SOUTH
 OLD BRIDGE, NJ 08857
Phone: INACTIVE
 732 591-1111

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CK ENG LT ON, HEADLAMPS INOP, TECH PULLED DTC S FOR LOSS OF COMMUNICATION.
Service Action:ADVISED TECH TO PERFORM TSB#08-028-05 (UPDATE BCM SOFTWARE TO LATEST VERSION)
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008121413

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L05R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1033501205)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0405B8156)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 021205</p>	<p>Report#: SSV008121413</p> <p>Open Date: 02/01/2006</p> <p>Mileage: 13877</p> <p>Warr Built Dt: 02/12/2005</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 74-44351</p> <p>Name: DULUTH DODGE INC</p> <p>Address: 4755 MILLER TRUNK HWY 53 DULUTH, MN 55811</p> <p>Phone: 218 720-6123</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS QUIT WHILE DRIVING AND COME BACK AFTER A SECOND OR TWO-NO CODES AND SWITCH WAS REPLACED A MONTH AGO.TECH HAS NOT DUPLICATED.

Service Action: DO NOT REPLACE PARTS UNLESS THERE IS A CODE OR YOU CAN DUPLICATE CONCERN.

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008122371

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R85 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1230402546)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2254B6744)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082116

Report#: SSV008122371
Open Date: 02/01/2006
Mileage: 10809
Warr Built Dt: 08/21/2004
Supplier RP: R1

Zone/Cd: 71-66892
Name: WILSON MOTORS
Address: 425 N W BUCHANAN
 CORVALLIS, OR 97339
Phone: 800 523-1880
 541 752-4201

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE HEAD LIGHTS DO NOT COME ON WITH THE SWITCH AT TIMES - NO CODES - MANUAL HEAD LIGHT SWITCH.. DLR INDICATED HE ROTATED THE SWITCH BACK AND FORTH TO RESOLVE.

Service Action: DLR REPLACE THE HEAD LIGHT SWITCH - DLR TO CHECK THE POWER AND THE GRDS TO BCM -- DLR TO FLASH THE BCM IF AVAILABLE - DLR TO CALL BACK AS NEEDED, TRY TO DUPLICATE FURTHER,

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008122706

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L65R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1083502986)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0825B6711)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 033110</p>	<p>Report#: SSV008122706</p> <p>Open Date: 02/01/2006</p> <p>Mileage: 13118</p> <p>Warr Built Dt: 03/31/2005</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 74-62418</p> <p>Name: HARLAN AUTO MART INC</p> <p>Address: HIGHWAYS 59 & 44 HARLAN, IA 51537</p> <p>Phone: INACTIVE 712 755-5121</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE HEAD LIGHTS SHUT OFF WHILE DRIVING DOWN THE ROAD- DLR HAS NOT DUPLICATED - NO CODES.. NO AUTO SELECTION ON THE HEAD LAMP SWITCH - DLR HAS REPLACED THE BCM SOME TIME AGO FOR THIS ISSUE.. OWNER SAID THEY ROTATED THE SWITCH BACK AND FORTH TO GET THE LIGHTS TO COME ON..

Service Action: DLR TO REPLACE THE HEAD LIGHT SWITCH AS A TEST. DLR TO ASK THE OWNER IF THE DASH LIGHTS WENT OUT TO - DLR TO CHECK THE B PILLAR G300 FOR ANY ISSUES..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008122805

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R45B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1266402268)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2654B7864)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092822

Report#: SSV008122805
Open Date: 02/01/2006
Mileage: 18792
Warr Built Dt: 09/28/2004
Supplier RP: B1

Zone/Cd: 63-66508
Name: HAGANS D-C-P MOTORS INC
Address: 401 BUILDERS LANE
 MORRILTON, AR 72110
Phone: 501 354-4558

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES HEADLIGHTS TURN OFF AND COME BACK ON. TECH HAS NOT CONFIRMED OR DUPLICATED.

Service Action: RECOMMEND ASKING THE OWNER IF THE PANNEL LIGHTS GO OUT TOO. IF SO- THE ISSUE MAYBE INSIDE THE CAR. BCM/HEADLAMP SWITCH AND WIRING WILL NEED TO BE CHECKED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 431407611821

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 #:1064401368)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0824B7000)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032413

Report#: 431407611821
Open Date: 01/30/2006
Mileage: 31278
Warr Built Dt: 03/24/2004
Supplier RP: TP

Zone/Cd: 51-43140
Name: THOMAS DODGE OF ORLAND PARK IN
Address: 15941 SOUTH 94TH AVENUE
 ORLAND PARK, IL 604622023
Phone: INACTIVE
 708 403-8801

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAC	SWITCH -LIGHTING CONTROL	1	56.70	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES INSTALL SOP HEADLIGHT SWITCH HEADLIGHTS DO NOT ALWAYS COME ON

Service Comment:HEADLIGHT SWITCH SHORTING INTERNALLY

Service Action:DIAGNOSED AND REPLACED HEADLIGHT SWITCH NO FURTHER PROBLEMS FOUND AT THIS TIME

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262567171

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 #:1033501363)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0415B7526)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 021216

Report#: 416262567171
Open Date: 02/02/2006
Mileage: 28934
Warr Built Dt: 02/12/2005
Supplier RP: TP

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE CHRYSLER JEEP
Address: 725 ILLINOIS AVENUE
 MAUMEE, OH 435371796
Phone: 419 893-7690
 419 893-0241

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAC	SWITCH -LIGHTING CONTROL	1	56.70	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES INTERMITTENTLY THE HEADLIGHTS DO NOT COME ON WHEN SWITCH IS TU

Service Comment:

Service Action:REPLACED FRT. LIGHTING CONTROL SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008065535

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1007501486)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0115B6394)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 011410

Report#: SSV008065535
Open Date: 01/31/2006
Mileage: 5480
Warr Built Dt: 01/14/2005
Supplier RP: R1

Zone/Cd: 71-59577
Name: LARSON CHRYSLER JEEP DODGE
Address: 2001 N MERIDIAN
 PUYALLUP, WA 983713303
Phone: 253 845-1725

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: HEADLAMPS AND INTERIOR LIGHTS FLASH WHILE ENGINE IS RUNNING

Service Action: COMPARE TO A LIKE VEHICLE. THIS MAY BE A NORMAL OCCURRENCE WHEN AN ACCESSORY KICKS IN WHEN THE ENGINE IS RUNNING.
 LOAD TEST G300 OUT AT THE IPM. TAKE APART AND CLEAN BATTERY CABLES, ESPECIALLY THE NEGATIVE CABLE ATTACHMENT POINT. DAVID NOTE CONDITION IS NORMAL WHEN COMPARED TO LIKE VEHICLE AND CAN FLICKER WHILE DRIVING. TECH CAN DUPLICATE FLICKER AND NOTED RATE OF FLICKER MATCHES CHARGE RATE. ADVISED TECH SWAP BATTERY, INSPECT AND CLEAN CONNECTIONS. RECOMMEND USING THE LAB SCOPE PEPMODULE OF THE DRB TO SCOPE THE CHARGING PATTERN OF THE ALTERNATOR. THE WAVE FORM SHOULD BE SHARP AND RIDGED. IF IT RESEMBLES AN AC SINE WAVE- RECOMMEND REPLACEMENT OF THE ALTERNATOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008116149

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1D4GP24R05B [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SE FWD RSKL53</p> <p>Engine: EGA-3.3L V6 OHV Engine (Ser #:1064501138)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0695B5575)</p> <p>Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH</p> <p>MDH: 031217</p>	<p>Report#: SSV008116149</p> <p>Open Date: 01/30/2006</p> <p>Mileage: 12248</p> <p>Warr Built Dt: 03/12/2005</p> <p>Supplier RP: B1</p>	<p>Zone/Cd: 66-60173</p> <p>Name: EDDIE ACCARDI DODGE CHRYSLER J</p> <p>Address: 101 COMMERCE PARK DRIVE THOMASVILLE, GA 31757</p> <p>Phone: INACTIVE 229 228-9100</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS WILL NOT TURN ON AT TIMES.

Service Action: TEST RESISTANCE VALUES OF HEADLAMP SWITCH. REFER TO GROUP 8L DIAGNOSIS FOR VAULES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008117898

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45RX5B [REDACTED]	Report#: SSV008117898	Zone/Cd: 32-44936
Model Year: 2005	Open Date: 01/30/2006	Name: IRA CHRYSLER JEEP DODGE
Make/Model: CARAVAN SXT FWD	Mileage: 13096	Address: 724 ROGERS STREET
RSKH52	Warr Built Dt: 08/03/2004	LOWELL, MA 01852
Engine: EGA-3.3L V6 OHV Engine (Ser #:1204400644)	Supplier RP: B1	Phone: INACTIVE
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2114B7611)		978 454-1400
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 080307		

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: HEADLAMPS INTERMITTENTLY WILL NOT COME ON ALSO REMOTES WILL NOT WORK NO CODES IN ANY CONTROLERS

Service Action: TRY REPLACING THE HEADLAMP SWITCH. CHECK TO SEE IF THE WCM SEES THE REMOTE SIGNAL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008118000

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 #:1229402087)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2014B6741)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 083016

Report#: SSV008118000
Open Date: 01/30/2006
Mileage: 22786
Warr Built Dt: 08/30/2004
Supplier RP: R1

Zone/Cd: 42-41942
Name: TWIN CITY DODGE-CHRYSLER, INC.
Address: 1495 U.S. 41 WEST
 ISHPEMING, MI 49849
Phone: INACTIVE
 906 486-4447

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: HEADLAMPS FLIKER AT TIMES HAVE SEVERAL OWNERS WITH SAME PROBLEM. WIREING CHECK OK. POSS PCM ANY SOLUTION.

Service Action: CHECK THE INPUT TO THE BCM FROM THE HEADLAMP SWITCH IS NOT CHANGING, THEN CHECK GROUNDS G300 AND G301 AND THE GROUND TO THE BCM. IF THE INPUT IS CHANGING, THEN THE HEADLAMP SWITCH IS SUSPECT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 418500404851

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX5R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1160501685)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1655B5723)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 061607

Report#: 418500404851
Open Date: 01/30/2006
Mileage: 5560
Warr Built Dt: 06/16/2005
Supplier RP: TP

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
0ZL651DVAF	SWITCH -LIGHTING CONTROL	1	41.86	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CHECK HEAD LIGHTS INOP AT TIMES INSTALL SOP PART

Service Comment:FOUND SWITCH SHORTED

Service Action:REPLACE HEAD LIGHT SWITCH. RECHCK OK. FIXED

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 664050710911

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1169502627)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1735B5542)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062402

Report#: 664050710911
Open Date: 01/31/2006
Mileage: 4810
Warr Built Dt: 06/24/2005
Supplier RP: TP

Zone/Cd: 51-66405
Name: BURGER CHRYSLER-JEEP INC
Address: 2600 SOUTH THIRD STREET
 TERRE HAUTE, IN 47802
Phone: 812 232-1331

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THAT THE HEADLIGHTS WILL NOT TURN ON, YOU HAVE TO JIGGLE SWITC

Service Comment:INSPECTED AND FOUND HEADLAMP SWITCH TO HAVE INTERNAL FAILURE.

Service Action:REMOVED AND REPLACED THE HEADLAMP SWITCH AND RETESTED. NO FURTHER REPAIRS NEED

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008113599

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R15B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1266402194)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2654B7597)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092908

Report#: SSV008113599
Open Date: 01/27/2006
Mileage: 24765
Warr Built Dt: 09/29/2004
Supplier RP: B1

Zone/Cd: 42-41356
Name: K & M NORTHFIELD DGE INC
Address: 4100 PLAINFIELD AVE NE
 GRAND RAPIDS, MI 495251682
Phone: 616 363-1540
 616 363-9011

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEAD LIGHTS DON T COME ON EVERY TIME WITH THE SWITCH, BUT THE PARK LAMPS DO.

Service Action: TECH TO REPLACE THE HEADLAMP SWITCH.

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008113755

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP64L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1223402043)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2204B8202)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081817

Report#: SSV008113755
Open Date: 01/27/2006
Mileage: 23081
Warr Built Dt: 08/18/2004
Supplier RP: R1

Zone/Cd: 74-62529
Name: BUD BROWN CHRYSLER INC
Address: 9101 METCALF
 OVERLAND PARK, KS 662121499
Phone: INACTIVE
 913 649-3000

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS AND DASH LIGHTS FLICKER.

Service Action: MAKE SURE THERE IS NO CHARGING RELATED ISSUES AND THE GROUNDS ARE TIGHT AT THE BCM. A CERTAIN AMOUNT OF FLICKER IS NORMAL. IF EXCESSIVE THEN CHECK FOR A POSSIBLE BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008114408

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L25R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1309403008)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3094B5364)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 111022

Report#: SSV008114408
Open Date: 01/27/2006
Mileage: 14028
Warr Built Dt: 11/10/2004
Supplier RP: R1

Zone/Cd: 71-42180
Name: OAK HARBOR MOTORS INC
Address: 75 SE PIONEER WAY
 OAK HARBOR, WA 982773297
Phone: 360 675-5901

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE HEAD LIGHTS FLICKER AT TIMES.. SYSTEM VOLTAGE APPEARS TO BE STEADY.. DLR FEELS THE BATTERY CABLES WERE WARM

Service Action: DLR TO REPLACE THE BATTERY AND THE CABLES AS NEEDED - ALSO TRY A HEAD LIGHT SWITCH - DLR TECH INDICATED ALL THE LIGHTS WERE FLICKERING - HEADLIGHTS AND INTERIOR LIGHS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008114636

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R45B [REDACTED]	Report#: SSV008114636	Zone/Cd: 32-57317
Model Year: 2005	Open Date: 01/27/2006	Name: BODWELL CHRYSLER JEEP DODGE, I
Make/Model: CARAVAN SXT FWD	Mileage: 11155	Address: 169 PLEASANT STREET
RSKH52	Warr Built Dt: 02/18/2005	BRUNSWICK, ME 040112275
Engine: EGA-3.3L V6 OHV Engine (Ser #:1034501095)	Supplier RP: B1	Phone: 207 729-3375
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0465B6854)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 021818		

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: HEADLIGHTS GO OUT AT TIMES. THEY CAN HOLD THE FLASH TO PASS AND IT STAYS ON HIGH.

Service Action: IF NO CONTACT ISSUES WITH THE HEADLAMP SWITCH, THEN CHECK THE CONNECTIONS AT THE FCM. THE DLR WOULD NEED TO DUPLICATE TO DETERMINE IF THERE IS A BCM INPUT ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008115838

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1034502245)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0425B7805)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 021501

Report#: SSV008115838
Open Date: 01/27/2006
Mileage: 5058
Warr Built Dt: 02/15/2005
Supplier RP: R1

Zone/Cd: 35-07123
Name: CALKINS MOTOR SALES INC
Address: 510 ELMIRA ST
 TROY, PA 16947
Phone: INACTIVE
 570 297-2115

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES: CHECK ENGINE LIGHT ON. HEAD LIGHTS INOP. DOOR AJAR LIGHT COMES ON. PRNDL INOP. TECH UNABLE TO CONFERM. HAS LOST COMMUNICATION CONCERNS..

Service Action:RECOMMEND TRYING FLASH 08-028-05. WILL NEED CONDITION TO DUPLICATE TO DIAG.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 362773674511

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1109503008)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1125B6975)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042522

Report#: 362773674511
Open Date: 01/27/2006
Mileage: 7275
Warr Built Dt: 04/25/2005
Supplier RP: TP

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
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	59.43	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:HEADLAMPS FLICKER WHEN DRIVING IN STALL ORDERED HEADLAMP SWITCH

Service Comment:HEADLAMP SWITCH IS SHORTED

Service Action:REPLACED HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 421843193271

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1048502328)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0675B8138)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031021

Report#: 421843193271
Open Date: 01/19/2006
Mileage: 10381
Warr Built Dt: 03/10/2005
Supplier RP: TP

Zone/Cd: 71-42184
Name: TIMBERLINE CHRYSLER JEEP DODGE
Address: 2406 N E SANDY BLVD
 PORTLAND, OR 972322399
Phone: INACTIVE
 503 234-0771

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THAT THE HEAD LAMPS AT TIMES DO NOT WORK ORDER HEAD LAMP SWITC

Service Comment:INTERMITTANT OPERATION

Service Action:REPLACED HEADLIGHT SWITCH. SWITCH CHECKS OK

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 421843193871

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R55B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1201401760)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2024B5106)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 072818

Report#: 421843193871
Open Date: 01/20/2006
Mileage: 34680
Warr Built Dt: 07/28/2004
Supplier RP: TP

Zone/Cd: 71-42184
Name: TIMBERLINE CHRYSLER JEEP DODGE
Address: 2406 N E SANDY BLVD
 PORTLAND, OR 972322399
Phone: INACTIVE
 503 234-0771

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLIGHTS WILL NOT ALWAYS TURN ON/SEE HISTORY/SOP PARTS ARE H

Service Comment:INTERMITTANT OPERATION

Service Action:REPLACED HEADLIGHT SWITCH. SWITCH CHECKS OK.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 241738419641

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 #:1264402816)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2594A2629)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092410

Report#: 241738419641
Open Date: 01/19/2006
Mileage: 8363
Warr Built Dt: 09/24/2004
Supplier RP: TP

Zone/Cd: 71-24173
Name: DICK HANNAH CHRYSLER JEEP DODG
Address: 3517 NE AUTO MALL DR
 VANCOUVER, WA 986627199
Phone: 800 906-8309
 877 240-1867

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THAT THE HEADLIGHTS SWITCH OFF WHILE DRIVING CAN WIGGLE SWITCH

Service Comment:- CHECKED TO FIND BROKEN SWITCH ASSEMBLY

Service Action:REMOVE AND REPLACE HEAD LIGHT SWITCH ASSEMBLY RETEST - COMPLETE

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 263482414971

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54LX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1083503200)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0905B8153)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 040218

Report#: 263482414971
Open Date: 01/20/2006
Mileage: 5488
Warr Built Dt: 04/02/2005
Supplier RP: TP

Zone/Cd: 42-26348
Name: SNETHKAMP CHRYSLER DODGE JEEP
Address: 23951 PLYMOUTH ROAD
 REDFORD, MI 482391497
Phone: 313 255-2700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUST STATES INTERMITT. HEAD LAMPS DO NOT COME ON WHEN SWITCH IS SET TO HEADLAM

Service Comment:INTERMITTENLY INOP

Service Action:R/R HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262554642

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1125502760)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1245A1447)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 051015

Report#: 416262554642
Open Date: 01/19/2006
Mileage: 8588
Warr Built Dt: 05/10/2005
Supplier RP: DO

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE CHRYSLER JEEP
Address: 725 ILLINOIS AVENUE
 MAUMEE, OH 435371796
Phone: 419 893-7690
 419 893-0241

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05015983AA	ADHESIVE -REAR VIEW MIRROR	1	4.27	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS HAVE SHUT OFF WHEN DRIVING DOWN THE RD,HEAD LAMPS MACUSTOMER STATES CENTER REAR VIEW MIRROR FEELS LOOSE

Service Comment:

Service Action:REPLACED HEADLAMP SWITCH TO CORRECT COMPLAINT REMOVED AND RE-INSTALLED MIRROR CORRECTLY,MIRROR WAS LOOSE (CENTER REAR VIEW M

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008108870

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]	Report#: SSV008108870	Zone/Cd: 35-44347
Model Year: 2005	Open Date: 01/25/2006	Name: BILLY BENDER CHRYSLER JEEP DOD
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 7031	Address: RT 53 WINCHESTER RD CUMBERLAND, MD 21502
Engine: EGH-3.8L V6 OHV Engine (Ser #:1123502233)	Warr Built Dt: 05/05/2005	Phone: 301 729-4890
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1235B5204)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 050514		

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: HEAD LAMPS AND PARKING LAMPS WILL NOT COME ON AT TIMES -- DLR ALSO COMPLAINS THAT THE ELECTRIC SLIDING DOORS AND LIFTGATE DO NOT FUNCTION.. INTERMITTENT - DLR CANNOT DUPLICATE.

Service Action: DLR TO CHECK FOR ANY FLASHES TO THE BCM - CHECK ALL THE BCM POWER AND GRDS -- ALSO CHECK THE G 300 AND 301 GRD POINTS, CHECK THE CONNECTERS AT THE LOWER IPM FOR ANY ISSUES - RE:POWER TO THE MODULES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008109865

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 #:1240400627)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2434B5282)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090917

Report#: SSV008109865
Open Date: 01/25/2006
Mileage: 49049
Warr Built Dt: 09/09/2004
Supplier RP: R1

Zone/Cd: 51-65524
Name: BOTHUN CHRYSLER CENTER
Address: 3100 MALL DRIVE
 EAU CLAIRE, WI 54701
Phone: 715 833-7777

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:INTERMITTENT HEADLAMPS. THEY ARE DIM WHEN THEY DO WORK. THE TURN SIGNALS SEEM TO TURN THEM OFF WHEN THERE ON.

Service Action:TECH WILL TRY A HEAD LAMP SWITCH. COULD POSSIBLE BE A BCM, NEED TO MONITOR THE BCM INPUTS WHEN CONCERN OCCURES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 263345795691

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 #:1222400909)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2204B8328)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081713

Report#: 263345795691
Open Date: 01/25/2006
Mileage: 13369
Warr Built Dt: 08/17/2004
Supplier RP: TP

Zone/Cd: 42-26334
Name: SOUTHFIELD DODGE CHRYSLER JEEP
Address: 28100 TELEGRAPH ROAD
 SOUTHFIELD, MI 48034
Phone: 248 354-2950

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:SOP IN TO CORRECT HEADLIGHTS WON T COME ON AT TIMES

Service Comment:FAILURE

Service Action:REPLACED HEAD LAMP SET

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 362773673432

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D8GP44L15R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1232402101)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2294A1897)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 090217</p>	<p>Report#: 362773673432</p> <p>Open Date: 01/25/2006</p> <p>Mileage: 12149</p> <p>Warr Built Dt: 09/02/2004</p> <p>Supplier RP: TP</p>	<p>Zone/Cd: 51-36277</p> <p>Name: LARRY ROESCH CHRYSLER-JEEP-DOD</p> <p>Address: 200 W GRAND AVE ELMHURST, IL 601261136</p> <p>Phone: 630 834-8000</p>
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Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651J8AE	SWITCH -LIGHTING CONTROL	1	70.07	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:DRIVERS SEAT RECLINER KNOB FELL OFF PART IS IN AT TIMES THE HEAD LIGHTS DO NOT COME ON PART IS IN

Service Comment:

Service Action:REPLACED DRIVERS SEAT RECLINER KNOP REPLACED HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 413831802291

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1D4GP45R25B [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: CARAVAN SXT FWD RSKH52</p> <p>Engine: EGA-3.3L V6 OHV Engine (Ser #:1205402188)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2114B6317)</p> <p>Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH</p> <p>MDH: 080412</p>	<p>Report#: 413831802291</p> <p>Open Date: 01/26/2006</p> <p>Mileage: 31886</p> <p>Warr Built Dt: 08/04/2004</p> <p>Supplier RP: TP</p>	<p>Zone/Cd: 66-41383</p> <p>Name: ORLANDO DODGE CHRYSLER JEEP</p> <p>Address: 4101 W COLONIAL DR ORLANDO, FL 328088122</p> <p>Phone: 407 299-1120</p>
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Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671L8AB	SWITCH -LIGHTING CONTROL	1	56.00	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLIGHTS DO NOT ALWAYS COME ON WHEN YOU TURN THEM ON NEED TO

Service Comment:SHORTED

Service Action:REPLACE HEAD LAMP SWITCH.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262554821

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP54L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1124502818)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1235B5665)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 050707

Report#: 416262554821
Open Date: 01/18/2006
Mileage: 7419
Warr Built Dt: 05/07/2005
Supplier RP: TP

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE CHRYSLER JEEP
Address: 725 ILLINOIS AVENUE
 MAUMEE, OH 435371796
Phone: 419 893-7690
 419 893-0241

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUST STATES THAT THE HEADLIGHTS WILL INTERM NOT COME ON WHEN USING THE HEADLIG

Service Comment:INSPECTED VEH FOUND THE HEADLIGHT SWITCH TO BE FAULTY

Service Action:REPLACED THE HEADLIGHT SWITCH TO CORRECT COMPLAINT

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008111446

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R95 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1118400808)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1204B7868)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 050614

Report#: SSV008111446
Open Date: 01/26/2006
Mileage: 20997
Warr Built Dt: 05/06/2004
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:DLR STATES HEAD LAMPS FLICKERING AND
Service Action:DLR TO CHECK CHARGING SYSTEM ARE THE LAMPS FLICKERING WITH CHARGE SYSTEM
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008111558

Vehicle Information

Repair Information

Dealer Information

VIN: 1D8GP25B55 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6147500419)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1525A0225)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 060414

Report#: SSV008111558
Open Date: 01/26/2006
Mileage: 13776
Warr Built Dt: 06/04/2005
Supplier RP: B1

Zone/Cd: 66-45078
Name: ALEXANDER DODGE
Address: 140 ROYAL OAKS BLVD
 FRANKLIN, TN 37067
Phone: INACTIVE
 615 794-0405

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: HEADLIGHTS GO OFF WHEN DRIVING, AIRBAG LIGHT STAYED ON FOR 2 DAYS,

Service Action: TEST DROVE, COULD NOT DUP, NO CURRENT OR STORED CODES IN PCM, BCM, TRANS, AIRBAG OR CLUSTER. \r\n\r\nDOUGLAS, CHECK THE G200 GROUND. CONDITION MAY NEED TO BE DUPLICATED IN ORDER TO RESOLVE CONCERN IF THE G200 GROUND IS NOT THE SOURCE OF THE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008112195

Vehicle Information

Repair Information

Dealer Information

VIN: 1D8GP25B55E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6147500419)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1525A0225)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 060414

Report#: SSV008112195
Open Date: 01/26/2006
Mileage: 13776
Warr Built Dt: 06/04/2005
Supplier RP: B1

Zone/Cd: 66-45078
Name: ALEXANDER DODGE
Address: 140 ROYAL OAKS BLVD
 FRANKLIN, TN 37067
Phone: INACTIVE
 615 794-0405

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: HEADLAMPS CUT OFF WHILE DRIVING, AIR BAG LIGHT ON FOR 2 DAYS, NO CODES IN ANY MODULE
Service Action: DUPLICATE FAX
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008112623

Vehicle Information

Repair Information

Dealer Information

VIN: 1D8GP25B55E [REDACTED]
Model Year: 2005
Make/Model: DODGE
CARAVAN SE FWD
RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
#:6147500419)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K1525A0225)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 060414

Report#: SSV008112623
Open Date: 01/26/2006
Mileage: 13776
Warr Built Dt: 06/04/2005
Supplier RP: B1

Zone/Cd: 66-45078
Name: ALEXANDER DODGE
Address: 140 ROYAL OAKS BLVD
FRANKLIN, TN 37067
Phone: INACTIVE
615 794-0405

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: HEADLAMPS CUT OUT

Service Action: DUPLICATE FAX. REFER TO CASE 8111558.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 250193972991

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R45B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1173500670)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1755B8218)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062802

Report#: 250193972991
Open Date: 01/26/2006
Mileage: 7594
Warr Built Dt: 06/28/2005
Supplier RP: T2

Zone/Cd: 32-25019
Name: SAM DELLS DODGE CORP
Address: 1011 WEST GENESEE STREET
 SYRACUSE, NY 132042244
Phone: INACTIVE
 315 472-6633

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05102969AB	BLOCK -NONE	1	197.40	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CK FOR WHILE DRIVING-LOSS POWER TO ALL COMPONENTS- HEADLAMPS- RADIO- STEERING-

Service Comment:

Service Action:CK FOR FAULT CODES-NONE STORED PER STAR LINE- REPLACE FUSE PANEL BOX- ROAD TE

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262560691

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24RX5B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1101501344)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1035B7522)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 041520

Report#: 416262560691
Open Date: 01/25/2006
Mileage: 30394
Warr Built Dt: 04/15/2005
Supplier RP: TP

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE CHRYSLER JEEP
Address: 725 ILLINOIS AVENUE
 MAUMEE, OH 435371796
Phone: 419 893-7690
 419 893-0241

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUST STATES THAT THE HEADLIGHTS WILL INTERM NOT COME ON WHEN USING THE HEADLIG

Service Comment:INSPECTED VEH FOUND THE HEADLIGHT SWITCH TO BE FAULTY

Service Action:REPLACED THE HEADLIGHT SWITCH TO CORRECT COMPLAINT

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008103900

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1078501164)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0825B7678)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 033001

Report#: SSV008103900
Open Date: 01/23/2006
Mileage: 4584
Warr Built Dt: 03/30/2005
Supplier RP: B1

Zone/Cd: 51-23736
Name: DISALVO'S INC
Address: 5926 S LINDBERGH BLVD
 SAINT LOUIS, MO 631237017
Phone: INACTIVE
 314 894-1440

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 HEADLAMPS WILL NOT TURN ON AT TIMES WHILE DRIVING. THE BCM AND FCM WERE REPLACED FOR THIS CONDITION, BUT IT KEEPS COMING BACK FOR THIS ISSUE. TECH HAS NOT BEEN ABLE TO DUPLICATE THE CONDITION.

Service Action: IT MAY BE NECESSARY TO DUPLICATE THE CONDITION BEFORE TAKING ANY FURTHER ACTION. IT COULD BE ANY COMPONENT IN THE SYSTEM CAUSING THE CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008106266

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 #:1223400415)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2254B5199)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082317

Report#: SSV008106266
Open Date: 01/24/2006
Mileage: 19241
Warr Built Dt: 08/23/2004
Supplier RP: R1

Zone/Cd: 42-44537
Name: COURTESY AUTO WORLD INC
Address: 139 BUCKEYE BOULEVARD
 PORT CLINTON, OH 43452
Phone: INACTIVE
 419 732-3176

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: HEADLAMPS FLICKER AND AT TIMES WILL NOT COME ON-NO CODES -GROUNDS ARE CLEAN AND TIGHT.

Service Action: ADVISED TO REPLACE HEADLAMP SWITCH WITH MOST CURRENT PART NUMBER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008106293

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1123500041)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1255B7943)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 051103

Report#: SSV008106293
Open Date: 01/24/2006
Mileage: 16785
Warr Built Dt: 05/11/2005
Supplier RP: R1

Zone/Cd: 35-67797
Name: QUINN CHRYSLER DODGE JEEP
Address: 18727 ELTHAM RD
 WEST POINT, VA 23181
Phone: 804 843-2555

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 HEADLIGHTS DO NOT TURN AT TIMES. --CODE IN FCM FOR FOG LAMP. THE DLR HAS CHECKED THE HEADLAMP SWITCH.

Service Action:POSSIBLE BCM CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008107737

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25BX5B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6157500633)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1625A0181)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 061322

Report#: SSV008107737
Open Date: 01/24/2006
Mileage: 5310
Warr Built Dt: 06/13/2005
Supplier RP: B1

Zone/Cd: 66-45090
Name: BURGIN DODGE
Address: 4500 CLINTON HIGHWAY
 KNOXVILLE, TN 37912
Phone: INACTIVE
 865 688-3620

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 HEADLAMPS WILL DROP OUT WHILE DRIVING, THE FCM WAS REPLACED FOR THIS ISSUE AND IT STILL COMES BACK WITH THE SAME CONDITION.
Service Action: IT COULD BE A SWITCH OR A BCM CAUSING THE CONDITION.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 263345792102

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 #:1240402634)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2434A0689)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091122

Report#: 263345792102
Open Date: 01/23/2006
Mileage: 29669
Warr Built Dt: 09/11/2004
Supplier RP: TW

Zone/Cd: 42-26334
Name: SOUTHFIELD DODGE CHRYSLER JEEP
Address: 28100 TELEGRAPH ROAD
 SOUTHFIELD, MI 48034
Phone: 248 354-2950

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05103320AB	TIE ROD -TIE ROD	1	69.16	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS DOES NOT COME ON INTERM RATTLE IN FT END OVER BUMPS RATTLE IN FT END OVER BUMPS

Service Comment:

Service Action:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008101516

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1301401443)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3014B5259)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 110207

Report#: SSV008101516
Open Date: 01/20/2006
Mileage: 30623
Warr Built Dt: 11/02/2004
Supplier RP: R1

Zone/Cd: 51-23740
Name: BOB RIDINGS INC
Address: 931 SPRINGFIELD ROAD
 TAYLORVILLE, IL 625681220
Phone: INACTIVE
 217 824-2207

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: HEADLIGHTS WILL GO OFF WHILE DRIVING INTERMITTENTLY, ALSO THEY WILL NOT TURN ON AT TIMES.

Service Action: TECH WILL REPLACE THE SWITCH. NOT EQUIPPED WITH AUTO HEADLAMPS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008102296

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R75B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1167400078)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1704B6813)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062223

Report#: SSV008102296
Open Date: 01/20/2006
Mileage: 1
Warr Built Dt: 06/22/2004
Supplier RP: B1

Zone/Cd: 42-44890
Name: PROGRESSIVE CHRYSLER JEEP DODG
Address: 7966 HILLS AND DALES RD NE
 MASSILLON, OH 446465241
Phone: 330 833-8584

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 HEADLIGHTS GO OUT WHILE DRIVING. THE DLR REPLACED THE HEADLAMP SWITCH AS PER STAR ONLINE. THE GROUNDS HAVE BEEN CHECKED. THE DLR HAS NOT DUPLICATED THE CONCERN.

Service Action:THE DLR NEEDS TO CHECK THE CONNECTIONS AT THE FCM. THE DLR NEEDS TO DUPLICATE AND CHECK HOW THE BCM IS SEEING THE INPUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008054370

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54LX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1300402187)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3004B8164)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 110122

Report#: SSV008054370
Open Date: 01/19/2006
Mileage: 1
Warr Built Dt: 11/01/2004
Supplier RP: R1

Zone/Cd: 42-23401
Name: O'DANIEL MOTOR SALES INC
Address: 5611 ILLINOIS RD
 FORT WAYNE, IN 468041153
Phone: 219 435-5300
 260 435-5300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES HEADLIGHTS GO OFF AND ON. WINDOWS INOP WHEN THIS HAPPENS. TECH HAS NOT BEEN ABLE TO DUPLICATE.

Service Action: RECOMMEND FLASHING THE BCM WITH 08-028-05. TECH GOT IT TO GO OUT. LIGHTS CAME BACK WHEN HE GIGGLED THE SWITCH. HE WILL REPLACE THE SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008098949

Vehicle Information

VIN: 2C4GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
TOWN & COUNTRY TOURING FWD
RSYP53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1237402124)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2264A2792)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090110

Repair Information

Report#: SSV008098949
Open Date: 01/19/2006
Mileage: 22408
Warr Built Dt: 09/01/2004
Supplier RP: R1

Dealer Information

Zone/Cd: 51-44468
Name: SHOTTENKIRK CHRYSLER JEEP DODG
Address: 2301 EAST WASHINGTON
MT PLEASANT, IA 52641
Phone: 319 385-2261

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:HEADLIGHTS GO OUT AT TIMES.

Service Action:REPLACE SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008098963

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R15 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1054501178)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0555B7835)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 022820

Report#: SSV008098963
Open Date: 01/19/2006
Mileage: 17287
Warr Built Dt: 02/28/2005
Supplier RP: B1

Zone/Cd: 74-44972
Name: SHAKOPEE CHRYSLER JEEP DODGE
Address: 1615 WESTON COURT
 SHAKOPEE, MN 55379
Phone: INACTIVE
 952 345-4400

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:DLR STATES HEAD LAMPS SHUT OFF BY THEM SELF
Service Action:DLR TO CHECK MUX VOLTAGE FROM SWITCH NTO BCM, POSIBLE SWITCH
Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008100146

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R45B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1137500921)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1405B6537)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 052321

Report#: SSV008100146
Open Date: 01/19/2006
Mileage: 20705
Warr Built Dt: 05/23/2005
Supplier RP: B1

Zone/Cd: 35-44976
Name: SADLER AUTO CENTER OF FRANKLIN
Address: 125 SOUTH COLLEGE DR
 FRANKLIN, VA 23851
Phone: INACTIVE
 757 562-4583

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE HEAD LAMPS WENT OUT ON THERE OWN.. HAPPENED 2 X S FOR THE OWNER.. OWNER CLAIMS JUST THE HEAD LIGHTS GO OFF.

Service Action: DLR TO CHECK THE POWER AND THE GRD TO THE FCM AND THE HEAD LIGHTS POWER FEED...DLR TO DUPLICATE AND OR HAVE THE OWNER TEST THE VEHICLES HIGH BEAMS WHEN THE FAILURE APPEARS - POSSIBLE FCM AND OR IPM..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R394535601BI55

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L35R [REDACTED]

Report#: 5R394535601BI55

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 01/20/2006

Name: CHRYSLER CORPORATION

Make/Model:

Mileage: 24800

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SXT FWD

Warr Built Dt: 12/17/2004

AUBURN HILLS, MI 48326-2757

RSKH53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1348401198)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3424B5359)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 121709

Service Narrative Information

Evaluator's Comment: I55 Electrical & Accessories, Exterior lights not working. GROUP=I, TYPE=55 HEADLIGHTS FREQUENTLY NOT COMING ON WHEN SWITCHED ON.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008091784

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R45R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1309401310)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3344B5089)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 120206

Report#: SSV008091784
Open Date: 01/16/2006
Mileage: 15540
Warr Built Dt: 12/02/2004
Supplier RP: R1

Zone/Cd: 42-58492
Name: LAHM INC
Address: 119 N BROADWAY ST
 SUGARCREEK, OH 44681
Phone: INACTIVE
 330 852-2473

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE FRONT HEAD LIGHTS WENT OUT WHILE DRIVING.. HEAD LIGHTS ARE THE ONLY THING THAT ARE TURNING OFF..

Service Action: DLR TO CHECK THE CONNECTIONS AT THE IPM AND FCM -- CHECK THE G300 GRD -- ALSO CHECK AND REPLACE THE HEAD LIGHT SWITCH IF ALL OTHER AREAS CHECKED OK.. OWNER DID NOT KNOW IF THE HEAD LIGHT HIGH BEAMS WENT OUT.. DLR DID NOT TRY TO OPERATE..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008048780

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R45B [REDACTED]

Report#: SSV008048780

Zone/Cd: 42-67121

Model Year: 2005

Open Date: 01/13/2006

Name: HARDEN CHRYSLER

Make/Model:

Mileage: 35862

Address: 324 W MAIN ST

GRAND CARAVAN SE FWD

Warr Built Dt: 05/19/2004

CIRCLEVILLE, OH 43113

RSKL53

Supplier RP: B1

Phone: INACTIVE

Engine: EGA-3.3L V6 OHV Engine (Ser #:1127400848)

740 474-3141

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1384B6987)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 051916

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS AND DASH LAMPS FLICKER AT TIMES. CHARGING SYSTEM IS OK AND REPLACED ALT AND BCM AND HEADLAMPS SWITCH.

Service Action: BASED ON WHAT HAS BEEN REPLACED MAY WANT TO TRY MAKING SURE THE LEFT KICK PANEL GROUND IS CLEAN AND TIGHT, THIS HAS BEEN A ISSUE SINCE 2001 MODEL. THE DLR IS CALLING TO SEE IF THERE IS ANY UPDATE TO THIS CONCERN. THE BCM AND THE ALTERNATOR HAS BEEN REPLACED. THE DLR IS NOT FINDING A CHARGING SYSTEM CONCERN. THE GROUNDS ARE TIGHT. ----ENGINEERING IS AWARE OF THIS CONCERN. THERE IS NO FIX AT THIS TIME.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008091239

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R35B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1022401500)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0354B5053)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 021010

Report#: SSV008091239
Open Date: 01/13/2006
Mileage: 20576
Warr Built Dt: 02/10/2004
Supplier RP: B1

Zone/Cd: 71-59725
Name: LARRY MILLER CHRYSLER JEEP DOD
Address: 222 AUTO DRIVE
 BOISE, ID 837090000
Phone: 208 947-6500

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: HEADLAMPS AND DASH LIGHT FLICKER. 2ND TIME IN FOR SAME COMPLAINT, FIRST TIME IN THE RADIATOR FAN WERE NOISY IF REPLACE THE FANS, CAN NOTICE THE LIGHT DROP WHEN THE FANS KICK ON. HAS CHECK ALL POWERS AND GROUNDS. WITH THE LAB SCOPE LOOKING AT THE CHARGING PATTERN, THE PATTERN GOT NOISY WHEN THE FANS KICKED ON. THE VOLTAGE DROPPED TO 12 VOLTS WHEN THIS HAPPENED,

Service Action: WILL MAKE ENGINEERING AWARE OF ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 412613037761

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L55R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1147400731)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1484B5148)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 060211

Report#: 412613037761
Open Date: 01/14/2006
Mileage: 27792
Warr Built Dt: 06/02/2004
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAC	SWITCH -LIGHTING CONTROL	1	56.70	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLIGHTS ARE INOP. INTERMITTENT..HAS TO JIGGLE SWITCH

Service Comment:

Service Action:CK AN REPL HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004436672

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1018502453)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0285A1686)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020108

Report#: SSV004436672
Open Date: 01/12/2006
Mileage: 2000
Warr Built Dt: 02/01/2005
Supplier RP: R1

Zone/Cd: 63-45107
Name: CHRYSLER JEEP DODGE CITY OF
Address: 700 S CENTRAL EXPY
 MCKINNEY, TX 750703834
Phone: 972 569-9650

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: UNDER HEAVY ELECTRICAL LOAD, INCLUDING THE HEATED SEATS ON HIGH HEAT, THE HEADLAMPS AND INSTRUMENT PANEL LIGHTING WILL FLICKER. NO CODES. CHARGING SYSTEM IS WORKING CORRECTLY. NO GROUND OR BATTERY CABLE PROBLEMS FOUND. \n:KB18:02/01/2005

Service Action: ADVISED TECH THIS IS A NORMAL OPERATING CHARACTERISTIC ON THE RS VEHICLES; EVEN GOING BACK TO THE 2001 MODEL YEAR. ENGINEERING IS AWARE OF IT AND THE ISSUE IS UNDER INVESTIGATION. \n:KB18:02/01/2005 THE DLR HAS THE SAME CONCERN. THE CHARGING SYSTEM CHECKS TO BE GOOD. THE GROUNDS AND BATTERY CABLES HAVE BEEN CHECKED. THE DLR HAS REPLACED THE PCM.---ACCORDIING TO CASE 4436672 THIS WOULD BE A NORMAL CONCERN, IF NO CHARGING ISSUES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008087611

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L85 [REDACTED]	Report#: SSV008087611	Zone/Cd: 51-68396
Model Year: 2005	Open Date: 01/12/2006	Name: FRANK BOUCHER CHRYSLER
Make/Model: CHRYSLER	Mileage: 8618	Address: 9601 WASHINGTON AVE
TOWN & COUNTRY TOURING FWD	Warr Built Dt: 11/11/2004	RACINE, WI 53406
RSYP53	Supplier RP: R1	Phone: INACTIVE
Engine: EGH-3.8L V6 OHV Engine (Ser #:1308401686)		262 886-2886
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3104B6817)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 111113		

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 HEADLAMPS WILL NOT OPERATE AT TIMES WHILE DRIVING. THIS IS AN INTERMITTENT PROBLEM.

Service Action: IT COULD BE A FCM OR BCM, SINCE THERE ARE NO CODES REPLACE THE FCM FOR THIS ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008088194

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 #:1215402336)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2154B7952)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080919

Report#: SSV008088194
Open Date: 01/12/2006
Mileage: 13983
Warr Built Dt: 08/09/2004
Supplier RP: R1

Zone/Cd: 51-23738
Name: REUTHER'S JEEP-CHRY-PLYM
Address: 11654 OLIVE BLVD
 CREVE COEUR, MO 631417002
Phone: INACTIVE
 314 432-8408

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:VERY INTERMITTENT THE HEADLIGHTS WILL NOT COME ON AND THE PRNDL WILL TURN ALL GREEN.

Service Action:CHECK THE GROUND G200 FOR THE SWITCH AND THE GROUNDS FOR THE BCM G301.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004739309

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L85R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1048500263)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0535B7941)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022500

Report#: SSV004739309
Open Date: 01/10/2006
Mileage: 4885
Warr Built Dt: 02/25/2005
Supplier RP: R1

Zone/Cd: 32-44098
Name: THOMAS DODGE CORP OF NEW YORK
Address: 1201 ROUTE 112
 PORT JEFFERSON, NY 11776
Phone: INACTIVE
 631 473-4800

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 DASH LAMPS DROP OUT AND FLICKER AT NIGHT, DLR CANT DUPLICATE CONCERN \n:DED12:11/07/2005

Service Action: DLR TO FLASH BCM TSB 08-028-05 \n:DED12:11/07/2005\nREPLACED THE BCM. STILL HAS THE HEADLAMPS AND CLUSTER LAMPS FLICKERING VERY FAINTLY. THIS OCCURS ONLY IF ALL OF THE OTHER ACCESSORIES ARE ON. AS THE OTHER ACCESSORIES ARE TURNED OFF, THE FLICKERING IS VERY DIFFICULT TO SEE. THIS SOUNDS LIKE A NORMAL CONDITION FOR THE WAY THE CUSTOMER IS OPERATING THE VEHICLE. \n:REC4:11/17/2005 TECH STATES CLUSTER LAMPS DIM WHILE DRIVING AND VOLTAGE WILL DROP FROM 13.8V DOWN TO 12.5V WHEN THE LAMPS FLICKER. TECH REPLACED ALTERNATOR AND BELIEVES THE PCM CONTROL OF ALTERNATOR IS CAUSE. TRANSFER TO ELEC GRP TO VERIFY IF PCM IS AN ISSUE FOR THE COMPLAINT OR IS NORMAL FOR OPTIONED VEH. CALLING BACK AND CONDITION IS GETTING WORSE AND PCM IS TOGGING UP AND DOWN WHEN THIS HAPPENS.MADE TECH CHECK TO SEE IF FANS ARE RUNNING CYCLING WHEN IT HAPPENS AND SAYS NO IT IS NOT.WILL RUN BY RESTRICTION. ORDERED NGC, ORDER#9309**, OUT OF NY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004722734

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1018502453)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0285A1686)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020108

Report#: SSV004722734
Open Date: 01/10/2006
Mileage: 2000
Warr Built Dt: 02/01/2005
Supplier RP: R1

Zone/Cd: 32-38770
Name: CANANDAIGUA CHRYSLER DODGE JEE
Address: 2591 ROCHESTER RD
 CANANDAIGUA, NY 144248007
Phone: 585 394-3440

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES : INTERIOR AND HEADLIGHTS FLICKER AT IDLE. TECH FOUND A 1-2V SURGE. \n:EAW2:10/24/2005

Service Action:RECOMMEND LOAD TESTING THE ALT AND BATTERY. TEST THE FIELD CIRCUIT FROM THE PCM TO THE ALT. IF ALL TEST OK- RECOMMEND A PCM. \n:EAW2:10/24/2005 4021 MILES. SAME ISSUE. ALTERNATOR IS CHARGING OK AT IDLE. CONCERN IS THERE WITH THE RPM RAISED. RECOMMEND USING LAB SCOPE TO SEE IF THERE IS AC VOLTAGE COMING FROM THE ALT. TECH IS REQUESTING A PCM- REFERED TO PCM GROUP FOR REVIEW. TECH HAS CHECKED ALL RELATED WIRING AND FOUNTNT O BE OK\r\nORDERED NGC 4161 MILES. PCM REPLACED. TECH FOUND THE CHARGING SYSTEM WAVE WAS \ FUZZY\ ON A LAB SCOPE COMPARED TO ANOTHER VEHICLE. ALSO REPLACED THE ALTERNATOR AND TRIED A SUBSTITUTE BATTERY. HAS ALSO RUN GROUNDS TO THE ENGINE, CHASSIS. ESCALATED TO RESEARCH. THE DESCRIBED CONCERN IS NOT CONSISTANT WITH AN ALTERNATOR FAILURE. IT IS MORE PROBABLE THE PCM WOULD BE THE CAUSE. RECOMMEND INSPECTING THE FIELD WIRING TO THE GENERATOR. IF OK, TRY A NEW PCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 250626683701

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R95B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1160400507)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1614B6569)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 061612

Report#: 250626683701
Open Date: 01/10/2006
Mileage: 14424
Warr Built Dt: 06/16/2004
Supplier RP: TP

Zone/Cd: 74-25062
Name: CHARLIE ZOOK MOTORS
Address: 2101 E SIXTH ST/POB 3266
 SIOUX CITY, IA 511023266
Phone: 712 277-3221

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: SWITCH, HEADLAMP AND INSTRUMENT PANEL-Test and replace (B)

Service Comment: REPLACED SHOTED OUT SW

Service Action: 14424 HEADLIGHTS INOP REPLACED HEADLIGHT SWITCH PER LIGHT INOP INTERNAL SHORT

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 420681428812

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L25R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1271401046)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2744A2063)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 100716

Report#: 420681428812
Open Date: 01/11/2006
Mileage: 9429
Warr Built Dt: 10/07/2004
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAC	SWITCH -LIGHTING CONTROL	1	56.70	N	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:LEFT SLIDER WILL NOT CLOSE AT TIMES HEADLIGHT SWITCH WOULD NOT TURN ON HEADLIGHTS

Service Comment:FOUND WIRING CHANNEL DRAGGING I LOWER DOOR TRACK FOUND INTERMITTEN OPERATION IN HEADLAMP SWITCH

Service Action:REPLACED WIRING AND CHANNEL REPLACED HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008080014

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R25B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1054500152)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0615B5393)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 030422

Report#: SSV008080014
Open Date: 01/09/2006
Mileage: 15575
Warr Built Dt: 03/04/2005
Supplier RP: B1

Zone/Cd: 32-42762
Name: BONNEVILLE & SON INC
Address: 625 HOOKSETT RD
 MANCHESTER, NH 031042642
Phone: 603 627-7831
 603 624-9280

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: HEADLAMPS INTERMITTENTLY DON T COME ON. AND THE GAUGES SPIKED UP TO THE HIGHEST POSITION, THEN CAME DOWN. ALSO, THE ENGINE DIED OUT ONE TIME WHEN COMING TO A STOP. HASN T BEEN ABLE TO DUPLICATE ANY OF THESE CONDITIONS. HAS NO FAULT CODES IN ANY MODULE.

Service Action: SUGGESTED THAT HE THOROUGHLY CHECK OUT THE WIRING UNDER THE BATTERY TRAY, WHICH IS FOR THE PCM AND IPM/FCM, THEN CHECK OUT THE GROUNDS FOR THE CLUSTER, HEADLAMP SWITCH, AND FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R442778601AI93

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L95R [REDACTED]

Report#: 5R442778601AI93

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 01/09/2006

Name: CHRYSLER CORPORATION

Make/Model:

Mileage: 19582

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SXT FWD

Warr Built Dt: 02/10/2005

AUBURN HILLS, MI 48326-2757

RSKH53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1026500353)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0395B8240)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 021015

Service Narrative Information

Evaluator's Comment: I93 Electrical & Accessories, Other electrical and/or accessory troubles. GROUP=I, TYPE=93 STILL HAVING PROBLEM WITH HEADLIGHTS STAYING LIT WHILE DRIVING ON HIGHWAY.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008071929

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1267402144)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2754B5289)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 100815

Report#: SSV008071929
Open Date: 01/04/2006
Mileage: 21668
Warr Built Dt: 10/08/2004
Supplier RP: R1

Zone/Cd: 51-51825
Name: VAN LIESHOUT AND SIMON DODGE
Address: 225 DODGE STREET
 KAUKAUNA, WI 541302531
Phone: INACTIVE
 920 766-3771

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: HEADLIGHTS FLASHING ON AND OFF. CONDITION OCCURRED ONE TIME, JUST WENT AWAY AFTER A SHORT PERIOD OF TIME, NO FAULT CODES.

Service Action: CHECK Z343/Z344-GROUND, POSSIBLE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008072072

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R25B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1063401666)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0694B5124)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031810

Report#: SSV008072072
Open Date: 01/04/2006
Mileage: 16750
Warr Built Dt: 03/18/2004
Supplier RP: B1

Zone/Cd: 35-42408
Name: FAIR OAKS DODGE INC
Address: 10407 LEE HIGHWAY
 FAIRFAX, VA 22030
Phone: INACTIVE
 703 385-3500

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 HEADLIGHTS DOES NOT COME ON AT TIMES. THE DLR HAS THE DLR CHECKED FOR TSB

Service Action:THE NEEDS TO REPLACE THE HEADLAMP SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008072871

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1046502221)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0525B7516)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022314

Report#: SSV008072871
Open Date: 01/04/2006
Mileage: 18695
Warr Built Dt: 02/23/2005
Supplier RP: R1

Zone/Cd: 32-57696
Name: LONGLEY BROS INC
Address: 1698 COUNTY ROUTE 57
 FULTON, NY 13069
Phone: 315 598-2135

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 HEAD LAMPS WILL DROP OUT WHILE DRIVING.

Service Action:TECH TO REPLACE THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008073074

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R05B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1165504945)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K111111111)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 061801

Report#: SSV008073074
Open Date: 01/04/2006
Mileage: 2000
Warr Built Dt: 06/18/2005
Supplier RP: B1

Zone/Cd: 42-62224
Name: GANLEY CHRYSLER-JEEP INC
Address: 6780 PEARL ROAD
 MIDDLEBURG HGTS, OH 441303627
Phone: INACTIVE
 440 845-3200

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: HEADLIGHTS INOP AT TIMES

Service Action: NEED TO KNOW WHEN LIGHT ARE INOPERATIVE WHAT DIAGNOSTICS WERE PERFORMED WHAT IS ANY PARTS WERE REPLACED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008076048

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1244400959)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2584B5168)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091519

Report#: SSV008076048
Open Date: 01/05/2006
Mileage: 25460
Warr Built Dt: 09/15/2004
Supplier RP: R1

Zone/Cd: 74-66701
Name: SMITH MOTOR
Address: 309 FORREST DRIVE
 BROOKFIELD, MO 64628
Phone: INACTIVE
 660 258-2267

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: WHEN THE HEATED SEATS ARE TURNED ON, THE HEADLIGHTS WILL FLICKER. WON T OCCUR AT ANY OTHER TIME. NOTICES THAT THE BATTERY VOLTAGE WILL FLUCTUATE MORE THAN USUAL WHEN THE HEATED SEATS ARE ON. MADE SURE THAT ALL CONNECTORS FOR THE HEATED SEATS ARE CONNECTED PROPERLY.

Service Action: SUGGESTED THAT HE COMPARE TO ANOTHER SIMILAR VEHICLE, AND MEASURE AMPERAGE DRAW IN BOTH VEHICLES. CAN ALSO CHECK THE GROUNDS FOR THE BCM AND THE HEATED SEAT MODULES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008069027

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R75B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1204400703)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2114B6869)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080309

Report#: SSV008069027
Open Date: 01/03/2006
Mileage: 28782
Warr Built Dt: 08/03/2004
Supplier RP: B1

Zone/Cd: 35-45027
Name: SAFFORD CHRYSLER JEEP DODGE OF
Address: 5202 JEFFERSON DAVIS HWY
 FREDERICKSBURG, VA 22408
Phone: 540 898-7200

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: AT TIMES HEADLAMPS WILL NOT ILLUMINATE.

Service Action: REPLACE HEADLAMP SWITCH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008069945

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R65B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1060501883)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0665B5390)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 030901

Report#: SSV008069945
Open Date: 01/03/2006
Mileage: 26000
Warr Built Dt: 03/09/2005
Supplier RP: B1

Zone/Cd: 42-43284
Name: GREVE CHRY-JEEP-DODGE OF VAN W
Address: 756 W ERVIN
 VAN WERT, OH 458911498
Phone: 419 238-3944

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE HEADLIGHTS GO OUT INTERMITTENTLY. TECH NOT ABLE TO V ERIFY. CUSTOMER SAYS THE HIGH BEAMS WORKED WHEN THE CONDITION WAS PRESEN T.

Service Action:RECOMMEND LOAD TESTING THE FCM POWERS THROUGH THE IPM. TAP OR WIGGLE THE IPM WHILE LOAD TESTING. IF OK- RECOMMEND REPLACEMENT OF THE FCM.

Correction:

Field Engineer Analysis Report



Images: 1

Issue Number: RT7953TC110601
 Business Group: CAG Field Engineer
 Location: Minneapolis
 Issue Type: Non-Powertrain
 Category: Reliability
 Reported By: Tracy Castano
 Phone: +1 952 894 9000
 Created On: 01/11/2006



Defective Headlamp Switch
 VIN: 5R279108 Mileage 15,092

Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
RS	5 [REDACTED]	15092	081410	42832	EGH 1218 4016 53	DGL K219 4B69 48	Y

CONCERN #1

Customer Concern:

Customer stated, 'Headlamps do not always come on when turned on'. 'At times when hitting bumps lights will flicker.'

Root Cause:

Headlamp Switch Shorted.
 LOP 08803601
 PN 0ZL651DV-AF
 Keywords SupplierQuality PartReturn DurabilityReliability
 Cost of Repair \$92

Field Engineer Analysis Report



Repair Action:

Technician replaced headlamp switch for intermittent failure. Tested operation. Lights work fine now. Will send part to QEC.

Details: Tested and found delay in headlamp switch. Found no broken clips at headlamp switch assembly. Headlamp switch had never been removed due to a repair. When operating the switch every so often the headlamps would not respond. Ordered new switch assembly.

TSB Group: 08

Repair Successful: Y

Issue Number: RT7953TC110601
Business Group: CAG Field Engineer
Location: Minneapolis
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Tracy Castano
Phone: +1 952 894 9000
Created On: 01/11/2006

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	5R [REDACTED]	15092	081410	42832	EGH 1218 4016 53	DGL K219 4B69 48	Y

Field Engineer Analysis Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAF	SWITCH -LIGHTING CONTROL	1	0.00		01/01/0001

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008070703

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R05R [REDACTED]

Report#: SSV008070703

Zone/Cd: 42-44707

Model Year: 2005

Open Date: 01/03/2006

Name: MATHEWS DODGE CHRYSLER JEEP IN

Make/Model: CHRYSLER

Mileage: 14045

Address: 1866 MARION-WALDO RD

TOWN & COUNTRY LX FWD

Warr Built Dt: 06/19/2004

MARION, OH 43302

RSYH53

Supplier RP: R1

Phone: 740 389-2341

Engine: EGA-3.3L V6 OHV Engine (Ser #:1169400655)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1684B5115)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 061918

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER STATES THAT GAUGES WILL BOUNCE UNTIL THE VEHICLE IS SHIFTED INTO P ARK AND THE ACCELERATOR IS DEPRESSED, RADIO ALSO CUTS OUT, SPEAKERS POP, HEADLAMPS FLICKER. TECH HAS NOT BEEN ABLE TO DUPLICATE.

Service Action: SUGGESTED TECH REMOVE AND CLEAN THE G200 AND G301 GROUNDS AND REINSTALL, TORQUE TO SPECS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R3945350601A

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L35R [REDACTED]

Report#: 5R3945350601A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 01/03/2006

Name: CHRYSLER CORPORATION

Make/Model:

Mileage: 24550

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SXT FWD

Warr Built Dt: 12/17/2004

AUBURN HILLS, MI 48326-2757

RSKH53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1348401198)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3424B5359)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 121709

Service Narrative Information

Evaluator's Comment: HEADLIGHT SWITCH INTERMITTENTLY NOT TURNING ON THE HEADLIGHTS. TURN S ON PARKING LIGHTS ONLY. BY CYCLING THE SWITCH A COUPLE OF TIMES TH E HEADLIGHTS WILL COME ON. APPMT MADE WITH DEALER.

Service Action: APPMT MADE WITH DEALER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008066403

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 #:1259402075)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2604B7984)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092814

Report#: SSV008066403
Open Date: 12/30/2005
Mileage: 29153
Warr Built Dt: 09/28/2004
Supplier RP: R1

Zone/Cd: 66-68479
Name: NABER CHRY-DODGE-JEEP INC
Address: 5660 MAIN STREET
 SHALLOTTE, NC 28470
Phone: 910 754-2811

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 HEAD LAMPS WILL DROP OUT AT TIMES AND THERE ARE NO CODES IN SYSTEM.

Service Action:THERE ARE NO KNOWN ISSUES FOR THIS CONCERN. IT COULD BE A BCM OR FCM IS SUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 089112996381

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 #:1222402345)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2234B8160)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081606

Report#: 089112996381
Open Date: 12/30/2005
Mileage: 24719
Warr Built Dt: 08/16/2004
Supplier RP: TP

Zone/Cd: 35-08911
Name: BROWN-DAUB INC
Address: 3903 HECKTOWN RD
 EASTON, PA 180452351
Phone: 610 253-3521

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AB	SWITCH -LIGHTING CONTROL	1	46.27	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE HEADLIGHTS DONT COME ON
Service Comment:VERIFIED-TECH FOUND THE HEADLIGHT SWITCH DEFECTIVE
Service Action:TECH REPLACED THE HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 618882272431

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 #:1155502067)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1525A1988)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 060902

Report#: 618882272431
Open Date: 01/02/2006
Mileage: 5384
Warr Built Dt: 06/09/2005
Supplier RP: TP

Zone/Cd: 42-61888
Name: MONICATTI CHRYSLER JEEP SALES,
Address: 40755 VAN DYKE AVENUE
 STERLING HEIGHTS, MI 48313
Phone: INACTIVE
 586 977-1700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAC	SWITCH -LIGHTING CONTROL	1	48.09	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:INSTALL ORDERD HEADLIGHT SWITCH FOR HEADLIGHTS NOT TURNING ON

Service Comment:INTERMITTENT OPERATION

Service Action:TEST AND REPLACE HEADLIGHT SWITCH-TRANSFER POWER MIRROR SWITCH-VEIFY REP

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008059256

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1125502443)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1265B6785)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 051116

Report#: SSV008059256
Open Date: 12/28/2005
Mileage: 5254
Warr Built Dt: 05/11/2005
Supplier RP: R1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLIGHTS AND PANNEL LAMPS ARE FLICKERING UNDER A HIGH LOAD. HAOPENS AT IDLE.

Service Action: RECOMMEND MONITORING TARGET AND SENSE VOLTAGE WITH THE DRB. TEST THE CHARGING SYSTEM AND BATTERY. NO DIAGNOSTICS HAVE BEEN PERFORMED YET. ALSO COMPARE TO A LIKE VEHICLE. TECH IS STILL HAVING THE SAME CONDITION AFTER TRYING A NEW BATTERY AND GENERATOR. THE BATTERY VOLTAGE ON THE HIGH BEAM CIRCUIT IS FLUCTUATING BETWEEN 5.5 VOLTS TO 14.1 VOLTS. TECH TO REPLACE THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008061826

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1005502356)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0225A3032)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 012606

Report#: SSV008061826
Open Date: 12/28/2005
Mileage: 24300
Warr Built Dt: 01/26/2005
Supplier RP: R1

Zone/Cd: 32-67909
Name: MALTBIE CHRYSLER DODGE JEEP,
Address: 4488 STATE ROUTE 9
 WARRENSBURG, NY 12885
Phone: INACTIVE
 518 623-3405

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 SAID THAT THE HEAD LAMPS WILL GO OUT WHILE DRIVING.

Service Action:TECH WILL MONITOR SWITCH INPUT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008062713

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP64L45R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSY53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1314400405)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3224B5588)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 112305

Report#: SSV008062713
Open Date: 12/28/2005
Mileage: 4000
Warr Built Dt: 11/23/2004
Supplier RP: R1

Zone/Cd: 32-44474
Name: LESSORD CHRYSLER PRODUCTS INC
Address: 49 WEST MAIN ST
 SODUS, NY 145511198
Phone: 315 483-6916

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: HEAD LIGHTS FLICKER/DIM AND BRIGHTEN WHILE DRIVING WHEN HEATED SEATS ARE TURN ON (HIGH)

Service Action: ADVISED TECH TO CHECK GROUNDS G300 AND G301. TAKE APART AND CLEAN THE BATTERY CABLES, ESPECIALLY THE NEGATIVE CABLE GROUNDING POINT. LOAD TEST THE GROUND TO THE HEATED SEAT CONTROL MODULE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 262620963252

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 #:1082400590)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0934B6301)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 040800

Report#: 262620963252
Open Date: 12/23/2005
Mileage: 14964
Warr Built Dt: 04/08/2004
Supplier RP: TP

Zone/Cd: 32-26262
Name: LOWERY BROS CHRYSLER-JEEP INC
Address: 647 WEST GENESEE STREET
 SYRACUSE, NY 132042303
Phone: 315 472-7844

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AB	SWITCH -LIGHTING CONTROL	1	46.27	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES: THE SWITCH TO TURN THE HEADLIGHTS ON WONT ALWAYS WORK-H

Service Comment:FOUND THERE TO BE AN OPEN IN THE HEADLIGHT SWITCH. RECOMMEND REPLACING.

Service Action:REPLACED THE HEADLIGHT SWITCH. VERIFIED REPAIRS.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008064156

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L75R [REDACTED]	Report#: SSV008064156	Zone/Cd: 51-65524
Model Year: 2005	Open Date: 12/29/2005	Name: BOTHUN CHRYSLER CENTER
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 3987	Address: 3100 MALL DRIVE EAU CLAIRE, WI 54701
Engine: EGH-3.8L V6 OHV Engine (Ser #:1171500421)	Warr Built Dt: 06/24/2005	Phone: 715 833-7777
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1745B6311)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 062416		

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: HEADLIGHTS CUT OUT, DRIVING IN TOWN, LOW BEAMS ON. CUSTOMER STATES WIGG LED SWITCH AND LIGHTS CAME BACK ON. CANNOT DUPLICATE. NO DTC S, SWITC H INPUT TO BCM SEEMS FINE. CAN ACTUATE LIGHTS WITH FCM.

Service Action: SINCE THE LIGHTS CAME BACK ON WHEN THEY WIGGLED THE SWITCH, REPLACE IT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008064935

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R95B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1068501755)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0715B6383)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031621

Report#: SSV008064935
Open Date: 12/29/2005
Mileage: 17190
Warr Built Dt: 03/16/2005
Supplier RP: B1

Zone/Cd: 32-57247
Name: JOE CECCONI'S CHRYSLER COMPLEX
Address: 2380 MILITARY RD
 NIAGARA FALLS, NY 143041563
Phone: 716 297-5800

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE HEAD LIGHTS GO OUT AT TIMES WHILE DRIVING - DLR CANNOT DUPLICATE.. ONLY THE HEAD LIGHTS..

Service Action: DLR TO CHECK IF THE BRIGHT LIGHTS WERE OUT AT THE SAME TIME -- POSSIBLE FCM- AND OR THE CONNECTIONS TO THE IPM -- CHECK THE B+ FEEDS AND THE GRD S TO THE LAMPS..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008065497

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R35B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1168500498)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1715B8171)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062213

Report#: SSV008065497
Open Date: 12/29/2005
Mileage: 6838
Warr Built Dt: 06/22/2005
Supplier RP: B1

Zone/Cd: 32-42535
Name: ROBERTS DODGE INC
Address: 89 SOUTH BROAD STREET
 MERIDEN, CT 06450
Phone: INACTIVE
 203 237-8474

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: HEADLAMPS GO OUT ON THE VEHICLE. CUSTOMER CAN CYCLE THE HEADLAMP SWITCH AND TURN THEM BACK ON. TECH NOT ABLE TO DUPLICATE THE CONDITION.

Service Action: EXPLAINED SYSTEM TOPOLOGY AND WE DECIDED THAT THE HEADLAMP SWITCH IS MOST LIKELY SUSPECT IN THIS CASE.

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 650743609531

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R15B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1302403120)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3134B7950)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 111100

Report#: 650743609531
Open Date: 12/27/2005
Mileage: 25540
Warr Built Dt: 11/11/2004
Supplier RP: TP

Zone/Cd: 66-65074
Name: HAYES CHRY-DODGE-JEEP INC
Address: 719 W PIKE ST
 LAWRENCEVILLE, GA 300454305
Phone: 770 963-5251

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AC	SWITCH -LIGHTING CONTROL	1	46.27	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THAT HEADLAMPS INOP/LO AND HIGH BEAM

Service Comment:INTERNAL DEFECT...OPEN CIRCUIT

Service Action:TEST AND REPLACE HEADLAMP SWITCH ASSEMBLY PASSED ALL TEST WHEN DONE

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 250193932152

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R35B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1253401847)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2594B7803)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092710

Report#: 250193932152
Open Date: 12/23/2005
Mileage: 9956
Warr Built Dt: 09/27/2004
Supplier RP: TP

Zone/Cd: 32-25019
Name: SAM DELLS DODGE CORP
Address: 1011 WEST GENESEE STREET
 SYRACUSE, NY 132042244
Phone: INACTIVE
 315 472-6633

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CK FOR HEADLAMPS INTERM WILL NOT COME ON AT NIGHT-PLAYS WITH SWITCH-THEN

Service Comment:

Service Action:FOUND HEADLAMP SWITCH INTERM INOP- REPLACE HEADLAMP SWITCH- OK NOW

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008058769

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L75R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1294402483)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3004B6550)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102820

Report#: SSV008058769
Open Date: 12/26/2005
Mileage: 27500
Warr Built Dt: 10/28/2004
Supplier RP: R1

Zone/Cd: 51-44955
Name: TRINITY DODGE INC
Address: 1550 W SPRINGFIELD RD
 TAYLORVILLE, IL 625682756
Phone: 217 824-3377

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:PHONE RANG TWICE, NO ONE THERE. I CALLED BACK. HEADLAMPS QUIT A HALF H OUR AFTER DRIVING, HEADLAMP SWITCH MISMATCH FOUND BCM.

Service Action:MOST LIKELY A PROBLEM WITH THE HEADLAMP SWITCH OR MUX CIRCUIT TO THE BCM . TECH WILL ATTEMPT TO DUPLICATE AND MONITOR THE MUX AT THE BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008053672

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1D4GP24R85B [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SE FWD RSKL53</p> <p>Engine: EGA-3.3L V6 OHV Engine (Ser #:1177401977)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1814B7736)</p> <p>Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH</p> <p>MDH: 070211</p>	<p>Report#: SSV008053672</p> <p>Open Date: 12/21/2005</p> <p>Mileage: 31529</p> <p>Warr Built Dt: 07/02/2004</p> <p>Supplier RP: B1</p>	<p>Zone/Cd: 74-56189</p> <p>Name: HINCKLEY DODGE CHRYSLER JEEP,</p> <p>Address: 2280 S STATE ST SALT LAKE CITY, UT 841152724</p> <p>Phone: 801 484-8755</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS AND INTERIOR PANEL (CLUSTER) LIGHTING ARE FLICKERING WHEN DRIVING DOWN THE ROAD. HAS CHECKED THE CHARGING AND IT'S PUTTING OUT PRETTY STEADY VOLTAGE. DOESN'T CHANGE WHEN THE RPM IS CHANGED.

Service Action: THE CHARGING SYSTEM IS USING A DUTY CYCLE, SO THIS CONDITION MAY BE NORMAL. COMPARE TO A SIMILAR VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008054235

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54LX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1344400702)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K3494B5069)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 122200

Report#: SSV008054235
Open Date: 12/21/2005
Mileage: 20300
Warr Built Dt: 12/22/2004
Supplier RP: R1

Zone/Cd: 51-65805
Name: UNIVERSITY CHRYSLER JEEP DODGE
Address: 1310 VANDIVER DR.
 COLUMBIA, MO 652021925
Phone: 573 443-0481

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 HEADLIGHTS GO OUT AT TIMES AND THE RADIO STAY ON AFTER THE DOOR IS OPEN. THERE ARE NO CODES.

Service Action: THE DLR NEEDS DUPLICATE AND SEE IF THE BCM IS SEEING THE HEADLAMP SWITCH INPUT AND THE DOOR AJAR AT THE TIME THE RADIO KEEPS PLAYING AND THE HEADLAMPS GO OUT. ALSO CHECK FOR A POSSIBLE ISSUE WITH THE BCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008054703

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L85R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1247403510)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2454A0201)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091702

Report#: SSV008054703
Open Date: 12/22/2005
Mileage: 11705
Warr Built Dt: 09/17/2004
Supplier RP: R1

Zone/Cd: 71-25034
Name: DISHMAN DODGE CHRYSLER
Address: EAST 7700 SPRAGUE AVENUE
 SPOKANE, WA 99212
Phone: 800 457-6500
 509 924-3250

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: HEADLIGHTS PULSATE, DASH LIGHTS PULSATE

Service Action: ANY CODES \r\nANY AFTERMARKET EQUIPMENT \r\nDOES THIS OCCUR WHEN AN ACCE SSORY TURNS ON \r\nHAVE YOU COMPARED TO A LIKE VEHICLE \r\nCHECK BATTERY CABLES AND THE NEGATIVE CABLE GROUNDING POINT.\r\nLOAD TEST G300 TO THE IPM.\r\nTRY A HEADLAMP SWITCH. RESEND ONLINE RESOLUTION DUE TO SYSTEM P ROBLEMS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 231681304771

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L15R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1247403399)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2594A0471)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 092109</p>	<p>Report#: 231681304771</p> <p>Open Date: 12/15/2005</p> <p>Mileage: 25651</p> <p>Warr Built Dt: 09/21/2004</p> <p>Supplier RP: AY</p>	<p>Zone/Cd: 32-23168</p> <p>Name: CHRYSLER JEEP DODGE OF STAMFOR</p> <p>Address: 840 EAST MAIN ST STAMFORD, CT 069023904</p> <p>Phone: INACTIVE 203 326-7800</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CK DASH /CLUSTER & HEAD LIGHTS DIMMER OUT WHILE DRIVE ON NIGHT

Service Comment:

Service Action: CK ELECTRIC SYSTEM --REPAIR LOOSE BATTERY CABLES-- RECHECK -ROAD TEST OK

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008056193

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1D4GP24R15B [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SE FWD RSKL53</p> <p>Engine: EGA-3.3L V6 OHV Engine (Ser #:1063501093)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0675B5521)</p> <p>Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH</p> <p>MDH: 031121</p>	<p>Report#: SSV008056193</p> <p>Open Date: 12/22/2005</p> <p>Mileage: 5587</p> <p>Warr Built Dt: 03/11/2005</p> <p>Supplier RP: B1</p>	<p>Zone/Cd: 32-55518</p> <p>Name: CLARE DODGE CHRYSLER JEEP OF</p> <p>Address: 310 W MAIN RD MIDDLETOWN, RI 028426328</p> <p>Phone: 401 245-2303</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: LOW BEAM HEADLIGHTS DROPPED OUT WHILE DRIVING

Service Action: TECH CAN T DUPLICATE. TECH MAY TRY REPLACING THE SWITCH.

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008050150

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]

Report#: SSV008050150

Zone/Cd: 51-68817

Model Year: 2005

Open Date: 12/20/2005

Name: FEDERICO CHRYSLER-DODGE-JEEP

Make/Model:

Mileage: 15946

Address: 1875 E EDWARDSVILLE RD

GRAND CARAVAN SXT FWD

Warr Built Dt: 07/26/2004

WOOD RIVER, IL 620952275

RSKH53

Supplier RP: R1

Phone: 618 254-1000

Engine: EGH-3.8L V6 OHV Engine (Ser #:1190402539)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2044B7012)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 072619

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE DASH AND HEADLIGHTS FLICKER AT IDLE.

Service Action:A CERTAIN AMOUNT IS NORMAL. IF EXCESSIVE, THEN CHECK THE GROUNDS AT THE HEADLAMP SWITCH AND BCM MAKE SURE THERE ISN T ANY CHARGING ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 370580942531

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1091502559)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0915B8346)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 040508

Report#: 370580942531
Open Date: 12/06/2005
Mileage: 10922
Warr Built Dt: 04/05/2005
Supplier RP: HV

Zone/Cd: 32-37058
Name: R I SURESKY & SON INC
Address: RTE 17A HATFIELD
 GOSHEN, NY 10924
Phone: 845 294-5177
 845 294-5179

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS INOP

Service Comment:CK OUT FOUND VEHICLE HAS MISMATCHED HEADLAMP SWITCH CODE. NECESARY TO C

Service Action:REPLACED BCM TO REPAIR HEADLAMPS. CK AND FOUND OK. HEADLAMP SWITCH HAS L

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262533262

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1299402332)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3014B8133)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 110415

Report#: 416262533262
Open Date: 12/19/2005
Mileage: 14678
Warr Built Dt: 11/04/2004
Supplier RP: TP

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE CHRYSLER JEEP
Address: 725 ILLINOIS AVENUE
 MAUMEE, OH 435371796
Phone: 419 893-7690
 419 893-0241

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651J8AE	SWITCH -LIGHTING CONTROL	1	56.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:INSTALL SO HEAD LIGHT SWITCH #370 ORDERED PART FOR INTERM HEADLIGHTS NOT

Service Comment:

Service Action:INSTALLED SO HEAD LIGHT SWITCH TO CORRECT COMPLAINT

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 420681420381

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1032501806)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0425A2720)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 021501

Report#: 420681420381
Open Date: 12/20/2005
Mileage: 12563
Warr Built Dt: 02/15/2005
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAC	SWITCH -LIGHTING CONTROL	1	56.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: AT TIMES HEADLIGHTS WONT TURN ON ALSO HEAD LIGHT SWITCH DOES NOT ILLUMIN

Service Comment: TEST AND REPLACE HEADLIGHT SWITCH

Service Action: MIRROR SWITCH AND HEADLIGHT SWITCH DO NOT ILLUMINATE FROM FACTORY AT SWI

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004775620

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 #:1224401159)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2244A1457)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082010

Report#: SSV004775620
Open Date: 12/13/2005
Mileage: 14686
Warr Built Dt: 08/20/2004
Supplier RP: R1

Zone/Cd: 66-60219
Name: BUTLER CHRYSLER DODGE JEEP, IN
Address: 1555 SALEM RD
 BEAUFORT, SC 299025235
Phone: 843 522-9696

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 AUTO HEAD LAMPS ARE INOP, TECH IS LOOKING FOR ANY INPUT WE MAY HAV E. :RAH16:12/13/2005

Service Action:THERE ARE NO KNOWN ISSUES FOR THIS CONCERN. TECH TO CHECK THE AUTO SE NSOR INPUT TO THE OVER HEAD CONSOLE, THEN IT IS BUSED TO THE BCM. :R
 AH16:12/13/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004776357

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R25B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1051401782)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0714A2768)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032208

Report#: SSV004776357
Open Date: 12/13/2005
Mileage: 26849
Warr Built Dt: 03/22/2004
Supplier RP: B1

Zone/Cd: 42-08325
Name: GEORGE H KYGER & SONS INC
Address: 4999 COLLEGE CORNER PIKE
 OXFORD, OH 450561101
Phone: INACTIVE
 513 523-6343

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 HEADLAMPS ARE FLICKERING ON AND OFF WHILE DRIVING ON THE HIGHWAY :RAH16:12/13/2005

Service Action:IT COULD BE A FCM, MULTIFUNCTION SWITCH OR THE BCM. :RAH16:12/13/200 5

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004776935

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R45B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1059501523)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0625B5560)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 030811

Report#: SSV004776935
Open Date: 12/13/2005
Mileage: 18089
Warr Built Dt: 03/08/2005
Supplier RP: B1

Zone/Cd: 63-44881
Name: SOUTH POINT DODGE CHRYSLER JEE
Address: 5210 S I H 35
 AUSTIN, TX 787452444
Phone: 512 443-9333

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: HEADLAMPS INOP AT TIMES WHEN FIRST SWITCHED ON. BCM ONLY SEES PARK LAM P REQUEST. :SLG3:12/13/2005
Service Action: REPLACE HEADLAMP SWITCH. :SLG3:12/13/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004777323

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R85B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1173500993)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1755B8408)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062710

Report#: SSV004777323
Open Date: 12/14/2005
Mileage: 7023
Warr Built Dt: 06/27/2005
Supplier RP: B1

Zone/Cd: 51-44520
Name: SHERMAN DODGE CHRYSLER JEEP
Address: 7601 N SKOKIE BLVD
 SKOKIE, IL 60077
Phone: 847 982-9500

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER STATES HEADLIGHTS TURN OFF INTERMITTENTLY. TECH NOT ABLE TO DUPLICATE. BCM HAS A CODE FOR FOG LIGHT RELAY OPEN- NOT EQUIPPED. :EAW2:
 12/14/2005

Service Action: WITH OUT THE PROBLEM DUPLICATING I WOULD SUGGEST CLEANING G300. LOAD TEST POWER FEEDS TO THE FCM. :EAW2:12/14/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004778582

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1043402574)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0614B7810)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030918

Report#: SSV004778582
Open Date: 12/14/2005
Mileage: 31000
Warr Built Dt: 03/09/2004
Supplier RP: R1

Zone/Cd: 35-23311
Name: COURTESY CHRYSLER JEEP
Address: 755 ROCKVILLE PIKE
 ROCKVILLE, MD 208521186
Phone: INACTIVE
 301 424-1700

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: WHEN IN AUTOMATIC HEADLAMP MODE, CUSTOMER STATES THAT THE HEADLAMPS CU T OFF INTERMITTENTLY WHILE DRIVING, WE HAVE NOT EXPERIENCED THE PROBLEM BUT WE DID REPLACE THE H/LAMP SWITCH AS A POSSIBLE CAUSE, CUSTOMER S AID IT STILL HAPPENS, DO YOU HAVE ANY IDEAS. :TRL7:12/14/2005

Service Action: MIKE, IT MAY BE NECESSARY TO DUPLICATE THE CONDITION BEFORE TAKING ANY ACTION. THERE ARE NO KNOW ISSUES. THIS COULD BE NORMAL BECAUSE OF T HE HEADLAMPS COMING ON AND THE DASH LAMPS DIMMING DOWN. THEY MAY NOT GO ALL THE WAY OUT, BUT JUST DIM. IF THAT IS THE CASE, NORMAL CONDIT ION.
 :TRL7:12/14/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004779603

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L55R [REDACTED]	Report#: SSV004779603	Zone/Cd: 35-66887
Model Year: 2005	Open Date: 12/15/2005	Name: FAIRFIELD CHRYSLER JEEP DODGE
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 12937	Address: 3360 ROUTE 405 HIGHWAY MUNCY, PA 17756
Engine: EGH-3.8L V6 OHV Engine (Ser #:1045500833)	Warr Built Dt: 02/23/2005	Phone: 570 546-5113
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0495B8074)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 022305		

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: HEADLAMPS FLICKER AT TIMES. B PILLAR GROUNDS ARE GOOD. NO CODES -ALL GR OUNDS LOOK GOOD. :RRM4:12/15/2005

Service Action: NO KNOWN ISSUES -MUST DUPLICATE CONDITION. :RRM4:12/15/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004780280

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R75R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1344301870)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3453A1348)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 011216

Report#: SSV004780280
Open Date: 12/15/2005
Mileage: 26618
Warr Built Dt: 01/12/2004
Supplier RP: R1

Zone/Cd: 51-60205
Name: PETTY MOTOR COMPANY
Address: 710 KENTUCKY AVE
 FULTON, KY 420418901
Phone: INACTIVE
 270 472-2466

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: HEADLIGHTS FLICKER AT TIMES. TECH CANNOT DUPLICATE. CUSTOMER STATES IT HAS OCCURRED TWICE. :KB18:12/15/2005

Service Action: ADVISED TECH TO CHECK G300 RUNNING OUT TO THE HEADLAMPS. COMPARE TO A LIKE VEHICLE. MAY BE A NORMAL CHARACTERISTIC WHEN ADDITIONAL LOAD IS INTRODUCED INTO THE ELECTRICAL SYSTEM. :KB18:12/15/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004780621

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R45B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1125500725)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1315B6612)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051216

Report#: SSV004780621
Open Date: 12/16/2005
Mileage: 5800
Warr Built Dt: 05/12/2005
Supplier RP: B1

Zone/Cd: 32-57076
Name: ELMWOOD DODGE INC
Address: 625 TAUNTON AVE
 E PROVIDENCE, RI 029141693
Phone: 401 438-0400

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE HEAD LIGHTS GO OFF - OWNER CANNOT GET THE HEA D LIGHTS TO COME ON PER THE OWNER.. HAD TO CYCLE THE SWITCH A FEW TIME S TO GET THE LIGHTS TO COME ON.. DLR FEELS THE ONLY ILLUMINATION NOT W ORKING PER THE OWNER IS THE HEAD LIGHTS.. :KS1:12/16/2005

Service Action: DLR TO CHECK THE CONNECTIONS AT THE IPM TO FCM -- CHECK THE G 300 GRD -- THEN TRY TO DUPLICATE FURTHER :KS1:12/16/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262531811

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1082504485)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0835B5409)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 033017

Report#: 416262531811
Open Date: 12/16/2005
Mileage: 4054
Warr Built Dt: 03/30/2005
Supplier RP: TP

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE CHRYSLER JEEP
Address: 725 ILLINOIS AVENUE
 MAUMEE, OH 435371796
Phone: 419 893-7690
 419 893-0241

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAC	SWITCH -LIGHTING CONTROL	1	56.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEAD LAMPS WILL INTERMITTENTLY CUT OUT WHEN DRIVING DOWN

Service Comment:

Service Action:INSPECTED VEH TO VERIFY COMPLAINT,REPLACED HEAD LAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004766771

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1091502559)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0915B8346)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 040508

Report#: SSV004766771
Open Date: 12/05/2005
Mileage: 10922
Warr Built Dt: 04/05/2005
Supplier RP: R1

Zone/Cd: 32-37058
Name: R I SURESKY & SON INC
Address: RTE 17A HATFIELD
 GOSHEN, NY 10924
Phone: 845 294-5177
 845 294-5179

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:DLR STATES HEAD LAMPS ARE INOP DLR IS REPLACING BCM NOT SURE WITCH CON TROLLER :DED12:12/05/2005
Service Action:DLR TO CALL PARTS SPECIFIER :DED12:12/05/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004767558

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP64L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1341404584)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3414B5239)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 121500

Report#: SSV004767558
Open Date: 12/05/2005
Mileage: 9838
Warr Built Dt: 12/15/2004
Supplier RP: R1

Zone/Cd: 74-68129
Name: ELK RIVER CHRYSLER INCORPORATE
Address: 17219 HIGHWAY 10 NORTHWEST
 ELK RIVER, MN 55330
Phone: 763 441-2300
 763 274-3360

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: HEADLIGHTS AND INTERIOR LIGHTS FLICKER. THE GROUNDS WERE CHECKED. THERE ARE NO CODES. THE DLR DOES NOT HAVE ANY CHARGING SYSTEM ISSUES. :

DAH18:12/05/2005

Service Action: A CERTAIN AMOUNT OF FLICKER IS NORMAL. THE DLR NEEDS TO COMPARE IT TO ANOTHER VEHICLE. :DAH18:12/05/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004767670

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L95R [REDACTED]	Report#: SSV004767670	Zone/Cd: 74-60215
Model Year: 2005	Open Date: 12/05/2005	Name: RED WING CHRYSLER DODGE JEEP
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 4031	Address: 3538 HIGHWAY 61 W RED WING, MN 550661473
Engine: EGH-3.8L V6 OHV Engine (Ser #:1239400955)	Warr Built Dt: 09/11/2004	Phone: 651 388-1170
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2364B5047)	Supplier RP: R1	
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 091113		

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 HEADLIGHTS SHUT OFF AT TIMES. HEADLIGHT SWITCH MISMATCH CODE STORE . THIS IS A HANDICAPPED VEHICLE. :DAH18:12/05/2005

Service Action: IF THEY HAVE NOT PATCHED INTO THE BUS WIRE OR INPUTS TO THE FCM OR BCM , THEN THE DLR NEEDS TO CHECK THE HEADLAMP SWITCH FIRST FOR INTERNAL CONTACT ISSUES AND THEN THE BCM. :DAH18:12/05/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004770663

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1094501062)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0955B6765)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 040709

Report#: SSV004770663
Open Date: 12/07/2005
Mileage: 10991
Warr Built Dt: 04/07/2005
Supplier RP: R1

Zone/Cd: 51-23603
Name: TAYLOR & SON
Address: 303 SOUTH TENNEY STREET
 KEWANEE, IL 614433451
Phone: 309 852-2188

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES PANNEL LAMPS AND HEADLIGHTS FLICKER FROM TIME TO TIME . TECH VERIFIED A SMALL AMOUNT OF FLICKER FROM THE INTERIOR LIGHTS. TA RGET AND SENSE VOLTAGE STAY STEADY AND LOOK OK. BATTERY PASSES LOAD TE ST. BAT CABLES HAVE BEEN REMOVED AND CLEANED. :EAW2:12/07/2005

Service Action: RECOMMEND TRYING A KNOWN GOOD ALT. CAN ALSO USE LAB SCOPE TO SEE IF TH E ALTERNATOR IS IS PUTTING OUT AN AC VOLTAGE SIGNATURE.. :EAW2:12/07 /2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004771441

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45R [REDACTED]

Report#: SSV004771441

Zone/Cd: 71-44962

Model Year: 2005

Open Date: 12/08/2005

Name: FOLSOM LAKE DODGE CHRYSLER JEE

Make/Model:

Mileage: 9011

Address: 12545 FOLSOM BLVD

GRAND CARAVAN SXT FWD

Warr Built Dt: 02/22/2005

FOLSOM, CA 95630

RSKH53

Supplier RP: R1

Phone: 916 355-9999

Engine: EGH-3.8L V6 OHV Engine (Ser #:1045501418)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0485B8235)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 022216

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER CLAIMS HEADLAMPS WILL NOT TURN ON AT TIMES. BCM SET CODE HEADLA MP SWITCH MISMATCH . :SLG3:12/08/2005

Service Action: REPLACE HEADLAMP SWITCH. :SLG3:12/08/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004772101

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R55B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1126401292)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1314B6836)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051819

Report#: SSV004772101
Open Date: 12/08/2005
Mileage: 19356
Warr Built Dt: 05/18/2004
Supplier RP: B1

Zone/Cd: 74-56189
Name: HINCKLEY DODGE CHRYSLER JEEP,
Address: 2280 S STATE ST
 SALT LAKE CITY, UT 841152724
Phone: 801 484-8755

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: HEADLIGHTS AND PANNEL LAMPS FLICKER. RPM DOES NOT MAKE A DIFFERENCE. T ARGET AND SENSE VOLTAGE ARE 13.5. 27% DUTY CYCLE WHEN THE CONDITION OCCURS. COMPARED TO A LIKE VEHICLE- IS WORSE.. :EAW2:12/08/2005

Service Action: RECOMMEND SWAPPING A KNOWN GOOD ALTERNATOR ON TO THE VEHICLE. :EAW2 :12/08/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004772150

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 #:1302401652)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3004B6687)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102918

Report#: SSV004772150
Open Date: 12/08/2005
Mileage: 13439
Warr Built Dt: 10/29/2004
Supplier RP: R1

Zone/Cd: 32-43952
Name: WEBER DODGE INCORPORATED
Address: 405 LINCOLN ST
 HINGHAM, MA 020431503
Phone: INACTIVE
 781 749-4550

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: COSTOMER STATES HEAD LAMPS NOT COMING ON AT TIMES. HAS CODE FOR HEADL AMP SWITCH MISMATCH :DED12:12/08/2005

Service Action: TRY REPLACING THE BCM :DED12:12/08/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004772247

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L95R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1118501079)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1205B5272)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 050220

Report#: SSV004772247
Open Date: 12/08/2005
Mileage: 3884
Warr Built Dt: 05/02/2005
Supplier RP: R1

Zone/Cd: 74-57664
Name: WHERLEY MOTORS INC
Address: 309 FIFTH STREET
 INT'L FALLS, MN 566492496
Phone: 218 283-8486
 800 816-3673

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: HEADLIGHTS FLICKER AT IDLE. TECH NOT ABLE TO DUPLICATE. PASSENGER SLIDING DOOR INTERMITTENTLY INOP FROM THE B PILLAR SWITCH. :EAW2:12 /08/2005

Service Action: WILL NEED TO DUPLICATE BOTH CONCERNS. SOME FLUCTUATION IS NORMAL WITH THE ELECTRICAL LOADS CHANGING- THE PCM AND ALT WILL NEED TO ADJUST CAU SING A SLIGHT CHANGE IN BULB BRIGHTNESS. :EAW2:12/08/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 089112988991

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45RX5B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1025500963)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0445A1037)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 021519

Report#: 089112988991
Open Date: 12/15/2005
Mileage: 5100
Warr Built Dt: 02/15/2005
Supplier RP: TP

Zone/Cd: 35-08911
Name: BROWN-DAUB INC
Address: 3903 HECKTOWN RD
 EASTON, PA 180452351
Phone: 610 253-3521

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: HEADLIGHTS DID NOT GO ON WED MORNING WHEN STARTED TURNED VEHICLE ON AND

Service Comment: CHECKED AND VERIFIED CHECKED ON STAR HOTLINE FOUND CASES WERE SWITCH WAS

Service Action: REMOVED AND REPLACED HEADLAMP SWITCH RECHECKED OK

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 250193913931

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R85R [REDACTED]	Report#: 250193913931	Zone/Cd: 32-25019
Model Year: 2005	Open Date: 12/15/2005	Name: SAM DELLS DODGE CORP
Make/Model: GRAND CARAVAN SE FWD RSKL53	Mileage: 11885 Warr Built Dt: 09/20/2004	Address: 1011 WEST GENESEE STREET SYRACUSE, NY 132042244
Engine: EGA-3.3L V6 OHV Engine (Ser #:1257402498)	Supplier RP: TP	Phone: INACTIVE 315 472-6633
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2574A2834)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 092016		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CK FOR HEADLAMPS INTERM DO NOT COME ON- AFTER STARTING VEHICLE-CYCLES SW

Service Comment:

Service Action:VERIFY HEADLAMP CONCERN- TRACE TO FAULTY HEADLAMP SWITCH- REPLACE HEADLA

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 598831416941

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1176400727)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1764B6727)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062818

Report#: 598831416941
Open Date: 12/12/2005
Mileage: 19893
Warr Built Dt: 06/28/2004
Supplier RP: TP

Zone/Cd: 42-59883
Name: OAKLAND DODGE INC
Address: 101 W 14 MILE RD
 MADISON HGHTS, MI 480711390
Phone: INACTIVE
 248 585-8800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAC	SWITCH -LIGHTING CONTROL	1	56.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:INTERM HEADLIGHTS WILL NOT COME ON, CUSTOMER HAS TO TURN OFF AND ON SEVE

Service Comment:

Service Action:OHM TEST HLAMP SWITCH - REPLACE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 421843172031

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R45B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1064500439)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0695B5373)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031419

Report#: 421843172031
Open Date: 12/12/2005
Mileage: 2564
Warr Built Dt: 03/14/2005
Supplier RP: TP

Zone/Cd: 71-42184
Name: TIMBERLINE CHRYSLER JEEP DODGE
Address: 2406 N E SANDY BLVD
 PORTLAND, OR 972322399
Phone: INACTIVE
 503 234-0771

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLIGHTS WILL NOT ALWAYS TURN ON/HIGH BEAM WILL NOT ST

Service Comment:INTERNAL FAILURE

Service Action:DIAGNOSED SYSTEM. HEADLAMPS ON VALVE ++ SWITCH IS 2,200; SHOULD BE 788-8

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 263345744851

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1141502068)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1455B6577)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 052708

Report#: 263345744851
Open Date: 12/12/2005
Mileage: 3618
Warr Built Dt: 05/27/2005
Supplier RP: TP

Zone/Cd: 42-26334
Name: SOUTHFIELD DODGE CHRYSLER JEEP
Address: 28100 TELEGRAPH ROAD
 SOUTHFIELD, MI 48034
Phone: 248 354-2950

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CK OPERATION OF HEADLAMPS, CUST STATES INTERMITTENTLY HEADLA MP ARE INOP

Service Comment:PART HERE

Service Action:INSTALL HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 082990382771

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1112501451)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1165B6563)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042805

Report#: 082990382771
Open Date: 12/12/2005
Mileage: 9806
Warr Built Dt: 04/28/2005
Supplier RP: TP

Zone/Cd: 51-08299
Name: BOSAK MOTOR SALES INC
Address: 3111 W LINCOLN HWY, RT 30
 MERRILLVILLE, IN 464105148
Phone: 219 738-2323

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AA	SWITCH -LIGHTING CONTROL	1	46.27	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER SAYS HEAD LIGHTS INOP INTERMIT. SAYS HAVE TO TURN SWITCH ON AND

Service Comment:COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME. STAR SOLUTION REPLAC

Service Action:REPLACE HEAD LIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 434912673061

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 #:1088503474)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0905B6586)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 040221

Report#: 434912673061
Open Date: 12/09/2005
Mileage: 8616
Warr Built Dt: 04/02/2005
Supplier RP: TP

Zone/Cd: 74-43491
Name: GLADSTONE DODGE INC
Address: 5610 NORTH OAK
 GLADSTONE, MO 64118
Phone: 816 455-3500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAC	SWITCH -LIGHTING CONTROL	1	56.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:HEADLAMPS GO OFF AT TIMES
Service Comment:INTERNAL SHORT IN HEADLAMP SWITCH
Service Action:REPLACED SWITCH

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R1489520512A

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]

Report#: 5R1489520512A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 12/12/2005

Name: CHRYSLER CORPORATION

Make/Model:

Mileage: 51500

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SXT FWD

Warr Built Dt: 03/09/2004

AUBURN HILLS, MI 48326-2757

RSKH53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1042402558)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0624B5150)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 030903

Service Narrative Information

Evaluator's Comment: HEADLAMP SWITCH APPEARS TO HAVE A SHORT IN IT. HEADLAMPS AND FOGLAMPS WILL ACTIVATE IN THE OFF POSITION IS SWITCH IS LIGHTLY JIGGLED. ALSO AFFECTS INTERIOR LIGHTING. ON ONE OCCASSION, HEADLAMPS WOULD FLASH ON/OFF WITH THE VEHICLE TURNED OFF, AND PARKED FOR ABOUT 10-MIN.

Service Action: WILL SCHEDULE QEC APPOINTMENT TO REPLACE HEADLAMP SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004738116

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP54L75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1278402815)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2824A0285)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101807

Report#: SSV004738116
Open Date: 11/28/2005
Mileage: 17111
Warr Built Dt: 10/18/2004
Supplier RP: R1

Zone/Cd: 42-65477
Name: PREFERRED CHRYSLER DODGE JEEP
Address: 3146 HENRY ST
 MUSKEGON, MI 494414093
Phone: 231 733-4401

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 HEADLIGHTS DO NOT TURN ON. THE THE SWITCH WAS REPLACED. :DAH18: 11/04/2005

Service Action:THE DLR NEEDS TO LOOK AT THE BCM FOR AN ISSUE. :DAH18:11/04/2005 D LR HAS REPLACED THE SWITCH AND THE BCM..DLR INDICATES THEY HAVE TRACKED THE WRG FROM THE SWITCH TO THE BCM.. DLR TO TRACK THE G300 GRD TO THE FCM - THE HEAD LIGHTS ARE THE ONLY THING NOT WORKING. DLR TO CHECK THE CONNECTIONS AT THE FCM/IPM ALSO BEFORE REPLACING THE FCM. :KS1:1 1/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004757048

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R95B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1096501595)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0965B5561)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 041209

Report#: SSV004757048
Open Date: 11/28/2005
Mileage: 6200
Warr Built Dt: 04/12/2005
Supplier RP: B1

Zone/Cd: 32-66090
Name: BRILEYA'S CHRYSLER-JEEP INC
Address: ROUTE 7 NORTH R R 1
 RUTLAND, VT 05701
Phone: 802 773-3555

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: HEADLAMPS TURNS OFF BY THEMSELVES. :SLG3:11/23/2005

Service Action: POSSIBLE FAULTY SWITCH. :SLG3:11/23/2005 IN THE FCM FAULT CODE FOG LAMP OPEN FAULT CODE, VEHICLE NOT EQUIPPED WITH FOG LAMPS. IRA, HEAD LAMP AND FOG LAMPS ARE SIMILAR IN THAT BOTH ORIGINATE IN THE SWITCH, OPERATION OF THE SWITCH RESULTS IN A MUX TO THE BCM WHICH SENDS A BUS COMMAND TO THE FCM TO TURN ON X AND THE FCM PROVIDES THE CONTROL. IT IS MOST LIKELY A PROBLEM WITH THE FCM. :TRL7:11/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004758244

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1078501164)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0825B7678)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 033001

Report#: SSV004758244
Open Date: 11/28/2005
Mileage: 3291
Warr Built Dt: 03/30/2005
Supplier RP: B1

Zone/Cd: 51-23736
Name: DISALVO'S INC
Address: 5926 S LINDBERGH BLVD
 SAINT LOUIS, MO 631237017
Phone: INACTIVE
 314 894-1440

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: HEAD LIGHTS AT TIMES GO OUT WHILE DRIVING - OWNERS HAS TURN THE SWITCH SEVERAL TIMES TO GET THE LIGHTS BACK ON. HEADLIGHTS.BCM HAS BEEN REPL ACED.
 :KS1:11/28/2005

Service Action: DLR TO CHECK THE G300 GRD IF JUST THE HEADLIGHTS. :KS1:11/28/2005 T ECH HAS CHECK THE G300 GROUND AND IT CHECKS OUT OK, THE DASH LAMPS ARE NOT GOING OUT. TECH TO REPLACE THE FCM. :RAH16:11/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004759649

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1053502577)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0565B7686)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022814

Report#: SSV004759649
Open Date: 11/28/2005
Mileage: 16861
Warr Built Dt: 02/28/2005
Supplier RP: R1

Zone/Cd: 66-62869
Name: BENSON CHRY-DODGE-JEEP
Address: 400 W WADE HAMPTON BLVD
 GREER, SC 296501537
Phone: 864 877-0161

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: HEADLIGHTS INOPERATIVE AT TIMES. HAVE A CODE IN THE BCM, HEADLAMP SWIT CH MISMATCH. VEHICLE IS NOT EQUIPPED WITH AUTO HEADLAMPS. RAN THROUGH DIAGNOSTICS AND VEIHCLE DOES NOT HAVE AUTO HEADLAMPS. :DG19:11/28/20 05

Service Action: TRY REPLACING THE BCM :DG19:11/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004761152

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L75R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1106501262)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1085B6335)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042018

Report#: SSV004761152
Open Date: 11/29/2005
Mileage: 12794
Warr Built Dt: 04/20/2005
Supplier RP: R1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE VEHICLE SHUTS OFF AT HWY SPEEDS.. HEAD LIGHTS SHUT OFF - AND ALL DIED - DLR RFLASHED THE BCM.. :KS1:11/29/2005

Service Action: DLR TO CHECK THE IGNITION SYSTEM AND THE MAIN GRDS. :KS1:11/29/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004762379

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R15B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1128402081)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1334B5061)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 052006

Report#: SSV004762379
Open Date: 11/30/2005
Mileage: 26675
Warr Built Dt: 05/20/2004
Supplier RP: B1

Zone/Cd: 71-43535
Name: VALLEY DODGE INC
Address: 6110 VAN NUYS BOULEVARD
 VAN NUYS, CA 914013305
Phone: INACTIVE
 818 787-0800

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: INST PANEL LAMPS FLICKER WITH HEADLAMPS ON. :RRM4:11/30/2005

Service Action: CHECK APPLICABLE GROUNDS AND CHARGE RATE WHEN IT HAPPENS-MAY BE A HEAD LAMP SWITCH ISSUE ALSO. :RRM4:11/30/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004764390

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R05 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1127400154)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1354B5349)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051909

Report#: SSV004764390
Open Date: 12/01/2005
Mileage: 27313
Warr Built Dt: 05/19/2004
Supplier RP: B1

Zone/Cd: 51-66769
Name: CARMACK CAR CAPITAL, INC
Address: 3722 N VERMILION ST
 DANVILLE, IL 618321266
Phone: INACTIVE
 217 443-6803

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE HEADLAMPS WILL INTERMITTENTLY NOT COME ON WHEN SWIT CH IS TURNED ON, BCM CODE FRONT FOG LAMP INDICATOR OUTPUT IS OPEN, VEHICLE IS NOT EQUIPPED WITH FOG LAMP. :KB18:12/01/2005

Service Action: ADVISED TECH TO IGNORE THE FOG LAMP CODE. CHECK GROUNDS G300 AND G301. REPLACE THE HEADLAMP SWITCH. :KB18:12/01/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004764493

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R25 [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1018500964)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0285B6863)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 020106

Report#: SSV004764493
Open Date: 12/01/2005
Mileage: 16496
Warr Built Dt: 02/01/2005
Supplier RP: B1

Zone/Cd: 51-41541
Name: BRICKNER'S OF WAUSAU, INC
Address: 2525 GRAND AVENUE
 WAUSAU, WI 544036993
Phone: 715 842-4646

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEAD LAMPS CUT OUT WHILE DRIVING DLR REPLACED MULTIFUN TION SWITCH :DED12:12/01/2005

Service Action:TECH TO REPLACE HEAD LAMP SWITCH :DED12:12/01/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 669241947111

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 #:1300402159)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3014B7513)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 110812

Report#: 669241947111
Open Date: 12/05/2005
Mileage: 28280
Warr Built Dt: 11/08/2004
Supplier RP: TP

Zone/Cd: 42-66924
Name: FOX HILLS CHRYSLER JEEP, INC.
Address: 111 W ANN ARBOR ROAD
 PLYMOUTH, MI 481702290
Phone: INACTIVE
 734 455-8740

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AB	SWITCH -LIGHTING CONTROL	1	46.27	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:REPAIR HEADLAMPS INTERMIT WIL NOT TURN ON
Service Comment:HEADLAMP SWITCH FAILED
Service Action:REPLACED THE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5B3101030512A

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R65B [REDACTED]

Report#: 5B3101030512A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 12/05/2005

Name: CHRYSLER CORPORATION

Make/Model:

Mileage: 9230

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SE FWD

Warr Built Dt: 01/26/2005

AUBURN HILLS, MI 48326-2757

RSKL53

Supplier RP:

Phone:

Engine: EGA-3.3L V6 OHV Engine (Ser #:1358400623)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0225A2814)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 012623

Service Narrative Information

Evaluator's Comment: FRONT TWO HEADLIGHTS SUDDENLY STOPPED FUNCTIONING. PROBLEM OCCURRED ON FRIDAY NIGHT WHILE LEAVING FROM WORK. TRYING TO CONTACT PEOPLE AS TO HOW TO GET IT FIXED, SINCE THIS IS THE FIRST PROBLEM WITH THE COMPANY CAR AND I AM NEW TO THE PROCESS.

Service Action:

Correction:

Zone Technical Advisor Report



CONCERN #1

Customer Concern:

Owner noticed that head lamps did not come on at times. Then, fog lamps started flashing on an off in a parking garage but were not on at all. Once when the head lamps would not come with the switch and after repeated attempts, the customer turn the ignition key off and restarted the vehicle. The head lamps came on.

Root Cause:

BCM / Head Lamp Switch

Repair Action:

Dealer had replaced head lamp switch in July. Problem continued to occur after the replacement. No DTC's were set. Star had recommended checking connections and replacing the FCM. See Star CASE # 4748009.

Service Appointment - head lamps would not come on at dealership.

After reviewing the service file and current vehicle diagnosis, No DTC's, recommended replacement of BCM.

BCM was replaced, and the head lamps started working.

Customer called back after BCM replacement and stated, once since the replacement of the BCM, the head lamps would not come on until switch was turned on and off repeatedly. This could not be duplicated by technician. Due to recent problems with the switch, writer recommended that a new head lamp switch be installed.

The switch was installed on 12/2/05 with 13,099 miles with no reported problem from the customer.

TSB Group: 08

Repair Successful: Y

Issue Number: RT3976TD3150501
Business Group: Midatlantic Business Center
Location: Technical Advisor
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Davenport, Trent
Phone: +1 412 527 5813
Created On: 11/11/2005

Images: 0

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
RS	5R [REDACTED]	12817	060801	41680	EGH 1153 4021 08	DGL K156 4B66 40	

Zone Technical Advisor Report



Part Information

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

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004685075

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R25B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1124400244)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1284B5021)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051418

Report#: SSV004685075
Open Date: 11/21/2005
Mileage: 20421
Warr Built Dt: 05/14/2004
Supplier RP: B1

Zone/Cd: 42-41942
Name: TWIN CITY DODGE-CHRYSLER, INC.
Address: 1495 U.S. 41 WEST
 ISHPEMING, MI 49849
Phone: INACTIVE
 906 486-4447

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: HEADLIGHTS AND DASH LIGHTS FLICKER. THE DLR HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN. :DAH18:09/21/2005

Service Action: THE DLR WOULD NEED TO DUPLICATE AND DETERMINE IF THE CONCERN IS EXCESSIVE, BECAUSE A CERTAIN AMOUNT OF FLICKERING IS NORMAL. IF IT HAS BEEN DETERMINED THAT IT IS EXCESSIVE, THEN THE DLR NEEDS TO CHECKED GROUNDS, THE CONNECTIONS AT THE FCM/IPM AND THE BCM. :DAH18:09/21/2005 FAX- HEADLIGHTS AND DASHLIGHTS FLICKERED FOR 5-10 MINUTES ONE TIME. THEY ARE OK SINCE THEN. CONCUR WITH DAH. :RKR:09/22/2005 GARY, PLEASE REFER TO THE ABOVE COMMENTS. :TRL7:11/02/2005 VEHICLE HAS A CONSTANT FAST FLICKER NOW. RECOMMEND USING LAB SCOPE LEADS OF THE DRB TO SEE IF THE ALTERNATOR IS RECTIFYING THE VOLTAGE INTO DC. COULD ALSO TRY A KNOWN GOOD ALTERNATOR AND TEST THE FIELD WIRE BACK TO THE PCM FOR SHORT TO VOLTAGE, GROUND OR HIGH RESISTANCE. :EAW2:11/21/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004753803

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1254402236)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2594A2911)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092317

Report#: SSV004753803
Open Date: 11/21/2005
Mileage: 13097
Warr Built Dt: 09/23/2004
Supplier RP: R1

Zone/Cd: 51-60008
Name: MANCARI'S OF DES PLAINES INC
Address: 77 RAND ROAD
 DES PLAINES, IL 600161005
Phone: INACTIVE
 847 298-0900

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:INTERMITTENT CONCERN OF HEADLIGHTS NOT WORKING. THE PARK LAMPS WORK. C ODE IN FCM --FOG LAMP RELAY. :DAH18:11/21/2005

Service Action:THE DLR NEEDS TO DETERMINE IF THERE IS A CORRECT INPUT FROM THE HEADLA MP SWITCH TO THE BCM WHEN THE CONCERN OCCURS. :DAH18:11/21/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004754302

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R05B [REDACTED]	Report#: SSV004754302	Zone/Cd: 74-63370
Model Year: 2005	Open Date: 11/21/2005	Name: SPENCER AUTO SALES INC
Make/Model: GRAND CARAVAN SE FWD RSKL53	Mileage: 28178 Warr Built Dt: 06/04/2004	Address: 46 EAST 200 SOUTH HEBER CITY, UT 84032
Engine: EGA-3.3L V6 OHV Engine (Ser #:1145400745)	Supplier RP: B1	Phone: 435 654-1931
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1474B6361)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 060416		

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: HEAD LIGHTS / DASHLIGHTS FLICKERS, I NOTICED IT WHEN I USE THE POWER WINDOW AND AFTER THE WINDOW COMES TO A REST AT THE DOWN POSITION I WILL PULSE ABOUT 4 TIMES AND STOP :KB18:11/21/2005

Service Action: ADVISED TECH TO TAKE APART AND CLEANS GROUNDS G300 AND G301. :KB18:1 1/21/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004755013

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R45B [REDACTED]

Report#: SSV004755013

Zone/Cd: 42-67121

Model Year: 2005

Open Date: 11/21/2005

Name: HARDEN CHRYSLER

Make/Model:

Mileage: 35601

Address: 324 W MAIN ST

GRAND CARAVAN SE FWD

Warr Built Dt: 05/19/2004

CIRCLEVILLE, OH 43113

RSKL53

Supplier RP: B1

Phone: INACTIVE

Engine: EGA-3.3L V6 OHV Engine (Ser #:1127400848)

740 474-3141

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1384B6987)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 051916

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:DASH AND HEADLAMPS WILL FLICKER, CHECK GROUNDS G100 AND G300 REPLACED THE HEAD LIGHT SWITCH. ALL LIGHTS WILL FLICKER. :DG19:11/21/2005

Service Action:CHECK THE CHARGING SYSTEM IF GOOD THEN TRY A NEW BCM. :DG19:11/21/20 05

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004756343

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R35B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1117400184)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1214B6387)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 050521

Report#: SSV004756343
Open Date: 11/22/2005
Mileage: 30000
Warr Built Dt: 05/05/2004
Supplier RP: B1

Zone/Cd: 74-44373
Name: PERFORMANCE CHRYSLER JEEP DODG
Address: 6601 TELLURIDE DRIVE
 LINCOLN, NE 68521
Phone: 402 477-3777

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: HEAD LIGHTS FLICKER 4-5 TIMES WHEN AN INTERIOR SWITCH IS PRESSED AND R ELEASED. LIKE- USING THE POWER WINDOW, SEAT, MAP LIGHTS. :EAW2:11/22 /2005

Service Action: RECOMMEND LOAD TESTING THE BATTERY, DISSASSEMBLING AND CLEANING PCM GR OUNDS. :EAW2:11/22/2005

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004756687

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R85B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1057404444)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0644B6622)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031218

Report#: SSV004756687
Open Date: 11/22/2005
Mileage: 11184
Warr Built Dt: 03/12/2004
Supplier RP: B1

Zone/Cd: 66-41939
Name: THORNTON C-D INC
Address: 2354 FLORENCE BV
 FLORENCE, AL 35630
Phone: 256 766-7324

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: HEADLAMPS QUIT WHILE DRIVING AT NIGHT. DOES NOT HAVE AUTO MODE. NO CODES :RRM4:11/22/2005

Service Action: ADVISED TO MAKE SURE GROUNDS ARE GOOD FOR LAMPS AND FCM. :RRM4:11/22/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 422191945481

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R65B [REDACTED]
Model Year: 2005
Make/Model:
CARAVAN SXT FWD
RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1047502442)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0555B5152)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 022622

Report#: 422191945481
Open Date: 11/17/2005
Mileage: 13136
Warr Built Dt: 02/26/2005
Supplier RP: B1

Zone/Cd: 74-42219
Name: CENTRAL DODGE
Address: 1025 WEST SUNSHINE
SPRINGFIELD, MO 658072445
Phone: 417 862-9272

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS WILL NOT COME ON SOMETIMES, HAVE TO KEEP TRYIN

Service Comment:CHECKED SYSTEM. TRIED NUMEROUS TIMES. COULD NOT DUPLICATE CONCERN.

Service Action:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004685075

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R25B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1124400244)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1284B5021)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051418

Report#: SSV004685075
Open Date: 11/21/2005
Mileage: 20421
Warr Built Dt: 05/14/2004
Supplier RP: B1

Zone/Cd: 42-41942
Name: TWIN CITY DODGE-CHRYSLER, INC.
Address: 1495 U.S. 41 WEST
 ISHPEMING, MI 49849
Phone: INACTIVE
 906 486-4447

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: HEADLIGHTS AND DASH LIGHTS FLICKER. THE DLR HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN. :DAH18:09/21/2005

Service Action: THE DLR WOULD NEED TO DUPLICATE AND DETERMINE IF THE CONCERN IS EXCESSIVE, BECAUSE A CERTAIN AMOUNT OF FLICKERING IS NORMAL. IF IT HAS BEEN DETERMINED THAT IT IS EXCESSIVE, THEN THE DLR NEEDS TO CHECKED GROUNDS, THE CONNECTIONS AT THE FCM/IPM AND THE BCM. :DAH18:09/21/2005 FAX- HEADLIGHTS AND DASHLIGHTS FLICKERED FOR 5-10 MINUTES ONE TIME. THEY ARE OK SINCE THEN. CONCUR WITH DAH. :RKR:09/22/2005 GARY, PLEASE REFER TO THE ABOVE COMMENTS. :TRL7:11/02/2005 VEHICLE HAS A CONSTANT FAST FLICKER NOW. RECOMMEND USING LAB SCOPE LEADS OF THE DRB TO SEE IF THE ALTERNATOR IS RECTIFYING THE VOLTAGE INTO DC. COULD ALSO TRY A KNOWN GOOD ALTERNATOR AND TEST THE FIELD WIRE BACK TO THE PCM FOR SHORT TO VOLTAGE, GROUND OR HIGH RESISTANCE. :EAW2:11/21/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004738116

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP54L75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1278402815)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2824A0285)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101807

Report#: SSV004738116
Open Date: 11/28/2005
Mileage: 17111
Warr Built Dt: 10/18/2004
Supplier RP: R1

Zone/Cd: 42-65477
Name: PREFERRED CHRYSLER DODGE JEEP
Address: 3146 HENRY ST
 MUSKEGON, MI 494414093
Phone: 231 733-4401

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 HEADLIGHTS DO NOT TURN ON. THE THE SWITCH WAS REPLACED. :DAH18: 11/04/2005

Service Action:THE DLR NEEDS TO LOOK AT THE BCM FOR AN ISSUE. :DAH18:11/04/2005 D LR HAS REPLACED THE SWITCH AND THE BCM..DLR INDICATES THEY HAVE TRACKED THE WRG FROM THE SWITCH TO THE BCM.. DLR TO TRACK THE G300 GRD TO THE FCM - THE HEAD LIGHTS ARE THE ONLY THING NOT WORKING. DLR TO CHECK THE CONNECTIONS AT THE FCM/IPM ALSO BEFORE REPLACING THE FCM. :KS1:1 1/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004752328

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1062502867)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0665A1481)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031009

Report#: SSV004752328
Open Date: 11/18/2005
Mileage: 10660
Warr Built Dt: 03/10/2005
Supplier RP: R1

Zone/Cd: 42-43251
Name: ELHART DODGE INC
Address: 870 CHICAGO DRIVE
 HOLLAND, MI 494233006
Phone: INACTIVE
 616 396-0441

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:INTERMITTENTLY, THE HEADLAMPS WON T COME ON. ALL OTHER LAMPS WORK OK. ONE OTHER TIME, THE FOG LAMPS WERE FLASHING AND THE RELAY HAD TO BE RE
 MOVED. ALSO, ONE TIME HAD THE HEADLAMPS STAY ON (DIDN T TIME OUT) AFTE R THE SWITCH WAS TURNED OFF. HAS NO FAULT CODES AND HASN T BEEN ABLE T O
 DUPLICATE THE CONDITION. :REC4:11/18/2005

Service Action:REALLY NEEDS TO DUPLICATE THE CONDITION TO BE SURE WHAT S HAPPENING. B ASED ON OTHER CASES, SUGGESTED THAT HE MAY NEED TO REPLACE THE HEADLAM P
 SWITCH. :REC4:11/18/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004752813

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R55B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1175401014)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1774B5514)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062908

Report#: SSV004752813
Open Date: 11/18/2005
Mileage: 27243
Warr Built Dt: 06/29/2004
Supplier RP: B1

Zone/Cd: 66-44898
Name: BEAMAN DODGE CHRYSLER JEEP
Address: 1705 S CHURCH ST
 MURFREESBORO, TN 37130
Phone: 615 895-5092

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 IS AT A DIFFERENT DEALER NOW WITH THE SAME COMPLAINT. THE HEAD LAMPS ARE FLICKERING. INCREASE THE ENGINE RPM AND THE FLICKER IS WORSE . IF THE DOOR IS OPEN, THE INTERIOR LAMPS WILL FLCIKER ALSO. NO CODES. NO AFTERMARKET EQUIPMENT. OTHER DEALER REPLACED THE ALTERNATOR AND AD DED ADDITIONAL GROUND STRAPS FROM THE BATTERY NEGATIVE CABLE TO THE BO

Service Action:ADVISED TECH BEFORE PURSUING ANY FURTHER REPAIRS, COMPARE TO ANOTHER 2 005 RS VEHICLES. IF THAT ONE DOES NOT HAVE THE PROBLEM, LOOK INTO A BA TTERY, HEADLAMP SWITCH AND PCM GROUNDS. :KB18:11/18/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004753803

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1254402236)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2594A2911)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092317

Report#: SSV004753803
Open Date: 11/21/2005
Mileage: 13097
Warr Built Dt: 09/23/2004
Supplier RP: R1

Zone/Cd: 51-60008
Name: MANCARI'S OF DES PLAINES INC
Address: 77 RAND ROAD
 DES PLAINES, IL 600161005
Phone: INACTIVE
 847 298-0900

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:INTERMITTENT CONCERN OF HEADLIGHTS NOT WORKING. THE PARK LAMPS WORK. C ODE IN FCM --FOG LAMP RELAY. :DAH18:11/21/2005
Service Action:THE DLR NEEDS TO DETERMINE IF THERE IS A CORRECT INPUT FROM THE HEADLA MP SWITCH TO THE BCM WHEN THE CONCERN OCCURS. :DAH18:11/21/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004754302

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R05B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1145400745)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1474B6361)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 060416

Report#: SSV004754302
Open Date: 11/21/2005
Mileage: 28178
Warr Built Dt: 06/04/2004
Supplier RP: B1

Zone/Cd: 74-63370
Name: SPENCER AUTO SALES INC
Address: 46 EAST 200 SOUTH
 HEBER CITY, UT 84032
Phone: 435 654-1931

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: HEAD LIGHTS / DASHLIGHTS FLICKERS, I NOTICED IT WHEN I USE THE POWER WINDOW AND AFTER THE WINDOW COMES TO A REST AT THE DOWN POSITION I WILL PULSE ABOUT 4 TIMES AND STOP :KB18:11/21/2005

Service Action: ADVISED TECH TO TAKE APART AND CLEANS GROUNDS G300 AND G301. :KB18:1 1/21/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004755013

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R45B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1127400848)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1384B6987)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051916

Report#: SSV004755013
Open Date: 11/21/2005
Mileage: 35601
Warr Built Dt: 05/19/2004
Supplier RP: B1

Zone/Cd: 42-67121
Name: HARDEN CHRYSLER
Address: 324 W MAIN ST
 CIRCLEVILLE, OH 43113
Phone: INACTIVE
 740 474-3141

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:DASH AND HEADLAMPS WILL FLICKER, CHECK GROUNDS G100 AND G300 REPLACED THE HEAD LIGHT SWITCH. ALL LIGHTS WILL FLICKER. :DG19:11/21/2005
Service Action:CHECK THE CHARGING SYSTEM IF GOOD THEN TRY A NEW BCM. :DG19:11/21/20 05
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004756343

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R35B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1117400184)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1214B6387)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 050521

Report#: SSV004756343
Open Date: 11/22/2005
Mileage: 30000
Warr Built Dt: 05/05/2004
Supplier RP: B1

Zone/Cd: 74-44373
Name: PERFORMANCE CHRYSLER JEEP DODG
Address: 6601 TELLURIDE DRIVE
 LINCOLN, NE 68521
Phone: 402 477-3777

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: HEAD LIGHTS FLICKER 4-5 TIMES WHEN AN INTERIOR SWITCH IS PRESSED AND R ELEASED. LIKE- USING THE POWER WINDOW, SEAT, MAP LIGHTS. :EAW2:11/22 /2005

Service Action: RECOMMEND LOAD TESTING THE BATTERY, DISSASSEMBLING AND CLEANING PCM GR OUNDS. :EAW2:11/22/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004756687

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R85B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1057404444)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0644B6622)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031218

Report#: SSV004756687
Open Date: 11/22/2005
Mileage: 11184
Warr Built Dt: 03/12/2004
Supplier RP: B1

Zone/Cd: 66-41939
Name: THORNTON C-D INC
Address: 2354 FLORENCE BV
 FLORENCE, AL 35630
Phone: 256 766-7324

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: HEADLAMPS QUIT WHILE DRIVING AT NIGHT. DOES NOT HAVE AUTO MODE. NO CODES :RRM4:11/22/2005

Service Action: ADVISED TO MAKE SURE GROUNDS ARE GOOD FOR LAMPS AND FCM. :RRM4:11/22/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004757048

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R95B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1096501595)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0965B5561)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 041209

Report#: SSV004757048
Open Date: 11/28/2005
Mileage: 6200
Warr Built Dt: 04/12/2005
Supplier RP: B1

Zone/Cd: 32-66090
Name: BRILEYA'S CHRYSLER-JEEP INC
Address: ROUTE 7 NORTH R R 1
 RUTLAND, VT 05701
Phone: 802 773-3555

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: HEADLAMPS TURNS OFF BY THEMSELVES. :SLG3:11/23/2005

Service Action: POSSIBLE FAULTY SWITCH. :SLG3:11/23/2005 IN THE FCM FAULT CODE FOG LAMP OPEN FAULT CODE, VEHICLE NOT EQUIPPED WITH FOG LAMPS. IRA, HEAD LAMP AND FOG LAMPS ARE SIMILAR IN THAT BOTH ORIGINATE IN THE SWITCH, OPERATION OF THE SWITCH RESULTS IN A MUX TO THE BCM WHICH SENDS A BUS COMMAND TO THE FCM TO TURN ON X AND THE FCM PROVIDES THE CONTROL. IT IS MOST LIKELY A PROBLEM WITH THE FCM. :TRL7:11/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004758244

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1078501164)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0825B7678)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 033001

Report#: SSV004758244
Open Date: 11/28/2005
Mileage: 3291
Warr Built Dt: 03/30/2005
Supplier RP: B1

Zone/Cd: 51-23736
Name: DISALVO'S INC
Address: 5926 S LINDBERGH BLVD
 SAINT LOUIS, MO 631237017
Phone: INACTIVE
 314 894-1440

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: HEAD LIGHTS AT TIMES GO OUT WHILE DRIVING - OWNERS HAS TURN THE SWITCH SEVERAL TIMES TO GET THE LIGHTS BACK ON. HEADLIGHTS.BCM HAS BEEN REPL ACED.
 :KS1:11/28/2005

Service Action: DLR TO CHECK THE G300 GRD IF JUST THE HEADLIGHTS. :KS1:11/28/2005 T ECH HAS CHECK THE G300 GROUND AND IT CHECKS OUT OK, THE DASH LAMPS ARE NOT GOING OUT. TECH TO REPLACE THE FCM. :RAH16:11/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004759649

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1053502577)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0565B7686)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022814

Report#: SSV004759649
Open Date: 11/28/2005
Mileage: 16861
Warr Built Dt: 02/28/2005
Supplier RP: R1

Zone/Cd: 66-62869
Name: BENSON CHRY-DODGE-JEEP
Address: 400 W WADE HAMPTON BLVD
 GREER, SC 296501537
Phone: 864 877-0161

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: HEADLIGHTS INOPERATIVE AT TIMES. HAVE A CODE IN THE BCM, HEADLAMP SWIT CH MISMATCH. VEHICLE IS NOT EQUIPPED WITH AUTO HEADLAMPS. RAN THROUGH DIAGNOSTICS AND VEIHCLE DOES NOT HAVE AUTO HEADLAMPS. :DG19:11/28/20 05

Service Action: TRY REPLACING THE BCM :DG19:11/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004761152

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L75R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1106501262)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1085B6335)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042018

Report#: SSV004761152
Open Date: 11/29/2005
Mileage: 12794
Warr Built Dt: 04/20/2005
Supplier RP:

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE VEHICLE SHUTS OFF AT HWY SPEEDS.. HEAD LIGHTS SHUT OFF - AND ALL DIED - DLR RFLASHED THE BCM.. :KS1:11/29/2005
Service Action: DLR TO CHECK THE IGNITION SYSTEM AND THE MAIN GRDS. :KS1:11/29/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 422191945481

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R65B [REDACTED]

Report#: 422191945481

Zone/Cd: 74-42219

Model Year: 2005

Open Date: 11/17/2005

Name: CENTRAL DODGE

Make/Model:

Mileage: 13136

Address: 1025 WEST SUNSHINE

CARAVAN SXT FWD

Warr Built Dt: 02/26/2005

SPRINGFIELD, MO 658072445

RSKH52

Supplier RP:

Phone: 417 862-9272

Engine: EGA-3.3L V6 OHV Engine (Ser #:1047502442)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0555B5152)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 022622

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS WILL NOT COME ON SOMETIMES, HAVE TO KEEP TRYIN

Service Comment:CHECKED SYSTEM. TRIED NUMEROUS TIMES. COULD NOT DUPLICATE CONCERN.

Service Action:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R5072700511A

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L15R [REDACTED]

Report#: 5R5072700511A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 11/30/2005

Name: CHRYSLER CORPORATION

Make/Model:

Mileage: 9300

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SXT FWD

Warr Built Dt: 05/24/2005

AUBURN HILLS, MI 48326-2757

RSKH53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1137502856)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1395B6431)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 052408

Service Narrative Information

Evaluator's Comment:SAT 11/26/05 - HEADLIGHTS DID NOT COME ON. FIDDLED WITH SWITCH AND THEY CAME ON, BUT WENT OFF AGAIN A COUPLE MINUTES LATER. PLAYED WITH SWITCH AGAIN AND THEY WENT BACK ON. HAD SAME TROUBLE WHEN STARTING ON RETURN TRIP. NO PROBLEMS SINCE

Service Action:APPT FOR THURS 12/1/05 AT QEC.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 618882245961

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L95R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1042502469)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0555A1754)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022803

Report#: 618882245961
Open Date: 11/29/2005
Mileage: 6410
Warr Built Dt: 02/28/2005
Supplier RP: TP

Zone/Cd: 42-61888
Name: MONICATTI CHRYSLER JEEP SALES,
Address: 40755 VAN DYKE AVENUE
 STERLING HEIGHTS, MI 48313
Phone: INACTIVE
 586 977-1700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES INTERMITTENTLY HEADLIGHTS FLICKER WHEN ON VERY RADOM. INT

Service Comment:INTERMITTENT OPERATION OF HEADLIGHT SWITCH

Service Action:TEST AND REPLACE HEADLIGHT SWITCH-VERIFY REPAIR OK

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004746606

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]

Report#: SSV004746606

Zone/Cd: 74-62418

Model Year: 2005

Open Date: 11/14/2005

Name: HARLAN AUTO MART INC

Make/Model:

Mileage: 8603

Address: HIGHWAYS 59 & 44

GRAND CARAVAN SXT FWD

Warr Built Dt: 03/31/2005

HARLAN, IA 51537

RSKH53

Supplier RP: R1

Phone: INACTIVE

Engine: EGH-3.8L V6 OHV Engine (Ser #:1083502986)

712 755-5121

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0825B6711)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 033110

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS ARE INOP AT TIMES, TECH CAN NOT DUPLICATE THE CONDITION . :RAH16:11/14/2005

Service Action:TECH TO REPLACE THE BCM. :RAH16:11/14/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004746665

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R75B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1160500827)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1615B7962)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 061409

Report#: SSV004746665
Open Date: 11/14/2005
Mileage: 6706
Warr Built Dt: 06/14/2005
Supplier RP: B1

Zone/Cd: 51-43595
Name: REILLY MOTORS INCORPORATED
Address: 239 E MAIN ST
 WAUTOMA, WI 549829594
Phone: 920 787-3305

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: AT TIME HEADLAMPS WILL NOT TURN ON. :SLG3:11/14/2005

Service Action: REPLACE HEADLAMP. :SLG3:11/14/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004748009

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L25R [REDACTED]	Report#: SSV004748009	Zone/Cd: 35-41683
Model Year: 2005	Open Date: 11/15/2005	Name: SABRATON CHRYSLER DODGE INC
Make/Model: GRAND CARAVAN SXT FWD RSKH53	Mileage: 12000 Warr Built Dt: 06/08/2004	Address: 1500 EARL CORE ROAD MORGANTOWN, WV 265055886
Engine: EGH-3.8L V6 OHV Engine (Ser #:1153402108)	Supplier RP: R1	Phone: INACTIVE 304 296-2533
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1564B6640)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 060801		

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:INTERMITTENTLY, THE HEADLAMPS WONT COME ON. HASN T BEEN ABLE TO DUPLIC ATE CUSTOMERS CONCERN. FOUND STAR SOLUTION K17859264, THAT SEEMED TO A PPLY TO THIS CONDITION. CHECKED WIRING AND CONNECTORS AND REPLACED HEA DLAMP SWITCH. CONDITION IS INTERMITTENT ENOUGH THAT WE CAN T DUPLICATE . VEHICLE OWNER INDICATES THAT SHE DRIVES VEHICLE DURING DAYTIME WITH

Service Action:CONSIDERING WHAT YOU VE DONE ALREADY, WE SUGGEST THAT YOU CHECK OUT AL L OF THE POWER AND GROUNDS FOR THE FRONT CONTROL MODULE, AND IF OK, TR Y ANOTHER FCM. :REC4:11/15/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004749134

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R65B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1153400056)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1564B7612)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 061019

Report#: SSV004749134
Open Date: 11/15/2005
Mileage: 21147
Warr Built Dt: 06/10/2004
Supplier RP: B1

Zone/Cd: 74-68609
Name: JOHN HOFFER DODGE-CHRY-PLYM-JE
Address: 2816 GRAND AVE
 CARTHAGE, MO 64836
Phone: 417 358-5951

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:HEADLAMPS FLICKER AT HIGHWAY SPEEDS.-NO CODES. :RRM4:11/15/2005
Service Action:CHECK ALL RELATED GROUNDS-CHECK CODES IN MODULES,CHECK CHARGE RATE ETC . :RRM4:11/15/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004749877

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R25B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1051400993)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0644A1999)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031110

Report#: SSV004749877
Open Date: 11/16/2005
Mileage: 10615
Warr Built Dt: 03/11/2004
Supplier RP: B1

Zone/Cd: 35-23301
Name: AUGUSTA DODGE CHRYSLER JEEP
Address: 1111 GREENVILLE AVE
 STAUNTON, VA 244015020
Phone: 540 885-0875
 540 213-1690

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: PARKING LTS.COMING ON INTERMITTENT AT NIGHTS SOMETIMES CHIMES INSIDE V EHICLE COME ON WHEN OPENING DOOR COUPLE TIMES HEADLIGHTS WOULD NOT COME ON ONCE WHEN PK LTS WERE FLASHING OPENED DOOR THEY STOPPED KEY FOBS ONCE WOULD NOT WORK . :KB18:11/16/2005

Service Action: ADVISED TECH TO TAKE APART AND CLEAN GROUNDS G300 AND G301 AT THE BOTT OM OF THE LEFT AND RIGHT B PILLARS. IF THIS STILL OCCURS, THEN THE B CM IS SUSPECT. :KB18:11/16/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004751448

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R55B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1090500951)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0955B5416)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 040816

Report#: SSV004751448
Open Date: 11/17/2005
Mileage: 7355
Warr Built Dt: 04/08/2005
Supplier RP: B1

Zone/Cd: 35-23219
Name: SOUTH SHORE AUTO WORLD
Address: 105 S SHORE RD
 MARMORA, NJ 08223
Phone: INACTIVE
 609 390-9000

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 HEADLIGHTS DO NOT TURN ON AT TIMES. THE DASH LIGHTS AND RADIO LIGHTS DO NOT TURN ON EITHER. THE DLR HAS NOT DUPLICATED THE CONCERN. :

DAH18:11/17/2005

Service Action: IT IS POSSIBLE THAT EITHER THE BCM IS NOT SEEING THE HEADLAMP SWITCH VOLTAGE, OR THERE IS A HEADLAMP SWITCH ISSUE. THE DLR WOULD NEED TO DUPLICATE THE CONCERN TO BE SURE. :DAH18:11/17/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004752103

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R85B [REDACTED]
Model Year: 2005
Make/Model:
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1258400349)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2574A2758)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092022

Report#: SSV004752103
Open Date: 11/17/2005
Mileage: 31846
Warr Built Dt: 09/20/2004
Supplier RP: B1

Zone/Cd: 35-43167
Name: LANCASTER DODGE INC
Address: 1475 MANHEIM PIKE
 LANCASTER, PA 176013125
Phone: 717 393-0625
 717 399-3176

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS THAT THE HEAD LIGHTS WILL GO OFF AT TIMES - OWNER ALSO SAYS THE LIGHTS WILL NOT COME ON AT TIMES UNTIL THE SWITCH IS CYCLED. DLR HAS NOT DUPLICATED. :KS1:11/17/2005

Service Action: DLR TO CHECK THE G 300 LOCATION -- FIND OUT IF DASH LIGHTS DID INDEED GO ON ,DLR TO REPLACE THE FCM - IF NOT TRY A BCM FLASH -- SEE TSB 08-2 8-05 :KS1:11/17/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362413561

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R15B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1282401995)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2794B7935)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 101407

Report#: 656362413561
Open Date: 11/22/2005
Mileage: 9031
Warr Built Dt: 10/14/2004
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0YD211J8AB	SWITCH -LIGHTING CONTROL	1	57.05	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES HEADLIGHTS INOP

Service Comment:

Service Action: REPLACED HEADLAMP SWITCH, OPEN CIRCUIT

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 662410453471

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1239401027)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2364B5383)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091106

Report#: 662410453471
Open Date: 11/21/2005
Mileage: 16402
Warr Built Dt: 09/11/2004
Supplier RP: TP

Zone/Cd: 35-66241
Name: METRO CHRYSLER JEEP
Address: 6729 ESSINGTON AVENUE
 PHILADELPHIA, PA 191533495
Phone: INACTIVE
 215 492-0500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES SOME TIMES WHEN TURNING THE HEADLIGHTS ON THE HEAD LIGHT

Service Comment:CHECK AND FOUND HEADLIGHT SWITCH DEFECTIVE

Service Action:REPLACED HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004745705

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C4GP64L55R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: CHRYSLER TOWN & COUNTRY LIMITED FWD RSYS53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1108500114)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1155B6302)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 042614</p>	<p>Report#: SSV004745705</p> <p>Open Date: 11/11/2005</p> <p>Mileage: 3864</p> <p>Warr Built Dt: 04/26/2005</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 71-44494</p> <p>Name: JIM DORAN AUTO CENTER INC</p> <p>Address: 3075 NORTH HIGHWAY 99W MCMINNVILLE, OR 97128</p> <p>Phone: 503 472-3131</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS WILL DROP OUT WHEN THE TURN SIGNALS ARE USED. :RAH16: 11/11/2005

Service Action:TECH TO REPLACE THE BCM. :RAH16:11/11/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 263345718731

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R15B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1180502409)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1825B7720)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 070519

Report#: 263345718731
Open Date: 11/18/2005
Mileage: 3253
Warr Built Dt: 07/05/2005
Supplier RP: TP

Zone/Cd: 42-26334
Name: SOUTHFIELD DODGE CHRYSLER JEEP
Address: 28100 TELEGRAPH ROAD
 SOUTHFIELD, MI 48034
Phone: 248 354-2950

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0YD211DVAB	SWITCH -LIGHTING CONTROL	1	57.96	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER SAYS THE HEADLAMPS INTERMITTLY WILL NOT COME ON.

Service Comment:INOP

Service Action:REPLACE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 263345718841

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 #:1143502042)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1445B5687)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 052710

Report#: 263345718841
Open Date: 11/18/2005
Mileage: 4138
Warr Built Dt: 05/27/2005
Supplier RP: TP

Zone/Cd: 42-26334
Name: SOUTHFIELD DODGE CHRYSLER JEEP
Address: 28100 TELEGRAPH ROAD
 SOUTHFIELD, MI 48034
Phone: 248 354-2950

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:HEADLIGHTS FLASH ON/OFF WHILE DRIVING/SOMETIMES INOP WHILE SWITCH IS ON

Service Comment:OPEN SWITCH

Service Action:REPLACE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004739939

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1133502397)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1345B5368)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 051808

Report#: SSV004739939
Open Date: 11/07/2005
Mileage: 4901
Warr Built Dt: 05/18/2005
Supplier RP: R1

Zone/Cd: 35-67023
Name: SCOTT CHRYSLER
Address: 2120 33RD STREET
 ALLENTOWN, PA 181037008
Phone: INACTIVE
 610 967-4151

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: AT TIMES HEADLAMPS DO NOT COME ON AND WHEN ON AT TIMES THEY TURN OFF. :RRM4:11/07/2005
Service Action: CHECK B PILLAR GROUNDS AND ALSO IF POSSIBLE TRY DUPLICATING AND CHECK TO SEE IF SWITCH STATE IS CHANGING, IF IT IS REPLACE SWITCH. :RRM4:1 1/07/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004742790

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65 [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1021502014)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0325A0639)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020402

Report#: SSV004742790
Open Date: 11/09/2005
Mileage: 13942
Warr Built Dt: 02/04/2005
Supplier RP: R1

Zone/Cd: 32-44931
Name: DEALMAKER CHRYSLER JEEP DODGE
Address: 1068 ARSENAL ST
 WATERTOWN, NY 136012210
Phone: INACTIVE
 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:THE HEADLAMPS AND TURN SIGNALS ARE INOP INTERMITTENTLY, :RAH16:11/09 /2005
Service Action:TECH TO REPLACE THE BCM. :RAH16:11/09/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 231090964911

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1061501651)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0625B5633)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030801

Report#: 231090964911
Open Date: 11/17/2005
Mileage: 4905
Warr Built Dt: 03/08/2005
Supplier RP: TP

Zone/Cd: 32-23109
Name: TENAFLY CHRYSLER JEEP INC
Address: 95 COUNTY ROAD
 TENAFLY, NJ 07670
Phone: INACTIVE
 201 871-9400

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	57.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:C/S THAT HEADLIGHTS DO NOT WORK CK REAR LIGHTS
Service Comment:TECH FOUND HEADLIGHT SWITCH INTERMITTENTLY OPEN
Service Action:REPLACED SWITCH AS NEEDED

Sales & Marketing Incident Report



Issue Number: RT9937EG3210501
 Business Group: Product Quality Research Center
 Location: QEC Engineers
 Issue Type: Non-Powertrain
 Category: Reliability
 Reported By: Eric Guenther
 Phone: +01 248 451 5635
 Created On: 11/17/2005

Images: 2



<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]	9871	041921	82702	EDZ 6077 5003 12	DGL K088 5A01 18	

CONCERN #1
Customer Concern:

Headlights sometimes will not come on. May have to cycle light switch or may have to wait some time.

Root Cause:

Inoperative headlamp switch. Built date suggests that it was part of a batch that had been contaminated during assembly

Repair Action:

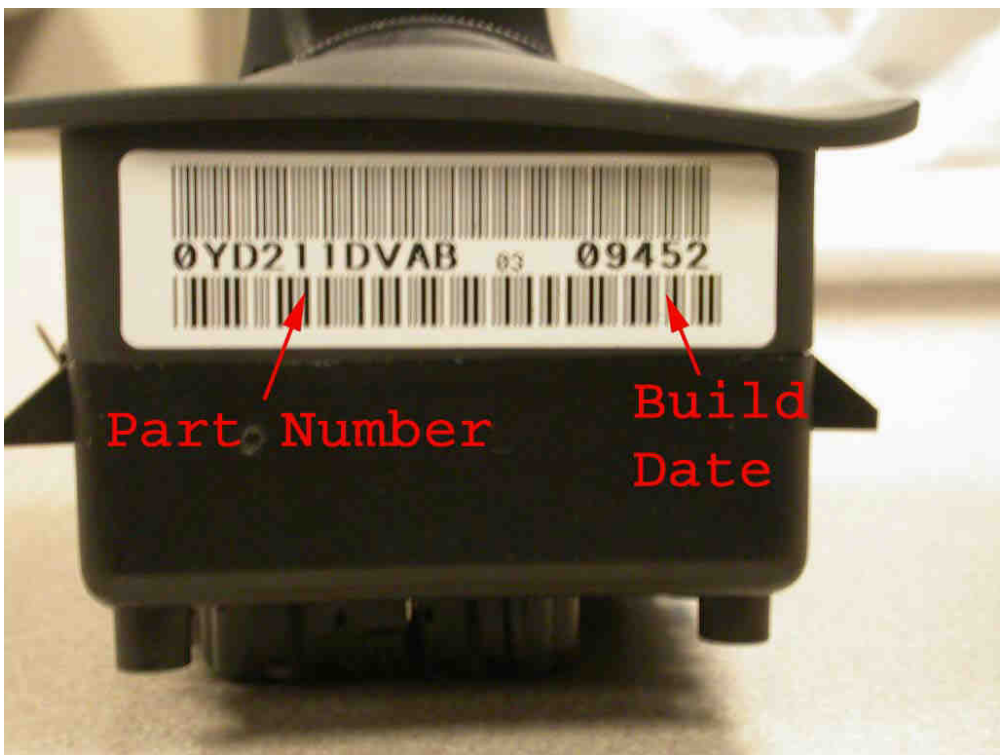
Replace Headlamp Switch
 P/N YD211DVAB

Sales & Marketing Incident Report



Issue Number: RT9937EG3210501
 Business Group: Product Quality Research Center
 Location: QEC Engineers
 Issue Type: Non-Powertrain
 Category: Reliability
 Reported By: Eric Guenther
 Phone: +01 248 451 5635
 Created On: 11/17/2005

Images: 2



<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]	9871	041921	82702	EDZ 6077 5003 12	DGL K088 5A01 18	

LOP 08803601

DETAILS: Vehicle was brought into PQRC with the complaint that the headlights worked intermittently. PQRC technician John Niewiadomski tested the headlights with the headlight switch located on the instrument panel. John confirmed that by turning the headlights to the on position the headlights would come on only half the time. When the headlights did not come on the first time the switch would have to be cycled more than once to get them to turn on.

The switch was removed from the dash and the wiring and connections were inspected and checked out to be normal. A new switch was then connected and tested and issue did not occur.

Carrie Martin (Power/memory/ip E/e Components) was released the inoperative switch. She stated that the build date of the switch (0945 - means 94th day of 2005) was around the same time when engineering was seeing switches that have been contaminated during assembly in that time frame. Part was released for further analysis.

Sales & Marketing Incident Report



TSB Group: 08

Repair Successful: Y

Sales & Marketing Incident Report



Part Information

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

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004738705

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX5R [REDACTED]

Report#: SSV004738705

Zone/Cd: 71-59285

Model Year: 2005

Open Date: 11/04/2005

Name: MURRAY MOTORS INC

Make/Model:

Mileage: 14399

Address: 302 EAST 1ST

GRAND CARAVAN SXT FWD

Warr Built Dt: 05/11/2005

PORT ANGELES, WA 983623106

RSKH53

Supplier RP: R1

Phone: INACTIVE

Engine: EGH-3.8L V6 OHV Engine (Ser #:1126500165)

360 457-0454

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1255B6441)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 051120

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLIGHTS INOP AT TIMES HEADLIGHTS WILL COME ON AFTER SEVERAL TRIES. FCM FAULT CODES RIGHT AND LEFT SIDE PARK LAMP FUSE OUTAGE ERASE CODES DID A BATTERY DISCONNECT. :KB18:11/04/2005

Service Action: ADVISED TECH THERE MAY BE A PROBLEM WITH THE IPM OR THE FCM. MONITOR THE HEADLAMP SWITCH SIGNAL TO THE FCM WITH THE DRBIII. IF THIS IS NOT BEING LOST, TRY A NEW FCM/IPM COMBO. :KB18:11/04/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 596559715901

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1042502687)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0555A2920)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022802

Report#: 596559715901
Open Date: 11/11/2005
Mileage: 13242
Warr Built Dt: 02/28/2005
Supplier RP: TP

Zone/Cd: 42-59655
Name: STERLING HEIGHTS DODGE CHRYSLER
Address: 40111 VAN DYKE AVENUE
 STERLING HEIGHTS, MI 48313
Phone: 586 939-3900

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAC	SWITCH -LIGHTING CONTROL	1	56.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES THAT HEADLIGHTS ARE GOING OUT WHILE DRIVING HAS TO PULL OVER

Service Comment: INTERMITTENT OPERATION WRO

Service Action: REPLACED HEADLAMP SWITCH REPAIR INSPECTED BY L.G. AND IS PROPERLY COMPLETE

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004731384

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R45B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1054501008)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0555B7667)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 022815

Report#: SSV004731384
Open Date: 10/31/2005
Mileage: 3787
Warr Built Dt: 02/28/2005
Supplier RP: B1

Zone/Cd: 51-44322
Name: OLYMPIC DODGE INC
Address: 3255 N CICERO AVENUE
 CHICAGO, IL 60641
Phone: INACTIVE
 773 283-8100

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 HEAD LAMPS ARE INOP AT TIMES, TECH CAN NOT DUPLICATE THE CONDITION . :RAH16:10/31/2005

Service Action: TECH TO REPLACE THE BCM. :RAH16:10/31/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004735326

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R65B [REDACTED]
Model Year: 2005
Make/Model:
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1047400937)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0164B5426)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 030323

Report#: SSV004735326
Open Date: 11/02/2005
Mileage: 18784
Warr Built Dt: 03/03/2004
Supplier RP: B1

Zone/Cd: 71-59578
Name: GLENDALE DODGE CHRYSLER JEEP
Address: 1101 S BRAND BLVD
 GLENDALE, CA 912042398
Phone: 818 242-4161

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 HEADLIGHTS AND DASH LIGHTS FLICKER AT TIMES. THE DLR SAYS THEY ARE NOT FINDING ANY CHARGING ISSUE. :DAH18:11/02/2005
Service Action:IF EXCESSIVE, MORE THAN NORMAL, THEN THE DLR NEEDS TO CHECK THE HEADLA MP SWITCH, THE CONNECTIONS AT THE IPM AND LOOK AT THE BCM. :DAH18:11 /02/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004735342

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1078501164)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0825B7678)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 033001

Report#: SSV004735342
Open Date: 11/02/2005
Mileage: 2674
Warr Built Dt: 03/30/2005
Supplier RP: B1

Zone/Cd: 51-23736
Name: DISALVO'S INC
Address: 5926 S LINDBERGH BLVD
 SAINT LOUIS, MO 631237017
Phone: INACTIVE
 314 894-1440

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: HEADLIGHTS WHEN OUT FOR ABOUT 45 MINUTES. :SLG3:11/02/2005

Service Action: CHECK MUX SIGNAL FROM THE HEADLAMP SWITCH TO BCM WHEN IT HAPPENS. IF THE BCM DOESN T SHOW A CHANGE IN SWITCH STATUS WHEN THE SWITCH IS TURN ED ON CHECK THE CONTINUITY OF THE MUX WIRE BETWEEN THE SWITCH AND BCM. IF GOOD REPLACE THE SWITCH. IF THE BCM DOES SHOW A CHANGE IN SWITCH STATUS, THE BCM MAY BE DEFECTIVE. THE FCM ONLY RESPONDS TO THE BUS S IGNAL FROM THE BCM AND IF THE CUSTOMER HAS TO AT TIMES TURN THE SWITCH ON TWICE THE BUS AND FCM WOULD HAVE CODES OR SIMILAR PROBLEMS WITH OT HER SYSTEMS. :SLG3:11/02/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 231681291271

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L65R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1151502834)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1525B6979)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 060307</p>	<p>Report#: 231681291271</p> <p>Open Date: 11/04/2005</p> <p>Mileage: 5033</p> <p>Warr Built Dt: 06/03/2005</p> <p>Supplier RP: TP</p>	<p>Zone/Cd: 32-23168</p> <p>Name: CHRYSLER JEEP DODGE OF STAMFOR</p> <p>Address: 840 EAST MAIN ST STAMFORD, CT 069023904</p> <p>Phone: INACTIVE 203 326-7800</p>
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Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAD	SWITCH -LIGHTING CONTROL	1	40.60	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CK CAR INTERMITTENLY WHEN TURN HEAD LIGHTS ON INOP. ONLY PARKING LIGHTS CK CAR INTERMITTENLY WHEN TURN HEAD LIGHTS ON INOP. ONLY PARKING LIGHTS

Service Comment:FAULTY HEAD LIGHT SWITCH FAULTY HEAD LIGHT SWITCH

Service Action:CK -DIAGNOSE -REPLACED HEAD LIGHT SWITCH --RECHECK & ROAD TEST OK CK -DIAGNOSE -REPLACED HEAD LIGHT SWITCH --RECHECK & ROAD TEST OK

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004729657

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R15R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1225402208)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2264B5350)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082611

Report#: SSV004729657
Open Date: 10/28/2005
Mileage: 7137
Warr Built Dt: 08/26/2004
Supplier RP: R1

Zone/Cd: 51-41541
Name: BRICKNER'S OF WAUSAU, INC
Address: 2525 GRAND AVENUE
 WAUSAU, WI 544036993
Phone: 715 842-4646

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:INTERMITTENTLY THE HEADLIGHTS GO OUT WHILE GOING DOWN THE ROAD. :D AH18:10/28/2005

Service Action:THE DLR NEEDS TO CHECK G300 AND G301. ALSO TRY A HEADLAMP SWITCH. THE LOOK AT THE FCM. :DAH18:10/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004688464

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1055401659)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0634A1873)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030914

Report#: SSV004688464
Open Date: 10/25/2005
Mileage: 28965
Warr Built Dt: 03/09/2004
Supplier RP: R1

Zone/Cd: 66-58647
Name: TRAPNELL CHRY PLY DODGE JEEP E
Address: 448 NORTH FIRST ST
 JESUP, GA 31545
Phone: INACTIVE
 912 427-3793

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: INTERIOR EXTERIOR LIGHTS FLICKER SHORT TIME AFTER STARTDRIVING IN THE MORNINGS, LAST FOR 15-20 MIN. TSB 08-035-03; HEADLIGHT SWITCH AND DYEL ECTRIC GREASE ON CONNECTIONS. :TRL7:09/26/2005

Service Action: WAYNE, TURN ON A/C, HEADLIGHTS, RADIO, BLOWER ON HIGH. MONITOR THE TAR GET AND SENSE VOLTAGE IN THE PCM. ALSO WATCH THE DUTY CYCLE OF THE ALT ERNATOR. LOOK FOR FLUCTUATIONS. TEST THE BATTERY TOO. CLEAN THE C100, G300 AND G301 AND CHECK THE CONNECTIONS AT THE FCM/IPM AND THE BCM. :TRL7:09/26/2005 **10/10/05**TECH FAXED BACK: HEADLIGHTS, CLUSTER, RADIO, INTERIOR LIGHTS WILL FLICKER, BRIGHTEN AND DIM 1S START. OK LAT ER. REPROGRAMMED BCM, REPLACED HEADLIGHT SWITCH, ADD DIELECTRIC GREAS E TO CONNECTORS . I M ASSUMING THE PREVIOUS RECOMMENDATIONS HAVE BE EN COMPLETED. IF THEY HAVE NOT, PLEASE DO SO. IF NOTHING TURNS UP, CO MPARE TO A LIKE VEHICLE. CHECK G300 FROM THE DRIVER SIDE B PILLAR, THR OUGH THE IPM TO THE HEADLAMPS. :KB18:10/10/2005 NO INFO TO ADD. CH ECK CONCERN WHEN CONCERN IS ACTIVE :DED12:10/25/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004722734

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1018502453)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0285A1686)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020108

Report#: SSV004722734
Open Date: 10/24/2005
Mileage: 2000
Warr Built Dt: 02/01/2005
Supplier RP: R1

Zone/Cd: 32-38770
Name: CANANDAIGUA CHRYSLER DODGE JEE
Address: 2591 ROCHESTER RD
 CANANDAIGUA, NY 144248007
Phone: 585 394-3440

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES : INTERIOR AND HEADLIGHTS FLICKER AT IDLE. TECH FOUND A 1-2V SURGE. :EAW2:10/24/2005
Service Action:RECOMMEND LOAD TESTING THE ALT AND BATTERY. TEST THE FIELD CIRCUIT FRO M THE PCM TO THE ALT. IF ALL TEST OK- RECOMMEND A PCM. :EAW2:10/24/2 005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004725754

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R45B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1281401524)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2784B8108)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 101313

Report#: SSV004725754
Open Date: 10/25/2005
Mileage: 39915
Warr Built Dt: 10/13/2004
Supplier RP: B1

Zone/Cd: 71-43609
Name: RAZZARI DODGE CHRYSLER JEEP
Address: 1605 AUTO CENTER DR
 MERCED, CA 953405675
Phone: 209 722-7407

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: HEADLIGHTS ARE FLICKERING. NO CODES. RESTARTED THE VEHICLE AND THE PROBLEM HAS NOT RETURNED. :KB18:10/25/2005

Service Action: ADVISED TECH TO CHECK GROUNDS G300 AND G301. CLEAN THE BATTERY CABLES AND THE NEGATIVE CABLE GROUNDING POINT. LAST RESORT IS THE HEADLAMP SWITCH. :KB18:10/25/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004725997

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R95B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1273401475)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2754B6317)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 100422

Report#: SSV004725997
Open Date: 10/25/2005
Mileage: 21351
Warr Built Dt: 10/04/2004
Supplier RP: B1

Zone/Cd: 51-45151
Name: LINDSAY CHRYSLER DODGE LLC
Address: 809 MISSOURI AVE
 SAINT ROBERT, MO 655844639
Phone: 573 336-3315

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES HEADLAMPS WILL NOT COME ON AT TIMES. TECH CANT DUPLIC ATE CONCERN :DED12:10/25/2005

Service Action: DLR TO REVIEW STAR CASE K17859264 :DED12:10/25/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004726225

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R65R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1082501574)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0825B8027)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 033102

Report#: SSV004726225
Open Date: 10/26/2005
Mileage: 15232
Warr Built Dt: 03/31/2005
Supplier RP: R1

Zone/Cd: 42-64475
Name: TUCKER CHRYSLER JEEP DODGE, IN
Address: 902 N SAGINAW ST
 DURAND, MI 484291264
Phone: 989 288-2666

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS INOP. TECH CANT DUPLICATE CONCERN :DED12:1 0/26/2005
Service Action:DLR TO CHECK SWITCH MUX VOLTAGE TO BCM WITH CONCERN ACTIVE :DED12:10 /26/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5B3687970511B

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B15B [REDACTED]

Report#: 5B3687970511B

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 11/04/2005

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 9300

Address: 800 CHRYSLER DRIVE

CARAVAN SE FWD

Warr Built Dt: 04/19/2005

AUBURN HILLS, MI 48326-2757

RSKL52

Supplier RP:

Phone:

Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser

#:6077500312)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0885A0118)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 041921

Service Narrative Information

Evaluator's Comment: ON TWO SEPARATE OCCASIONS, MY WIFE STATED THAT SHE STARTED BEGIN, TURNED ON HEADLIGHTS, BUT ONLY EXTERIOR PARK LAMPS WOULD ILLUMINATED. NO HEAD LAMP OPERATION. ON FIRST FAILURE, NEAR DUSK, WIFE HAD TO KEEP APPOINTMENT AND DROVE VEHICLE TO DESTINATION. AFTER APPOINTMENT, AND FULLY DARK, HOPED HEADLIGHTS WOULD THEN WORK, OTHERWISE SHE WOULD HAVE TO BE PICKED

Service Action: HAVE NOT SOUGHT SERVICE AS YET.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R4427780511A

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L95R [REDACTED]

Report#: 5R4427780511A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 11/04/2005

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 15988

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SXT FWD

Warr Built Dt: 02/10/2005

AUBURN HILLS, MI 48326-2757

RSKH53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1026500353)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0395B8240)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 021015

Service Narrative Information

Evaluator's Comment: HEADLIGHTS FREQUENTLY DON T LIGHT UP (LOW BEAM NOR HIGH BEAM) IMMEDIATELY WHEN STARTING UP ENGINE DURING THE NIGHT TIME. I HAVE TO TURN THE SWITCH OFF & ON SEVERAL TIMES BEFORE THEY WORK. WHEN I PULL OUT THE SWITCH FOR THE FOG LIGHTS TO COME ON - ALL THE DASH LIGHTS GO OUT AND THE FOG LIGHTS DO NOT COME ON. THIS IS VERY DANGEROUS.

Service Action: DEALER TO DIAGNOSE PROBLEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 432323083391

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 #:1062400343)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0774B6818)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032207

Report#: 432323083391
Open Date: 10/25/2005
Mileage: 19940
Warr Built Dt: 03/22/2004
Supplier RP: TP

Zone/Cd: 35-43232
Name: JEFF D'AMBROSIO CHRYSLER JEEP
Address: 1221 E LANCASTER AVE
 DOWNINGTOWN, PA 193355369
Phone: 610 269-9500
 610 269-7278

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651J8AE	SWITCH -LIGHTING CONTROL	1	56.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CHECK THE OPERATION OF THE HEADLIGHTS CUSTOMER STATES THAT THEY ARE INOP

Service Comment:TECHNICIAN FOUND THAT THE HEADLIGHT SWITCH IS DEFECTIVE

Service Action:REPLACED THE DEFECTIVE HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R5045400510B

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L75R [REDACTED]

Report#: 5R5045400510B

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 10/31/2005

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 6453

Address: 800 CHRYSLER DRIVE

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 05/24/2005

AUBURN HILLS, MI 48326-2757

RSYP53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1138502327)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1395B7803)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 052406

Service Narrative Information

Evaluator's Comment: ON SELDOM OCCASIONS, WHEN TURNING LAMP CONTROL DIAL, HEADLAMPS DO NOT LIGHT. HAVE TO RETRY TURNING ON LAMP CONTROL.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R5072720510B

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L55R [REDACTED]

Report#: 5R5072720510B

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 10/31/2005

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 10012

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SXT FWD

Warr Built Dt: 05/24/2005

AUBURN HILLS, MI 48326-2757

RSKH53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1138502356)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1375B5791)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 052405

Service Narrative Information

Evaluator's Comment: HEADLAMPS OCCASSIONALLY DO NOT TURN-ON.

Service Action: SWITCH REPLACED - ISSUES HAS NOT REOCCURRED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004688464

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1055401659)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0634A1873)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030914

Report#: SSV004688464
Open Date: 10/25/2005
Mileage: 28965
Warr Built Dt: 03/09/2004
Supplier RP: R1

Zone/Cd: 66-58647
Name: TRAPNELL CHRY PLY DODGE JEEP E
Address: 448 NORTH FIRST ST
 JESUP, GA 31545
Phone: INACTIVE
 912 427-3793

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: INTERIOR EXTERIOR LIGHTS FLICKER SHORT TIME AFTER STARTDRIVING IN THE MORNINGS, LAST FOR 15-20 MIN. TSB 08-035-03; HEADLIGHT SWITCH AND DYEL ECTRIC GREASE ON CONNECTIONS. :TRL7:09/26/2005

Service Action: WAYNE, TURN ON A/C, HEADLIGHTS, RADIO, BLOWER ON HIGH. MONITOR THE TAR GET AND SENSE VOLTAGE IN THE PCM. ALSO WATCH THE DUTY CYCLE OF THE ALT ERNATOR. LOOK FOR FLUCTUATIONS. TEST THE BATTERY TOO. CLEAN THE C100, G300 AND G301 AND CHECK THE CONNECTIONS AT THE FCM/IPM AND THE BCM. :TRL7:09/26/2005 **10/10/05**TECH FAXED BACK: HEADLIGHTS, CLUSTER, RADIO, INTERIOR LIGHTS WILL FLICKER, BRIGHTEN AND DIM 1S START. OK LAT ER. REPROGRAMMED BCM, REPLACED HEADLIGHT SWITCH, ADD DIELECTRIC GREAS E TO CONNECTORS . I M ASSUMING THE PREVIOUS RECOMMENDATIONS HAVE BE EN COMPLETED. IF THEY HAVE NOT, PLEASE DO SO. IF NOTHING TURNS UP, CO MPARE TO A LIKE VEHICLE. CHECK G300 FROM THE DRIVER SIDE B PILLAR, THR OUGH THE IPM TO THE HEADLAMPS. :KB18:10/10/2005 NO INFO TO ADD. CH ECK CONCERN WHEN CONCERN IS ACTIVE :DED12:10/25/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004715975

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L05R [REDACTED]	Report#: SSV004715975	Zone/Cd: 35-64506
Model Year: 2005	Open Date: 10/18/2005	Name: LEESBURG CHRYSLER DODGE
Make/Model: DODGE	Mileage: 6882	Address: 219 CATOCTIN CIRCLE S E
GRAND CARAVAN SXT FWD	Warr Built Dt: 02/23/2005	LEESBURG, VA 201753799
RSKH53	Supplier RP: R1	Phone: INACTIVE
Engine: EGH-3.8L V6 OHV Engine (Ser #:1047500707)		703 777-2800
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0495B5560)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 022309		

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: HEADLAMPS AND FOG LAMPS ALTERNATE OFF AND ON. :SLG3:10/18/2005

Service Action: IF THE INPUT TO THE BCM FROM THE HEADLAMP SWITCH IS NOT CHANGING, THEN CHECK GROUNDS G300 AND G301 AND THE GROUND TO THE BCM. IF THE INPUT I S CHANGING, THEN THE HEADLAMP SWITCH IS SUSPECT. :SLG3:10/18/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004716297

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R05B [REDACTED]

Report#: SSV004716297

Zone/Cd: 42-66927

Model Year: 2005

Open Date: 10/18/2005

Name: KOKOMO CHRYSLER INC

Make/Model: CHRYSLER

Mileage: 3458

Address: 1417 E LINCOLN RD

TOWN & COUNTRY FWD

Warr Built Dt: 03/23/2005

KOKOMO, IN 469023929

RSYH52

Supplier RP: B1

Phone: INACTIVE

Engine: EGA-3.3L V6 OHV Engine (Ser #:1075501872)

765 459-8071

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0785B5354)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 032319

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER HAS HEAD LIGHTS THAT WILL NOT COME ON.. :KS1:10/18/2005

Service Action: DLR TO VIEW THE RESISTANCE VALUES ON TECH CONNECT FOR THE SWITCH VALUE S - PERFORM THIS RIGHT FROM THE BCM.. :KS1:10/18/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004717994

Vehicle Information

VIN: 2D4GP44L65R [REDACTED]
Model Year: 2005
Make/Model: DODGE
GRAND CARAVAN SXT FWD
RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1237401967)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2264A2857)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090107

Repair Information

Report#: SSV004717994
Open Date: 10/19/2005
Mileage: 13106
Warr Built Dt: 09/01/2004
Supplier RP: R1

Dealer Information

Zone/Cd: 42-57062
Name: CRESTWOOD DODGE CHRYSLER JEEP
Address: 32850 FORD ROAD
GARDEN CITY, MI 481351521
Phone: 734 421-5700

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES: HEADLIGHTS FLICKER AND GO OFF INTERMITTENTLY. :EAW2 :10/19/2005

Service Action:ADVISED TECH IF THE INPUT TO THE BCM FROM THE HEADLAMP SWITCH IS NOT C HANGING, THEN CHECK GROUNDS G300 AND G301 AND THE GROUND TO THE BCM. I F
THE INPUT IS CHANGING, THEN THE HEADLAMP SWITCH IS SUSPECT. :EAW2 :10/19/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004718292

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1179502368)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1835B7717)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 070413

Report#: SSV004718292
Open Date: 10/19/2005
Mileage: 1428
Warr Built Dt: 07/04/2005
Supplier RP: R1

Zone/Cd: 32-42116
Name: WESTBORO DODGE
Address: 271 TURNPIKE ROAD
 WESTBORO, MA 015812898
Phone: INACTIVE
 508 366-1741

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: ALL EXTERIOR LIGHTS ARE BLINKING ON AND OFF. THERE IS SOME LANGUAGE BARRIER BETWEEN THE OWNER AND TECH. PROBLEM IS NOT DUPLICATED. CODE FOR RIGHT AND LEFT SIDE PARK LAMP OPEN; CODE CHANGES WHILE VIEWING WITH THE DRIBIII. THE AREA HAS HAD 9 INCHES OF RAIN IN THE PAST FEW DAYS. :K B18:10/19/2005

Service Action: TECH GOT THE OWNER ON THE PHONE. THE PROBLEM OCCURS AT ANY TIME WITH THE VEHICLE PARKED AND NO PATTERN TO THE RATE OF FLASHING HEADLAMPS AND PARK LAMPS. ADVISED TECH TO CHECK THE IPM AND FCM FOR ANY WATER ACCUMULATION. PULL THEM APART AND USE A GOOD QUALITY ELECTRICAL CONTACT CLEANER TO DISPLACE ANY MOISTURE. DO THE SAME TO ALL IPM CONNECTIONS. :KB18:10/19/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004720499

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R75B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1081502610)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0895A2735)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 040218

Report#: SSV004720499
Open Date: 10/20/2005
Mileage: 49247
Warr Built Dt: 04/02/2005
Supplier RP: B1

Zone/Cd: 51-43855
Name: DODGE CITY MOTORS INC
Address: 1300 VANDIVER DR
 COLUMBIA, MO 652021925
Phone: INACTIVE
 573 474-7400

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 CUSTOMER STATES THE HEAD LAMPS WILL TURN OFF WHILE DRIVING. TECH CAN NOT DUPLICATE THE CONDITION. :RAH16:10/20/2005

Service Action:TECH TO REPLACE THE HEADLAMP SWITCH. :RAH16:10/20/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004722734

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1018502453)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0285A1686)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020108

Report#: SSV004722734
Open Date: 10/24/2005
Mileage: 2000
Warr Built Dt: 02/01/2005
Supplier RP: R1

Zone/Cd: 32-38770
Name: CANANDAIGUA CHRYSLER DODGE JEE
Address: 2591 ROCHESTER RD
 CANANDAIGUA, NY 144248007
Phone: 585 394-3440

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES : INTERIOR AND HEADLIGHTS FLICKER AT IDLE. TECH FOUND A 1-2V SURGE. :EAW2:10/24/2005
Service Action:RECOMMEND LOAD TESTING THE ALT AND BATTERY. TEST THE FIELD CIRCUIT FRO M THE PCM TO THE ALT. IF ALL TEST OK- RECOMMEND A PCM. :EAW2:10/24/2 005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004725754

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R45B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1281401524)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2784B8108)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 101313

Report#: SSV004725754
Open Date: 10/25/2005
Mileage: 39915
Warr Built Dt: 10/13/2004
Supplier RP: B1

Zone/Cd: 71-43609
Name: RAZZARI DODGE CHRYSLER JEEP
Address: 1605 AUTO CENTER DR
 MERCED, CA 953405675
Phone: 209 722-7407

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: HEADLIGHTS ARE FLICKERING. NO CODES. RESTARTED THE VEHICLE AND THE PROBLEM HAS NOT RETURNED. :KB18:10/25/2005

Service Action: ADVISED TECH TO CHECK GROUNDS G300 AND G301. CLEAN THE BATTERY CABLES AND THE NEGATIVE CABLE GROUNDING POINT. LAST RESORT IS THE HEADLAMP SWITCH. :KB18:10/25/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004725997

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R95B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1273401475)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2754B6317)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 100422

Report#: SSV004725997
Open Date: 10/25/2005
Mileage: 21351
Warr Built Dt: 10/04/2004
Supplier RP: B1

Zone/Cd: 51-45151
Name: LINDSAY CHRYSLER DODGE LLC
Address: 809 MISSOURI AVE
 SAINT ROBERT, MO 655844639
Phone: 573 336-3315

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES HEADLAMPS WILL NOT COME ON AT TIMES. TECH CANT DUPLIC ATE CONCERN :DED12:10/25/2005

Service Action: DLR TO REVIEW STAR CASE K17859264 :DED12:10/25/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004726225

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R65R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1082501574)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0825B8027)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 033102

Report#: SSV004726225
Open Date: 10/26/2005
Mileage: 15232
Warr Built Dt: 03/31/2005
Supplier RP: R1

Zone/Cd: 42-64475
Name: TUCKER CHRYSLER JEEP DODGE, IN
Address: 902 N SAGINAW ST
 DURAND, MI 484291264
Phone: 989 288-2666

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS INOP. TECH CANT DUPLICATE CONCERN :DED12:1 0/26/2005
Service Action:DLR TO CHECK SWITCH MUX VOLTAGE TO BCM WITH CONCERN ACTIVE :DED12:10 /26/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 432323069631

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B15E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6197400754)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2014A2892)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080400

Report#: 432323069631
Open Date: 10/08/2005
Mileage: 34375
Warr Built Dt: 08/04/2004
Supplier RP: TP

Zone/Cd: 35-43232
Name: JEFF D'AMBROSIO CHRYSLER JEEP
Address: 1221 E LANCASTER AVE
 DOWNINGTOWN, PA 193355369
Phone: 610 269-9500
 610 269-7278

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0YD211DVAB	SWITCH -LIGHTING CONTROL	1	57.96	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES: HEADLIGHTS INOP INTERMITTENTLY/SOP SWITCH

Service Comment:

Service Action:REPLACED HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004710882

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R25B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1075402725)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0724B6996)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 033000

Report#: SSV004710882
Open Date: 10/12/2005
Mileage: 32616
Warr Built Dt: 03/30/2004
Supplier RP: B1

Zone/Cd: 74-66856
Name: CAR CITY CHRYSLER
Address: 3100 S 169 HIGHWAY
 ST JOSEPH, MO 64503
Phone: 816 233-9149

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: HEADLAMPS WILL QUIT WORKING WHILE DRIVING. :CJK35:10/12/2005
Service Action: ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS. IF OK, REPLACE THE HE ADLAMP SWITCH. :CJK35:10/12/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004711391

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 #:1184401201)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1834B5560)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 070614

Report#: SSV004711391
Open Date: 10/13/2005
Mileage: 12081
Warr Built Dt: 07/06/2004
Supplier RP: R1

Zone/Cd: 74-68280
Name: WOODHOUSE CHRYSLER JEEP DODGE
Address: 2171 SOUTH HWY 30
 BLAIR, NE 68008
Phone: 402 426-4126

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: HEADLAMPS GO OUT WHILE DRIVING. CANNOT DUPLICATE. :SLG3:10/13/2005
Service Action: CHECK GROUND G301. IF GOOD TIGHT AND CLEAN THEN TRY A NEW HEADLAMP :SLG3:10/13/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262486811

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R15B [REDACTED]	Report#: 416262486811	Zone/Cd: 42-41626
Model Year: 2005	Open Date: 10/18/2005	Name: CHARLIE'S DODGE CHRYSLER JEEP
Make/Model: DODGE CARAVAN SXT FWD	Mileage: 29180	Address: 725 ILLINOIS AVENUE MAUMEE, OH 435371796
RSKH52	Warr Built Dt: 07/09/2004	Phone: 419 893-7690 419 893-0241
Engine: EGA-3.3L V6 OHV Engine (Ser #:1189402002)	Supplier RP: TP	
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1854B6627)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 070910		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: REPLACE HEAD LAMP SWITHC WITH S.O. PART,CUSTOMER STATES HEAD LAMPS WILL

Service Comment:

Service Action: REPLACED HEAD LAMP SWITCH WITH S.O. PART TO CORRECT COMPLAINT,

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004696320

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C4GP64L35R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: CHRYSLER TOWN & COUNTRY LIMITED FWD RSYS53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1113402389)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1194B8041)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 050411</p>	<p>Report#: SSV004696320</p> <p>Open Date: 09/30/2005</p> <p>Mileage: 19078</p> <p>Warr Built Dt: 05/04/2004</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 51-43513</p> <p>Name: PETERSEN CHRYSLER-DODGE-JEEP I</p> <p>Address: 324 WEST FIRST STREET GIBSON CITY, IL 609361760</p> <p>Phone: 217 784-1194 217 784-5134</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: AUTO HEAD LAMPS NOT WORKING PROPERLY, TECH CANT DUPLICATE CONCERN :D ED12:09/30/2005

Service Action: TECH TO TALK WITH CUSTOMER AND FIND OUT WHAT IS GOING ON :DED12:09/30/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004688552

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54LX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1058401561)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0714B8248)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031919

Report#: SSV004688552
Open Date: 09/26/2005
Mileage: 49208
Warr Built Dt: 03/19/2004
Supplier RP: R1

Zone/Cd: 35-62431
Name: KREBS CHRYSLER JEEP INC
Address: 1015 WILLIAM FLYNN HWY RTE 8
 GLENSHAW, PA 15116
Phone: INACTIVE
 412 486-2500

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:CONTROL HEAD LIGHTS OUT FOR ILLUMINATION :LEV6:09/26/2005
Service Action:C/P ORDERED ATC HEAD :LEV6:09/26/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004689905

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX5R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1144502477)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1475A0635)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 053100

Report#: SSV004689905
Open Date: 09/26/2005
Mileage: 3319
Warr Built Dt: 05/31/2005
Supplier RP: R1

Zone/Cd: 51-41499
Name: SCHAUMBURG DODGE INC
Address: 208 WEST GOLF ROAD
 SCHAUMBURG, IL 60195
Phone: INACTIVE
 847 885-9150

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: DASH LIGHTS CO ON/OFF AT TIMES AND HEADLIGHTS FLICKER AT TIMES. NO FA ULT CODES. :KB18:09/26/2005

Service Action: ADVISED TECH IF THE INPUT TO THE BCM FROM THE HEADLAMP SWITCH IS NOT C HANGING, THEN CHECK GROUNDS G300 AND G301 AND THE GROUND TO THE BCM. I F THE INPUT IS CHANGING, THEN THE HEADLAMP SWITCH IS SUSPECT. :KB18: 09/26/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004690387

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 #:1172502951)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1775B6949)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062800

Report#: SSV004690387
Open Date: 09/27/2005
Mileage: 2267
Warr Built Dt: 06/28/2005
Supplier RP: R1

Zone/Cd: 42-68790
Name: HAROLD ZEIGLER DODGE JEEP
Address: 1186 EAST M-89
 PLAINWELL, MI 490801134
Phone: 269 685-5800

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:WHEN THE HEAD LAMPS ARE IN THE AUTO POSITION THE HEAD AND BACKING THE VEHICLE OUT OF THE GARAGE THE DASH LAMPS WILL GO OUT AND COME BACK ON AFTER THE VEHICLE IS SHIFTED INTO DRIVE. :RAH16:09/27/2005

Service Action:IT MAY BE NECESSARY TO DUPLICATE THE CONDITION BEFORE TAKING ANY ACTION. THERE ARE NO KNOWN ISSUES. THIS COULD BE NORMAL BECAUSE OF THE HEAD LAMPS COMING ON AND THE DASH LAMPS DIMMING DOWN. THEY MAY NOT GO ALL THE WAY OUT, BUT JUST DIM. IF THAT IS THE CASE, NORMAL CONDITION. :RAH16:09/27/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004692289

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B95E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6153401049)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1744A1771)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062811

Report#: SSV004692289
Open Date: 09/28/2005
Mileage: 15168
Warr Built Dt: 06/28/2004
Supplier RP: B1

Zone/Cd: 71-42705
Name: BILL PIERRE DODGE INC
Address: 11321 LK CTY W
 SEATTLE, WA 98125
Phone: INACTIVE
 206 363-6400

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: INTERMITTENT LOW BEAM HEADLIGHTS INOP, FAULT CODES STORED-RIGHT PARK L AMP FUSE OUTAGE AND LEFT SIDE PARK LAMP FUSE OUTAGE. NO TEST PROCEDURE S
 IN DIAGNOSTIC MANUAL. HELP! :TRL7:09/28/2005

Service Action: VERIFY THAT THE CORRECT BULBS ARE INSTALLED (AFTERMARKET BULBS MAY HAV E INCORRECT RESISTANCE. CHECK FOR CORROSION IN THE LAMP SOCKETS. :T
 RL7:09/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004694290

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1116502221)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1175B7522)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042908

Report#: SSV004694290
Open Date: 09/29/2005
Mileage: 2913
Warr Built Dt: 04/29/2005
Supplier RP: R1

Zone/Cd: 51-64233
Name: RUSS DARROW CHRYSLER INC
Address: 2801 WEST COLLEGE AVENUE
 APPLETON, WI 54914
Phone: INACTIVE
 920 739-9411

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: MIL LAMP ON DTC STORED IN PCM HEAD LAMPS AND DASH LAMPS INOP : UCODES : U0140 : LOST COMMUNICATION WITH BODY CONTROL MODULE : UCODE S : U0155 : LOST COMMUNICATION WITH CLUSTER/CCN : UCODES : U110C : L OST FUEL LEVEL MESSAGE :DED12:09/29/2005

Service Action: CHECK THE HARNESS COMING DOWN THE INSTRUMENT PANEL CENTER SUPPORT TOWA RD THE ORC FOR A POSSIBLE PUNCTURE BY A SCREW. REMOVE THE TRIM AROUND THE MIDDLE ROW STOW N GO SEAT STORAGE WELLS AND CHECK FOR A CRUSHED HARNESS UNDER THE CARPET AROUND THE CORNERS OF THE WELL. CHECK GROUND S G300 AND G301. FLASH THE BCM PER TSB #08-028-05 :DED12:09/29/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004694767

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP64L95R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1177403654)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1764B6992)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062814

Report#: SSV004694767
Open Date: 09/29/2005
Mileage: 1
Warr Built Dt: 06/28/2004
Supplier RP: R1

Zone/Cd: 35-64506
Name: LEESBURG CHRYSLER DODGE
Address: 219 CATOCTIN CIRCLE S E
 LEESBURG, VA 201753799
Phone: INACTIVE
 703 777-2800

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: WIPERS ON, AUTO HEADLIGHTS DO NOT COME ON. NOT ABLE TO FIND OUT WHERE TO ENABLE. :EAW2:09/29/2005

Service Action: IT DOESNT APPEAR TO BE A SWITCHABLE FEATURE. SEE PAGE 163 OF THE OWNER S MANUAL. START THE ENGINE, PLACE THE HEADLIGHT SWITCH IN AUTO- THEN S ELECT THE WIPERS. THE HEADLIGHTS SHOULD COME ON. IF NOT, MOST LIKELY A BCM ISSUE :EAW2:09/29/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004685075

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R25B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1124400244)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1284B5021)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051418

Report#: SSV004685075
Open Date: 09/22/2005
Mileage: 20421
Warr Built Dt: 05/14/2004
Supplier RP: B1

Zone/Cd: 42-41942
Name: TWIN CITY DODGE-CHRYSLER, INC.
Address: 1495 U.S. 41 WEST
 ISHPERING, MI 49849
Phone: INACTIVE
 906 486-4447

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: HEADLIGHTS AND DASH LIGHTS FLICKER. THE DLR HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN. :DAH18:09/21/2005

Service Action: THE DLR WOULD NEED TO DUPLICATE AND DETERMINE IF THE CONCERN IS EXCESSIVE, BECAUSE A CERTAIN AMOUNT OF FLICKERING IS NORMAL. IF IT HAS BEEN DETERMINED THAT IT IS EXCESSIVE, THEN THE DLR NEEDS TO CHECKED GROUNDS, THE CONNECTIONS AT THE FCM/IPM AND THE BCM. :DAH18:09/21/2005 FAX- HEADLIGHTS AND DASHLIGHTS FLICKERED FOR 5-10 MINUTES ONE TIME. THEY ARE OK SINCE THEN. CONCUR WITH DAH. :RKR:09/22/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004685075

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R25B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1124400244)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1284B5021)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051418

Report#: SSV004685075
Open Date: 09/22/2005
Mileage: 20421
Warr Built Dt: 05/14/2004
Supplier RP: B1

Zone/Cd: 42-41942
Name: TWIN CITY DODGE-CHRYSLER, INC.
Address: 1495 U.S. 41 WEST
 ISHPERING, MI 49849
Phone: INACTIVE
 906 486-4447

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: HEADLIGHTS AND DASH LIGHTS FLICKER. THE DLR HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN. :DAH18:09/21/2005

Service Action: THE DLR WOULD NEED TO DUPLICATE AND DETERMINE IF THE CONCERN IS EXCESSIVE, BECAUSE A CERTAIN AMOUNT OF FLICKERING IS NORMAL. IF IT HAS BEEN DETERMINED THAT IT IS EXCESSIVE, THEN THE DLR NEEDS TO CHECKED GROUNDS, THE CONNECTIONS AT THE FCM/IPM AND THE BCM. :DAH18:09/21/2005 FAX- HEADLIGHTS AND DASHLIGHTS FLICKERED FOR 5-10 MINUTES ONE TIME. THEY ARE OK SINCE THEN. CONCUR WITH DAH. :RKR:09/22/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004688464

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R85R [REDACTED]

Report#: SSV004688464

Zone/Cd: 66-58647

Model Year: 2005

Open Date: 09/26/2005

Name: TRAPNELL CHRY PLY DODGE JEEP E

Make/Model: CHRYSLER

Mileage: 28965

Address: 448 NORTH FIRST ST

TOWN & COUNTRY LX FWD

Warr Built Dt: 03/09/2004

JESUP, GA 31545

RSYH53

Supplier RP: R1

Phone: INACTIVE

Engine: EGA-3.3L V6 OHV Engine (Ser #:1055401659)

912 427-3793

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0634A1873)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 030914

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: INTERIOR EXTERIOR LIGHTS FLICKER SHORT TIME AFTER STARTDRIVING IN THE MORNINGS, LAST FOR 15-20 MIN. TSB 08-035-03; HEADLIGHT SWITCH AND DYEL ECTRIC

GREASE ON CONNECTIONS. :TRL7:09/26/2005

Service Action: WAYNE, TURN ON A/C, HEADLIGHTS, RADIO, BLOWER ON HIGH. MONITOR THE TAR GET AND SENSE VOLTAGE IN THE PCM. ALSO WATCH THE DUTY CYCLE OF THE ALT

ERNATOR. LOOK FOR FLUCTUATIONS. TEST THE BATTERY TOO. CLEAN THE C100, G300 AND G301 AND CHECK THE CONNECTIONS AT THE FCM/IPM AND THE BCM.

:TRL7:09/26/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004688552

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54LX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1058401561)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0714B8248)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031919

Report#: SSV004688552
Open Date: 09/26/2005
Mileage: 49208
Warr Built Dt: 03/19/2004
Supplier RP: R1

Zone/Cd: 35-62431
Name: KREBS CHRYSLER JEEP INC
Address: 1015 WILLIAM FLYNN HWY RTE 8
 GLENSHAW, PA 15116
Phone: INACTIVE
 412 486-2500

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:CONTROL HEAD LIGHTS OUT FOR ILLUMINATION :LEV6:09/26/2005
Service Action:C/P ORDERED ATC HEAD :LEV6:09/26/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004689905

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX5R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1144502477)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1475A0635)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 053100

Report#: SSV004689905
Open Date: 09/26/2005
Mileage: 3319
Warr Built Dt: 05/31/2005
Supplier RP: R1

Zone/Cd: 51-41499
Name: SCHAUMBURG DODGE INC
Address: 208 WEST GOLF ROAD
 SCHAUMBURG, IL 60195
Phone: INACTIVE
 847 885-9150

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: DASH LIGHTS CO ON/OFF AT TIMES AND HEADLIGHTS FLICKER AT TIMES. NO FA ULT CODES. :KB18:09/26/2005

Service Action: ADVISED TECH IF THE INPUT TO THE BCM FROM THE HEADLAMP SWITCH IS NOT C HANGING, THEN CHECK GROUNDS G300 AND G301 AND THE GROUND TO THE BCM. I F THE INPUT IS CHANGING, THEN THE HEADLAMP SWITCH IS SUSPECT. :KB18: 09/26/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004690387

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 #:1172502951)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1775B6949)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062800

Report#: SSV004690387
Open Date: 09/27/2005
Mileage: 2267
Warr Built Dt: 06/28/2005
Supplier RP: R1

Zone/Cd: 42-68790
Name: HAROLD ZEIGLER DODGE JEEP
Address: 1186 EAST M-89
 PLAINWELL, MI 490801134
Phone: 269 685-5800

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: WHEN THE HEAD LAMPS ARE IN THE AUTO POSITION THE HEAD AND BACKING THE VEHICLE OUT OF THE GARAGE THE DASH LAMPS WILL GO OUT AND COME BACK ON AFTER THE VEHICLE IS SHIFTED INTO DRIVE. :RAH16:09/27/2005

Service Action: IT MAY BE NECESSARY TO DUPLICATE THE CONDITION BEFORE TAKING ANY ACTION. THERE ARE NO KNOWN ISSUES. THIS COULD BE NORMAL BECAUSE OF THE HEAD LAMPS COMING ON AND THE DASH LAMPS DIMMING DOWN. THEY MAY NOT GO ALL THE WAY OUT, BUT JUST DIM. IF THAT IS THE CASE, NORMAL CONDITION. :RAH16:09/27/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004692289

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B95E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6153401049)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1744A1771)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062811

Report#: SSV004692289
Open Date: 09/28/2005
Mileage: 15168
Warr Built Dt: 06/28/2004
Supplier RP: B1

Zone/Cd: 71-42705
Name: BILL PIERRE DODGE INC
Address: 11321 LK CTY W
 SEATTLE, WA 98125
Phone: INACTIVE
 206 363-6400

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: INTERMITTENT LOW BEAM HEADLIGHTS INOP, FAULT CODES STORED-RIGHT PARK L AMP FUSE OUTAGE AND LEFT SIDE PARK LAMP FUSE OUTAGE. NO TEST PROCEDURE S
 IN DIAGNOSTIC MANUAL. HELP! :TRL7:09/28/2005

Service Action: VERIFY THAT THE CORRECT BULBS ARE INSTALLED (AFTERMARKET BULBS MAY HAV E INCORRECT RESISTANCE. CHECK FOR CORROSION IN THE LAMP SOCKETS. :T
 RL7:09/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004679572

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1063501204)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0635B8171)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030912

Report#: SSV004679572
Open Date: 09/16/2005
Mileage: 2571
Warr Built Dt: 03/09/2005
Supplier RP: R1

Zone/Cd: 71-42184
Name: TIMBERLINE CHRYSLER JEEP DODGE
Address: 2406 N E SANDY BLVD
 PORTLAND, OR 972322399
Phone: INACTIVE
 503 234-0771

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 HEAD LAMPS ARE INOP, THEY WILL TURN ON WITH THE DRB3. :RAH16:09/ 16/2005
Service Action:TECH TO CHECK THE INPUT FROM THE SWITCH TO THE BCM, IF OK IT COULD BE A BCM OR FCM. :RAH16:09/16/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004676041

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1046501667)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0485B5539)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022120

Report#: SSV004676041
Open Date: 09/14/2005
Mileage: 17000
Warr Built Dt: 02/21/2005
Supplier RP: R1

Zone/Cd: 35-26537
Name: SPORT CHRYSLER JEEP DODGE
Address: 1416 W MAIN ST
 NORRISTOWN, PA 194033019
Phone: 610 539-3100

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: HEAD LAMPS TURN OFF WHEN DRIVING AT TIMES :DED12:09/14/2005

Service Action: DLR TO REVIEW STAR CASE KI7859264 :DED12:09/14/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R2964770509A

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R55R [REDACTED]

Report#: 5R2964770509A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 09/06/2005

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 22001

Address: 800 CHRYSLER DRIVE

TOWN & COUNTRY LX FWD

Warr Built Dt: 08/31/2004

AUBURN HILLS, MI 48326-2757

RSYH53

Supplier RP:

Phone:

Engine: EGA-3.3L V6 OHV Engine (Ser #:1209404191)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2384B6322)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 083109

Service Narrative Information

Evaluator's Comment: ON ONE RECENT TRIP, THE HEADLIGHTS WENT OFF AND BY WIGGLING THE SWITCH, THEY CAME BACK ON. THIS HAS NOT RECURRED.

Service Action: NOT REPAIRED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004649316

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1033400049)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0544B5488)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022615

Report#: SSV004649316
Open Date: 08/22/2005
Mileage: 28052
Warr Built Dt: 02/26/2004
Supplier RP: R1

Zone/Cd: 63-65382
Name: INGRAM PARK CHRYSLER JEEP DODG
Address: 7000 N W LOOP 410
 SAN ANTONIO, TX 78238
Phone: 800 347-1313
 210 684-6610

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: LIGHTS SLOWLY FADE IN AND OUT WHEN IN AUTO LAMP MODE. PANNEL, HEAD LIG HTS ARE AFFECTED. :EAW2:08/22/2005

Service Action: RECOMMEND TURING ON A/C, HEADLIGHTS, RADIO, BLOWER ON HIGH. MONITOR TH E TARGET AND SENSE VOLTAGE IN THE PCM. ALSO WATCH THE DUTY CYCLE OF TH E ALTERNATOR. LOOK FOR FLUCTUATIONS. TEST THE BATTERY TOO. WOULD NOT D O ANY REPAIRS UNLESS THE PROBLEM IS DUPLICATED. :EAW2:08/22/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004649316

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1033400049)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0544B5488)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022615

Report#: SSV004649316
Open Date: 08/22/2005
Mileage: 28052
Warr Built Dt: 02/26/2004
Supplier RP: R1

Zone/Cd: 63-65382
Name: INGRAM PARK CHRYSLER JEEP DODG
Address: 7000 N W LOOP 410
 SAN ANTONIO, TX 78238
Phone: 800 347-1313
 210 684-6610

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: LIGHTS SLOWLY FADE IN AND OUT WHEN IN AUTO LAMP MODE. PANNEL, HEAD LIG HTS ARE AFFECTED. :EAW2:08/22/2005

Service Action: RECOMMEND TURING ON A/C, HEADLIGHTS, RADIO, BLOWER ON HIGH. MONITOR TH E TARGET AND SENSE VOLTAGE IN THE PCM. ALSO WATCH THE DUTY CYCLE OF TH E ALTERNATOR. LOOK FOR FLUCTUATIONS. TEST THE BATTERY TOO. WOULD NOT D O ANY REPAIRS UNLESS THE PROBLEM IS DUPLICATED. :EAW2:08/22/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004643924

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R85B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1154401427)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1564B7654)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 061023

Report#: SSV004643924
Open Date: 08/17/2005
Mileage: 20771
Warr Built Dt: 06/10/2004
Supplier RP: B1

Zone/Cd: 35-44884
Name: ALTAVISTA MOTORS
Address: 1163 WARDS RD
 ALTAVISTA, VA 24517
Phone: 434 369-6681

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: HEADLIGHTS AND INSTRUMENT PANEL ILLUMINATION FLICKERS AT TIMES. NO COD ES. NO AFTERMARKET EQUIPMENT. TECH HAS REPLACED THE FCM, CLEANED C100 AND CLEANED G300 AND G301. :KB18:08/17/2005

Service Action: ADVISED TECH TO TRY A NEW HEADLAMP SWITCH. :KB18:08/17/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 263345620881

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 #:1045501473)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0435B7835)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022213

Report#: 263345620881
Open Date: 08/17/2005
Mileage: 5551
Warr Built Dt: 02/22/2005
Supplier RP: MO

Zone/Cd: 42-26334
Name: SOUTHFIELD DODGE CHRYSLER JEEP
Address: 28100 TELEGRAPH ROAD
 SOUTHFIELD, MI 48034
Phone: 248 354-2950

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:BOTH HEAD LIGHTS INOP
Service Comment:SHORTED
Service Action:REPLACE FRONT CONTROL MODULE

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R2556760508A

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP44R65 [REDACTED]

Report#: 5R2556760508A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 08/15/2005

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 18800

Address: 800 CHRYSLER DRIVE

TOWN & COUNTRY LX FWD

Warr Built Dt: 08/26/2004

AUBURN HILLS, MI 48326-2757

RSYH53

Supplier RP:

Phone:

Engine: EGA-3.3L V6 OHV Engine (Ser #:1223400544)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2264B5589)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 082600

Service Narrative Information

Evaluator's Comment: INTERMITTENT PROBLEM WITH HEADLAMPS. RUNNING LIGHTS ONLY, NO HEADLAMPS, WHEN SWITCH IS IN FULL ON POSITION. SUSPECT A POBLEM WITH THE SWITCH.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004626870

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1316400279)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3144B5639)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 111719

Report#: SSV004626870
Open Date: 08/03/2005
Mileage: 4359
Warr Built Dt: 11/17/2004
Supplier RP: R1

Zone/Cd: 63-43906
Name: TEXAS DODGE LP
Address: 7800 I-40 WEST
 AMARILLO, TX 79106
Phone: 806 353-6343

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: AUTO HEADLAMPS WILL NOT COME ON IN AUTO POSITION.TECH UNABLE TO FIND A SUN SENSOR ANYWHERE. :RRM4:08/03/2005

Service Action: BASED ON SALES CODE CAR IS NOT EQUIPPED WITH AUTO HEADLAMPS. :RRM4:0 8/03/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5B2334170507A

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R55B [REDACTED]

Report#: 5B2334170507A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 07/31/2005

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 28700

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SE FWD

Warr Built Dt: 07/09/2004

AUBURN HILLS, MI 48326-2757

RSKL53

Supplier RP:

Phone:

Engine: EGA-3.3L V6 OHV Engine (Ser #:1188407002)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1844B7829)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 070915

Service Narrative Information

Evaluator's Comment:INTERMIT. HEADLAMPS

Service Action:REPLACE HEADLAMP SWITCH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004615517

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R75B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1203402241)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2094B6355)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080210

Report#: SSV004615517
Open Date: 07/25/2005
Mileage: 75
Warr Built Dt: 08/02/2004
Supplier RP: B1

Zone/Cd: 42-43830
Name: DICK SCOTT MOTOR MALL INC
Address: 3030 S FOWLerville ROAD
 FOWLerville, MI 488368905
Phone: 517 223-3721
 517 223-2051

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: MIL ON,P0760. CLEARED CODES.OD CVI AT 6 ,TRIED TO DO SLIPPAGE TEST,NO W L/R SOLENOID CODE SET.NOTE: THE HEADLIGHTS TURN ON/OFF BY THEMSEL.(NO AUTO HEADLIGHT.) NOW NO CODES.HAVING TROUBLE WITH NGC : TCMNGC : P0760 : C3/43 : OD SOLENOID CIRCUIT : TCMNGC : P0750 : C1/41 : L-R SOLENOID CIRCUIT :GCK1:07/25/2005

Service Action:POSSIBLE NGC OR FCM.REVIEW WITH PCM GROUP. REVIEW HEADLAMP CONDITION W ITH ELECTRICAL GROUP. :GCK1:07/25/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004477389

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
TOWN & COUNTRY TOURING FWD
RSYP53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1309403142)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K3104B7556)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 111118

Report#: SSV004477389
Open Date: 07/19/2005
Mileage: 1260
Warr Built Dt: 11/11/2004
Supplier RP: R1

Zone/Cd: 42-68225
Name: BRUNSWICK AUTO MART INC
Address: 3031 CENTER RD
BRUNSWICK, OH 442126500
Phone: 330 273-3300

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 HEADLIGHTS ARE FLICKERING. THERE IS NO CHARGING SYSTEM CONCERN. :DAH18:03/11/2005 FLICKERS HAPPENS WHEN HEATED SEATS ARE TURNED ON. TARGET VOLTAGE 14.1 SENSE 13.8-14.0. DUTY CYCLE 20%. :EAW2:03/29/20 05

Service Action:IF NO BATTERY CABLE CONCERNS, ACCORDING TO RELATED CONCERNS, VIN 5R257 954 THIS IS AN ONGOING CONCERN AND CURRENTLY UNDER INVESTIGATION. :D AH18:03/11/2005 CONDITION MAY BE CONSIDERED NORMAL. IF CONDITION STILL HAPPENS WITH ENGINE SPEED RAISED NEED TO INVESTIGATE FURTHER. :EAW2:03/29/2005 FAXED BACK>>>> HEADLIGHTS AND DASH LIGHTS FLICKER AT IDLE WITH HEATED SEATS ON. CUSTOMER VERY CONCERNED ABOUT LONG TERM RELIABILITY OF ELECTRONICS ON VEHICLE DUE TO POWER SURGES IN ELECTRICAL SYSTEM. WE REPLACED HEADLIGHT SWITCH BECAUSE HEADLIGHTS FAILED TO COME ON. STAR>>>>>>>>>>>>>>>> PER ENGINEERING THIS CONDITION IS CONSIDERED NORMAL. :DG19:04/01/2005 TECH CALLING TO SEE IF THERE ARE ANY PLANNED FLASHES. TECH FEELS THE CUSTOMER'S COMPLAINT IS NORMAL. IT'S A VERY FREQUENT. RECOMMEND COMPARING 2 OR 3 OTHER MINIVANS WITH SIMILAR EQUIPMENT. :EAW2:07/19/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004615517

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R75B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1203402241)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2094B6355)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080210

Report#: SSV004615517
Open Date: 07/25/2005
Mileage: 75
Warr Built Dt: 08/02/2004
Supplier RP: B1

Zone/Cd: 42-43830
Name: DICK SCOTT MOTOR MALL INC
Address: 3030 S FOWLerville ROAD
 FOWLerville, MI 488368905
Phone: 517 223-3721
 517 223-2051

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: MIL ON,P0760. CLEARED CODES.OD CVI AT 6 ,TRIED TO DO SLIPPAGE TEST,NO W L/R SOLENOID CODE SET.NOTE: THE HEADLIGHTS TURN ON/OFF BY THEMSEL.(NO AUTO HEADLIGHT.) NOW NO CODES.HAVING TROUBLE WITH NGC : TCMNGC : P0760 : C3/43 : OD SOLENOID CIRCUIT : TCMNGC : P0750 : C1/41 : L-R SOLENOID CIRCUIT :GCK1:07/25/2005

Service Action:POSSIBLE NGC OR FCM.REVIEW WITH PCM GROUP. REVIEW HEADLAMP CONDITION W ITH ELECTRICAL GROUP. :GCK1:07/25/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 432322979731

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B15E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6197400754)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2014A2892)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080400

Report#: 432322979731
Open Date: 07/15/2005
Mileage: 23583
Warr Built Dt: 08/04/2004
Supplier RP: MO

Zone/Cd: 35-43232
Name: JEFF D'AMBROSIO CHRYSLER JEEP
Address: 1221 E LANCASTER AVE
 DOWNINGTOWN, PA 193355369
Phone: 610 269-9500
 610 269-7278

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05144579AC	MODULE -FRONT CONTROL	1	91.63	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THAT WHEN THE HEADLIGHTS ARE TURNED ON THEY WON T STAY O

Service Comment:CHECKED THE GROUNDS 0100 CHECKED THE GROUNDS 0300 ALL GROUNDS ARE WITHIN

Service Action:REPLACED THE DEFECTIVE MODULES ROAD TESTED THE VEHICLE

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 432322979732

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B15E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6197400754)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2014A2892)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080400

Report#: 432322979732
Open Date: 07/15/2005
Mileage: 23583
Warr Built Dt: 08/04/2004
Supplier RP: T2

Zone/Cd: 35-43232
Name: JEFF D'AMBROSIO CHRYSLER JEEP
Address: 1221 E LANCASTER AVE
 DOWNINGTOWN, PA 193355369
Phone: 610 269-9500
 610 269-7278

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05102969AB	BLOCK -NONE	1	197.40	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THAT WHEN THE HEADLIGHTS ARE TURNED ON THEY WON T STAY O

Service Comment:CHECKED THE GROUNDS 0100 CHECKED THE GROUNDS 0300 ALL GROUNDS ARE WITHIN

Service Action:REPLACED THE DEFECTIVE MODULES ROAD TESTED THE VEHICLE

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004584359

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L15R [REDACTED]	Report#: SSV004584359	Zone/Cd: 32-44781
Model Year: 2005	Open Date: 06/27/2005	Name: DANBURY CHRYSLER JEEP DODGE
Make/Model: DODGE	Mileage: 22091	Address: 100B FEDERAL ROAD
GRAND CARAVAN SXT FWD	Warr Built Dt: 08/13/2004	DANBURY, CT 06810
RSKH53	Supplier RP: R1	Phone: 203 730-5737
Engine: EGH-3.8L V6 OHV Engine (Ser #:1217402435)		
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1914B6862)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 081303		

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:INTERMITTENTLY THE HEADLAMPS TURN ON AND OFF BY THEMSELVES. CODE IN TH E BCM FOR HEADLAMP SWITCH MISMATCH . TECH IS CONFUSED ABOUT THE DIAGNOSTICS AND THE HEADLAMP SWITCH PART NUMBERS. :KB18:06/27/2005

Service Action:ADVISED TECH TO MAKE SURE THE HEADLAMP SWITCH INSTALLED ON THIS VEHICL E IS NOT FOR AUTO HEADLAMPS. :KB18:06/27/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004584924

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1118501897)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1225B6701)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 050508

Report#: SSV004584924
Open Date: 06/27/2005
Mileage: 1283
Warr Built Dt: 05/05/2005
Supplier RP: B1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEADLIGHTS ARE FLASHING ON AND OFF WHILE DRIVING. WAS TOLD BY ANOTHER DRIVER IN FRONT OF HER. :RCB13:06/27/2005

Service Action:CHECK FOR AUTO HEADLIGHTS. IF NOT NEED TO MONITOR THE INPUT FROM THE S WITCH. :RCB13:06/27/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004584195

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54LX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1356401446)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0105B7985)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 011308

Report#: SSV004584195
Open Date: 06/24/2005
Mileage: 4000
Warr Built Dt: 01/13/2005
Supplier RP: R1

Zone/Cd: 42-26348
Name: SNETHKAMP CHRYSLER DODGE JEEP
Address: 23951 PLYMOUTH ROAD
 REDFORD, MI 482391497
Phone: 313 255-2700

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 HEADLAMPS WILL NOT TURN ON INTERMITTENTLY. THERE ARE CODE FOR NO RESPONSE IN ALL THE MODULE. :RAH16:06/24/2005
Service Action:TECH TO DISCONNECT THE MODULES ON AT A TIME TO SEE IF THE BUS WILL COM E BACK UP. :RAH16:06/24/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004577451

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L85 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1063402224)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0764B7971)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032303

Report#: SSV004577451
Open Date: 06/20/2005
Mileage: 13214
Warr Built Dt: 03/23/2004
Supplier RP: R1

Zone/Cd: 35-67298
Name: LAUREL CHRYSLER JEEP, INC.
Address: 1880 BEDFORD ST
 JOHNSTOWN, PA 159023426
Phone: 814 266-2345

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 HEADLIGHTS DOES NOT COME ON AT TIMES. THERE ARE NO CODES. :DAH1 8:06/20/2005
Service Action:IF GOOD MUX VOLTAGE THEN CHECK THE FCM/IPM, IF NOT THEN CHECK THE BCM. :DAH18:06/20/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004578027

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R95B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1079401534)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0774B6362)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 033121

Report#: SSV004578027
Open Date: 06/20/2005
Mileage: 58
Warr Built Dt: 03/31/2004
Supplier RP: B1

Zone/Cd: 42-60078
Name: BOB ALLEN CHRYSLER-DODGE-JEEP
Address: 289 WALLACE WILKINSON BLVD.
 LIBERTY, KY 42539
Phone: 606 787-8387

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 HEADLAMPS. FLASH TO PASS WORKS. :SLG3:06/20/2005
Service Action:CHECK FOR THE HEADLAMP SWITCH INPUT TO THE BCM, AND IF OK, TRY ANOTHER FCM. :SLG3:06/20/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004577451

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C4GP54L85R1 [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: CHRYSLER TOWN & COUNTRY TOURING FWD RSYP53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1063402224)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0764B7971)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 032303</p>	<p>Report#: SSV004577451</p> <p>Open Date: 06/20/2005</p> <p>Mileage: 13214</p> <p>Warr Built Dt: 03/23/2004</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 35-67298</p> <p>Name: LAUREL CHRYSLER JEEP, INC.</p> <p>Address: 1880 BEDFORD ST JOHNSTOWN, PA 159023426</p> <p>Phone: 814 266-2345</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: THE HEADLIGHTS DOES NOT COME ON AT TIMES. THERE ARE NO CODES. :DAH1 8:06/20/2005

Service Action: IF GOOD MUX VOLTAGE THEN CHECK THE FCM/IPM, IF NOT THEN CHECK THE BCM. :DAH18:06/20/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004578027

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R95B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1079401534)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0774B6362)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 033121

Report#: SSV004578027
Open Date: 06/20/2005
Mileage: 58
Warr Built Dt: 03/31/2004
Supplier RP: B1

Zone/Cd: 42-60078
Name: BOB ALLEN CHRYSLER-DODGE-JEEP
Address: 289 WALLACE WILKINSON BLVD.
 LIBERTY, KY 42539
Phone: 606 787-8387

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 HEADLAMPS. FLASH TO PASS WORKS. :SLG3:06/20/2005
Service Action:CHECK FOR THE HEADLAMP SWITCH INPUT TO THE BCM, AND IF OK, TRY ANOTHER FCM. :SLG3:06/20/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004584195

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54LX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1356401446)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0105B7985)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 011308

Report#: SSV004584195
Open Date: 06/24/2005
Mileage: 4000
Warr Built Dt: 01/13/2005
Supplier RP: R1

Zone/Cd: 42-26348
Name: SNETHKAMP CHRYSLER DODGE JEEP
Address: 23951 PLYMOUTH ROAD
 REDFORD, MI 482391497
Phone: 313 255-2700

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 HEADLAMPS WILL NOT TURN ON INTERMITTENTLY. THERE ARE CODE FOR NO RESPONSE IN ALL THE MODULE. :RAH16:06/24/2005

Service Action:TECH TO DISCONNECT THE MODULES ON AT A TIME TO SEE IF THE BUS WILL COM E BACK UP. :RAH16:06/24/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004584359

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 #:1217402435)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1914B6862)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081303

Report#: SSV004584359
Open Date: 06/27/2005
Mileage: 22091
Warr Built Dt: 08/13/2004
Supplier RP: R1

Zone/Cd: 32-44781
Name: DANBURY CHRYSLER JEEP DODGE
Address: 100B FEDERAL ROAD
 DANBURY, CT 06810
Phone: 203 730-5737

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:INTERMITTENTLY THE HEADLAMPS TURN ON AND OFF BY THEMSELVES. CODE IN TH E BCM FOR HEADLAMP SWITCH MISMATCH . TECH IS CONFUSED ABOUT THE DIAGNOSTICS AND THE HEADLAMP SWITCH PART NUMBERS. :KB18:06/27/2005

Service Action:ADVISED TECH TO MAKE SURE THE HEADLAMP SWITCH INSTALLED ON THIS VEHICL E IS NOT FOR AUTO HEADLAMPS. :KB18:06/27/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004584924

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1118501897)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1225B6701)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 050508

Report#: SSV004584924
Open Date: 06/27/2005
Mileage: 1283
Warr Built Dt: 05/05/2005
Supplier RP: B1

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

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: HEADLIGHTS ARE FLASHING ON AND OFF WHILE DRIVING. WAS TOLD BY ANOTHER DRIVER IN FRONT OF HER. :RCB13:06/27/2005

Service Action: CHECK FOR AUTO HEADLIGHTS. IF NOT NEED TO MONITOR THE INPUT FROM THE S WITCH. :RCB13:06/27/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004550546

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1056402291)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0754B7694)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031902

Report#: SSV004550546
Open Date: 05/24/2005
Mileage: 17000
Warr Built Dt: 03/19/2004
Supplier RP: R1

Zone/Cd: 51-66583
Name: LANDMARK CHRYSLER JEEP INC
Address: 2331 PRAIRIE CROSSING DR
 SPRINGFIELD, IL 627119495
Phone: 217 862-5200
 217 862-5300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS ARE INOPERATIVE INTERMITTENTLY. TECHNICIAN CANNOT DUPLICATE THE CONCERN. :PWV:05/24/2005

Service Action: REPLACE THE HEADLAMP SWITCH. :PWV:05/24/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5B2765400505A

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R75B [REDACTED]

Report#: 5B2765400505A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 05/31/2005

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 16250

Address: 800 CHRYSLER DRIVE

CARAVAN SXT FWD

Warr Built Dt: 11/04/2004

AUBURN HILLS, MI 48326-2757

RSKH52

Supplier RP:

Phone:

Engine: EGA-3.3L V6 OHV Engine (Ser #:1289401215)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2954B6353)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 110420

Service Narrative Information

Evaluator's Comment: HEADLIGHTS FAILED INTERMITTENTLY

Service Action: DEALER REPLACED A SWITCH

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004547885

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 #:1104400855)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1054B7667)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 042208

Report#: SSV004547885
Open Date: 05/20/2005
Mileage: 24683
Warr Built Dt: 04/22/2004
Supplier RP: B1

Zone/Cd: 74-66787
Name: RHODEN AUTO CENTER INC
Address: 3400 SOUTH EXPRESSWAY
 COUNCIL BLUFFS, IA 51501
Phone: INACTIVE
 712 366-9400

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 COMPLAINT OF HEADLAMPS TURNING OFF. ONLY WAY TO TURN HEADLAMP S BACK ON IS TO CYCLE THE IGNITION KEY ON/OFF. :DG19:05/20/2005

Service Action: NEED TO DUPLICATE AND CHECK WITH THE DRB TO SEE IF THEN BCM OR THE FCN IS LOSING THE SIGNAL. :DG19:05/20/2005

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004550546

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1056402291)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0754B7694)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031902

Report#: SSV004550546
Open Date: 05/24/2005
Mileage: 17000
Warr Built Dt: 03/19/2004
Supplier RP: R1

Zone/Cd: 51-66583
Name: LANDMARK CHRYSLER JEEP INC
Address: 2331 PRAIRIE CROSSING DR
 SPRINGFIELD, IL 627119495
Phone: 217 862-5200
 217 862-5300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS ARE INOPERATIVE INTERMITTENTLY. TECHNICIAN CANNOT DUPLICATE THE CONCERN. :PWV:05/24/2005

Service Action: REPLACE THE HEADLAMP SWITCH. :PWV:05/24/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004458547

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1054402940)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0624B7802)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031621

Report#: SSV004458547
Open Date: 05/19/2005
Mileage: 16034
Warr Built Dt: 03/16/2004
Supplier RP: R1

Zone/Cd: 42-52664
Name: JUNCTION AUTO SALES INC
Address: 12423 MAYFIELD
 CHARDON, OH 44024
Phone: 440 946-5577
 440 286-6161

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES 2 OR 3 TIMES WHEN STARTED VAN DID NOT HAVE HEADLIGHTS P LAYED WITH HEADLAMP SWITCH AND LIGHT CAME ON LAST VISIT REPACED FRONT CONTROL MODULE FOR PARKING LIGHT CONCERN CANNOT DUPLICATE AT THIS TIME ANY IDEAS. CUSTCONCERN DUPLICATED NO REPAIRS PARTS TESTS FAULT CODES C K FOR FAULTS NONE RECORDED. :MDM7:02/22/2005

Service Action: CHECK HEADLAMP SWITCH CONNECTOR FOR DAMAGE IF OK REPLACE SWITCH. :MD M7:02/22/2005 IN BCM HAS FRONT FOG LAMP RELAY OPEN AND NO FOG LAMPS ARE ON CAR ADVISED ERRONEOUS CODE. MONITOR SWITCH INPUTS FROM HEADLAMPS TO BCM FOR THE LAMPS STAYING ON TOO LONG. :RRM4:05/19/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004544419

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L85R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: DODGE GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1184402489)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1874B5136)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 070706</p>	<p>Report#: SSV004544419</p> <p>Open Date: 05/18/2005</p> <p>Mileage: 12321</p> <p>Warr Built Dt: 07/07/2004</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 51-44623</p> <p>Name: HOLIDAY CHRYSLER DODGE JEEP, I</p> <p>Address: 815 S. ROLLING MEADOWS DR FOND DU LAC, WI 549378200</p> <p>Phone: 920 921-0850</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS GO OUT AT TIMES. IF SWITCH IS FIDDLED WITH THEY COME BACK ON . :SLG3:05/18/2005

Service Action: REPLACE HEADLAMP SWITCH. :SLG3:05/18/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004545648

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R35 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1070401261)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0734B6377)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032409

Report#: SSV004545648
Open Date: 05/18/2005
Mileage: 29631
Warr Built Dt: 03/24/2004
Supplier RP: B1

Zone/Cd: 35-39132
Name: POMOCO CHRY-JEEP OF HAMPTON
Address: 4116 W MERCURY BLVD
 HAMPTON, VA 236663774
Phone: 757 826-1100
 757 825-7219

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:HEADLAMPS INTERMITTENTLY DON T COME ON WHEN THE SWITCH IS TURNED ON. P ARK LAMPS WORK OK. :REC4:05/18/2005

Service Action:CHECK FOR THE HEADLAMP SWITCH INPUT TO THE BCM, AND IF OK, TRY ANOTHER FCM. :REC4:05/18/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004545844

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R45 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1061401900)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0684B5236)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031620

Report#: SSV004545844
Open Date: 05/19/2005
Mileage: 17039
Warr Built Dt: 03/16/2004
Supplier RP: B1

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

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: HEADLIGHTS WILL GO OUT WHILE DRIVING AT NIGHT. AHAPPENS A COUPLE TIMES A MONTH. THEY COME RIGHT BACK ON AT TIMES, SOMETIMES HE HAS PULLED OF F THE ROAD AND TURNED THE VEHICLE OFF AND BACK ON AND THE LIGHTS COME BACK ON. :RCB13:05/19/2005

Service Action: HE WILL WIGGLE TEST THE SWITCH CIRCUIT. HAS CHECKED PIN CONNECTIONS AT THE IPM AND FCM. :RCB13:05/19/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004546221

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1188405320)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1884A2943)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 070809

Report#: SSV004546221
Open Date: 05/19/2005
Mileage: 8001
Warr Built Dt: 07/08/2004
Supplier RP: R1

Zone/Cd: 51-26100
Name: BRICKNER'S PARK CITY INC
Address: 3000 E MAIN ST
 MERRILL, WI 544522397
Phone: 715 536-2833

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:SECOND TIME IN. HEADLIGHTS WOULDNT COME ON AT TIMES & NOW THEY WILL GO OUT WHILE DRIVING. :RCB13:05/19/2005

Service Action:CASE K17859264 TO SEE IF IT RESEMBLES YOUR CONCERN. :RCB13:05/1 9/2005

Correction:

Sales & Marketing Incident Report



Part Information

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

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004546823

Vehicle Information

VIN: 1D4GP24R95B [REDACTED]
Model Year: 2005
Make/Model: DODGE
GRAND CARAVAN SE FWD
RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1063401116)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K0724A2878)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031914

Repair Information

Report#: SSV004546823
Open Date: 05/19/2005
Mileage: 12032
Warr Built Dt: 03/19/2004
Supplier RP: B1

Dealer Information

Zone/Cd: 51-63005
Name: MERTENS GARAGE INC
Address: 603 SOUTH 8TH STREET
MEDFORD, WI 544512018
Phone: 715 748-5300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS GO OUT BY THEMSELVES :SLG3:05/19/2005

Service Action: IF THIS IS INTERMITTENT REPLACE, AND IF THEY COME BACK ON AFTER FIDDLI NG WITH THE HEADLAMP SWITCH, REPLACE THE HEADLAMP SWITCH. :SLG3:05/1 9/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004541273

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45RX5B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1057403717)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0644B6394)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031217

Report#: SSV004541273
Open Date: 05/16/2005
Mileage: 18932
Warr Built Dt: 03/12/2004
Supplier RP: B1

Zone/Cd: 66-44631
Name: NEWBERRY AUTO MART
Address: 1426 WILSON ROAD
 NEWBERRY, SC 29108
Phone: INACTIVE
 803 276-3622

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: HEADLIGHTS GO OUT. TECH NOT ABLE TO DUPLICATE :EAW2:05/16/2005

Service Action: RECOMMEND INSPECTING THE HEADLIGHT SWITCH AND BCM CONNECTIONS. TEST THE HEADLIGHT SWITCH RESISTANCE VALUES. MEASURE RESISTANCE OF THE HEADLIGHT SWITCH HARNESS. IF ALL TEST ARE OK, SUGGEST BCM REPLACEMENT. :EA W2:05/16/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004541273

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45RX5B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1057403717)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0644B6394)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031217

Report#: SSV004541273
Open Date: 05/16/2005
Mileage: 18932
Warr Built Dt: 03/12/2004
Supplier RP: B1

Zone/Cd: 66-44631
Name: NEWBERRY AUTO MART
Address: 1426 WILSON ROAD
 NEWBERRY, SC 29108
Phone: INACTIVE
 803 276-3622

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: HEADLIGHTS GO OUT. TECH NOT ABLE TO DUPLICATE :EAW2:05/16/2005

Service Action: RECOMMEND INSPECTING THE HEADLIGHT SWITCH AND BCM CONNECTIONS. TEST THE HEADLIGHT SWITCH RESISTANCE VALUES. MEASURE RESISTANCE OF THE HEADLIGHT SWITCH HARNESS. IF ALL TEST ARE OK, SUGGEST BCM REPLACEMENT. :EA W2:05/16/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004544419

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 #:1184402489)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1874B5136)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 070706

Report#: SSV004544419
Open Date: 05/18/2005
Mileage: 12321
Warr Built Dt: 07/07/2004
Supplier RP: R1

Zone/Cd: 51-44623
Name: HOLIDAY CHRYSLER DODGE JEEP, I
Address: 815 S. ROLLING MEADOWS DR
 FOND DU LAC, WI 549378200
Phone: 920 921-0850

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: HEADLAMPS GO OUT AT TIMES. IF SWITCH IS FIDDLED WITH THEY COME BACK ON . :SLG3:05/18/2005
Service Action: REPLACE HEADLAMP SWITCH. :SLG3:05/18/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004545648

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R35B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1070401261)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0734B6377)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032409

Report#: SSV004545648
Open Date: 05/18/2005
Mileage: 29631
Warr Built Dt: 03/24/2004
Supplier RP: B1

Zone/Cd: 35-39132
Name: POMOCO CHRY-JEEP OF HAMPTON
Address: 4116 W MERCURY BLVD
 HAMPTON, VA 236663774
Phone: 757 826-1100
 757 825-7219

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:HEADLAMPS INTERMITTENTLY DON T COME ON WHEN THE SWITCH IS TURNED ON. P ARK LAMPS WORK OK. :REC4:05/18/2005

Service Action:CHECK FOR THE HEADLAMP SWITCH INPUT TO THE BCM, AND IF OK, TRY ANOTHER FCM. :REC4:05/18/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004458547

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1054402940)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0624B7802)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031621

Report#: SSV004458547
Open Date: 05/19/2005
Mileage: 16034
Warr Built Dt: 03/16/2004
Supplier RP: R1

Zone/Cd: 42-52664
Name: JUNCTION AUTO SALES INC
Address: 12423 MAYFIELD
 CHARDON, OH 44024
Phone: 440 946-5577
 440 286-6161

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES 2 OR 3 TIMES WHEN STARTED VAN DID NOT HAVE HEADLIGHTS P LAYED WITH HEADLAMP SWITCH AND LIGHT CAME ON LAST VISIT REPACED FRONT CONTROL MODULE FOR PARKING LIGHT CONCERN CANNOT DUPLICATE AT THIS TIME ANY IDEAS. CUSTCONCERN DUPLICATED NO REPAIRS PARTS TESTS FAULT CODES C K FOR FAULTS NONE RECORDED. :MDM7:02/22/2005

Service Action: CHECK HEADLAMP SWITCH CONNECTOR FOR DAMAGE IF OK REPLACE SWITCH. :MD M7:02/22/2005 IN BCM HAS FRONT FOG LAMP RELAY OPEN AND NO FOG LAMPS ARE ON CAR ADVISED ERRONEOUS CODE. MONITOR SWITCH INPUTS FROM HEADLAMPS TO BCM FOR THE LAMPS STAYING ON TOO LONG. :RRM4:05/19/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004545844

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R45B1 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1061401900)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0684B5236)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031620

Report#: SSV004545844
Open Date: 05/19/2005
Mileage: 17039
Warr Built Dt: 03/16/2004
Supplier RP: B1

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

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: HEADLIGHTS WILL GO OUT WHILE DRIVING AT NIGHT. AHAPPENS A COUPLE TIMES A MONTH. THEY COME RIGHT BACK ON AT TIMES, SOMETIMES HE HAS PULLED OF F THE ROAD AND TURNED THE VEHICLE OFF AND BACK ON AND THE LIGHTS COME BACK ON. :RCB13:05/19/2005

Service Action: HE WILL WIGGLE TEST THE SWITCH CIRCUIT. HAS CHECKED PIN CONNECTIONS AT THE IPM AND FCM. :RCB13:05/19/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004546221

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1188405320)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1884A2943)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 070809

Report#: SSV004546221
Open Date: 05/19/2005
Mileage: 8001
Warr Built Dt: 07/08/2004
Supplier RP: R1

Zone/Cd: 51-26100
Name: BRICKNER'S PARK CITY INC
Address: 3000 E MAIN ST
 MERRILL, WI 544522397
Phone: 715 536-2833

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:SECOND TIME IN. HEADLIGHTS WOULDNT COME ON AT TIMES & NOW THEY WILL GO OUT WHILE DRIVING. :RCB13:05/19/2005

Service Action:CASE K17859264 TO SEE IF IT RESEMBLES YOUR CONCERN. :RCB13:05/1 9/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004546823

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R95B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1063401116)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0724A2878)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031914

Report#: SSV004546823
Open Date: 05/19/2005
Mileage: 12032
Warr Built Dt: 03/19/2004
Supplier RP: B1

Zone/Cd: 51-63005
Name: MERTENS GARAGE INC
Address: 603 SOUTH 8TH STREET
 MEDFORD, WI 544512018
Phone: 715 748-5300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS GO OUT BY THEMSELVES :SLG3:05/19/2005

Service Action: IF THIS IS INTERMITTENT REPLACE, AND IF THEY COME BACK ON AFTER FIDDLI NG WITH THE HEADLAMP SWITCH, REPLACE THE HEADLAMP SWITCH. :SLG3:05/1 9/2005

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004547885

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 #:1104400855)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1054B7667)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 042208

Report#: SSV004547885
Open Date: 05/20/2005
Mileage: 24683
Warr Built Dt: 04/22/2004
Supplier RP: B1

Zone/Cd: 74-66787
Name: RHODEN AUTO CENTER INC
Address: 3400 SOUTH EXPRESSWAY
 COUNCIL BLUFFS, IA 51501
Phone: INACTIVE
 712 366-9400

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 COMPLAINT OF HEADLAMPS TURNING OFF. ONLY WAY TO TURN HEARDLAMP S BACK ON IS TO CYCLE THE IGNITION KEY ON/OFF. :DG19:05/20/2005

Service Action: NEED TO DUPLICATE AND CHECK WITH THE DRB TO SEE IF THEN BCM OR THE FCN IS LOSING THE SIGNAL. :DG19:05/20/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R2556760505A

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP44R65R [REDACTED]

Report#: 5R2556760505A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 05/18/2005

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 12600

Address: 800 CHRYSLER DRIVE

TOWN & COUNTRY LX FWD

Warr Built Dt: 08/26/2004

AUBURN HILLS, MI 48326-2757

RSYH53

Supplier RP:

Phone:

Engine: EGA-3.3L V6 OHV Engine (Ser #:1223400544)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2264B5589)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 082600

Service Narrative Information

Evaluator's Comment: INTERMITTENT HEADLAMP FAILURE. PARKING LAMPS ON BUT NOT HEADLAMPS. SEEMS TO BE A SWITCH PROBLEM. REPEATED OFF/ON CYCLES CORRECTS THE PROBLEM TEM PORARILY.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004529526

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 #:1055402132)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0634B5360)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031020

Report#: SSV004529526
Open Date: 05/04/2005
Mileage: 13185
Warr Built Dt: 03/10/2004
Supplier RP: B1

Zone/Cd: 35-41305
Name: TATE DODGE CHRYSLER ANNAPOLIS
Address: 1833 WEST STREET
 ANNAPOLIS, MD 214013981
Phone: INACTIVE
 410 268-3383

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 HEADLIGHTS ARE INOP AT TIMES. ---FRONT FOG LAMP OPEN CODE :DAH1 8:05/04/2005

Service Action: THE DLR NEEDS TO CHECK THE MUX VOLTAGE AT THE BCM AND CHECK THE CONNEC TIONS AT THE FCM/IPM. :DAH18:05/04/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 421843057981

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R45B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1170400832)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1754B7921)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062507

Report#: 421843057981
Open Date: 05/12/2005
Mileage: 22027
Warr Built Dt: 06/25/2004
Supplier RP: TP

Zone/Cd: 71-42184
Name: TIMBERLINE CHRYSLER JEEP DODGE
Address: 2406 N E SANDY BLVD
 PORTLAND, OR 972322399
Phone: INACTIVE
 503 234-0771

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0YD211DVAB	SWITCH -LIGHTING CONTROL	1	57.96	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLIGHTS ARE NOT ALWAYS TURNING ON WITH SWITCH/SEE HIS

Service Comment:HEADLIGHTS WILL NOT COME ON

Service Action:TESTED AND REPLACED HEADLIGHT SWITCH FOR OPEN CIRCUIT IN SWITCH. TESTED

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004527106

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R55R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1077401900)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0724B5864)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 040106

Report#: SSV004527106
Open Date: 05/02/2005
Mileage: 12764
Warr Built Dt: 04/01/2004
Supplier RP: R1

Zone/Cd: 32-41055
Name: VILLAGE DODGE INC
Address: 819 ROUTE 66
 HUDSON, NY 12534
Phone: 518 828-1585

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: HAS ACTIVE CODES FOR FOG LAMP INDICATOR OPEN IN THE BCM AND FCM, VEHICLE IS NOT EQUIPPED WITH FOG LAMPS. ALSO COMPLAINS OF HEADLAMPS TURNING ON AND OFF INTERMITTENTLY BY THEMSELVES. :PWV:05/02/2005

Service Action: CHECK THE HEADLAMP MUX SIGNAL AT THE BCM TO SEE IF THE HEADLAMP SWITCH IS TELLING THE BCM THAT VEHICLE HAS FOG LAMPS DUE TO THE WRONG RESISTANCE VALUES. SEE PAGE 8L-13 FOR VALUES. POSSIBLE HEADLAMP SWITCH ISSUE. :PWV:05/02/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004525387

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 #:1238402254)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2334A1382)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090700

Report#: SSV004525387
Open Date: 04/29/2005
Mileage: 18966
Warr Built Dt: 09/07/2004
Supplier RP: R1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS GO OFF INTERMITTENTLY WHILE DRIVING. ALSO COMPLAINS THA T THE AIRBAG LIGHT COMES ON INTERMITTENTLY. NO CODES. THE TECHNICI AN CANNOT DUPLICATE EITHER CONCERN. :PWV:04/29/2005

Service Action: WHICH AIRBAG LIGHT IS COMING ON. IF IT IS JUST THE PASSENGER AIRBAG O FF LAMP THEN EXPLAIN THE OCCUPANT CLASSIFICATION SYSTEM TO THE CUSTOME R. MONITOR THE HEADLAMP SWITCH STATUS WITH THE DRB WHEN THE CONDIT ION OCCURS, POSSIBLE SWITCH ISSUE. :PWV:04/29/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004525597

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 #:1229401896)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2324B5591)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082608

Report#: SSV004525597
Open Date: 04/29/2005
Mileage: 8254
Warr Built Dt: 08/26/2004
Supplier RP: R1

Zone/Cd: 66-67301
Name: HAYES CHRYSLER-PLYMOUTH-DODGE
Address: 3115 FRONTAGE ROAD
 GAINESVILLE, GA 30504
Phone: 770 535-2835

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: HEADLAMPS COME ON AND OFF BY ITSELF INTERMITTENTLY. NO CODES. :PWV :04/29/2005
Service Action: MONITOR SWITCH STATUS WITH THE DRB WHEN THE CONDITION OCCURS. POSSIBLE SWITCH ISSUE. :PWV:04/29/2005
Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 233881672381

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1054402665)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0624B7616)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031703

Report#: 233881672381
Open Date: 05/02/2005
Mileage: 12195
Warr Built Dt: 03/17/2004
Supplier RP: TP

Zone/Cd: 42-23388
Name: VILLAGE CHRYSLER JEEP, INC.
Address: 31200 WOODWARD AVE
 ROYAL OAK, MI 480730927
Phone: INACTIVE
 248 549-5300

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAA	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:HEADLIGHTS ARE INOP. IF YOU PULL BACK ON THE STALK, THE BRIGHTS WILL FLA

Service Comment:HEADLAMP SWITCH IS INTERMITTENTLY INOP

Service Action:REPLACE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 669120473622

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C4GP54L55R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: CHRYSLER TOWN & COUNTRY TOURING FWD RSYP53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1146402147)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1484B5035)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 060218</p>	<p>Report#: 669120473622</p> <p>Open Date: 05/06/2005</p> <p>Mileage: 14867</p> <p>Warr Built Dt: 06/02/2004</p> <p>Supplier RP: TP</p>	<p>Zone/Cd: 74-66912</p> <p>Name: ROSEVILLE CHRYSLER JEEP DODGE,</p> <p>Address: 2805 HIGHWAY 35W NORTH ROSEVILLE, MN 551131133</p> <p>Phone: 651 633-3500</p>
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Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AB	SWITCH -LIGHTING CONTROL	1	46.27	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES AT TIMES WHEN TURNING ON HEADLIGHTS THEY DO NOT TURN ON-HEAD

Service Comment:

Service Action: TEST AND REPLACE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5B2765400504A

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R75B [REDACTED]

Report#: 5B2765400504A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 04/30/2005

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 15120

Address: 800 CHRYSLER DRIVE

CARAVAN SXT FWD

Warr Built Dt: 11/04/2004

AUBURN HILLS, MI 48326-2757

RSKH52

Supplier RP:

Phone:

Engine: EGA-3.3L V6 OHV Engine (Ser #:1289401215)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2954B6353)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 110420

Service Narrative Information

Evaluator's Comment: HEADLIGHTS DO NOT WORK - INTERMITTENT PROBLEM. DEALER HAS ORDERED HEADL IGH T SWITCHCH AND WILL REPLACE IN MAY

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004518213

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 #:1180401333)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1814B7913)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 070223

Report#: SSV004518213
Open Date: 04/22/2005
Mileage: 18728
Warr Built Dt: 07/02/2004
Supplier RP: B1

Zone/Cd: 51-54725
Name: JERSEY COUNTY MTR CO INC
Address: HWY 267 SOUTH
 JERSEYVILLE, IL 62052
Phone: 618 498-2143

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: HEADLIGHTS AND DASH LIGHTS FLICKER INTERMITTENTLY :TDZ:04/22/2005

Service Action: JANIS...CHECK G200, 301 AND 300. IF GOOD, CHECK PANEL LAMP DRIVER CIRCUIT FROM BCM TO MIC WHEN THE LAMPS ARE FLICKERING, THIS IS THE E13 O/R/WT WIRE TO PIN 1 AT MIC. CHECK THE HEAD LAMP SWITCH INPUT TO THE BCM. :TDZ:04/22/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004518888

Vehicle Information

VIN: 1D4GP24R75 [REDACTED]
Model Year: 2005
Make/Model: DODGE
GRAND CARAVAN SE FWD
RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1051401566)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K0584B5759)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 030822

Repair Information

Report#: SSV004518888
Open Date: 04/22/2005
Mileage: 6177
Warr Built Dt: 03/08/2004
Supplier RP: B1

Dealer Information

Zone/Cd: 35-44732
Name: CHARAPP CHRYSLER JEEP & DODGE
Address: 13251 STATE ROUTE 422
KITTANNING, PA 16201
Phone: INACTIVE
724 543-6537

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS GO OUT WHILE DRIVING. :SLG3:04/22/2005

Service Action: IF NO CODES THEN CHECK GROUND G301. IF GOOD TIGHT AND CLEAN THEN TRY A NEW HEADLAMP SWITCH. :SLG3:04/22/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262339041

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1191400557)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2014B5475)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 072714

Report#: 416262339041
Open Date: 04/26/2005
Mileage: 6740
Warr Built Dt: 07/27/2004
Supplier RP: TP

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE CHRYSLER JEEP
Address: 725 ILLINOIS AVENUE
 MAUMEE, OH 435371796
Phone: 419 893-7690
 419 893-0241

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: REPLACE HEADLIGHT SWITCH,PART IS TAGGED,INTERMITTENTLY THE HEADLIGHTS GO

Service Comment:

Service Action: REPLACED THE HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 563711415942

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R05R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1267400619)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2644B8033)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092820

Report#: 563711415942
Open Date: 04/29/2005
Mileage: 14080
Warr Built Dt: 09/28/2004
Supplier RP: TP

Zone/Cd: 71-56371
Name: IVERSEN MOTOR CO INC
Address: 1918 S BROADWAY
 SANTA MARIA, CA 93454
Phone: 805 925-9545

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUST. STATES HEADLIGHTS ARE NOT WORKING

Service Comment:HEADLIGHT SWITCH FAILED

Service Action:REPLACE HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 650091477571

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1051401109)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0584B6377)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030902

Report#: 650091477571
Open Date: 04/15/2005
Mileage: 34921
Warr Built Dt: 03/09/2004
Supplier RP: TP

Zone/Cd: 66-65009
Name: HOOVER CHRYSLER JEEP, INC.
Address: 2250 SAVANNAH HWY
 CHARLESTON, SC 294145314
Phone: INACTIVE
 843 763-0040

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS DO NOT COME ON AT TIMES -HAVE TO CYCLE SWITCH

Service Comment:INTERNAL DEFECT

Service Action:REPLACED HEADLAMP SWITCH ASSY AND LEFT ACCESS COVER

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004511336

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP21R45B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN C/V FWD
 RSKL12
Engine: EGA-3.3L V6 OHV Engine (Ser #:1281401433)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2794B5180)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 101308

Report#: SSV004511336
Open Date: 04/15/2005
Mileage: 7922
Warr Built Dt: 10/13/2004
Supplier RP: B1

Zone/Cd: 71-24118
Name: STAR CHRYSLER JEEP
Address: 1401 S BRAND BLVD
 GLENDALE, CA 912042809
Phone: INACTIVE
 818 502-1480

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 CHECK ENGINE LIGHT AND THE RADIO STAYS ON WITH KEY OUT OF THE VEHI CLE. THE HEADLIGHTS DON T WORK AND THE SHIFTER LIGHTS ARE INOP. ----LO SS COM. PCM, CLUSTER, LOSS OF FUEL, PCI INTERNAL HARDWARE FAILURE. :DAH18:04/15/2005 TECH WANTS A BCM :EAM16:04/15/2005

Service Action:THE DLR NEEDS TO CHECK THE CONNECTIONS AT THE IPM AND CHECK THE WIRING UNDER THE BATTERY FOR FUSED WIRING AND IF NO CONCERNS WITH THAT THEN REPLACE THE BCM. :DAH18:04/15/2005 ADVISED TECH THAT BCM IS NO LONG ER ON RESTRICTION. :EAM16:04/15/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 432322894241

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 #:1064401837)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0724B8242)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032400

Report#: 432322894241
Open Date: 04/21/2005
Mileage: 20558
Warr Built Dt: 03/24/2004
Supplier RP: TP

Zone/Cd: 35-43232
Name: JEFF D'AMBROSIO CHRYSLER JEEP
Address: 1221 E LANCASTER AVE
 DOWNINGTOWN, PA 193355369
Phone: 610 269-9500
 610 269-7278

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651J8AC	SWITCH -LIGHTING CONTROL	1	56.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER ORIGINALLY STATED THAT THE HEADLIGHTS WERE NOT COMING ON AT TIM

Service Comment:FOUND THAT THE HEADLIGHT SWITCH IS DEFECTIVE

Service Action:REPLACED THE HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362257482

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP44R15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1065401083)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0654B6310)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031805

Report#: 656362257482
Open Date: 04/22/2005
Mileage: 14470
Warr Built Dt: 03/18/2004
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAA	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS WONT GO ON UNTILL MULTIPLE TIMES TURNING ON AN

Service Comment:COULD NOT VERIFY RKE OR DOOR LOCK PROBLEM. NORMAL OPERATION OF DAYTIME R

Service Action:REPLACED HEADLAMP SWITCH FOR HEADLAMP PROBLEMS.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004507104

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 #:1057403467)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0764B5478)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031916

Report#: SSV004507104
Open Date: 04/12/2005
Mileage: 18886
Warr Built Dt: 03/19/2004
Supplier RP: R1

Zone/Cd: 74-44748
Name: MOTOR INN OF LE MARS INC
Address: 205 5TH AVENUE NW
 LE MARS, IA 510313101
Phone: INACTIVE
 712 546-5117

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: HEADLAMPS WON T COME ON UNLESS YOU WIGGLE THE SWITCH. HASN T BEEN ABLE TO DUPLICATE THE CONDITION. VEHICLE ISN T EQUIPPED WITH AUTO HEADLAMP S.
 :REC4:04/12/2005
Service Action: CHECK THE CONNECTOR AT THE HEADLAMP SWITCH AND IF OK, REPLACE THE SWIT CH. :REC4:04/12/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004509476

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R65R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1245402170)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2454A0731)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091117

Report#: SSV004509476
Open Date: 04/13/2005
Mileage: 14624
Warr Built Dt: 09/11/2004
Supplier RP: R1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS OF HEADLIGHTS THAT ARE INOP AT TIMES.. :KS1:04/13/2 005

Service Action: DLR TO CHECK THE FCM/HEAD LIGHT GRD AND OR CHECK WITRH THE OWNER TO FI ND OUT IF THE DASH LIGHTS WENT OUT ALSO. :KS1:04/13/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004509871

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R45B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1257401886)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2584B6855)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092010

Report#: SSV004509871
Open Date: 04/14/2005
Mileage: 4322
Warr Built Dt: 09/20/2004
Supplier RP: B1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS INTERMITTENTLY WON T COME ON WHEN THE SWITCH IS TURNED ON. T HE PARK LAMPS COME ON. HAS NO CODES IN THE BCM OR FCM. WHEN THE MUX VO
 LTAGE IS MONITORED, HE NOTICES THAT THE VOLTAGE IS ABOUT 2.7V WHEN THE SWITCH IS ON, BUT THE HEADLAMPS NOT WORKING, AND ABOUT 1.43V WHEN THE
 HEADLAMPS WERE ON :REC4:04/14/2005

Service Action: LOAD TEST THE GROUND AND MUX CIRCUITS FOR THE SWITCH. IF OK, CHECK THE POWER AND GROUNDS FOR THE BCM. IF THAT S OK, TRY ANOTHER SWITCH. :
 REC4:04/14/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004505323

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 #:1230401998)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2374B7698)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 083005

Report#: SSV004505323
Open Date: 04/11/2005
Mileage: 6139
Warr Built Dt: 08/30/2004
Supplier RP: R1

Zone/Cd: 32-38713
Name: MULLANE MOTORS INC
Address: 6200 S TRANSIT ROAD
 LOCKPORT, NY 140946396
Phone: 716 625-9191
 716 625-9125

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. CODE IN THE ORC FOR LEFT FRONT IMPACT SENSOR INTER NAL 1 . TECH HAS HEARD A NEW CONNECTOR WAS COMING OUT. HEADLIGHT SWIT CH HAS TO BE CYCLED SEVERAL TIMES TO GET THE HEADLIGHTS TO COME ON; NO CODES. :KB18:04/11/2005

Service Action: IN REGARDS TO THE HEADLIGHTS, REPLACE THE SWITCH. AS FOR THE AIRBAG S ENSOR CODES, PER CAG: A REVISED FRONT IMPACT SENSOR IS AVAILABLE FOR 2005 RS VEHICLES. (P/N 04896023AA) SERVICE KITS WITH THE REQUIRED FAS TENERS ARE AVAILABLE: P/N 05170520AA IS FOR VEHICLES BUILT BEFORE M AY 24, 2004. MAKE SURE THE 2 FLAT WASHERS TO GO UNDER THE SENSOR AND SPACE IT AWAY FROM THE CROSS MEMBER. VEHICLES BUILT AFTER MAY 24, 2 004 WILL USE KIT 05175978AA . A WIRING CONNECTOR FOR THIS SENSOR IS AVAILABLE NOW (05175788AA) AND SHOULD BE USED WITH ANY FAILED ORIGINA L SENSOR. :KB18:04/11/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 431407251111

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R35B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1056401149)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0694B6598)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031217

Report#: 431407251111
Open Date: 04/21/2005
Mileage: 18848
Warr Built Dt: 03/12/2004
Supplier RP: TP

Zone/Cd: 51-43140
Name: THOMAS DODGE OF ORLAND PARK IN
Address: 15941 SOUTH 94TH AVENUE
 ORLAND PARK, IL 604622023
Phone: INACTIVE
 708 403-8801

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THAT INTERMIT WHEN STARTING VECH AND TURNING HEAD LIGHTS

Service Comment:HEADLAMP SWITCH SHORTED OUT INTERNAL FAILURE

Service Action:REPLACE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004503956

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 #:1293402715)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2994B7581)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102803

Report#: SSV004503956
Open Date: 04/08/2005
Mileage: 3296
Warr Built Dt: 10/28/2004
Supplier RP: R1

Zone/Cd: 35-67274
Name: ROTHROCK CHRYSLER
Address: 1648 PLAZA LANE
 ALLENTOWN, PA 18104
Phone: INACTIVE
 610 439-8485

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: HEADLAMPS INTERMITTENTLY GO OUT WHILE DRIVING, ACCORDING TO THE CUSTOM ER. HASN T BEEN ABLE TO DUPLICATE THE CONDITION. HAS NO FAULT CODES. H AS CHECKED THE GROUNDS FOR THE LAMPS. :REC4:04/08/2005

Service Action: IF THE G300 GROUND AND THE GROUND AT THE HEADLAMPS AND FCM ARE DEFINIT ELY GOOD, THEN TRY ANOTHER FCM. :REC4:04/08/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004500307

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1243400133)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2434A0523)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091302

Report#: SSV004500307
Open Date: 04/05/2005
Mileage: 1
Warr Built Dt: 09/13/2004
Supplier RP: R1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: MILEAGE NOT KNOWN-HAS NO HEADLAMPS COMING ON AT TIMES WHEN TURNING ON SWITCH. :RRM4:04/05/2005
Service Action: NO KNOWN CONCERNS-MUST DUPLICATE AND THEN CHECK MUX SIGNAL FROM SWITCH TO BCM AND THEN SEE IF FCM IS GROUNDING RELAY :RRM4:04/05/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004498088

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1063401995)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0764B6827)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032210

Report#: SSV004498088
Open Date: 04/04/2005
Mileage: 3875
Warr Built Dt: 03/22/2004
Supplier RP: R1

Zone/Cd: 71-63826
Name: GENE'S CHRYSLER CENTER
Address: 3400 S CUSHMAN ST
 FAIRBANKS, AK 997017522
Phone: 907 452-7117

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: CUST STATES THE HEADLAMPS INTERMITTINTLY DO NOT COME ON. COULD NOT VER IFY CONCERN. SCANED THE FRONT CONTROL MODULE FOR DTC, NONE ACTIVE OR I
 NACTIVE. :TRL7:04/04/2005

Service Action: RICK, DUPLICATE THE COMPLAINT. CHECK THE HEADLAMP SWITCH MUX VOLTAGE G OING TO THE BCM, CHECK G300 AND G301 GROUNDS. ALSO CHECK THE IPM TO FC M
 CONNECTIONS. :TRL7:04/04/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004498149

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R55B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1264401999)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2574A1281)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 092218

Report#: SSV004498149
Open Date: 04/04/2005
Mileage: 12517
Warr Built Dt: 09/22/2004
Supplier RP: B1

Zone/Cd: 42-43830
Name: DICK SCOTT MOTOR MALL INC
Address: 3030 S FOWLerville ROAD
 FOWLerville, MI 488368905
Phone: 517 223-3721
 517 223-2051

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER CLAIMS HEADLAMPS ARE INOP AT TIMES. :SLG3:04/04/2005

Service Action: REPLACE HEADLAMP SWITCH. :SLG3:04/04/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004498541

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 #:1214400070)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2574A2925)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092000

Report#: SSV004498541
Open Date: 04/04/2005
Mileage: 7762
Warr Built Dt: 09/20/2004
Supplier RP: R1

Zone/Cd: 32-38713
Name: MULLANE MOTORS INC
Address: 6200 S TRANSIT ROAD
 LOCKPORT, NY 140946396
Phone: 716 625-9191
 716 625-9125

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 PASSENGER SQUIB NUMBER 2 CIRCUIT OPEN AND HARNESS LOOKS GOOD. IS ACTIVE EVEN WITH LOAD TOOL. ALSO HAS A PROBLEM WITH HEADLAMPS GOING OUT WHILE GOING DOWN THE ROAD. :RRM4:04/04/2005

Service Action: MOST LIKELY A ACM ISSUE. CHECK SWITCH INPUT TO BCM WHEN HEADLAMPS QUIT AND IF GOOD REPLACE FCM :RRM4:04/04/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004477389

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C4GP54L85R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: CHRYSLER TOWN & COUNTRY TOURING FWD RSYP53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1309403142)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3104B7556)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 111118</p>	<p>Report#: SSV004477389</p> <p>Open Date: 04/01/2005</p> <p>Mileage: 1260</p> <p>Warr Built Dt: 11/11/2004</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 42-68225</p> <p>Name: BRUNSWICK AUTO MART INC</p> <p>Address: 3031 CENTER RD BRUNSWICK, OH 442126500</p> <p>Phone: 330 273-3300</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEADLIGHTS ARE FLICKERING. THERE IS NO CHARGING SYSTEM CONCERN. :DAH18:03/11/2005 FLICKERS HAPPENS WHEN HEATED SEATS ARE TURNED ON. TARGET VOLTAGE 14.1 SENSE 13.8-14.0. DUTY CYCLE 20%. :EAW2:03/29/20 05

Service Action:IF NO BATTERY CABLE CONCERNS, ACCORDING TO RELATED CONCERNS, VIN 5R257 954 THIS IS AN ONGOING CONCERN AND CURRENTLY UNDER INVESTIGATION. :D AH18:03/11/2005 CONDITION MAY BE CONSIDERED NORMAL. IF CONDITION STIL L HAPPENS WITH ENGINE SPEED RAISED NEED TO INVESTIGATE FURTHER. :EA W2:03/29/2005 FAXED BACK>>>> HEADLIGHTS AND DASH LIGHTS FLICKER AT IDLE WITH HEATED SEATS ON. CUSTOMER VERY CONCERNED ABOUT LONG TERM RE LIABILITY OF ELECTRONICS ON VEHICLE DUE TO POWER SURGES IN ELECTRICAL SYSTEM. WE REPLACED HEADLIGHT SWITCH BECAUSE HEADLIGHTS FAILED TO COME ON. STAR>>>>>>>>>> PER ENGINEERING THIS CONDITION IS CONSIDERED NO RMAL. :DG19:04/01/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004496809

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L55 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1224400998)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2234A1533)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082306

Report#: SSV004496809
Open Date: 04/01/2005
Mileage: 6088
Warr Built Dt: 08/23/2004
Supplier RP: R1

Zone/Cd: 42-52151
Name: GOODWIN BROS AUTO CO INC
Address: 250 BROAD ST
 NEW CASTLE, IN 473624955
Phone: 765 529-3780
 765 521-7746

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: HEADLAMPS AND INTERIOR LAMPS GO OUT WHILE GOING DOWN ROAD-HEADLAMP SWI TCH MISMATCH CODE.DOES NOT HAVE AUTO HEADLAMPS. :RRM4:04/01/2005

Service Action: ADVISED TO REPLACE FCM. :RRM4:04/01/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004497327

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R15B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1094400369)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0974B5426)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 041606

Report#: SSV004497327
Open Date: 04/01/2005
Mileage: 17513
Warr Built Dt: 04/16/2004
Supplier RP: B1

Zone/Cd: 51-68428
Name: DEMPSEY DODGE CHRYSLER JEEP II
Address: 1000 E ROUTE 34
 PLANO, IL 605459771
Phone: 630 552-7688

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 HEAD LAMPS WILL DROP OUT INTERMITTENTLY WHILE DRIVING, TECH CAN NO T DUPLICATE THE CONDITION. :RAH16:04/01/2005

Service Action:TECH TO REPLACE THE HEADLAMPS SWITCH. :RAH16:04/01/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 434912573641

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1216400905)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2254B5003)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082506

Report#: 434912573641
Open Date: 04/06/2005
Mileage: 11686
Warr Built Dt: 08/25/2004
Supplier RP: TP

Zone/Cd: 74-43491
Name: GLADSTONE DODGE INC
Address: 5610 NORTH OAK
 GLADSTONE, MO 64118
Phone: 816 455-3500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAA	SWITCH -LIGHTING CONTROL	1	56.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: HEADLIGHTS WILL NOT COME ON AT TIMES HAVE TO KEEP TURNING OFF AND ON

Service Comment: HEADLIGHT SWITCH INTERMITTENT NOT MAKING CONTACT

Service Action: REPLACED FAULTY HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004493779

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R45R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1065401017)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0694B5623)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031910

Report#: SSV004493779
Open Date: 03/30/2005
Mileage: 15811
Warr Built Dt: 03/19/2004
Supplier RP: R1

Zone/Cd: 66-68458
Name: BUTLER CHRYSLER DODGE JEEP
Address: 1555 SALEM ROAD
 BEAUFORT, SC 29902
Phone: INACTIVE
 843 522-9696

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 HEADLIGHTS SHUT OFF WHILE GOING DOWN THE ROAD. THERE IS A CODE FO R FOG LAMP OUTPUT. THIS VEHICLE DOES NOT HAVE THIS FEATURE. :DAH18: 03/30/2005

Service Action:THE DLR SEEMS TO HAVE A CONCERN WITH THE FCM, IF NO HEADLAMP SWITCH IS SUES. :DAH18:03/30/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004496008

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 #:1271410429)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K111111111)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 100412

Report#: SSV004496008
Open Date: 03/31/2005
Mileage: 1030
Warr Built Dt: 10/04/2004
Supplier RP: B1

Zone/Cd: 32-57317
Name: BODWELL CHRYSLER JEEP DODGE, I
Address: 169 PLEASANT STREET
 BRUNSWICK, ME 040112275
Phone: 207 729-3375

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: HEADLIGHTS SOMETIMES WILL EITHER NOT COME ON OR SHUT OFF. ALSO COMPLAINS THE WITH THE PARKING LIGHTS ON THE CHIME WILL SOUND. TECH NOT ABLE TO CONFIRM. MUX VOLTAGES MONITORED SHOW GOOD. :EAW2:03/31/2005

Service Action: RECOMMEND REPLACEMENT OF THE BCM. CHIME AND LIGHTS ARE COMMANDED THROU GH THE BCM (CLUSTER AND FCM). :EAW2:03/31/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 263482220722

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L75 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1268401947)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2754A0057)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 100721

Report#: 263482220722
Open Date: 03/28/2005
Mileage: 5748
Warr Built Dt: 10/07/2004
Supplier RP: TP

Zone/Cd: 42-26348
Name: SNETHKAMP CHRYSLER DODGE JEEP
Address: 23951 PLYMOUTH ROAD
 REDFORD, MI 482391497
Phone: 313 255-2700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AA	SWITCH -LIGHTING CONTROL	1	46.27	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:C/S INTER. HEADLAMPS WILL NOT TURN ON THE FIRST TRY (SEE STEVE)
Service Comment:INOP AT TIMES
Service Action:REPLACED HEAD LAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262321441

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1161402297)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1664B6312)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 061510

Report#: 416262321441
Open Date: 04/04/2005
Mileage: 10566
Warr Built Dt: 06/15/2004
Supplier RP: TP

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE CHRYSLER JEEP
Address: 725 ILLINOIS AVENUE
 MAUMEE, OH 435371796
Phone: 419 893-7690
 419 893-0241

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAA	SWITCH -LIGHTING CONTROL	1	56.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES AT TIMES WHEN YOU TURN ON THE HEADLIGHTS THEY DON T COME ON

Service Comment:

Service Action: REPLACED HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004485158

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1288402546)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2994B5272)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102700

Report#: SSV004485158
Open Date: 03/21/2005
Mileage: 4749
Warr Built Dt: 10/27/2004
Supplier RP: R1

Zone/Cd: 51-65524
Name: BOTHUN CHRYSLER CENTER
Address: 3100 MALL DRIVE
 EAU CLAIRE, WI 54701
Phone: 715 833-7777

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: HEADLAMPS INTERMITTANTLY WILL NOT TURN ON WHEN SWITCH IS ACTIVATED UNT IL VEHICLE IS PULLED OVER AND SHUT OFF AND RESTARTED HEADLAMPS THEN WI LL OPERATE.NO FAULTS EXCEPT FOG LAMP RELAY IN FCM APROX 6 TIMES SINCE PURCHASED NO FAIL HERE THOUGH. :TRL7:03/21/2005

Service Action: TRY TO DUPLICATE AND THEN MONITOR WITH THE DRB IF THE VARIOUS SWITCH POSITIONS ARE NOT PRODUCING THE CORRECT RESISTANCE VALUES TO THE BCM, AND THE READINGS COINCIDE WITH THE CUSTOMER COMPLAINT IN WHICH SEVERAL CYCLES ARE REQUIRED FOR THE HEADLAMPS TO COME ON. THIS DOES NOT APP LY TO CONDITION WHERE THE SWITCH IS CRACKED OR DAMAGED AFTER ANOTHER R EPAIR OR ACCESSORY INSTALLATION. MAKE SURE THAT CLOSE INSPECTION OF THE WIRING HARNESS CONNECTORS SHOW THAT THE HARNESS PINS ARE FULLY SEA TED AND LOCKED AND NO HARNESS DAMAGE CAN BE SEEN. IF ALL CHECKS GOOD T HEN REPLACE THE HEADLAMP SWITCH. PLEASE MAKE SURE YOU FOLLOW THE PROC EDURES IN THE SERVICE MANUAL TO REMOVE THE SWITCH PANEL. IF YOU DON T RELEASE THE CLIPS FROM THE BACK, THE SWITCH WILL BE DAMAGED. WHEN INST ALLING THE NEW SWITCH, IF YOU NOTICE ANY INTERFERENCE WITH THE FOAM NE AR THE EDGES

OF THE SWITCH MOUNTING TABS, IT CAN BE CUT AWAY WITH A SHARP KNIFE TO ALLOW THE SWITCH BEZEL TO SIT FLUSH IN THE PANEL. :TRL7 :03/21/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004480899

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1254400715)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2614B6664)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092320

Report#: SSV004480899
Open Date: 03/22/2005
Mileage: 5785
Warr Built Dt: 09/23/2004
Supplier RP: R1

Zone/Cd: 42-64077
Name: ROSEVILLE CHRYSLER DODGE JEEP
Address: 25800 GRATIOT AVE
 ROSEVILLE, MI 480664480
Phone: 586 859-2575
 586 859-2500

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: LO BEAM HEADLAMPS INOP AT TIMES. CANNOT DUPLICATE. :SLG3:03/16/2005

Service Action: INSECT HEADLAMP SWITCH CONNECTOR FOR PINOUTS OR CORROSION. IF OK REPLA CE HEADLAMP SWITCH. :SLG3:03/16/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004486660

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R85B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1182401552)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1784B7670)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 070620

Report#: SSV004486660
Open Date: 03/22/2005
Mileage: 9235
Warr Built Dt: 07/06/2004
Supplier RP: B1

Zone/Cd: 74-44489
Name: ASHLAND CHRYSLER CENTER
Address: R R 3
 ASHLAND, WI 54806
Phone: INACTIVE
 715 682-8400

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEADLAMPS GO OFF WHILE DRIVING. :DAH18:03/22/2005

Service Action:THE DLR NEEDS TO CHECK THE CONNECTIONS AT THE HEADLAMPS SWITCH AND IF NO ISSUES THERE, THEN THE DLR NEEDS TO REPLACE THE FCM. :DAH18:03/22 /2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004486697

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R15B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1050402945)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0584B7906)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 030913

Report#: SSV004486697
Open Date: 03/22/2005
Mileage: 17139
Warr Built Dt: 03/09/2004
Supplier RP: B1

Zone/Cd: 51-44522
Name: O'BRIEN DODGE OF BLOOMINGTON
Address: 2 AUTO ROW DRIVE
 BLOOMINGTON, IL 617040900
Phone: INACTIVE
 309 829-1222

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 COMPLAINS THAT THE HEADLAMPS ARE BLINKING ON AND OFF INTERMIT TENTLY. THE TECHNICIAN CANNOT DUPLICATE THE CONCERN. NO CODES. :

PWV:03/22/2005

Service Action:ARE THEY ACTUALLY TURNING OFF OR ARE THEY JUST NOTICING DIFFERENCES IN INTENSITY DUE TO THE CHARGING SYSTEM VARIATION MONITOR THE INPUT FROM THE HEADLAMP SWITCH IN THE BCM & FCM WHEN THE CONDITION OCCURS. :PWV:03/22/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004488732

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L15R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1238402735)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2294A2590)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090211

Report#: SSV004488732
Open Date: 03/23/2005
Mileage: 4133
Warr Built Dt: 09/02/2004
Supplier RP: R1

Zone/Cd: 35-23224
Name: MILLER'S INC
Address: 300 BALTIMORE PIKE
 SPRINGFIELD, PA 190643631
Phone: 610 544-5300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: THAT TIMES HEAD LAMPS WILL TURN OFF BY THEM SELVES. :RAH16:03/23/200 5

Service Action: TECH TO REPLACE THE HEADLAMPS SWITCH. :RAH16:03/23/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004477389

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L85 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1309403142)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3104B7556)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 111118

Report#: SSV004477389
Open Date: 03/29/2005
Mileage: 1260
Warr Built Dt: 11/11/2004
Supplier RP: R1

Zone/Cd: 42-68225
Name: BRUNSWICK AUTO MART INC
Address: 3031 CENTER RD
 BRUNSWICK, OH 442126500
Phone: 330 273-3300

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 HEADLIGHTS ARE FLICKERING. THERE IS NO CHARGING SYSTEM CONCERN. :DAH18:03/11/2005 FLICKERS HAPPENS WHEN HEATED SEATS ARE TURNED ON. TARGET VOLTAGE 14.1 SENSE 13.8-14.0. DUTY CYCLE 20%. :EAW2:03/29/20 05

Service Action:IF NO BATTERY CABLE CONCERNS, ACCORDING TO RELATED CONCERNS, VIN 5R257 954 THIS IS AN ONGOING CONCERN AND CURRENTLY UNDER INVESTIGATION. :D AH18:03/11/2005 CONDITION MAY BE CONSIDERED NORMAL. IF CONDITION STIL L HAPPENS WITH ENGINE SPEED RAISED NEED TO INVESTIGATE FURTHER. :EA W2:03/29/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 439000315471

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R15B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1064402939)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0694B5920)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031907

Report#: 439000315471
Open Date: 03/19/2005
Mileage: 12571
Warr Built Dt: 03/19/2004
Supplier RP: TP

Zone/Cd: 66-43900
Name: BRANDON DODGE INC
Address: 9207 EAST ADAMO DR
 TAMPA, FL 336192652
Phone: INACTIVE
 813 620-4300

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAA	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: OWNER STATES WHEN TURNING ON HEADLAMPS THEY WONT COME ON HAS TO PLAY WIT

Service Comment: TEST AND FOUND HEADLAMP SWITCH WITH OPEN CIRCUIT

Service Action: REPLACE HEADLAMP SWITCH, TEST, OPERATION IS CORRECT.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 434912558701

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R15B [REDACTED]

Report#: 434912558701

Zone/Cd: 74-43491

Model Year: 2005

Open Date: 03/21/2005

Name: GLADSTONE DODGE INC

Make/Model: DODGE

Mileage: 6586

Address: 5610 NORTH OAK

GRAND CARAVAN SE FWD

Warr Built Dt: 08/05/2004

GLADSTONE, MO 64118

RSKL53

Supplier RP: B1

Phone: 816 455-3500

Engine: EGA-3.3L V6 OHV Engine (Ser #:1204400744)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2104B6464)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 080521

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: DOOR LOCKS AND HEADLAMPS INOP

Service Comment: INTERNAL BCM FAILURE

Service Action: REPLACED BCM

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004484071

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R85B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1062402391)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0094B5422)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031712

Report#: SSV004484071
Open Date: 03/18/2005
Mileage: 11795
Warr Built Dt: 03/17/2004
Supplier RP: B1

Zone/Cd: 51-45084
Name: CHAMPION CHRYSLER JEEP DODGE O
Address: 505 W NORTHWEST HWY
 BARRINGTON, IL 600103050
Phone: INACTIVE
 847 382-5400

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: HEADLAMPS AND DASH LAMP LIGHTING INOP AT TIMES AND HAS REMOTE START/AD D ON DVD AND VTSS. :RRM4:03/18/2005

Service Action: USE DRB TO READ HEADLAMP SWITCH POSITION IN BCM WHEN LAMPS ARE INOP. I F IT SHOWS CLOSED THEN FCM ISSUE.HAVE SOME PRIOR CASES WHERE SWITCH WA S A ISSUE. :RRM4:03/18/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004482349

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R45R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1243402530)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2464B6908)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091016

Report#: SSV004482349
Open Date: 03/17/2005
Mileage: 4946
Warr Built Dt: 09/10/2004
Supplier RP: R1

Zone/Cd: 71-66451
Name: SOUTH COUNTY CHRYSLER - JEEP -
Address: 6600 CHESTNUT ST
 GILROY, CA 95020
Phone: 408 842-8244

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 HEADLIGHTS FLICKER AT TIMES. LOOKING FOR SOME INFORMATION/POSSIBL E ANY RELATED REPAIR/ THANK YOU. :DG19:03/17/2005

Service Action:CHECK FOR CODES IN THE FCM. IF CODES THEN DUE THE DIAGNOSTICS. IF NO C ODES THEN CHECK GROUND G301. IF GOOD TIGHT AND CLEAN THEN TRY A NEW HE
 ADLAMP SWITCH. :DG19:03/17/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004477841

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R35R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1240400494)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2464B5681)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090908

Report#: SSV004477841
Open Date: 03/14/2005
Mileage: 5100
Warr Built Dt: 09/09/2004
Supplier RP: R1

Zone/Cd: 42-56617
Name: FREDERICK CHRYSLER JEEP DODGE
Address: 7871 MARKET ST
 BOARDMAN, OH 445125970
Phone: INACTIVE
 330 726-2777

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 SAYS THAT THE HEADLIGHTS WILL GO OFF WHILE DRIVING. ALSO AT T IMES THE HEADLIGHTS WILL NOT COME ON WHEN SWITCHED ON. PARKING LIGHTS WILL COME ON BY THEMSELVES :RCB13:03/14/2005

Service Action: TECH REMOVED THE HEADLIGHT SWITCH AND IT CAME APART IN HIS HAND. HE WI LL PUT ONE ON ORDER. :RCB13:03/14/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 250193509401

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L35R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: DODGE GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1173402183)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1734B6645)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 062300</p>	<p>Report#: 250193509401</p> <p>Open Date: 03/21/2005</p> <p>Mileage: 8437</p> <p>Warr Built Dt: 06/23/2004</p> <p>Supplier RP: TP</p>	<p>Zone/Cd: 32-25019</p> <p>Name: SAM DELLS DODGE CORP</p> <p>Address: 1011 WEST GENESEE STREET SYRACUSE, NY 132042244</p> <p>Phone: INACTIVE 315 472-6633</p>
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Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAA	SWITCH -LIGHTING CONTROL	1	56.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLIGHTS ARE INTERMETTENTLY INOP. SOP IS IN TECH #688

Service Comment:FOUND HEADLAMP SWITCH HAS INTERNAL SHORT. .

Service Action:REPLACED HEADLAMP SWITCH AND VERIFIED REPAIR

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 250193512671

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B95E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6107400608)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0964A0226)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051423

Report#: 250193512671
Open Date: 03/22/2005
Mileage: 7918
Warr Built Dt: 05/14/2004
Supplier RP: TP

Zone/Cd: 32-25019
Name: SAM DELLS DODGE CORP
Address: 1011 WEST GENESEE STREET
 SYRACUSE, NY 132042244
Phone: INACTIVE
 315 472-6633

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0YD211DVAB	SWITCH -LIGHTING CONTROL	1	57.96	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CK FOR HEADLAMPS INTERM WILL NOT TURN ON-NO PATTERN- WARM/COLD-INTERM- C

Service Comment:

Service Action:FOUND HEADLAMP SWITCH SHORTED-REPLACE SHORTED HEADLAMP SWITCH OK NOW-

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 250193513341

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B05E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6225400439)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2444A1705)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 091607

Report#: 250193513341
Open Date: 03/23/2005
Mileage: 5966
Warr Built Dt: 09/16/2004
Supplier RP: TP

Zone/Cd: 32-25019
Name: SAM DELLS DODGE CORP
Address: 1011 WEST GENESEE STREET
 SYRACUSE, NY 132042244
Phone: INACTIVE
 315 472-6633

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0YD211J8AB	SWITCH -LIGHTING CONTROL	1	57.05	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS WORK INTERM.I FLASHED THE HIGH BEEMS AND NOW L
Service Comment:TECH FOUND HEAD LAMP SWITCH OPEN
Service Action:REPLACED HEAD LAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004480899

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L05 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1254400715)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2614B6664)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092320

Report#: SSV004480899
Open Date: 03/21/2005
Mileage: 5785
Warr Built Dt: 09/23/2004
Supplier RP: R1

Zone/Cd: 42-64077
Name: ROSEVILLE CHRYSLER DODGE JEEP
Address: 25800 GRATIOT AVE
 ROSEVILLE, MI 480664480
Phone: 586 859-2575
 586 859-2500

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: LO BEAM HEADLAMPS INOP AT TIMES. CANNOT DUPLICATE. :SLG3:03/16/2005

Service Action: INSECT HEADLAMP SWITCH CONNECTOR FOR PINOUTS OR CORROSION. IF OK REPLA CE HEADLAMP SWITCH. :SLG3:03/16/2005

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004477389

Vehicle Information

VIN: 2C4GP54L85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
TOWN & COUNTRY TOURING FWD
RSYP53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1309403142)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K3104B7556)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 111118

Repair Information

Report#: SSV004477389
Open Date: 03/11/2005
Mileage: 1260
Warr Built Dt: 11/11/2004
Supplier RP: R1

Dealer Information

Zone/Cd: 42-68225
Name: BRUNSWICK AUTO MART INC
Address: 3031 CENTER RD
BRUNSWICK, OH 442126500
Phone: 330 273-3300

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 HEADLIGHTS ARE FLICKERING. THERE IS NO CHARGING SYSTEM CONCERN. :DAH18:03/11/2005

Service Action:IF NO BATTERY CABLE CONCERNS, ACCORDING TO RELATED CONCERNS, VIN 5R257 954 THIS IS AN ONGOING CONCERN AND CURRENTLY UNDER INVESTIGATION. :D
AH18:03/11/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004480899

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1254400715)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2614B6664)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092320

Report#: SSV004480899
Open Date: 03/16/2005
Mileage: 5785
Warr Built Dt: 09/23/2004
Supplier RP: R1

Zone/Cd: 42-64077
Name: ROSEVILLE CHRYSLER DODGE JEEP
Address: 25800 GRATIOT AVE
 ROSEVILLE, MI 480664480
Phone: 586 859-2575
 586 859-2500

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: LO BEAM HEADLAMPS INOP AT TIMES. CANNOT DUPLICATE. :SLG3:03/16/2005

Service Action: INSECT HEADLAMP SWITCH CONNECTOR FOR PINOUTS OR CORROSION. IF OK REPLA CE HEADLAMP SWITCH. :SLG3:03/16/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004472485

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B55E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6069400641)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0844A1488)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 033007

Report#: SSV004472485
Open Date: 03/08/2005
Mileage: 11560
Warr Built Dt: 03/30/2004
Supplier RP: B1

Zone/Cd: 63-45117
Name: DON BOHN DODGE
Address: 4848 VETERANS MEMORIAL BLVD
 METAIRIE, LA 70006
Phone: INACTIVE
 504 888-4888

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT THE HEADLAMPS ARE FLASHING ON AND OFF WHILE DRIVING. TECHNICIAN CANNOT DUPLICATE THE CONCERN. NO CODES. :PWV:03/08/2005
Service Action: REVIEW K17859264. :PWV:03/08/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004473993

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R15B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1026501533)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0445A1079)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 021519

Report#: SSV004473993
Open Date: 03/09/2005
Mileage: 409
Warr Built Dt: 02/15/2005
Supplier RP: B1

Zone/Cd: 35-44897
Name: MICK'S DODGE CHRYSLER JEEP
Address: 6181 STEUBENVILLE PIKE
 MC KEES ROCKS, PA 151361338
Phone: 412 331-3636

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: HEADLIGHTS FLICKER. AT TIMES INOP ALL TOGETHER. NO DTC. :SLG3:03/09 /2005
Service Action: REPLACE HEADLAMP SWITCH. :SLG3:03/09/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 233919508292

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R05 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1114401649)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1244B5265)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 050708

Report#: 233919508292
Open Date: 03/14/2005
Mileage: 9333
Warr Built Dt: 05/07/2004
Supplier RP: FH

Zone/Cd: 42-23391
Name: BOB SAKS DODGE INC
Address: 35200 GRAND RIVER AVE
 FARMINGTON HILLS, MI 483353212
Phone: INACTIVE
 248 478-0500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04896023AA	SENSOR -SIDE AIRBAG IMPACT	1	12.81	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUST STATES WHEN TRYING TO TURN THE HEADLAMPS ON AT TIMES, THE KNOB WILL

Service Comment:INTERNAL PROBLEM IN HEADLAMP SWITCH

Service Action:R&R HEADLIGHT SWITCH.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 650520834921

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1054402949)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0644B7786)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031715

Report#: 650520834921
Open Date: 03/16/2005
Mileage: 9783
Warr Built Dt: 03/17/2004
Supplier RP: TP

Zone/Cd: 35-65052
Name: BERLIN CHRYSLER INC
Address: 94 W WHITE HORSE PIKE
 BERLIN, NJ 080091290
Phone: INACTIVE
 856 767-7700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAA	SWITCH -LIGHTING CONTROL	1	61.02	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STTAES INTER NO HEAD LAMPS
Service Comment: HEADLAMP SWITCH INTERMITTANT OPEN
Service Action: REPLACE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004465165

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP54L95R [REDACTED]	Report#: SSV004465165	Zone/Cd: 74-67704
Model Year: 2005	Open Date: 03/01/2005	Name: WEGNER AUTO COMPANY INC
Make/Model: CHRYSLER	Mileage: 4312	Address: 330 E SIOUX AVE
TOWN & COUNTRY TOURING FWD	Warr Built Dt: 09/27/2004	PIERRE, SD 57501
RSYP53	Supplier RP: R1	Phone: 605 224-5968
Engine: EGH-3.8L V6 OHV Engine (Ser #:1254401447)		605 224-7336
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2614B5762)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 092707		

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 HEAD LAMP, PARK LAMPS AND CLUSTER LAMPS WILL TURN ON BY THEM SELVE S. :RAH16:03/01/2005

Service Action: TECH TO CHECK THE HEADLAMPS SWITCH INPUT TO THE BCM. IT COULD BE A PR OBLEM WITH THE FCM. :RAH16:03/01/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004435123

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R25B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1055401870)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0644A2529)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031109

Report#: SSV004435123
Open Date: 03/03/2005
Mileage: 13891
Warr Built Dt: 03/11/2004
Supplier RP: B1

Zone/Cd: 35-42803
Name: RAMEY CHRYSLER DODGE JEEP
Address: 27992 GOV. G. C. PEERY HWY.
 NORTH TAZEWELL, VA 24630
Phone: 276 988-6526

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: HEAD LIGHTS GO OUT WHILE DRIVING INTERMITTENTLY. :RCB13:01/31/2005

Service Action: FCM & HEAD LIGHT SWITCH HAVE BEEN REPLACED. DOESN T HAVE AUTO HEAD LAM PS. NEED TO DUPLICATE. TECH TO CHECK G300 GROUND. POSSIBLY HARD WIRE.

CHECK A1 POWER FEED. :RCB13:01/31/2005 STILL NOT ABLE TO DUPLICATE . WE HAVE NO DOCUMENTED FILES INDICATING A SINGLE PART IS RESPONSIBLE. SWITCH SENDS SIGNAL TO THE BCM, BCM BUS MESSAGES TO THE FCM TO OPERAT E LIGHTS.. :EAW2:03/03/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004463929

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R95 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1068401557)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0654B8265)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031612

Report#: SSV004463929
Open Date: 02/28/2005
Mileage: 12514
Warr Built Dt: 03/16/2004
Supplier RP: B1

Zone/Cd: 35-44198
Name: GREENBRIER DODGE OF CHESAPEAKE
Address: 1717 S MILITARY HWY
 CHESAPEAKE, VA 233202611
Phone: 757 420-2800

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: HEADLIGHTS DOES NOT COME ON AT TIMES. THERE IS A CODE FRONT FOG INDICA TOR OPEN. :DAH18:02/28/2005

Service Action: THE DLR NEEDS TO CHECK THE HEADLAMP SWITCH AND THE CONNECTIONS AT THE FCM. :DAH18:02/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 435811279441

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L15 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1239400817)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2294B5458)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091000

Report#: 435811279441
Open Date: 03/09/2005
Mileage: 15209
Warr Built Dt: 09/10/2004
Supplier RP: TP

Zone/Cd: 42-43581
Name: TAMAROFF DODGE INC
Address: 24625 W 12 MILE ROAD
 SOUTHFIELD, MI 480341200
Phone: INACTIVE
 248 354-6600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651DVAB	SWITCH -LIGHTING CONTROL	1	40.60	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE HEADLIGHTS ARE INOP INSTALL SOP

Service Comment:INTERNAL OPEN HEADLIGHT SWITCH

Service Action:REPLACED HEADLIGHT SWITCH TEST OK

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 362773486181

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1062400167)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0784B7503)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032300

Report#: 362773486181
Open Date: 03/08/2005
Mileage: 16997
Warr Built Dt: 03/23/2004
Supplier RP: TP

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
0ZL671DVAA	SWITCH -LIGHTING CONTROL	1	57.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CHECK FOR HEADLIGHTS DO NOT ALWAYS GO ON

Service Comment:HEADLAMP SWITCH SHORTED

Service Action:REPLACE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004458547

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1054402940)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0624B7802)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031621

Report#: SSV004458547
Open Date: 02/22/2005
Mileage: 16034
Warr Built Dt: 03/16/2004
Supplier RP: R1

Zone/Cd: 42-52664
Name: JUNCTION AUTO SALES INC
Address: 12423 MAYFIELD
 CHARDON, OH 44024
Phone: 440 946-5577
 440 286-6161

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES 2 OR 3 TIMES WHEN STARTED VAN DID NOT HAVE HEADLIGHTS P LAYED WITH HEADLAMP SWITCH AND LIGHT CAME ON LAST VISIT REPAVED FRONT CONTROL MODULE FOR PARKING LIGHT CONCERN CANNOT DUPLICATE AT THIS TIME ANY IDEAS. CUSTCONCERN DUPLICATED NO REPAIRSPARTSTESTSFAULTCODES C K FOR FAULTS NONE RECORDED. :MDM7:02/22/2005

Service Action: CHECK HEADLAMP SWITCH CONNECTOR FOR DAMAGE IF OK REPLACE SWITCH. :MD M7:02/22/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004461609

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B05 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6040400293)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0624A1906)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032306

Report#: SSV004461609
Open Date: 02/24/2005
Mileage: 16516
Warr Built Dt: 03/23/2004
Supplier RP: B1

Zone/Cd: 63-44156
Name: BANKSTON DODGE DALLAS
Address: 7100 MARVIN D LOVE FREEWAY
 DALLAS, TX 75237
Phone: INACTIVE
 972 296-9800

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:WHEN RAINING, THE HEADLAMPS WILL GO OUT AND THE WIPERS WILL STOP, BUT NOT AT THE SAME TIME. :REC4:02/24/2005

Service Action:CHECK THE CONNECTIONS AT THE IPM, CHECK THE FCM TO IPM CONNECTION, AND IF OK, TRY ANOTHER FCM. :REC4:02/24/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 413831587841

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R75 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1062401963)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0484B8115)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031718

Report#: 413831587841
Open Date: 03/04/2005
Mileage: 9439
Warr Built Dt: 03/17/2004
Supplier RP: TP

Zone/Cd: 66-41383
Name: ORLANDO DODGE CHRYSLER JEEP
Address: 4101 W COLONIAL DR
 ORLANDO, FL 328088122
Phone: 407 299-1120

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAA	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:THE CUSTOMER STATES THAT THE HEADLIGHTS DO NOT ALWAYS WORK, TURN THE SWI

Service Comment:HEADLIGHT SWITCH IS INOP

Service Action:REPLACED THE HEADLAMP SWITCH.

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362219981

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L65R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: DODGE GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1075400021)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0864B7968)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 040109</p>	<p>Report#: 656362219981</p> <p>Open Date: 03/01/2005</p> <p>Mileage: 24887</p> <p>Warr Built Dt: 04/01/2004</p> <p>Supplier RP: TP</p>	<p>Zone/Cd: 74-65636</p> <p>Name: COON RAPIDS CHRYSLER JEEP, INC</p> <p>Address: 10541 WOODCREST DRIVE COON RAPIDS, MN 554333968</p> <p>Phone: INACTIVE 763 421-8000</p>
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Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651J8AA	SWITCH -LIGHTING CONTROL	1	56.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES HEADLAMPS WILL NOT TURN ON INT-PART ORDERED AND HERE

Service Comment: REPLACED HEADLAMP SWITCH

Service Action:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004455685

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 #:1049400616)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0144B5027)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030408

Report#: SSV004455685
Open Date: 02/18/2005
Mileage: 16248
Warr Built Dt: 03/04/2004
Supplier RP: R1

Zone/Cd: 51-42877
Name: CHRYSLER NORTH INC
Address: N14111 FLAMBEAU AVE,PO BOX 27
 FIFIELD, WI 54524
Phone: 715 762-4066

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:WHILE DRIVING THE HEADLAMP WILL TURN OFF AND WILL NOT COME BACK ON. :RAH16:02/18/2005
Service Action:TECH TO CHECK THE HEAD LAMPS SWITCH INPUT TO THE BCM, IF OK REPLACE TH E FCM. :RAH16:02/18/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004456347

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1274401002)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2934B8064)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102601

Report#: SSV004456347
Open Date: 02/18/2005
Mileage: 3373
Warr Built Dt: 10/26/2004
Supplier RP: R1

Zone/Cd: 74-68807
Name: PERFORMANCE CHRY JEEP DODGE, I
Address: 7010 SOUTH 124TH CIRCLE
 LA VISTA, NE 68128
Phone: 402 339-3131

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 HEAD LAMPS WHEN OUT WHILE DIVING. THERE WERE NO CODES IN THE SYST EM. :RAH16:02/18/2005

Service Action:TECH TO REPLACE THE FCM MODULE. :RAH16:02/18/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004453500

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1159400584)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1564B7711)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 061202

Report#: SSV004453500
Open Date: 02/16/2005
Mileage: 6576
Warr Built Dt: 06/12/2004
Supplier RP: R1

Zone/Cd: 51-60125
Name: MARTY CANCILA CHRYSLER JEEP, L
Address: 955 NORTH HIGHWAY 67
 FLORISSANT, MO 630312938
Phone: INACTIVE
 314 838-9300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS WILL NOT TURN ON AT TIME AND THERE IS A CODE FOR: FOG L AMPS CONTROL CIRCUIT OPEN - VEHICLE IS NOT EQUIPPED WITH FOG LAMPS.
 :RAH16:02/16/2005
Service Action:TECH TO INSTALL A RELAY IN THE IPM, IF THE CODE IS STILL PRESENT REPLA CE THE FCM. :RAH16:02/16/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004453981

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R25 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1063401332)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0694B5822)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031807

Report#: SSV004453981
Open Date: 02/17/2005
Mileage: 13090
Warr Built Dt: 03/18/2004
Supplier RP: B1

Zone/Cd: 42-44333
Name: BYERS DUBLIN DODGE LLC
Address: 6851 VILLAGE PARKWAY
 DUBLIN, OH 43017
Phone: INACTIVE
 614 791-8686

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: HEAD LIGHTS GO OUT WHILE DRIVING. SECOND TIME IN. :RCB13:02/17/2005

Service Action: FCM WAS REPLACED. TECH WILL CHECK THE POWER FEED AT THE IPM. THE G300 GROUND AT THE LEFT B-PILLAR. HE WILL ALSO REPLACE THE HEAD LAMP SWITCH .
 :RCB13:02/17/2005

Correction:

Zone Technical Advisor Report



CONCERN #1

Customer Concern:

Owner complaint of flickering headlights and interior lights when seat heaters are used. Pulsing / flickering of lights is very annoying to owner and passengers especially at idle speed.

Root Cause:

Power modulation to seat heaters causes charging system sense voltage to fluctuate 1.0 to 1.4 volts. The normal fluctuation when seat heaters are not on is .1 to .2 volts. This voltage fluctuation causes the engine controller to rapidly change the alternator charge rate. The engine controller is always playing 'catch up' based on the sense voltage. This rapid change in alternator control causes the battery voltage to fluctuate which causes the entire electrical system voltage to pulsate. It is most noticeable in any of the lighting circuits at idle speed.

Repair Action:

None at this time. Waiting for engineering to address its issue.

TSB Group: 08

Repair Successful: N

Issue Number: RT6234JP800501
Business Group: Midatlantic Business Center
Location: Technical Advisor
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Price, Jeff
Phone: +1 443 745 8479
Created On: 03/21/2005

Images: 0

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
RS	5 [REDACTED]	5822	090805	64506	EGH 1233 4030 41	DGL K231 4B80 62	

Zone Technical Advisor Report



Part Information

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

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 675450845831

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R15 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1064400113)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0544B6704)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031822

Report#: 675450845831
Open Date: 02/21/2005
Mileage: 10743
Warr Built Dt: 03/18/2004
Supplier RP: TP

Zone/Cd: 42-67545
Name: CLARKSTON CHRY-JEEP
Address: 8105 BIG LAKE RD
 CLARKSTON, MI 48346
Phone: INACTIVE
 248 625-2635

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAA	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS ARE INOP INTERMITTANTLY

Service Comment:DIAGNOSED AND REPLACED HEADLAMP SWITCH-INTERNAL SHORT

Service Action:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004444365

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R05R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1056400741)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0514B7650)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031112

Report#: SSV004444365
Open Date: 02/11/2005
Mileage: 6809
Warr Built Dt: 03/11/2004
Supplier RP: R1

Zone/Cd: 71-42947
Name: AUTOWEST CHRYSLER JEEP DODGE
Address: 230 AUTOMALL DR
 ROSEVILLE, CA 956613001
Phone: 800 872-2800
 916 781-8100

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: HEADLAMPS INOP AT TIMES. :SLG3:02/08/2005 FOG LIGHT FAULT / DOESN T HAVE FOG LIGHTS :MAT19:02/08/2005 DEALER RECIEVED WRONG BCM FRO M SERVICE CENTER

:JLS172:02/10/2005 DEALER RECIEVED WRONG BCM AGAIN , RECIEVED 5082500AE :JLS172:02/11/2005

Service Action: THE TWO SYSTEMS, HEADLAMP AND FOG LAMP ARE SIMILAR IN THAT BOTH ORIGIN ATE IN THE SWITCH, OPERATION OF THE SWITCH RESULTS IN A MUX TO THE BCM WHICH SENDS A BUS COMMAND TO THE FCM TO TURN ON X AND THE FCM PROVIDE S THE CONTROL. IT WOULD BE MOST HELPFUL IF I KNEW WHERE YOU FOUND THE CODE BECAUSE THAT IS THE MODULE THAT MOST LIKELY HAS THE PROBLEM. :RKR:11/19/2004 :SLG3:02/08/2005 AUTHORIZED FUNCTION 11 EXCHANGE :MAT19:02/08/2005 AUTHORIZED BCM :JLS172:02/10/2005 ADVISED TO CON TACT LOCAL SERVICE CENTER :JLS172:02/11/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004448504

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R85B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1056400174)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0704B5603)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031120

Report#: SSV004448504
Open Date: 02/11/2005
Mileage: 396
Warr Built Dt: 03/11/2004
Supplier RP: B1

Zone/Cd: 32-66932
Name: FULLERTON CHRYSLER JEEP DODGE
Address: 1050 ROUTE 22
 SOMERVILLE, NJ 088761759
Phone: 908 722-2500

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: OWNER COMPLAINS OF NO HEAD LIGHTS -- :KS1:02/11/2005

Service Action: DLR TO CHECK THE G300 GRD - REPLACE THE HEAD LAMP SWITCH AND CHECK THE LOWER IPM CONNECTIONS ALONG WITH THE FCM TO IPM CONNECTIONS/ :KS1:02/11/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004443565

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 #:1254400821)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2614B6609)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092409

Report#: SSV004443565
Open Date: 02/08/2005
Mileage: 7041
Warr Built Dt: 09/24/2004
Supplier RP: R1

Zone/Cd: 35-68012
Name: SCHAEFER & STROHMINGER DELMARV
Address: 3132 AIREYS ROAD SPUR
 CAMBRIDGE, MD 21613
Phone: INACTIVE
 410 228-5300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER SAYS THAT THE HEADLAMPS STOPPED WORKING. THE ONLY WAY HE COUL D GET ANY HEADLAMPS WAS TO HOLD THE HIGH BEAM STALK. THE CLUSTER ILLUMINATION IS WORKING OK. NO FAULT CODES IN ANY MODULE. :REC4:02/08/200 5

Service Action: THE SIGNAL FROM THE SWITCH IS GETTING TO THE BCM, OR THE CLUSTER ILLUMINATION WOULDNT BE WORKING. REALLY NEEDS TO DUPLICATE THE CONDITION BEFORE A DEFINITE DIAGNOSIS CAN BE DONE, BUT THE FCM IS THE MOST LIKELY CAUSE. :REC4:02/08/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004445833

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX5R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1176400416)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1754B6807)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062522

Report#: SSV004445833
Open Date: 02/09/2005
Mileage: 7057
Warr Built Dt: 06/25/2004
Supplier RP: R1

Zone/Cd: 42-23391
Name: BOB SAKS DODGE INC
Address: 35200 GRAND RIVER AVE
 FARMINGTON HILLS, MI 48353212
Phone: INACTIVE
 248 478-0500

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 AND THE DLR KNOWS THAT THE IMPACT SENSOR IS THE CONCERN AND THE TERMINALS WERE GREEN. THE DLR SAYS THAT THE HEADLIGHT S FLICKERING. SEEMS TO HAPPEN MORE OFTEN WHEN DOWNSHIFTING AND COMING TO A STOP. :DAH18:02/09/2005

Service Action: FOR THE HEADLAMPS FLICKERING A CERTAIN AMOUNT IS NORMAL, THE DLR NEEDS TO DETERMINE HOW EXCESSIVE THE FLUCTUATION AND DETERMINE IF THERE MAY BE A GROUND OR CHARGING ISSUE. :DAH18:02/09/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004446853

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R55 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1120401040)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1274B5173)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051206

Report#: SSV004446853
Open Date: 02/10/2005
Mileage: 28235
Warr Built Dt: 05/12/2004
Supplier RP: B1

Zone/Cd: 42-44707
Name: MATHEWS DODGE CHRYSLER JEEP IN
Address: 1866 MARION-WALDO RD
 MARION, OH 43302
Phone: 740 389-2341

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEADLAMPS INTERMITTENTLY GO OFF WHILE DRIVING. HASN T BEEN ABLE TO DUP LICATE THE CONDITION. :REC4:02/10/2005

Service Action:CHECK THE SWITCH INPUTS TO THE BCM WHEN THE CONDITION OCCURS. CHECK TH E BCM AND FCM POWER AND GROUNDS. MAY BE CAUSED BY THE FCM. :REC4:02/10/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004443287

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R65 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1040400445)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0144B5118)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 022600

Report#: SSV004443287
Open Date: 02/07/2005
Mileage: 30582
Warr Built Dt: 02/26/2004
Supplier RP: B1

Zone/Cd: 63-67470
Name: DON JOHNSON MOTORS INC
Address: 2101 CENTRAL BOULEVARD
 BROWNSVILLE, TX 785208788
Phone: 956 546-2288
 800 933-8655

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 HEADLIGHTS TURN ON AND OFF WHILE GOING DOWN THE ROAD. THERE ARE 12 CODES IN THE FCM. RUN/START INPUT IS ONE OF THEM. :DAH18:02/07/2005

Service Action:THE DLR NEEDS TO CHECK THE CONNECTIONS AT THE FCM/IPM AND CHECK THE HE ADLAMP SWITCH. :DAH18:02/07/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 421842999221

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 #:1064401032)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0684B6858)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031722

Report#: 421842999221
Open Date: 02/11/2005
Mileage: 16726
Warr Built Dt: 03/17/2004
Supplier RP: TP

Zone/Cd: 71-42184
Name: TIMBERLINE CHRYSLER JEEP DODGE
Address: 2406 N E SANDY BLVD
 PORTLAND, OR 972322399
Phone: INACTIVE
 503 234-0771

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAA	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLIGHTS TURN THEMSELVES OFF WHILE DRIVING SEE HISTORY

Service Comment:HEAD LAMPS QUIT

Service Action:REMOVED AND REPLACED HEAD LIGHT SWITCH FOR INTERNAL DEFFECT NEW SWITCH O

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004436672

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1203401251)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2094B7604)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 073018

Report#: SSV004436672
Open Date: 02/01/2005
Mileage: 2849
Warr Built Dt: 07/30/2004
Supplier RP: R1

Zone/Cd: 51-45084
Name: CHAMPION CHRYSLER JEEP DODGE O
Address: 505 W NORTHWEST HWY
 BARRINGTON, IL 600103050
Phone: INACTIVE
 847 382-5400

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: UNDER HEAVY ELECTRICAL LOAD, INCLUDING THE HEATED SEATS ON HIGH HEAT, THE HEADLAMPS AND INSTRUMENT PANEL LIGHTING WILL FLICKER. NO CODES. CHARGING SYSTEM IS WORKING CORRECTLY. NO GROUND OR BATTERY CABLE PROBLEMS FOUND. :KB18:02/01/2005

Service Action: ADVISED TECH THIS IS A NORMAL OPERATING CHARACTERISTIC ON THE RS VEHICLES; EVEN GOING BACK TO THE 2001 MODEL YEAR. ENGINEERING IS AWARE OF IT AND THE ISSUE IS UNDER INVESTIGATION. :KB18:02/01/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004444365

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R05R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1056400741)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0514B7650)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031112

Report#: SSV004444365
Open Date: 02/10/2005
Mileage: 6809
Warr Built Dt: 03/11/2004
Supplier RP: R1

Zone/Cd: 71-42947
Name: AUTOWEST CHRYSLER JEEP DODGE
Address: 230 AUTOMALL DR
 ROSEVILLE, CA 956613001
Phone: 800 872-2800
 916 781-8100

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: HEADLAMPS INOP AT TIMES. :SLG3:02/08/2005 FOG LIGHT FAULT / DOESN T HAVE FOG LIGHTS :MAT19:02/08/2005 DEALER RECIEVED WRONG BCM FRO M SERVICE CENTER

:JLS172:02/10/2005

Service Action: THE TWO SYSTEMS, HEADLAMP AND FOG LAMP ARE SIMILAR IN THAT BOTH ORIGIN ATE IN THE SWITCH, OPERATION OF THE SWITCH RESULTS IN A MUX TO THE BCM WHICH SENDS A BUS COMMAND TO THE FCM TO TURN ON X AND THE FCM PROVIDE S THE CONTROL. IT WOULD BE MOST HELPFUL IF I KNEW WHERE YOU FOUND THE CODE BECAUSE THAT IS THE MODULE THAT MOST LIKELY HAS THE PROBLEM. :RKR:11/19/2004 :SLG3:02/08/2005 AUTHORIZED FUNCTION 11 EXCHANGE :MAT19:02/08/2005 AUTHORIZED BCM :JLS172:02/10/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004434720

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L05R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1299401820)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3014B7788)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 110514

Report#: SSV004434720
Open Date: 01/31/2005
Mileage: 530
Warr Built Dt: 11/05/2004
Supplier RP: R1

Zone/Cd: 42-38622
Name: NAYLOR MOTOR SALES INC
Address: 2060 W STADIUM BLVD
 ANN ARBOR, MI 481034558
Phone: INACTIVE
 734 662-3175

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: HEADLIGHTS, CLOCK, RADIO, POWER WINDOWS, LOCKS. INOP INTERMITTENTLY. CODES IN BCM: NO TRANS. MESSAGE, B PILLAR SWITCH GROUNDED. :RCB13: 01/31/2005

Service Action: TECH WILL CHECK THE IPM ANS FCM CONNECTIONS. COMPONENTS SHARE A1 POWER , :RCB13:01/31/2005

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004435123

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R25B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1055401870)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0644A2529)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031109

Report#: SSV004435123
Open Date: 01/31/2005
Mileage: 13891
Warr Built Dt: 03/11/2004
Supplier RP: B1

Zone/Cd: 35-42803
Name: RAMEY CHRYSLER DODGE JEEP
Address: 27992 GOV. G. C. PEERY HWY.
 NORTH TAZEWELL, VA 24630
Phone: 276 988-6526

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: HEAD LIGHTS GO OUT WHILE DRIVING INTERMITTENTLY. :RCB13:01/31/2005
Service Action: FCM & HEAD LIGHT SWITCH HAVE BEEN REPLACED. DOESN T HAVE AUTO HEAD LAM PS. NEED TO DUPLICATE. TECH TO CHECK G300 GROUND. POSSIBLY HARD WIRE.
 CHECK A1 POWER FEED. :RCB13:01/31/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004444365

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R05R [REDACTED]	Report#: SSV004444365	Zone/Cd: 71-42947
Model Year: 2005	Open Date: 02/08/2005	Name: AUTOWEST CHRYSLER JEEP DODGE
Make/Model: DODGE	Mileage: 6809	Address: 230 AUTOMALL DR
GRAND CARAVAN SE FWD	Warr Built Dt: 03/11/2004	ROSEVILLE, CA 956613001
RSKL53	Supplier RP: R1	Phone: 800 872-2800
Engine: EGA-3.3L V6 OHV Engine (Ser #:1056400741)		916 781-8100
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0514B7650)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 031112		

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: HEADLAMPS INOP AT TIMES. :SLG3:02/08/2005 FOG LIGHT FAULT / DOESN T HAVE FOG LIGHTS :MAT19:02/08/2005

Service Action: THE TWO SYSTEMS, HEADLAMP AND FOG LAMP ARE SIMILAR IN THAT BOTH ORIGIN ATE IN THE SWITCH, OPERATION OF THE SWITCH RESULTS IN A MUX TO THE BCM WHICH SENDS A BUS COMMAND TO THE FCM TO TURN ON X AND THE FCM PROVIDE S THE CONTROL. IT WOULD BE MOST HELPFUL IF I KNEW WHERE YOU FOUND THE CODE BECAUSE THAT IS THE MODULE THAT MOST LIKELY HAS THE PROBLEM. :RKR:11/19/2004 :SLG3:02/08/2005 AUTHORIZED FUNCTION 11 EXCHANGE :MAT19:02/08/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004433425

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R95 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1064401241)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0684B6783)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031906

Report#: SSV004433425
Open Date: 01/28/2005
Mileage: 9986
Warr Built Dt: 03/19/2004
Supplier RP: B1

Zone/Cd: 66-68400
Name: CUMBERLAND CHRYSLER CENTER INC
Address: 1550 INTERSTATE DRIVE
 COOKEVILLE, TN 38501
Phone: 931 526-5600
 931 520-4118

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: HEADLIGHTS INOPERATIVE INTERMITTENTLY- TECH NOT ABLE TO DUPLICATE. HAS AUTO HEADLIGHTS :EAW2:01/28/2005
Service Action: RECOMMEND INSPECTING CONNECTORS AND PINS AT HEADLIGHT SWITCH. CHECK FOR POOR FIT, LOOSE PINS. CLEAN PINS AND REASSEMBLE. :EAW2:01/28/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004433458

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1147400884)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1494B8216)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 060300

Report#: SSV004433458
Open Date: 01/28/2005
Mileage: 6133
Warr Built Dt: 06/03/2004
Supplier RP: R1

Zone/Cd: 42-61888
Name: MONICATTI CHRYSLER JEEP SALES,
Address: 40755 VAN DYKE AVENUE
 STERLING HEIGHTS, MI 48313
Phone: INACTIVE
 586 977-1700

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:INTERMITTENT LOW BEAM HEADLIGHTS INOP. DOES NOT HAVE AUTO HEADLAMPS. H AD A WIRE REPAIR RECENTLY TO THE HEADLAMPS IN THE FRONT OF THE VEHICLE .
 TECH NOT ABLE TO DUPLICATE. :EAW2:01/28/2005

Service Action:RECOMMEND MONITORING SWITCH STATUS IN BCM. ALSO, INSPECT SWITCH CONNE CTOR AND PINS FOR THE CIRCUIT. CLEAN CONNECTOR PINS. :EAW2:01/28/200 5

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004433708

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25RX5[REDACTED]2
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1082400936)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0864B6408)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 040518

Report#: SSV004433708
Open Date: 01/28/2005
Mileage: 13700
Warr Built Dt: 04/05/2004
Supplier RP: B1

Zone/Cd: 66-68971
Name: TIM MARBURGER CHRY-JEEP-DODGE
Address: 2638 WEST STATE STREET
 BRISTOL, TN 37620
Phone: INACTIVE
 423 764-0161

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:HEADLAMPS INTERMITTENTLY DON T WORK. HAS ONE FAULT FOR THE FOG LAMPS (NOT EQUIPPED). HASN T BEEN ABLE TO DUPLICATE ANY PROBLEM. :REC4:01/ 28/2005

Service Action:RELATED CASES SUGGEST THAT THE HEADLAMP SWITCH IS THE MOST LIKELY CAUS E OF THIS CONDITION. :REC4:01/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262271081

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R25B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1063400909)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0724B5682)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031908

Report#: 416262271081
Open Date: 02/04/2005
Mileage: 14110
Warr Built Dt: 03/19/2004
Supplier RP: MO

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE CHRYSLER JEEP
Address: 725 ILLINOIS AVENUE
 MAUMEE, OH 435371796
Phone: 419 893-7690
 419 893-0241

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
05144579AC	MODULE -FRONT CONTROL	1	91.63	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUST STATES AT TIMES WHEN DRIVING DOWN THE ROAD HEADLIGHTS GO OUT,PART I

Service Comment:DEFECT IN FRONT CONTROL MODULE

Service Action:REPLACED FRONT CONTROL MODULE

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004428899

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R55B [REDACTED]	Report#: SSV004428899	Zone/Cd: 35-60032
Model Year: 2005	Open Date: 01/25/2005	Name: RAMEY CHRYSLER DODGE JEEP
Make/Model: DODGE	Mileage: 11277	Address: 998 ARBUCKLE ROAD
CARAVAN SXT FWD	Warr Built Dt: 03/10/2004	SUMMERSVILLE, WV 26651
RSKH52	Supplier RP: B1	Phone: INACTIVE
Engine: EGA-3.3L V6 OHV Engine (Ser #:1054401935)		304 872-3367
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0634A2680)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 031006		

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 HEADLAMPS GO OFF AT TIMES WHILE GOING DOWN THE ROAD. :DAH18:01/ 25/2005

Service Action:THE DLR NEEDS TO LOOK AT A POSSIBLE FCM ISSUE. :DAH18:01/25/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004429240

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R25B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1063401332)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0694B5822)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031807

Report#: SSV004429240
Open Date: 01/25/2005
Mileage: 11879
Warr Built Dt: 03/18/2004
Supplier RP: B1

Zone/Cd: 42-44333
Name: BYERS DUBLIN DODGE LLC
Address: 6851 VILLAGE PARKWAY
 DUBLIN, OH 43017
Phone: INACTIVE
 614 791-8686

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 DOOR LOCKS CYCLE, THE HEADLIGHTS GO OUT WHILE DRIVING,AND THE ODOM ETER GOES ON AND OFF. THERE IS A DRIVER S DOOR LOCK INPUT STUCK CODE. THE DLR ERASED THE CODE AND IT DID NOT COME BACK. :DAH18:01/25/200 5

Service Action:FOR THE DOORS CYCLING, THE DLR PROBABLY HAS A BCM ISSUE IF NO SWITCH C ONCERNS. THE DLR PROBABLY NEEDS TO REPLACE THE BCM AND SEE IF IT WILL CORRECT THE HEADLAMP ISSUE. IF IT DOES NOT THEN THE DLR ALSO HAS AN FC M ISSUE. --TRANSFER TO BCM GROUP. :DAH18:01/25/2005 AUTHORIZED BCM PER ELEC GROUP DIAGNOSIS. :DSS29:01/25/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004432527

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1225402111)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2374B6623)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 081400

Report#: SSV004432527
Open Date: 01/27/2005
Mileage: 5970
Warr Built Dt: 08/14/2004
Supplier RP: B1

Zone/Cd: 71-44364
Name: PERFORMANCE CHRY-JEEP-DODGE
Address: 4240 W GLENDALE AVE
 PHOENIX, AZ 850518190
Phone: INACTIVE
 623 247-4444

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 HEAD LAMPS WONT TURN ON OR OFF AT TIMES POWERS DOORS LOCK ON THE D RIVERS SIDE ARE INOP :JLH125:01/27/2005

Service Action:REPLACE THE BCM :JLH125:01/27/2005 AUTHORIZED BCM PER ELEC GROUP DI AGNOSIS. :DSS29:01/27/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004427251

Vehicle Information

VIN: 2C4GP54L85R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
TOWN & COUNTRY TOURING FWD
RSYP53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1057403004)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K0624B8025)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031715

Repair Information

Report#: SSV004427251
Open Date: 01/24/2005
Mileage: 3160
Warr Built Dt: 03/17/2004
Supplier RP: R1

Dealer Information

Zone/Cd: 32-68854
Name: ALBION CHRYSLER PLYMOUTH DODGE
Address: 4015 ROUTE 98 SOUTH
ALBION, NY 14411
Phone: INACTIVE
585 589-7650

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 SAYS THAT THE HEADLAMPS WOULDNT WORK (ONE TIME) AND HE HAD T O HOLD THE HIGH BEAM STALK TO KEEP THE HIGH BEAMS ON. HASN T HAPPENED SINCE. ALSO HAS A FAULT CODE FOR FOG LAMPS. VEHICLE ISN T EQUIPPED. :REC4:01/24/2005

Service Action:PER SOME OTHER CASES, SUGGESTED THAT HE TRY ANOTHER HEADLAMP SWITCH. A LSO TRY DOING A BCM RESET TO GET RID OF THE FOG LAMP CODE. :REC4:01 /24/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R1530950501A

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L45R [REDACTED]

Report#: 5R1530950501A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 01/31/2005

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 17500

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SXT FWD

Warr Built Dt: 04/22/2004

AUBURN HILLS, MI 48326-2757

RSKH53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1084402688)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1104B6975)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 042220

Service Narrative Information

Evaluator's Comment: HEADLAMPS AND INTERIOR LIGHTING WORK INTERMITANTLY

Service Action: REPLACED HEADLAMP SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 618882017251

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1147400884)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1494B8216)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 060300

Report#: 618882017251
Open Date: 02/02/2005
Mileage: 6256
Warr Built Dt: 06/03/2004
Supplier RP: MD

Zone/Cd: 42-61888
Name: MONICATTI CHRYSLER JEEP SALES,
Address: 40755 VAN DYKE AVENUE
 STERLING HEIGHTS, MI 48313
Phone: INACTIVE
 586 977-1700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAA	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:SOP PART IN,CUST STATES BOTH LOW BEAM HEADLAMPS INTERM INOP

Service Comment:PINS LOOSE

Service Action:REPLACED HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R1489300502A

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L75R [REDACTED]

Report#: 5R1489300502A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 02/02/2005

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 14376

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SXT FWD

Warr Built Dt: 03/13/2004

AUBURN HILLS, MI 48326-2757

RSKH53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1051402306)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0714B5072)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 031322

Service Narrative Information

Evaluator's Comment:POWER DOOR LOCK ON DRIVER SIDE WON T LOCK DOOR. HEADLIGHTS ON OCCASION W ILL NOT COME ON.

Service Action:ENGINEERING LAB REPAIRED DOOR LOCKS. CAN ONLY FIX HEADLIGHTS WHEN PROBL EM PERFORMS FOR THE MECHANIC.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R2496890501A

Vehicle Information

Repair Information

Dealer Information

VIN: 2C8GP44R75R [REDACTED]

Report#: 5R2496890501A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 01/31/2005

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 6000

Address: 800 CHRYSLER DRIVE

TOWN & COUNTRY LX FWD

Warr Built Dt: 08/27/2004

AUBURN HILLS, MI 48326-2757

RSYH53

Supplier RP:

Phone:

Engine: EGA-3.3L V6 OHV Engine (Ser #:1226402525)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2374B5467)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 082708

Service Narrative Information

Evaluator's Comment: ON 3 OCCASIONS THE HEADLIGHTS SHUT OFF WHILE DRIVING. ON THE FIRST TIME I THOUGHT THE HEADLIGHT SWITCH WAS NOT TURNED ON COMPLETELY AND A BUMP CAUSED IT TO SWITCH OFF. BUT THIS HAPPENED AGAIN AFTER MAKING SURE THE SWITCH WAS TURNED COMPLETELY ON.

Service Action: THIS WILL BE LOOKED AT SOON AT PQE CENTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004425739

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP24R75R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1064400984)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0124B5134)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031919

Report#: SSV004425739
Open Date: 01/21/2005
Mileage: 12014
Warr Built Dt: 03/19/2004
Supplier RP: R1

Zone/Cd: 51-42282
Name: DAN PILSON AUTO CENTER INC
Address: 2212 LAKE LAND BLVD
 MATTOON, IL 619385928
Phone: 217 234-6461

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: HEADLIGHTS INOPERATIVE INTERMINTENT. CODE, FRONT FOG INDICATOR OPEN. DEALER STATES THE VEHICLE DOES NOT HAVE FOG LAMPS. IF THE CODE IS CL EARED THE HEADLAMPS WILL START TO OPERATE. :MED50:01/21/2005

Service Action: ADVISED THE DEALER, EVEN THOUGH THE VEHICLE DOES NOT HAVE FOG LAMPS, T HE HARNESS IS STILL IN THE VEHICLE. CHECK FOR OPEN, OR SHORT TO POWER , OR GROUND IN THE FOG LAMP CIRCUIT. :MED50:01/21/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004426705

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R15R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1147402297)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1474B5553)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 060412

Report#: SSV004426705
Open Date: 01/21/2005
Mileage: 3838
Warr Built Dt: 06/04/2004
Supplier RP: R1

Zone/Cd: 42-57062
Name: CRESTWOOD DODGE CHRYSLER JEEP
Address: 32850 FORD ROAD
 GARDEN CITY, MI 481351521
Phone: 734 421-5700

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: HEADLIGHTS DIMMING AND THEN STOP COMPLETELY.....CHECKED WIRING...POW ERS...GROUNDS..... :MAT19:01/21/2005
Service Action: AUTHORIZED FUNCTION 11 :MAT19:01/21/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 683680771871

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L45R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1125402079)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1314B5297)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 051321

Report#: 683680771871
Open Date: 01/31/2005
Mileage: 795
Warr Built Dt: 05/13/2004
Supplier RP: MD

Zone/Cd: 66-68368
Name: BENCHMARK CHRYSLER JEEP DODGE
Address: 1313 GRANTS MILL WAY
 BIRMINGHAM, AL 35210
Phone: 205 957-1314
 205 957-1313

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04685711AA	SWITCH -MULTIFUNCTION	1	42.35	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CK FOR HEADLIGHTS WILL FLASH ON AT TIMES WHILE VAN IS OFF

Service Comment:CHECKED AND REPLACED MULTIFUNCTION SWITCH

Service Action:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004418950

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 #:1064400812)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0644B6502)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031718

Report#: SSV004418950
Open Date: 01/18/2005
Mileage: 5640
Warr Built Dt: 03/17/2004
Supplier RP: R1

Zone/Cd: 51-68903
Name: JACKSONVILLE CHRYSLER-DODGE, I
Address: 1600 W MORTON AVE
 JACKSONVILLE, IL 626502718
Phone: 217 243-3333
 217 243-3371

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: HEADLIGHTS WILL NOT WORK INTERMINTENT. NO CODES. CALLED IS NOT THE T ECH, CALLER DOES NOT KNOW WHAT TESTS WERE DONE, AND THE TECH IS NOT A
 VAILABLE TO COME TO THE PHONE. :MED50:01/14/2005

Service Action: ADVISED THE CALLER TO HAVE THE TECH CALL BACK. :MED50:01/14/2005 TEST LEADS TO A BCM, AUTHORIZED. :DSS29:01/18/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004420146

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B55E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6197400756)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2124A1301)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080411

Report#: SSV004420146
Open Date: 01/17/2005
Mileage: 2800
Warr Built Dt: 08/04/2004
Supplier RP: B1

Zone/Cd: 42-64777
Name: BOB & CHUCK EDDY CHRYSLER DODG
Address: 4850 MAHONING AVENUE
 AUSTINTOWN, OH 44515
Phone: 330 792-5221

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: HEADLAMPS SHUT OFF INTERMITTENTLY WHILE DRIVING. CAN GET THE LAMPS TO COME BACK ON BY CYCLING THE SWITCH A FEW TIMES. HASN T BEEN ABLE TO DUPLICATE AT THIS TIME. :REC4:01/17/2005

Service Action: IF THE CONDITION CAN BE DUPLICATED VERIFY THAT THE CLUSTER BACKLIGHTING IS WORKING. IF IT IS, THE PROBLEM IS IN THE FCM. IF NOT, THE PROBLEM IS WITH THE HEADLAMP SWITCH INPUT TO THE BCM. :REC4:01/17/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004418950

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R95 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1064400812)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0644B6502)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031718

Report#: SSV004418950
Open Date: 01/14/2005
Mileage: 5640
Warr Built Dt: 03/17/2004
Supplier RP: R1

Zone/Cd: 51-68903
Name: JACKSONVILLE CHRYSLER-DODGE, I
Address: 1600 W MORTON AVE
 JACKSONVILLE, IL 626502718
Phone: 217 243-3333
 217 243-3371

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: HEADLIGHTS WILL NOT WORK INTERMINTENT. NO CODES. CALLED IS NOT THE T ECH, CALLER DOES NOT KNOW WHAT TESTS WERE DONE, AND THE TECH IS NOT A
 VAILABLE TO COME TO THE PHONE. :MED50:01/14/2005
Service Action: ADVISED THE CALLER TO HAVE THE TECH CALL BACK. :MED50:01/14/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004421802

Vehicle Information

VIN: 1D4GP45R05B [REDACTED]
Model Year: 2005
Make/Model: DODGE
CARAVAN SXT FWD
RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1061402198)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K0644B5358)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031522

Repair Information

Report#: SSV004421802
Open Date: 01/18/2005
Mileage: 17100
Warr Built Dt: 03/15/2004
Supplier RP: B1

Dealer Information

Zone/Cd: 42-68892
Name: KAHLO JEEP-CHRY-DODGE OF
Address: 7984 US 40 WEST
KNIGHTSTOWN, IN 46148
Phone: INACTIVE
765 345-5731

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: HEADLAMPS TURN OFF AT TIMES. HEADLAMP SWITCH HAS TO BE WIGGLED TO GET THEM TO TURN BACK ON. NO CODES SET. OTHER TIMES THE HEADLIGHTS WILL NO T
TURN ON, UNTIL THE SWITCH IS WIGGLED BACK AND FORTH. :KB18:01/18/2 005

Service Action: ADVISED TECH BASED ON PRIOR CASES, TO REPLACE THE HEADLAMP SWITCH. : KB18:01/18/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004415466

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1222402310)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2234B7818)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081606

Report#: SSV004415466
Open Date: 01/20/2005
Mileage: 1921
Warr Built Dt: 08/16/2004
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 CUSTOMER SAYS THE HEADLAMPS WILL NOT COME ON AT TIMES ..THE TECH H AS NOT DUPLICATED THE CONCERN .. ALSO THE AIR BAG LAMP COMES ON AND OFF AND HAS A CODE FOR DRIVERS SQUIB 1 CIRCUIT OPEN ..THE TECH HAS NOT DUPLICATED THIS CONCERN EITHER .. :JIP3:01/12/2005

Service Action: ADVISED THE TECH TO CHECK THE FCM AND THE IPM FOR ANY LOSE CONNECTIONS ALSO THE TECH WILL CHECK THE BASE OF THE STEERING COLUMN FOR ANY LOSE CONNECTIONS .. :JIP3:01/12/2005 HEADLIGHTS DO NOT TURN ON AT TIMES . ADVISED TECH TRY A NEW HEADLIGHT SWITCH. CHECK BCM FOR SWITCH INPUT.
 :RAL10:01/20/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004424147

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L15R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1224401475)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2234A2627)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082016

Report#: SSV004424147
Open Date: 01/20/2005
Mileage: 4829
Warr Built Dt: 08/20/2004
Supplier RP: R1

Zone/Cd: 35-43866
Name: MANASSAS DODGE
Address: 9020 LIBERIA AVE
 MANASSAS, VA 201105322
Phone: INACTIVE
 703 361-5866

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:HEADLIGHTS ARE INOP AT TIMES. THEY WILL NOT TURN ON. :RAL10:01/20/2 005
Service Action:ADVISED TECH REPLACE THE HEADLIGHT SWITCH. :RAL10:01/20/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 656362197851

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L65 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1061400221)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0764B5470)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032014

Report#: 656362197851
Open Date: 01/26/2005
Mileage: 11092
Warr Built Dt: 03/20/2004
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAA	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS WILL NOT COME ON,PARTS HERE 5558

Service Comment:REPLACED HEADLAMP SWITCH

Service Action:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004415466

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R55 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1222402310)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2234B7818)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081606

Report#: SSV004415466
Open Date: 01/12/2005
Mileage: 1921
Warr Built Dt: 08/16/2004
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 CUSTOMER SAYS THE HEADLAMPS WILL NOT COME ON AT TIMES ..THE TECH H AS NOT DUPLICATED THE CONCERN .. ALSO THE AIR BAG LAMP COMES ON AND OFF AND HAS A CODE FOR DRIVERS SQUIB 1 CIRCUIT OPEN ..THE TECH HAS NOT DUPLICATED THIS CONCERN EITHER .. :JIP3:01/12/2005

Service Action: ADVISED THE TECH TO CHECK THE FCM AND THE IPM FOR ANY LOSE CONNECTIONS ALSO THE TECH WILL CHECK THE BASE OF THE STEERING COLUMN FOR ANY LOSE CONNECTIONS .. :JIP3:01/12/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 420681274761

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 #:1247404178)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2594A0465)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092108

Report#: 420681274761
Open Date: 01/25/2005
Mileage: 5943
Warr Built Dt: 09/21/2004
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651J8AB	SWITCH -LIGHTING CONTROL	1	40.60	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:HEAD LIGHTS GO OFF WHILE DRIVING
Service Comment:FOUND OPEN CIRCUIT IN HEADLAMP SWITCH
Service Action:REPLACED HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004418921

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R45B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1189402057)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1904B7645)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 072706

Report#: SSV004418921
Open Date: 01/14/2005
Mileage: 644
Warr Built Dt: 07/27/2004
Supplier RP: B1

Zone/Cd: 35-51448
Name: JOHN P HUGHES MTR CO INC
Address: ROUTE 29 N & LAKEVIEW DR
 MADISON HEIGHTS, VA 24572
Phone: INACTIVE
 434 845-4511

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 HEADLAMPS ARE INOP. THERE ARE NO CODES. THE DLR CAN ACTUATE THE H EADLAMPS AND THEY COME ON. :DAH18:01/14/2005
Service Action:THE NEEDS TO CHECK THE FCM AND IPM CONNECTION. ALSO MONITOR THE HEADLA MP SWITCH CIRCUIT AT THE BCM. :DAH18:01/14/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004419072

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R65 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1070401248)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0824B5270)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032408

Report#: SSV004419072
Open Date: 01/14/2005
Mileage: 7198
Warr Built Dt: 03/24/2004
Supplier RP: B1

Zone/Cd: 42-64792
Name: GILDENMEISTER MOTOR CO
Address: 1111 CASTALIA STREET
 BELLEVUE, OH 448111158
Phone: 419 483-3281

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: HEADLIGHTS WILL QUIT WORKING AT TIMES. THE TECH CANNOT DUPLICATE THE C OMPLAINT. :CJK35:01/14/2005

Service Action: ADVISED THE TECH TO CHEC KG300 AND G301. DUPLICATE THE COMPLAINT, CHEC K THE HEADLAMP SWITC HVOLTAGE IN THE BCM. :CJK35:01/14/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 410980680801

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R65R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1076401802)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0794B5240)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 040207

Report#: 410980680801
Open Date: 01/18/2005
Mileage: 17659
Warr Built Dt: 04/02/2004
Supplier RP: TP

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAA	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUST STATES HEAD LIGHTS ARE INOPERATIVE AT TIMES WHEN ON ,SPECIAL ORDERE

Service Comment:HEADLIGHT SWITCH OPEN INTERMITTENT

Service Action:REPLACED HEADLIGHT SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004414378

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R85B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1027401798)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0364B7913)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 021316

Report#: SSV004414378
Open Date: 01/11/2005
Mileage: 19959
Warr Built Dt: 02/13/2004
Supplier RP: B1

Zone/Cd: 66-44819
Name: FAIRBANKS DODGE
Address: 5401 WEST SAMPLE RD
 COCONUT CREEK, FL 33073
Phone: INACTIVE
 954 973-3444

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE HEADLAMPS AND THE INTERIOR LAMPS WILL FLICKER AT T IMES. :DSS29:01/11/2005

Service Action: ADVISED TO CHECK THE GROUNDS AND THE IPM FOR ANY LOOSE TERMINALS. :D SS29:01/11/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004415417

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L95R [REDACTED]

Report#: SSV004415417

Zone/Cd: 35-68182

Model Year: 2005

Open Date: 01/12/2005

Name: TUNKHANNOCK AUTO MART INC

Make/Model: CHRYSLER

Mileage: 13000

Address: 509 STATE ROUTE 29 SOUTH

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 03/17/2004

TUNKHANNOCK, PA 186579805

RSYP53

Supplier RP: R1

Phone: 570 836-2266

Engine: EGH-3.8L V6 OHV Engine (Ser #:1054402951)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0624B7521)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 031711

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEADLAMPS WONT COME ON THE TECH CANT DUPCLATE THE CONCERN :JLH12 5:01/12/2005

Service Action:TRY TO DUPCLATE THE CONCERN CHECK THE MUX VOLTAGE TO THE BCM FROM THE HEAD LAMP SWITCH AND POWER AND GROUNDS TO THE HEADLAMPS FROM THE FCM

:JLH125:01/12/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004416416

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R05B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1121400689)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1264B8472)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 051112

Report#: SSV004416416
Open Date: 01/12/2005
Mileage: 9387
Warr Built Dt: 05/11/2004
Supplier RP: B1

Zone/Cd: 51-43172
Name: NORTHWEST VALLEY DODGE INC
Address: 881 EAST CHICAGO STREET
 ELGIN, IL 60120
Phone: INACTIVE
 847 888-8222

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 HEADLIGHTS WILL SHUT OFF WHILE GOING DOWN THE ROAD. :DAH18:01/1 2/2005
Service Action:THE DLR PROBABLY HAS AN ISSUE WITH THE FCM. :DAH18:01/12/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004417208

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R35B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1190400889)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1904B6335)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 072620

Report#: SSV004417208
Open Date: 01/13/2005
Mileage: 1
Warr Built Dt: 07/26/2004
Supplier RP: B1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE HEAD LAMPS WILL SHUT OFF AT TIMES. TECH FOUND THE HEAD LAMP SWITCH TO BE AT FAULT. :JGB38:01/13/2005

Service Action:ADVISED TECH TO ORDER THE SWITCH THROUGH NORMAL PARTS. :JGB38:01/13/ 2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004412358

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R45 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1356302428)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0064B5630)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 012312

Report#: SSV004412358
Open Date: 01/10/2005
Mileage: 95
Warr Built Dt: 01/23/2004
Supplier RP: B1

Zone/Cd: 35-66320
Name: DARCARS CHRYSLER JEEP DODGE OF
Address: 5060 AUTH WAY
 TEMPLE HILLS, MD 20746
Phone: 301 423-0853
 301 423-5111

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: HEADLIGHTS INOPERATIVE. NO CODES. TECH STATES THE BCM IS NOT SUPPLYING ANY VOLTAGE TO THE HEADLAMP SWITCH. TECH REQUESTING A NEW BCM.

:MED50:01/10/2005

Service Action: AUTHORIZED BCM. DEALER TO ORDER THRU FUNCTION 11 EXCHANGE. :MED50: 01/10/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004412695

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R85B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1149400234)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1494B7550)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 060913

Report#: SSV004412695
Open Date: 01/10/2005
Mileage: 2228
Warr Built Dt: 06/09/2004
Supplier RP: B1

Zone/Cd: 32-44224
Name: JOLLY JOHN AUTO CITY
Address: ROUTE 1, 824 PORTLAND RD
 SACO, ME 040729801
Phone: 207 282-4101

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: WHEN TURNING THE HEADLAMPS ON THE DASH LIGHTS COME ON BUT THE HEADLAMP S DO NOT COME ON. THERE IS A CODE IN THE BCM FOR FRONT FOG LAMP OPEN. THIS IS AN INTERMITTENT CONCERN. :DAH18:01/10/2005

Service Action: THE DLR WOULD NEED TO DUPLICATE THE CONCERN AND DETERMINE IF THE BCM I S SEEING THE HEADLAMPS ON. THE DLR ALSO CAN CHECK THE RESISTANCE VALUE OF THE HEADLAMP SWITCH TO DETERMINE IF THERE IS A SWTICH ISSUE. :DA H18:01/10/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004413036

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L75 [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: DODGE GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1139402876)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1434B6609)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 052609</p>	<p>Report#: SSV004413036</p> <p>Open Date: 01/10/2005</p> <p>Mileage: 8811</p> <p>Warr Built Dt: 05/26/2004</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 42-68467</p> <p>Name: FEENY CHRYSLER-JEEP-DODGE OF</p> <p>Address: 7400 EASTMAN AVE MIDLAND, MI 486427809</p> <p>Phone: 989 631-8900</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS ARE INOP AT TIMES AND IT HAS A CODE HEAD LAMP SWITCH MI SMATCH :JLS182:01/10/2005

Service Action:ADVISED THE TECH TO REPLACE THE HEADLAMP SWITCH :JLS182:01/10/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004415466

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R55 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1222402310)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2234B7818)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081606

Report#: SSV004415466
Open Date: 01/12/2005
Mileage: 1921
Warr Built Dt: 08/16/2004
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 CUSTOMER SAYS THE HEADLAMPS WILL NOT COME ON AT TIMES ..THE TECH H AS NOT DUPLICATED THE CONCERN .. ALSO THE AIR BAG LAMP COMES ON AND OFF AND HAS A CODE FOR DRIVERS SQUIB 1 CIRCUIT OPEN ..THE TECH HAS NOT DUPLICATED THIS CONCERN EITHER .. :JIP3:01/12/2005

Service Action: ADVISED THE TECH TO CHECK THE FCM AND THE IPM FOR ANY LOSE CONNECTIONS ALSO THE TECH WILL CHECK THE BASE OF THE STEERING COLUMN FOR ANY LOSE CONNECTIONS .. :JIP3:01/12/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004410992

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R75R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LX FWD
 RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1051401848)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0564B7558)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 030913

Report#: SSV004410992
Open Date: 01/07/2005
Mileage: 2000
Warr Built Dt: 03/09/2004
Supplier RP: R1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLIGHTS AND PARK LIGHTS ARE ACTING ERRATICALLY. :RAL10:01/07/200 5

Service Action: ADVISED TECH CHECK SWITCH CONNECTIONS. REPLACE IF NECESSARY AND LUBE W ITH DIELECTRIC. :RAL10:01/07/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004418950

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 #:1064400812)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0644B6502)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031718

Report#: SSV004418950
Open Date: 01/14/2005
Mileage: 5640
Warr Built Dt: 03/17/2004
Supplier RP: R1

Zone/Cd: 51-68903
Name: JACKSONVILLE CHRYSLER-DODGE, I
Address: 1600 W MORTON AVE
 JACKSONVILLE, IL 626502718
Phone: 217 243-3333
 217 243-3371

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: HEADLIGHTS WILL NOT WORK INTERMINTENT. NO CODES. CALLED IS NOT THE T ECH, CALLER DOES NOT KNOW WHAT TESTS WERE DONE, AND THE TECH IS NOT A
 VAILABLE TO COME TO THE PHONE. :MED50:01/14/2005
Service Action: ADVISED THE CALLER TO HAVE THE TECH CALL BACK. :MED50:01/14/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004405078

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L45 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1345300370)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0204A0066)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 012610

Report#: SSV004405078
Open Date: 01/03/2005
Mileage: 5895
Warr Built Dt: 01/26/2004
Supplier RP: R1

Zone/Cd: 32-44781
Name: DANBURY CHRYSLER JEEP DODGE
Address: 100B FEDERAL ROAD
 DANBURY, CT 06810
Phone: 203 730-5737

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 AUTO HEADLAMPS ARE INOP AND THE TECH SAID THE VEH IS NOT EQUIPED W ITH AUTO HEADLAMPS AND HAD A CODE FOR SWITCH MISMATCH AND AT TIMES IT WOULD NOT START IN THE MORNING ONTIL IT IS JUMP STARTED AND THE TECH C AN T VARRIFY THE STARTING CONCIRN.THEN A COUPLE DAYS LATER THE WIPER,S LIDING DOORS AND RADIO WILL START MOVING AND GOING ON AND OFF AT TIMES

Service Action:ADVISED THE TECH TO REPLACE THE BCM :JLS182:01/03/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004405172

Vehicle Information

Repair Information

Dealer Information

VIN: 1D8GP45R35 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1251403668)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2534B7645)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 091614

Report#: SSV004405172
Open Date: 01/03/2005
Mileage: 10582
Warr Built Dt: 09/16/2004
Supplier RP: B1

Zone/Cd: 35-42137
Name: ROTOLO'S DODGE-CHRY-JEEP
Address: ROUTE 88 NORTH
 CHARLEROI, PA 15022
Phone: 724 489-9571

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINS OF HEADLIGHTS THAT FLICKER ON AND OFF WHILE DRIVING -- DLR HAS NOT DUPLICATED -- DLR HAS NO CODES IN THE BCM. DLR DID PERFORM M THE FLASH FOR A DOOR LOCK COMPLAINT ALSO.. :KS1:01/03/2005

Service Action: DLR TO CHECK THE POWER AND THE GRDS TO THE BCM - DLR TO CHECK FOR CODE S IN THE FCM - CHECK THE CONNECTIONS AT THE LOWER IPM AND THE FCM AS NEEDED.. :KS1:01/03/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004405989

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R05 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1233401787)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2434B5452)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 090807

Report#: SSV004405989
Open Date: 01/04/2005
Mileage: 2916
Warr Built Dt: 09/08/2004
Supplier RP: B1

Zone/Cd: 32-41461
Name: DOAN DODGE
Address: 4477 RIDGE RD W
 ROCHESTER, NY 146263549
Phone: 585 352-6600
 585 225-8000

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: HEADLIGHTS ARE ACTING ERRATICALLY, WILL NOT TURN ON AT TIMES. TURN OFF WHILE DRIVING. :RAL10:01/04/2005

Service Action: ADVISED TECH REPLACE THE HEADLIGHT SWITCH PER CASES AND MEMOS. :RAL 10:01/04/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004406223

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 #:1050402832)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0554B5017)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 030519

Report#: SSV004406223
Open Date: 01/04/2005
Mileage: 6970
Warr Built Dt: 03/05/2004
Supplier RP: B1

Zone/Cd: 32-44581
Name: OASIS DODGE INC
Address: 3698 ROUTE 9 SOUTH
 OLD BRIDGE, NJ 08857
Phone: INACTIVE
 732 591-1111

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS ARE FLICKERING WHEN GOING DOWN THE ROAD THE TECH CANT D UPCLATE THE CONCERN :JLH125:01/04/2005

Service Action:TECH NEEDS TO DUPCLATE THE CONCERN :JLH125:01/04/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004406879

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L15R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1174402253)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1744B5018)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062318

Report#: SSV004406879
Open Date: 01/04/2005
Mileage: 13290
Warr Built Dt: 06/23/2004
Supplier RP: R1

Zone/Cd: 35-43493
Name: C CLASSIC DODGE CHRYSLER JEEP
Address: 1238 SOUTH SECOND STREET
 CLEARFIELD, PA 168302596
Phone: 814 765-2500

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: HEADLIGHTS SOMETIMES WILL NOT TURN ON OR NOT TURN OFF, FAULT IN FCM FOR FOG LAMP RELAY OPEN, VAN HAS NO FOG LAMPS AND FAULT WILL NOT ERASE. FCM
 FAULT FOR FOG LAMP RELAY OPEN :TDZ:01/04/2005

Service Action: TAKE A LOOK AT STAR ONLINE CASE K17859264 TO SEE IF IT RESEMBLES YOUR CONCERN. :TDZ:01/04/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004408337

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54LX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1238402672)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2364B7548)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090723

Report#: SSV004408337
Open Date: 01/05/2005
Mileage: 6344
Warr Built Dt: 09/07/2004
Supplier RP: R1

Zone/Cd: 42-68672
Name: PALACE CHRYSLER JEEP INC
Address: 3800 SOUTH LAPEER RD
 LAKE ORION, MI 483591325
Phone: INACTIVE
 248 393-2222

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: HEADLIGHTS ARE FLICKERING ON AND OFF, CUSTOMER PLAYS WITH SWITCH AND I T STOPS. :RAL10:01/05/2005
Service Action: ADVISED TECH REPLACE SWITCH AND INSTALL LUBE ON CONNECTERS. :RAL10: 01/05/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004409340

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R45R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1090400198)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1194B6284)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 050311

Report#: SSV004409340
Open Date: 01/06/2005
Mileage: 9099
Warr Built Dt: 05/03/2004
Supplier RP: R1

Zone/Cd: 32-64373
Name: FOSTER MOTORS INC
Address: ROUTE 7 SOUTH
 MIDDLEBURY, VT 05753
Phone: 802 388-9961
 802 388-6757

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: HEAD LIGHTS GO OUT INTERMITTENTLY OR DON T COME ON. DASH LIGHTS WORK. CODE BCM FRONT FOG INDICATOR/ RELAY OPEN CODES. NOT EQUIPPED FOR FOG LIGHTS. :EAW2:01/06/2005

Service Action: ADVISED TO IGNORE THE FOG LAMP CODE. SUGGESTED WHEN PROBLEM IS OCCURIN G TO LOOK AT THE BCM HEAD LIGHT INPUT. IF THE INPUT SHOWS INCORRECT, N EED TO CHECK HEAD LAMP SWITCH AND WIRING. IF INPUT TO BCM IS CORRECT, POSSIBLE FCM ISSUE. :EAW2:01/06/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004409663

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R95B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1051401590)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0714B5766)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031913

Report#: SSV004409663
Open Date: 01/06/2005
Mileage: 25013
Warr Built Dt: 03/19/2004
Supplier RP: B1

Zone/Cd: 71-43101
Name: RAINIER DODGE INC
Address: 2550 CARRIAGE LOOP DRIVE
 OLYMPIA, WA 985021101
Phone: 360 754-5550

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: HEADLAMPS WILL NOT COME ON WHEN THE SWITCH IS ON. TECH CANNOT DUPLICAT E THE COMPLAINT. :CJK35:01/06/2005

Service Action: ADVISED THE TECH TO CHECK G300 AND G301. TECH TO DUPLICATE THE COMPLAI NT, CHECK THE HEADLAMP SIWTC H MUX VOLTAGE AT THE TIME OF FAILURE. :C JK35:01/06/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004410062

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R95B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1173401769)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1774B6746)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 062821

Report#: SSV004410062
Open Date: 01/06/2005
Mileage: 15247
Warr Built Dt: 06/28/2004
Supplier RP: B1

Zone/Cd: 51-44522
Name: O'BRIEN DODGE OF BLOOMINGTON
Address: 2 AUTO ROW DRIVE
 BLOOMINGTON, IL 617040900
Phone: INACTIVE
 309 829-1222

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: HEADLIGHTS INOPERATIVE UNLESS FLASH TO PASS IS HELD ON. HAS CODES FOG LIGHTS - EVENTHOUGH VEHICLE IS NOT EQUIPPED. :EAW2:01/06/2005

Service Action: TECH DUPLICATED WITH ME ON THE LINE. THE BCM DID SHOW LAMPS SELECTED. WOULD RECOMMEND REPLACEMENT OF FCM. :EAW2:01/06/2005

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004410302

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R75B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1119400726)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1254B5466)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 050723

Report#: SSV004410302
Open Date: 01/06/2005
Mileage: 20000
Warr Built Dt: 05/07/2004
Supplier RP: B1

Zone/Cd: 51-43927
Name: RIVERSIDE AUTO SALES OF MARINE
Address: 4030 HALL AVE
 MARINETTE, WI 54143
Phone: 715 735-3361

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 HEADLIGHTS WILL TURN OFF WHILE DRIVING AND THEY CAN CYCLE THE SWIT CH AND THE LIGHTS WILL COME BACK ON AND THEN THEY GOT STUCK OFF AND WO ULD NOT TURN ON THEN THEY STARTED WORKING AGAIN. :JLS182:01/06/2005

Service Action:ADVISED THE TECH TO TRY A NEW HEADLAMP SWITCH. :JLS182:01/06/2005

Correction:

Zone Technical Advisor Report



CONCERN #1

Customer Concern:

Headlamps do not work with headlamp switch selector in 'automatic' position.

Root Cause:

Unknown, module configuration?

Repair Action:

At the direction of STAR dealership has replaced the BCM x3, headlamp switch x1 and the OTIS x1. Problem originally started as no high beams with the headlamp switch in the automatic position. After the BCM replacements there are no exterior lamps with the headlamp selector in automatic but all lamps work when the headlamp switch is placed in the manual on position.
Current BCM; hardware: 5082502AE, software: 04839664AE.
Current FCM; 05144579AB s/w 5.14 eeprom 1.0.
Confirmed MUX input values; headlamp switch: auto 4.21v, off 3.31v, park 2.37v, on 1.49v.
High beam switch: off 4.53 v, flash to pass 3.72 v, on 2.39v.
Only DTC stored is intermittent HL switch mismatch.
Customer demands functionality of automatic headlamps.

TSB Group: 08

Repair Successful: N

Issue Number: RT3742JG110501
Business Group: Northeast Business Center
Location: Technical Advisor
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Greenhalgh, John
Phone: +1 508 965 8620
Created On: 01/11/2005

Images: 0

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
RS	5R [REDACTED]	1970	030407	26327	EGH 1042 4022 54	DGL K058 4B53 29	

Zone Technical Advisor Report



Part Information

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

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 416262237381

Vehicle Information

VIN: 2D4GP44L65 [REDACTED]
Model Year: 2005
Make/Model: DODGE
GRAND CARAVAN SXT FWD
RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1244401555)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2304B7650)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091504

Repair Information

Report#: 416262237381
Open Date: 01/05/2005
Mileage: 135
Warr Built Dt: 09/15/2004
Supplier RP: TP

Dealer Information

Zone/Cd: 42-41626
Name: CHARLIE'S DODGE CHRYSLER JEEP
Address: 725 ILLINOIS AVENUE
MAUMEE, OH 435371796
Phone: 419 893-7690
419 893-0241

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL651J8AA	SWITCH -LIGHTING CONTROL	1	56.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE HEADLIGHTS AND FOG LIGHTS ARE INOP

Service Comment:

Service Action:R&R HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004403806

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B65E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6030400457)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0614A1429)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031708

Report#: SSV004403806
Open Date: 12/30/2004
Mileage: 10021
Warr Built Dt: 03/17/2004
Supplier RP: B1

Zone/Cd: 51-42569
Name: KEY DODGE
Address: 3700 16TH STREET
 MOLINE, IL 61265
Phone: INACTIVE
 309 764-5681

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: HEADLAMPS INOPERATIVE INTERMINTENT. CODES, FRONT FOG INDICATOR OPEN, FRONT FOG RELAY CIRCUIT OPEN. TECH STATES THE VEHICLE DOES NOT HAVE FO G
 LAMPS. :MED50:12/30/2004

Service Action: ADVISED THE TECH TO MAKE SURE THE FOG LAMPS ARE NOT ACTIVATED IN THE B CM. :MED50:12/30/2004 AUTHORIZED FUNCTION 11 :MAT19:12/30/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R1531150501A

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L65R [REDACTED]

Report#: 5R1531150501A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 01/07/2005

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 14000

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SXT FWD

Warr Built Dt: 03/11/2004

AUBURN HILLS, MI 48326-2757

RSKH53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1048401421)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0404B8028)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 031115

Service Narrative Information

Evaluator's Comment:FOG LIGHT BURNT OUT. HEADLIGHTS NOT WORKING PROPERLY

Service Action:SCHEDULED APPOINTMENT AT QRC

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004399091

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R95B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1093400693)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0914B6486)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 041319

Report#: SSV004399091
Open Date: 12/27/2004
Mileage: 41
Warr Built Dt: 04/13/2004
Supplier RP: B1

Zone/Cd: 32-68242
Name: STAR CHRYSLER JEEP DODGE
Address: 211-10 JAMAICA AVENUE
 QUEENS VILLAGE, NY 11428
Phone: 718 479-6238
 718 479-6200

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: OWNER COMPLAINS THAT THE VEHICLE HAS NO HEAD LIGHTS. DLR HAD A CODE FO R HEAD LAMP SWITCH MISMATCH. :KS1:12/27/2004

Service Action: DLR TO CHECK THE RESISTANCES OF THE HEAD LAMP SWITCH FROM THE SWITCH A ND THE BCM.. VALUES ARE SHOWN ON 8L-13 :KS1:12/27/2004

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5R1531610412A

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]

Report#: 5R1531610412A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 12/31/2004

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 18643

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SXT FWD

Warr Built Dt: 03/09/2004

AUBURN HILLS, MI 48326-2757

RSKH53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1042402620)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0634B7877)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 030912

Service Narrative Information

Evaluator's Comment: HEADLAMPS WOULD NOT TURN ON WHEN SWITCHED PLACE IN THE ON POSITION.

Service Action: WORKED WITH SWITCH GROUP ENGINEERS TO REPLACE THE HEADLAMP SWITCH. CURRENTLY USING SWITCH THAT DOES NOT MATCH INTERIOR COLOR. MATCHING SWITCH ON ORDER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004396004

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 #:1071400836)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0754B5653)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032606

Report#: SSV004396004
Open Date: 12/21/2004
Mileage: 4079
Warr Built Dt: 03/26/2004
Supplier RP: B1

Zone/Cd: 51-42824
Name: ROYAL GATE DODGE CHRYSLER JEEP
Address: 15502 MANCHESTER RD
 ELLISVILLE, MO 630113079
Phone: 636 394-3400

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: FAULT CODES FOG INDICATOR OUTPUT OPEN VAN NOT BUILT WITH FOG LIGHTS CU ST COMPLAINT OF HEADLAMPS DONT COME ON AT TIMES CUSTCONCERNDUPLICATE D
 NO REPAIRSPARTSTESTSFAULTCODES CHECK FAULT CODES TEST OPP ONLY :MDM7:12/21/2004

Service Action: YOU CAN IGNORE THE FOG LAMP OUT DTC, SEE STAR ONLINE CASE K17859264 FO R HEADLAMP OPERATION CONCERN. :MDM7:12/21/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004396487

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 #:1064400993)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0124B5114)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031919

Report#: SSV004396487
Open Date: 12/21/2004
Mileage: 4613
Warr Built Dt: 03/19/2004
Supplier RP: R1

Zone/Cd: 35-64802
Name: FLETCHER'S GARAGE
Address: MAIN STREET
 FRYBURG, PA 16326
Phone: INACTIVE
 814 354-2250

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: AT TIMES THERE ARE NO HEADLAMPS, INTERIOR OR DASH LIGHTS. THERE ARE NO STORED CODES. THE DLR HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN.

:DAH18:12/21/2004

Service Action: THE DLR NEEDS TO THE HEADLAMP SWITCH AND THE BCM FOR A POSSIBLE ISSUE. :DAH18:12/21/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004372461

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 #:1217402214)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2154B7980)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081210

Report#: SSV004372461
Open Date: 12/23/2004
Mileage: 1927
Warr Built Dt: 08/12/2004
Supplier RP: R1

Zone/Cd: 74-44613
Name: JAY WOLFE DODGE-CHRY-JEEP INC
Address: 1051 SOUTHEAST OLDHAM PARKWAY
 LEE'S SUMMIT, MO 64081
Phone: INACTIVE
 816 525-9825

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: AUTO HEADLAMPS DO NOT COME ON. WHEN MONITORING BCM THE DRB READS NO RE SPONSE THEN GETS RESPONSE AND GOES BACK AND FORTH. BCM DOES SEE SWITCH INPUT. :RRM4:11/29/2004 CHECKED POWERS AND GROUNDS..... :MAT 19:11/29/2004 AUTO HEADLAMPS ARE STILL INOP AFTER REPLACING THE BCM. AUTO HEAD LAMP SWITCH MISMATCH CODE PRESENT IN THE BCM. :CJK35:12/22

Service Action: ADVISED TECH TO CHECK BCM POWERS AND GROUNDS AND IF GOOD REPLACE AS NE EDED. :RRM4:11/29/2004 AUTHORIZED FUNCTION 11 :MAT19:11/29/2004 ADVISED THE TECH TO MAKE SURE THAT THE CORRECT HEADLAMP SWITCH IS BEIN G USED IN THE VEHICLE. :CJK35:12/22/2004 **12/23/04**TECH CALLED BA CK. SWAPPED A KNOWN GOOD HEADLAMP SWITCH THAT SUPPORTS THE AUTO FUNCTI ON; SAME CODE EXISTS. ADVISED TECH TO PULL C5 FROM THE BCM AND MEASURE RESISTANCE BETWEEN PINS 17 AND 18 WITH THE SWITCH IN THE AUTO MODE; T HE RESISTANCE SHOULD BE 10,056-10,264 OHMS. TECH GOES TO C5 AND THERE IS NO CONNECTOR TO PLUG INTO THE BCM. THE STRANGE THING HERE IS THAT A LL OF THE FUNCTIONS THAT ARE SUPPOSED TO BE IN C5 ARE FUNCTIONAL; SEE PAGE 8W-80-16. THE 2004 SERVICE

MANUAL SHOWS THE SAME SETUP. THE BODY BOOK SHOWS THE SAME CONNECTOR CONFIGURATION. TECH IS GOING TO BRING IN ANOTHER 2005 VEHICLE AND COMPARE THE BCM CONNECTOR CONFIGURATION. : KB18:12/23/2004 **12/23/04**TECH CALLED BACK. THE KNOWN GOOD VEHICLE HAS THE SAME CONNECTOR SETUP; NO 34 WAY TO PLUG INTO BCM C5. THE BCM F

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004398006

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L95R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: DODGE GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1243400673)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2434A0725)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 091014</p>	<p>Report#: SSV004398006</p> <p>Open Date: 12/23/2004</p> <p>Mileage: 5572</p> <p>Warr Built Dt: 09/10/2004</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 35-59663</p> <p>Name: COURTESY MOTOR SALES INC</p> <p>Address: 3100 PLEASANT VALLEY BLVD ALTOONA, PA 16602</p> <p>Phone: 814 944-2076</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: THE HEADLIGHTS ARE INOP. THE PARK LAMPS WORK. THERE HEADLAMP SWITCH IS INTERMITTENTLY INOP. THERE IS A CODE FOR HEADLAMP MISMATCH. :DAH18: 12/23/2004

Service Action: THE DLR NEEDS TO CHECK FOR AN ISSUE WITH THE HEADLAMP SWITCH. :DAH18 :12/23/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004398401

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45RX5B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1091401816)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1064B5713)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 042311

Report#: SSV004398401
Open Date: 12/23/2004
Mileage: 20225
Warr Built Dt: 04/23/2004
Supplier RP: B1

Zone/Cd: 35-66479
Name: BERGEY'S CHRYSLER JEEP DODGE
Address: 408 HARLEYSVILLE PIKE
 SOUDERTON, PA 189642141
Phone: 215 721-3490
 215 721-3470

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: HEADLIGHTS ARE CUTTING OUT WHILE DRIVING. :CJK35:12/23/2004
Service Action: ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS. TECH TO CHECK THE HEA DLAMP SWITCH INPUT TO THE BCM. :CJK35:12/23/2004
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004398848

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R95B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1110401610)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1144B6314)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 042816

Report#: SSV004398848
Open Date: 12/23/2004
Mileage: 15817
Warr Built Dt: 04/28/2004
Supplier RP: B1

Zone/Cd: 74-24280
Name: HASTINGS CHRYSLER CENTER INC
Address: 2980 HIGHWAY 61 SOUTH
 HASTINGS, MN 550334022
Phone: 651 437-5200

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: THE HEADLAMPS GO OFF WHILE GOING DOWN THE ROAD. THERE ARE NO CODES. TH IS IS AN INTERMITTENT CONCERN. :DAH18:12/23/2004

Service Action: THE DLR NEEDS TO CHECK THE CONNECTIONS AT THE FCM. IF NO ISSUE WITH TH E HEADLAMP SWITCH THEN THE DLR NEEDS TO LOOK AT A POSSIBLE FCM ISSUE.
 :DAH18:12/23/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 631061500201

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 #:1191400149)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2014B5596)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 072714

Report#: 631061500201
Open Date: 12/17/2004
Mileage: 6284
Warr Built Dt: 07/27/2004
Supplier RP: TP

Zone/Cd: 71-63106
Name: BREWER CHRYSLER INC
Address: 2201 AUBURN WAY NORTH
 AUBURN, WA 980022821
Phone: INACTIVE
 253 833-5500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0YD211DVAA	SWITCH -LIGHTING CONTROL	1	53.62	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:C/S LAST NIGHT THE HEADLIGHTS DIDNOT COME WHEN SWITCH WAS ON UNLESS TURN

Service Comment:FAILED SWITCH ASSY

Service Action:REPLACED SWITCH AND RECHECKED GOOD.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004394816

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 #:1216401042)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2184B6475)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081108

Report#: SSV004394816
Open Date: 12/20/2004
Mileage: 4909
Warr Built Dt: 08/11/2004
Supplier RP: R1

Zone/Cd: 66-43549
Name: BREWBAKER DODGE CHRYSLER JEEP
Address: 300 EASTERN BLVD
 MONTGOMERY, AL 361172012
Phone: 334 279-0174

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: HEADLIGHTS, TAILLIGHTS, DASH AND DOME LAMPS FLICKERS, CHECK G301. NOT THE PROBLEM. :DG19:12/20/2004
Service Action: TRY REPLACING THE HEADLAMP SWITCH. :DG19:12/20/2004
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004376196

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP64L35 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY LIMITED FWD
 RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1251402716)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2584A3333)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092014

Report#: SSV004376196
Open Date: 12/14/2004
Mileage: 616
Warr Built Dt: 09/20/2004
Supplier RP: R1

Zone/Cd: 32-60137
Name: CROSSTOWN MOTORS
Address: 650 MEADOW STREET
 LITTLETON, NH 03561
Phone: 603 444-7771

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: HEAD LIGHTS FLICKER WHEN NOT TURNED ON, LIGHTS FLICKER WHEN TURNED ON, TAP ON SWITCH LIGHTS FLICKER, PART NOT AVAILABLE FOR 12 WEEKS UNIT DOWN WITH 616 MILES IN SERVICE DATE 11/22/04. RESTRICTED PART NUMBERS ZL6 61DVAD HEAD LIGHT SWITCH MINIMAL 12 WEEK WAIT FOR PART WAS TOLD TO CALL DAVE CLARK AT 248-944-0390. MAIL BOX FULL WILL NOT TAKE MESSAGES!!

Service Action: CONTACT EXPEDITING AFTER 24HRS TO UPGRADE TO VOR :MDM7:12/01/2004 V OR SINCE 12/01/04 PRIOR CONFIRMATION # 58147. IF YOU TAP ON THE HEADLIGHT SWITCH THE LIGHTS WILL GO ON/OFF OR WILL GO ON IF LEFT UNATTENDED. STILL NO RELEASE DATE FOR SWITCH. ARE THERE ANY OTHER ISSUES OR SUGGESTIONS :DG19:12/14/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004390841

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L85 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1096401354)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1104B7738)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042210

Report#: SSV004390841
Open Date: 12/15/2004
Mileage: 6678
Warr Built Dt: 04/22/2004
Supplier RP: R1

Zone/Cd: 51-41458
Name: SOUTH COUNTY DODGE CHRYSLER JE
Address: 7127 S LINDBERGH BLVD
 ST. LOUIS, MO 631254305
Phone: 314 487-1010

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:DLR HAS A BCM CODE HEAD SWITCH MISMATCH - AUTO LIGHTS INOP - CODE CLEA RED AND IT COMES BACK. DLR HAS AN AUTO HEAD LAMP SWITCH IN THE VEHICLE .
 :KS1:12/15/2004
Service Action:DLR TO ORDER A HEAD LAMP SWITCH TO REPAIR - AUTO HEAD LAMPS ARE SALES CODE LMG. :KS1:12/15/2004
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004387205

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54LX5R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1138402090)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1394B6635)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 052710

Report#: SSV004387205
Open Date: 12/13/2004
Mileage: 10520
Warr Built Dt: 05/27/2004
Supplier RP: R1

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEADLAMPS DONT COME ON AT TIMES THE TECH CANT DUPCLATE THE CONCERN :JLH125:12/13/2004

Service Action:TRY TO DUPCLATE THE CONCERN :JLH125:12/13/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004387472

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1205402015)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2104B7744)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080421

Report#: SSV004387472
Open Date: 12/13/2004
Mileage: 4299
Warr Built Dt: 08/04/2004
Supplier RP: B1

Zone/Cd: 51-66786
Name: ROBERTS MOTORS INC
Address: 4350 ALBY
 ALTON, IL 620025999
Phone: INACTIVE
 618 466-7220

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: HEAD LAMPS WON T COME ON INTERMITTENTLY. :RCB13:12/13/2004

Service Action: TECH TO REPLACE THE SWITCH. :RCB13:12/13/2004

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004387644

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L95R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1147401064)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1534B8118)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 060307

Report#: SSV004387644
Open Date: 12/13/2004
Mileage: 2192
Warr Built Dt: 06/03/2004
Supplier RP: R1

Zone/Cd: 32-42490
Name: JOHNSON DODGE-CHRYSLER-JEEP
Address: 481 ROUTE 46 & NAUGHTRIGHT ROA
 BUDD LAKE, NJ 07828
Phone: 908 852-9250
 908 850-8700

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: HEADLAMPS INTERMITTENTLY GO OFF THEN COME BACK ON WHILE DRIVING. ALSO, THE POWER LOCKS ACTIVATED THEMSELVES ONE TIME. HASN T BEEN ABLE TO DUPLICATE EITHER ONE OF THESE CONDITIONS. :REC4:12/13/2004

Service Action: CHECK THE POWER AND GROUNDS FOR THE BCM AND FCM. REALLY NEEDS TO DUPLICATE BOTH CONDITIONS BEFORE ANY FURTHER DIAGNOSTICS CAN BE DONE. :REC4:12/13/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004372461

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2C8GP64L95R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: CHRYSLER TOWN & COUNTRY LIMITED FWD RSYS53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1217402214)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2154B7980)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 081210</p>	<p>Report#: SSV004372461</p> <p>Open Date: 12/22/2004</p> <p>Mileage: 1927</p> <p>Warr Built Dt: 08/12/2004</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 74-44613</p> <p>Name: JAY WOLFE DODGE-CHRY-JEEP INC</p> <p>Address: 1051 SOUTHEAST OLDHAM PARKWAY LEE'S SUMMIT, MO 64081</p> <p>Phone: INACTIVE 816 525-9825</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: AUTO HEADLAMPS DO NOT COME ON. WHEN MONITORING BCM THE DRB READS NO RE SPONSE THEN GETS RESPONSE AND GOES BACK AND FORTH. BCM DOES SEE SWITCH INPUT. :RRM4:11/29/2004 CHECKED POWERS AND GROUNDS..... :MAT 19:11/29/2004 AUTO HEADLAMPS ARE STILL INOP AFTER REPLACING THE BCM. AUTO HEAD LAMP SWITCH MISMATCH CODE PRESENT IN THE BCM. :CJK35:12/22

Service Action: ADVISED TECH TO CHECK BCM POWERS AND GROUNDS AND IF GOOD REPLACE AS NE EDED. :RRM4:11/29/2004 AUTHORIZED FUNCTION 11 :MAT19:11/29/2004 ADVISED THE TECH TO MAKE SURE THAT THE CORRECT HEADLAMP SWITCH IS BEIN G USED IN THE VEHICLE. :CJK35:12/22/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004385642

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R85R [REDACTED]

Report#: SSV004385642

Zone/Cd: 32-38770

Model Year: 2005

Open Date: 12/10/2004

Name: CANANDAIGUA CHRYSLER DODGE JEE

Make/Model: CHRYSLER

Mileage: 7930

Address: 2591 ROCHESTER RD

TOWN & COUNTRY LX FWD

Warr Built Dt: 03/19/2004

CANANDAIGUA, NY 144248007

RSYH53

Supplier RP: R1

Phone: 585 394-3440

Engine: EGA-3.3L V6 OHV Engine (Ser #:1064401003)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0724B6569)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 031909

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS ARE INOP AT TIMES TECH CANT DUPCLATE THE CONCERN :JLH 125:12/10/2004

Service Action:TRY TO DUPCLATE THE CONCERN :JLH125:12/10/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004385958

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 #:1062402135)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0714B6357)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031913

Report#: SSV004385958
Open Date: 12/10/2004
Mileage: 23472
Warr Built Dt: 03/19/2004
Supplier RP: B1

Zone/Cd: 63-59606
Name: LITTLE ROCK DODGE INC
Address: 5809 S UNIVERSITY
 LITTLE ROCK, AR 722092153
Phone: INACTIVE
 501 562-7200

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: HEAD LIGHTS FLICKER/OFF AND COME BACK INTERMITTENTLY. TECH UNABLE TO D UPLICATE. PERFORMED WIGGLE TEST ON HARNESSES AND CONNECTORS. :EAW2:
 12/10/2004

Service Action: RECOMMENDED CHECKING PINS ON MULTIFUNCTION SWITCH. IF CAN DUPLICATE, M ONITOR INPUTS ON FCM. :EAW2:12/10/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004386145

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 #:1208402525)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2134B6962)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080404

Report#: SSV004386145
Open Date: 12/10/2004
Mileage: 17369
Warr Built Dt: 08/04/2004
Supplier RP: R1

Zone/Cd: 51-44588
Name: HELLER MOTORS INC
Address: 720 S DEERFIELD RD
 PONTIAC, IL 61764
Phone: 815 842-1128

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 HEADLAMPS WILL NOT COME ON AT TIMES AND THE FOG LAMPS WILL COME ON AND OFF WHEN DRIVING THE TECH HAS NOT DUPLICATED THIS CONCERN ... :J
 IP3:12/10/2004

Service Action:ADVISED THE TECH TO CHECK THE GROUNDS FOR THE FCM AND THE BCM IF GOOD THEN THE TECH WILL TRY AND DUPLICATE THE CONCERN :JIP3:12/10/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004386587

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L05R [REDACTED]

Report#: SSV004386587

Zone/Cd: 51-54604

Model Year: 2005

Open Date: 12/10/2004

Name: OLIVER C JOSEPH INC

Make/Model: DODGE

Mileage: 6121

Address: 3795 WEST STATE ROUTE 15

GRAND CARAVAN SXT FWD

Warr Built Dt: 07/27/2004

BELLEVILLE, IL 62226

RSKH53

Supplier RP: R1

Phone: 618 233-8140

Engine: EGH-3.8L V6 OHV Engine (Ser #:1190402641)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2054B7783)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 072719

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS COME ON AND OFF WHILE DRIVING CODE IN BODY CONTROLLER FOR HE ADLAMP SWITCH MISMATCH. UNABLE TO DUPLICATE. :RRM4:12/10/2004

Service Action: ADVISED TO SWAP OUT FCM. :RRM4:12/10/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004379391

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L95 [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1057403520)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0764B5513)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031916

Report#: SSV004379391
Open Date: 12/06/2004
Mileage: 18034
Warr Built Dt: 03/19/2004
Supplier RP: R1

Zone/Cd: 51-68851
Name: GREGORY CHRYSLER JEEP, INC.
Address: 18850 W GRAND AVENUE
 LAKE VILLA, IL 60046
Phone: INACTIVE
 847 356-2530

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: HEADLAMPS INOP AT TIMES-NO FAULTS.IF HE PLAYS WITH SWITCH THEY WILL CO MES ON AND NOW SAYS PARK LAMPS ARE INOP. :RRM4:12/06/2004
Service Action: ADVISED TECH TO MONITOR SWITCH INPUT IN BCM WHEN IT HAPPENS.IF BCM DOE S NOT SEE SWITCH POSITION SWAP OUT SWITCH. :RRM4:12/06/2004
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004380948

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45RX5B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1057403717)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0644B6394)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031217

Report#: SSV004380948
Open Date: 12/07/2004
Mileage: 8023
Warr Built Dt: 03/12/2004
Supplier RP: B1

Zone/Cd: 66-44631
Name: NEWBERRY AUTO MART
Address: 1426 WILSON ROAD
 NEWBERRY, SC 29108
Phone: INACTIVE
 803 276-3622

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 HEADLAMPS ARE INOP. THE DLR DOES NOT SEE THE SWITCH STATUS ON THE DRB TO THE BCM. :DAH18:12/07/2004

Service Action:THE DLR NEEDS TO REPLACE THE HEADLAMP SWITCH. :DAH18:12/07/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004381937

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R15B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1247400819)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2524B7906)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 091617

Report#: SSV004381937
Open Date: 12/08/2004
Mileage: 1673
Warr Built Dt: 09/16/2004
Supplier RP: B1

Zone/Cd: 35-23245
Name: NEWARK CHRYSLER JEEP DODGE
Address: 244 EAST CLEVELAND AVE
 NEWARK, DE 197113797
Phone: 302 731-0100

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: HEADLAMPS NOT COMMING ON WITH SWITCH CUSTCONCERN DUPLICATED NO REPA IRSPARTSTESTSFAULTCODES 600 MILES AGO VAN CAME IN WITH PARK LAMPS ON WITH SWITCH OFF. IPM CODE FOG LAMP RELAY OPEN, NO FOG LAMPS! UNPLUGGED SWITCH TO INSPECT WIRING (OK) PLUG BACK IN ALL WORKED NORMAL. FOG AND PARK SWITCHES READ CLOSED UNTILL HEAD LAMP SELECTED. ALL WORKING NORMAL

Service Action: GPOP HAS THIS MESSAGE, ENGINEER IS LOOKING INTO CASES WHERE HEADLAMPS DO NOT WORK WHEN SWITCH TURNED ON, TECH INSPECTED SWITCH NO SIGNS OF DAMAGE, WILL REVIEW WITH HAROLD TIBIDEAU :MDM7:12/07/2004 REPLACE SWITCH ENGINEERING REQUEST FAST TRAC SUSPECT SWITCH :MDM7/12/08/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004382537

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 #:1210401746)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2154B8264)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080517

Report#: SSV004382537
Open Date: 12/08/2004
Mileage: 3008
Warr Built Dt: 08/05/2004
Supplier RP: R1

Zone/Cd: 51-68465
Name: MOBERLY MOTOR COMPANY
Address: 1520 N MORLEY
 MOBERLY, MO 65270
Phone: 660 263-6000

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:HEADLIGHTS ARE SLOW TO TURN ON. CODE IN THE BCM FOR HEADLAMP SWITCH M ISMATCH . PLAY WITH THE SWITCH AND THE LIGHTS TURN ON. :KB18:12/08/2 004

Service Action:ADVISED TECH TO FOLLOW THE DIAGNOSTIC TEST ON PAGE 576 OF THE BODY DIA GNOSTIC MANUAL. IT S EITHER THE SWITCH, WIRING OR BCM. :KB18:12/08/2 004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004382686

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1D4GP24R15B [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: DODGE GRAND CARAVAN SE FWD RSKL53</p> <p>Engine: EGA-3.3L V6 OHV Engine (Ser #:1141401000)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1454B6676)</p> <p>Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH</p> <p>MDH: 060120</p>	<p>Report#: SSV004382686</p> <p>Open Date: 12/08/2004</p> <p>Mileage: 11729</p> <p>Warr Built Dt: 06/01/2004</p> <p>Supplier RP: B1</p>	<p>Zone/Cd: 63-43173</p> <p>Name: DODGE COUNTRY, LTD.</p> <p>Address: 1902 E CENTRAL TEXAS EXPY KILLEEN, TX 765419110</p> <p>Phone: 254 634-6767</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLIGHTS TURN ON AND OFF BY ITSELF. LOOKING TO ORDER A BCM. :CJK3 5:12/08/2004 CODE, FOG LIGHT OUTPUT CIRCUIT OPEN. TECH STATES WHEN T HE CONDITION OCCURS HE CAN HEAR A CLICKING NOISE FROM THE BCM. TECH R EQUESTING BCM. :MED50:12/08/2004

Service Action: TRANSFER TO BCM GROUP. :CJK35:12/08/2004 ADVISED THE TECH TO CHECK FOR POSSIBLE POOR BATTERY CABLE CONNECTIONS, AT THE PDC, STARTER, BATT ERY, POWER AND GROUNDS TO THE BCM. :MED50:12/08/2004 :MED50/12/08/2 004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004384249

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44LX5R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1072401813)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0894B5304)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 033114

Report#: SSV004384249
Open Date: 12/09/2004
Mileage: 7770
Warr Built Dt: 03/31/2004
Supplier RP: R1

Zone/Cd: 35-42125
Name: LUSTINE CHRYSLER JEEP DODGE
Address: 14211 JEFFERSON DAVIS HWY
 WOODBRIDGE, VA 221912108
Phone: 703 494-1900

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: TIRE PRESSURE WARNING LAMP IS ON. THE HEADLAMPS WILL NOT COME ON AT TI MES WHEN TURNING ON THE SWITCH. TIRE PRESSURE MONITOR 1, 2, AND 3. :

CJK35:12/09/2004

Service Action: ADVISED THE TECH TO DEFLATE EACH TIRE ONE AT A TIME SEE WHICH SENSORS DOES NOT UPDATE ON THE DISPLAY. WHICHEVER SENSORS DOES NOT UPDATE, REPLACE THE AFFECTED SENSORS. :CJK35:12/09/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004385088

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R35 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1051401696)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0574B5127)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 030821

Report#: SSV004385088
Open Date: 12/09/2004
Mileage: 6949
Warr Built Dt: 03/08/2004
Supplier RP: B1

Zone/Cd: 42-41021
Name: ALBION MOTORS INC
Address: 600 NORTH CLARK STREET
 ALBION, MI 492240565
Phone: 517 629-9401

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: HEADLIGHTS CUTS OUT WHILE DRIVING. ANY CONCERNS. :CJK35:12/09/2004

Service Action: ADVISED THE TECH TO DUPLICATE THE COMPLAINT. CHECK THE HEADLAMP SWITCH MUX VOLTAGES AT THE TIME OF FAILURE. ALSO ADVISED THE TECH TO CHECK G 300 AND G301. :CJK35:12/09/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004385307

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R05B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1275400464)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2754A2920)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 100612

Report#: SSV004385307
Open Date: 12/09/2004
Mileage: 4003
Warr Built Dt: 10/06/2004
Supplier RP: B1

Zone/Cd: 66-44509
Name: RICK HENDRICK DODGE CHRYSLER J
Address: 1468 SAVANNAH HIGHWAY
 CHARLESTON, SC 29407
Phone: 843 763-8400

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: THE DASH AND HEADLIGHTS WENT OUT WHILE DRIVING AND THE TECH HAS REFLAS HED THE BCM :JLS182:12/09/2004

Service Action: ADVISED TECH REPLACE THE HEADLIGHT SWITCH. :JLS182:12/09/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004385386

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 #:1163400283)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1674B6866)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 061708

Report#: SSV004385386
Open Date: 12/09/2004
Mileage: 5248
Warr Built Dt: 06/17/2004
Supplier RP: R1

Zone/Cd: 71-42617
Name: MARTY FRANICH CHRYSLER DODGE
Address: 555 AUTO CENTER DRIVE
 WATSONVILLE, CA 95076
Phone: 831 724-0115
 831 724-2463

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 HEADLAMPS ARE FLICKERING WHEN DRIVING AND THE HEAD LAMPS ARE COMIN G ON BY THEM SELFS ..THE TECH HAS NOT DUPLICATED THE CONCERN NOR HAS H E LOOKED AT THE CAR YET ..THE TECH WANTED TO KNOW IF WE WHERE HAVING T ROUBLE WITH THE SWITCHES SO HE COULD TRY THAT BEFORE HE TRIES TO DIAGN OSE IT .. :JIP3:12/09/2004

Service Action:ADVISED THE TECH THAT THERE ARE NO CASES OR GAG NOTES FOR THIS CONCERN ADVISED THE TECH TO TRY AND DUPLICATE THE CONCERN BEFORE HE REPLACES ANY PARTS .. :JIP3:12/09/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 413831531411

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 1D4GP24RX5B [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: DODGE GRAND CARAVAN SE FWD RSKL53</p> <p>Engine: EGA-3.3L V6 OHV Engine (Ser #:1063401235)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0094B7688)</p> <p>Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH</p> <p>MDH: 031806</p>	<p>Report#: 413831531411</p> <p>Open Date: 12/13/2004</p> <p>Mileage: 25538</p> <p>Warr Built Dt: 03/18/2004</p> <p>Supplier RP: TP</p>	<p>Zone/Cd: 66-41383</p> <p>Name: ORLANDO DODGE CHRYSLER JEEP</p> <p>Address: 4101 W COLONIAL DR ORLANDO, FL 328088122</p> <p>Phone: 407 299-1120</p>
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Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAA	SWITCH -LIGHTING CONTROL	1	43.19	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THAT ; THE HEADLIGHTS QUIT WORKING AND THEY HAD TO HOLD

Service Comment:DEFECTIVE SWITCH

Service Action:REMOVE KNEE PANEL,TO ACCESS TABS ON SWITCH.REPLACE SWITCH FOR HEADLIGHTS

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004373878

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 #:1236401546)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K2364B5140)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091411

Report#: SSV004373878
Open Date: 11/30/2004
Mileage: 377
Warr Built Dt: 09/14/2004
Supplier RP: R1

Zone/Cd: 71-65940
Name: FRESNO CHRYSLER DODGE JEEP RAM
Address: 6162 N BLACKSTONE AVE
 FRESNO, CA 937105010
Phone: 559 225-2100

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: AUTO HEADLAMPS ARE INOP, CODE IN BCM FOR HEADLAMP SWITCH MISMATCH. TECH PERFORMED BOOK TEST AND FOUND BCM AT FAULT. CODE DOES RETURN AFTER CLEARING. CODE SETS AS SWITCH IS PUT IN AUTO LAMP MODE. VEHICLE IS EQUIPPED WITH AUTO HEADLAMP AND SWITCH. :JLS172:11/30/2004

Service Action: AUTHORIZED BCM :JLS172:11/30/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004373894

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 #:1073400116)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0824B6643)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032512

Report#: SSV004373894
Open Date: 11/30/2004
Mileage: 9304
Warr Built Dt: 03/25/2004
Supplier RP: R1

Zone/Cd: 51-62087
Name: BLOEDEL INC
Address: 503 EAST FOND DU LAC ST
 RIPON, WI 549711570
Phone: INACTIVE
 920 748-3146

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 HEADLAMPS WILL CUT OFF WHILE DRIVING :JIP3:11/30/2004

Service Action: ADVISED THE TECH TO CHECK THE HEADLAMP SWITCH INPUT INTO THE BCM ALSO THE TECH WILL CHECK THE BCM POWER AND GROUNDS AND SEE IF THE BUS WIRE IS GOOD IF SO POSSIBLE BCM CONCERN .. :JIP3:11/30/2004 TECH STATES THE SWITCH STATE SHOWS ONLY A PARK LAMP STATE AND THE HEAD LAMPS WILL NOT TURN ON. ADVISED TECH TO TRY A KNOWN GOOD HEAD LAMP SWITCH. :JG B38:11/30/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004374359

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L35 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1062400225)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0784B6866)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032220

Report#: SSV004374359
Open Date: 11/30/2004
Mileage: 20263
Warr Built Dt: 03/22/2004
Supplier RP: R1

Zone/Cd: 51-59639
Name: KALSCHEUR GARAGE INC
Address: 2404 MAIN STREET
 CROSS PLAINS, WI 535289454
Phone: 608 798-3541

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: HEADLAMPS GO OUT THEN BACK ON FOR NO REASON. DRBIII SYSTEMS TEST, NO F AULTS. TCM, PCM. ROAD TEST EXTENDED COULD NOT DUPLICATE CONDITION. :DG
 19:11/30/2004

Service Action: NEED TO DUPLICATE CONCERN, CHECK THE HEADLAMP SWITCH, AND THE FCM. : DG19:11/30/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004375230

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R45 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1057403842)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0644B5726)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031213

Report#: SSV004375230
Open Date: 12/01/2004
Mileage: 21974
Warr Built Dt: 03/12/2004
Supplier RP: B1

Zone/Cd: 51-44495
Name: GREEN DODGE
Address: 3801 WABASH AVE
 SPRINGFIELD, IL 627116276
Phone: 217 523-5685

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: HEAD LAMPS INOP. TECH HAD CODE FOR FOG LAMP CIRCUIT OPEN. NOT EQUIPPED . :RCB13:12/01/2004

Service Action: NORMAL CONDITION FOR CODE TO BE THERE FOR FOG LAMPS. TECH REPLACED THE BCM AND SET THE COUNTRY CODE. LIGHTS ARE NOW WORKING. :RCB13:12/01 /2004

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004376164

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 #:1071400723)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0764B5553)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032416

Report#: SSV004376164
Open Date: 12/01/2004
Mileage: 6773
Warr Built Dt: 03/24/2004
Supplier RP: R1

Zone/Cd: 74-68807
Name: PERFORMANCE CHRY JEEP DODGE, I
Address: 7010 SOUTH 124TH CIRCLE
 LA VISTA, NE 68128
Phone: 402 339-3131

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: HEAD LIGHTS ONLY COME ON INTERMITTENTLY WHEN THE SWITCH IS ACTIVATED. :RCB13:12/01/2004

Service Action: TECH CALLED DAVE CLARK FOR INFO, AS INSTRUCTED IN THE PARTS BOOK. DAVE TOLD HIM TO REPLACE THE HEAD LIGHT SWITCH AND SEND THE OLD ONE BACK.
 :RCB13:12/01/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004376196

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 #:1251402716)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2584A3333)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092014

Report#: SSV004376196
Open Date: 12/02/2004
Mileage: 616
Warr Built Dt: 09/20/2004
Supplier RP: R1

Zone/Cd: 32-60137
Name: CROSSTOWN MOTORS
Address: 650 MEADOW STREET
 LITTLETON, NH 03561
Phone: 603 444-7771

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: HEAD LIGHTS FLICKER WHEN NOT TURNED ON, LIGHTS FLICKER WHEN TURNED ON, T AP ON SWITCH LIGHTS FLICKER, PART NOT AVAILABLE FOR 12 WEEKS UNIT DOWN WITH 616 MILES IN SERVICE DATE 11/22/04. RESTRICTED PART NUMBERS ZL6 61DVAD HEAD LIGHT SWITCH MINIMAL 12 WEEK WAIT FOR PART WAS TOLD TO CALL DAVE CLARK AT 248-944-0390. MAIL BOX FULL WILL NOT TAKE MESSAGES!!

Service Action: CONTACT EXPEDITING AFTER 24HRS TO UPGRADE TO VOR :MDM7:12/01/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004372084

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B55E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6113400601)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1534A1974)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 061406

Report#: SSV004372084
Open Date: 11/29/2004
Mileage: 3010
Warr Built Dt: 06/14/2004
Supplier RP: B1

Zone/Cd: 51-41458
Name: SOUTH COUNTY DODGE CHRYSLER JE
Address: 7127 S LINDBERGH BLVD
 ST. LOUIS, MO 631254305
Phone: 314 487-1010

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 HEADLIGHTS WENT OUT WHILE DRIVING. THE BRIGHTS WOULD NOT WORK AT T IMES. THERE IS CODE FOR FRONT FOG :DAH18:11/29/2004

Service Action: THE DLR NEEDS TO CHECK FOR BENT PINS BETWEEN THE IPM AND THE FCM. IF N O CONNECTOR ISSUES, THEN THE DLR NEEDS TO REPLACE THE FCM. :DAH18:11 /29/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004372461

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 #:1217402214)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2154B7980)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081210

Report#: SSV004372461
Open Date: 11/29/2004
Mileage: 1927
Warr Built Dt: 08/12/2004
Supplier RP: R1

Zone/Cd: 74-44613
Name: JAY WOLFE DODGE-CHRY-JEEP INC
Address: 1051 SOUTHEAST OLDHAM PARKWAY
 LEE'S SUMMIT, MO 64081
Phone: INACTIVE
 816 525-9825

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: AUTO HEADLAMPS DO NOT COME ON. WHEN MONITORING BCM THE DRB READS NO RE SPONSE THEN GETS RESPONSE AND GOES BACK AND FORTH. BCM DOES SEE SWITCH INPUT. :RRM4:11/29/2004 CHECKED POWERS AND GROUNDS..... :MAT 19:11/29/2004

Service Action: ADVISED TECH TO CHECK BCM POWERS AND GROUNDS AND IF GOOD REPLACE AS NE EDED. :RRM4:11/29/2004 AUTHORIZED FUNCTION 11 :MAT19:11/29/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004381937

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R15B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1247400819)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2524B7906)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 091617

Report#: SSV004381937
Open Date: 12/07/2004
Mileage: 1673
Warr Built Dt: 09/16/2004
Supplier RP: B1

Zone/Cd: 35-23245
Name: NEWARK CHRYSLER JEEP DODGE
Address: 244 EAST CLEVELAND AVE
 NEWARK, DE 197113797
Phone: 302 731-0100

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: HEADLAMPS NOT COMMING ON WITH SWITCH CUSTCONCERN DUPLICATED NO REPA IRSPARTSTESTSFAULTCODES 600 MILES AGO VAN CAME IN WITH PARK LAMPS ON WITH SWITCH OFF. IPM CODE FOG LAMP RELAY OPEN, NO FOG LAMPS! UNPLUGGED SWITCH TO INSPECT WIRING(OK) PLUG BACK IN ALL WORKED NORMAL. FOG AND PARK SWITCHES READ CLOSED UNTILL HEAD LAMP SELECTED. ALL WORKING NORMAL

Service Action: GPOP HAS THIS MESSAGE, ENGINEER IS LOOKING INTO CASES WHERE HEADLAMPS DO NOT WORK WHEN SWITCH TURNED ON, TECH INSPECTED SWITCH NO SIGNS OF DAMAGE, WILL REVIEW WITH HAROLD TIBIDEAU :MDM7:12/07/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004369224

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R05B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1055401957)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0704B5159)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031118

Report#: SSV004369224
Open Date: 11/23/2004
Mileage: 3501
Warr Built Dt: 03/11/2004
Supplier RP: B1

Zone/Cd: 51-43303
Name: FEENY DODGE INC.
Address: 1400 E DUNDEE ROAD
 PALATINE, IL 600748317
Phone: INACTIVE
 847 776-0000

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: HEADLAMPS INOP AT TIMES.NO CODES AND UNABLE TO DUPLICATE. :RRM4:11/ 23/2004
Service Action: ADVISED TO MONITOR SWITCH INPUT TO BCM WHEN IT HAPPENS. :RRM4:11/23/ 2004
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004370609

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 #:1070401652)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0794B8257)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032410

Report#: SSV004370609
Open Date: 11/24/2004
Mileage: 16113
Warr Built Dt: 03/24/2004
Supplier RP: B1

Zone/Cd: 42-66415
Name: LIVONIA CHRYSLER JEEP INC
Address: 30777 PLYMOUTH ROAD
 LIVONIA, MI 481502101
Phone: INACTIVE
 734 525-5000

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:INTERMITTENTLY THE HEADLIGHTS DO NOT COME ON. :RAL10:11/24/2004
Service Action:ADVISED TECH POSSIBLE HEADLIGHT SWITCH CONCERN. :RAL10:11/24/2004
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004367707

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 #:1106401586)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K1114B7862)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 042618

Report#: SSV004367707
Open Date: 11/22/2004
Mileage: 5199
Warr Built Dt: 04/26/2004
Supplier RP: R1

Zone/Cd: 42-42835
Name: DICK SCOTT CHRYSLER DODGE JEEP
Address: 684 ANN ARBOR RD W
 PLYMOUTH, MI 481702230
Phone: 734 451-2110

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE HEAD LAMPS, CLUSTER PANEL LAMPS ARE INOPERTIVE. A LSO THE VEHICLE STALLED. TECH HAS NO FAULT CODES AND CANNOT DUPLICATE THE CONCERN. :JGB38:11/22/2004

Service Action: ADVISED TECH OF NO KNOWN CONCERNS. TECH WILL HAVE TO DUPLICATE THE CO NCERN TO DIAGNOSE. :JGB38:11/22/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004367720

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 #:1191402394)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2054B7784)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 072715

Report#: SSV004367720
Open Date: 11/22/2004
Mileage: 1000
Warr Built Dt: 07/27/2004
Supplier RP: R1

Zone/Cd: 32-44441
Name: TRANSITOWNE DODGE OF CLARENCE
Address: 10885 MAIN ST
 CLARENCE, NY 140311711
Phone: INACTIVE
 716 759-6992

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:2005 RS - CARAVAN, VOYAGER, TOWN AND COUNTRY 3.3L V6 (SFI) HEADLAMPS T URN OFF INTERMITTENT WHILE DRIVING AT NIGHT. I AM TOLD THERE ARE NO OT HER SYMPTOMS. CUSTOMER STATES THE LIGHTS JUST TURN OFF, THEY PULL OVER AND CANNOT GET THEM TO TURN BACK ON. I AM NOT SURE WHAT THEY HAVE DON E TO EVENTUALLY GET THE LIGHTS TO TURN BACK ON...BCM WAS REPLACED BY A

Service Action:TRY TO DUPLICATE CONCERN. CHECK TO SEE IF THE HEADLAMP SWITCH IS CHANG ING THE MUX SIGNAL TO THE BCM. IF SO THEN TRY A NEW SWITCH. :DG19:11 /22/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004367763

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L45R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1146402089)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1464B5090)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 060218

Report#: SSV004367763
Open Date: 11/22/2004
Mileage: 9900
Warr Built Dt: 06/02/2004
Supplier RP: R1

Zone/Cd: 51-42824
Name: ROYAL GATE DODGE CHRYSLER JEEP
Address: 15502 MANCHESTER RD
 ELLISVILLE, MO 630113079
Phone: 636 394-3400

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: HEADLIGHTS ARE NOT TURNING ON AT TIMES. THE MUX VOLTAGE IS FLUCTUATING FROM THE SWITCH. :RAL10:11/22/2004

Service Action: ADVISED TECH REPLACE THE HEADLIGHT SWITCH. :RAL10:11/22/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004368525

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L65R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1063402107)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0784B7730)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032308

Report#: SSV004368525
Open Date: 11/22/2004
Mileage: 9730
Warr Built Dt: 03/23/2004
Supplier RP: R1

Zone/Cd: 51-42824
Name: ROYAL GATE DODGE CHRYSLER JEEP
Address: 15502 MANCHESTER RD
 ELLISVILLE, MO 630113079
Phone: 636 394-3400

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: HEADLIGHTS AND FOGLAMPS INOPERATIVE INTERMITTENT. NO CODES. TECH STA TES THE DIAGNOSTICS LEAD TO REPLACE THE BCM. :MED50:11/22/2004
Service Action: AUTHORIZED BCM. DEALER TO ORDER THRU FUNCTION 11 EXCHANGE. :MED50:1 1/22/2004
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004368744

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4GP45R25B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY FWD
 RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1064400946)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0724B5490)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031907

Report#: SSV004368744
Open Date: 11/22/2004
Mileage: 13980
Warr Built Dt: 03/19/2004
Supplier RP: B1

Zone/Cd: 42-67057
Name: BRIGHTON CHY-PLY-DGE INC
Address: 9827 EAST GRAND RIVER
 BRIGHTON, MI 481161900
Phone: 810 229-4100

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: HEAD LIGHTS INTERMITTENT TURN ON. POWER LOCKS INOP AT TIMES. :EAW2:1 1/22/2004

Service Action: RECOMMENDED REPLACEMENT OF HEAD LIGHT SWITCH WITH ZL671158AA. SUGGEST CHECKING POWERS AND GROUNDS. IF OK- REPLACE BCM :EAW2:11/22/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004376196

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 #:1251402716)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2584A3333)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092014

Report#: SSV004376196
Open Date: 12/01/2004
Mileage: 616
Warr Built Dt: 09/20/2004
Supplier RP: R1

Zone/Cd: 32-60137
Name: CROSSTOWN MOTORS
Address: 650 MEADOW STREET
 LITTLETON, NH 03561
Phone: 603 444-7771

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: HEAD LIGHTS FLICKER WHEN NOT TURNED ON, LIGHTS FLICKER WHEN TURNED ON, T AP ON SWITCH LIGHTS FLICKER, PART NOT AVAILABLE FOR 12 WEEKS UNIT DOWN WITH 616 MILES IN SERVICE DATE 11/22/04. RESTRICTED PART NUMBERS ZL6 61DVAD HEAD LIGHT SWITCH MINIMAL 12 WEEK WAIT FOR PART WAS TOLD TO CALL DAVE CLARK AT 248-944-0390. MAIL BOX FULL WILL NOT TAKE MESSAGES!!

Service Action: CONTACT EXPEDITING AFTER 24HRS TO UPGRADE TO VOR :MDM7:12/01/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 5B1529800411A

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24RX5B [REDACTED]

Report#: 5B1529800411A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 11/30/2004

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 24310

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN SE FWD

Warr Built Dt: 03/11/2004

AUBURN HILLS, MI 48326-2757

RSKL53

Supplier RP:

Phone:

Engine: EGA-3.3L V6 OHV Engine (Ser #:1056400240)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0704B5518)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 031121

Service Narrative Information

Evaluator's Comment: HEADLIGHTS WOULD GO OFF WHILE DRIVING. WOULD NOT COME ON IN THE MORNING S.

Service Action: DEALERSHIP RESET MODULE - STARTING TO DO THE SAME THING AGAIN, NOT COMIN G ON

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004225268

Vehicle Information

Repair Information

Dealer Information

<p>VIN: 2D4GP44L85R [REDACTED]</p> <p>Model Year: 2005</p> <p>Make/Model: DODGE GRAND CARAVAN SXT FWD RSKH53</p> <p>Engine: EGH-3.8L V6 OHV Engine (Ser #:1047402122)</p> <p>Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0614A1789)</p> <p>Plant: WINDSOR ASSEMBLY PLANT</p> <p>MDH: 030907</p>	<p>Report#: SSV004225268</p> <p>Open Date: 07/06/2004</p> <p>Mileage: 2773</p> <p>Warr Built Dt: 03/09/2004</p> <p>Supplier RP: R1</p>	<p>Zone/Cd: 71-68784</p> <p>Name: TRACY CHRYSLER JEEP DODGE</p> <p>Address: 3460 NAGLEE RD TRACY, CA 953047304</p> <p>Phone: INACTIVE 209 820-1800</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: AUTO HEAD LAMPS INOP, ALSO WHEN TURN VEY OFF AT TIMES IT CHIMES LIKE H EAD LIGHTS ARE ON. ALSO AT TIMES LADY WILL NOT TALK WHEN YOU PUSH U-CO NNECT FOR PHONE. THERE IS ON ACTIVE CODE IN BCM,,, HEAD LIGHT SWITCH MISMATCH. THE CAR DOES HAVE EC MIRROR, DID DIAG CHART FOR THIS CODE. ALONG WITH OTHER PROBLEMS STATED ABOVE RECOMEND BCM. PARTS DOES NOT S

Service Action: THE PART FOR THIS 2005 RS BCM IS NOT ON RESTRICTRION, THE 2004 AND 200 5 BCM ARE DIFFERENT, HOWEVER I D SUGGEST CALLING PARTS SPECIFYING (800 -765-7732)) AND/OR LOGGING ONTO THE STAR PARTS SYSTEM, I D ASSUME YOU HAVE THE CORRECT BCM GIVEN THE FACT THE CAR HAS 3000 MILES ON IT. WE HAVE VERY LIMITED ACCESS TO THE PARTS SCREENS, ITS BEST OF YOU CALL OR INQUIRE TO THE PARTS SPECIFYING PEOPLE. :JNH1:07/06/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004253857

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R95B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1078401115)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0774B7965)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 040109

Report#: SSV004253857
Open Date: 07/30/2004
Mileage: 4652
Warr Built Dt: 04/01/2004
Supplier RP: B1

Zone/Cd: 51-68407
Name: BURGER DODGE CHRYSLER JEEP INC
Address: 2104 W US HIGHWAY 40
 BRAZIL, IN 478347201
Phone: INACTIVE
 812 443-2886

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: HEADLAMPS AND IP ILLUMINATION LAMPS WILL FLICKER AFTER DRIVING FOR ABO UT 45 MINUTES. HAS REPLACED THE BCM. WHEN THE FLICKERING IS OCCURRING, THE RADIO WILL POP. :REC4:07/30/2004

Service Action: CHECK THE CHARGING SYSTEM OUTPUT VOLTAGE TO BE SURE IT S STEADY. CHECK THE GROUNDS FOR THE AFFECTED SYSTEMS. CHECK THE OUTPUT VOLTAGE FROM THE FCM. :REC4:07/30/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004276815

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP24R65R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1118400920)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1194B7809)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 050617

Report#: SSV004276815
Open Date: 08/20/2004
Mileage: 8020
Warr Built Dt: 05/06/2004
Supplier RP: R1

Zone/Cd: 51-43887
Name: SAM LEMAN CHRYSLER-JEEP-DODGE
Address: 1801 WEST PIONEER PARKWAY
 PEORIA, IL 61615
Phone: 309 692-1801

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: OWNER COMPLAINED OF NO HEAD LIGHTS -- OWNER HAD TO HOLD THE SWITCH ON HIGH BEAMS TO OPERATE. :KS1:08/20/2004

Service Action: DLR TO FURTHER TEST AND INQUIRE ABOUT HOW THE LIGHTS WERE BEING OPERATED.. :KS1:08/20/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004318258

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25R35B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1237400649)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2434B6543)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 090706

Report#: SSV004318258
Open Date: 09/30/2004
Mileage: 276
Warr Built Dt: 09/07/2004
Supplier RP: B1

Zone/Cd: 42-43705
Name: CARDINAL CHRYSLER JEEP DODGE,
Address: 5311 DIXIE HWY
 LOUISVILLE, KY 402161557
Phone: 502 449-1900

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: HEADLIGHTS DO NOT TURN ON. THEY CAN BE ACTUATED. BCM IS NOT GETTING TH E SIGNAL FROM SWITCH. PARK LIGHTS ARE OK. :RAL10:09/30/2004

Service Action: TRANSFERRED TO BCM. :RAL10:09/30/2004 AUTHORIZED BCM. :MED50:09/ 30/2004

Correction: [REDACTED]

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004320085

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 #:1230403655)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2014B7984)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082822

Report#: SSV004320085
Open Date: 10/04/2004
Mileage: 1500
Warr Built Dt: 08/28/2004
Supplier RP: R1

Zone/Cd: 51-66890
Name: DON FLIER MOTORS
Address: 2326 WEST OSAGE
 PACIFIC, MO 630691155
Phone: 636 257-4055

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: HEADLAMPS AND PANEL LAMPS FLICKER AT TIMES.NO CODES AND CANNOT DUPLICA TE. :RRM4:10/04/2004
Service Action: CHECK MUX SIGNAL FROM SWITCH TO BCM WHEN IT HAPPENS AND IF NESS CHECK B PILLAR GROUNDS-WE HAVE TO DUPLICATE TO DIAGNOSE. :RRM4:10/04/2004
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004331107

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1063402451)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0794B6660)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 032305

Report#: SSV004331107
Open Date: 10/14/2004
Mileage: 12273
Warr Built Dt: 03/23/2004
Supplier RP: R1

Zone/Cd: 63-44736
Name: FLETCHER DODGE-CHRYSLER
Address: 2901 MOBERLY LN
 BENTONVILLE, AR 727123749
Phone: INACTIVE
 479 636-6635

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE HEAD LAMPS WILL TURN ON AND OFF AT TIMES. TECH HAS NOT DUPLICATED THE CONCERN. :JGB38:10/14/2004

Service Action:ADVISED TECH TO CLEAR ALL FAULT CODES AND SEE IF ANY COME BACK. :JG B38:10/14/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004342181

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R15B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1058400121)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0654B8229)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 031614

Report#: SSV004342181
Open Date: 10/26/2004
Mileage: 16241
Warr Built Dt: 03/16/2004
Supplier RP: B1

Zone/Cd: 51-43514
Name: SAM LEMAN CHRYSLER-JEEP-DODGE
Address: 161 DETROIT AVENUE
 MORTON, IL 615501531
Phone: 309 263-2345

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: HEADLIGHTS ARE SLOW TO TURN ON AND THEY TURN OFF WHILE DRIVING. :RA L10:10/26/2004

Service Action: ADVISED TECH CHECK THE G300 CONNECTIONS. CHECK SWITCH INPUT TO BCM AND FCM. :RAL10:10/26/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004345307

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8GP44L75R [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1054402642)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0684B7931)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031603

Report#: SSV004345307
Open Date: 10/28/2004
Mileage: 9129
Warr Built Dt: 03/16/2004
Supplier RP: R1

Zone/Cd: 35-42249
Name: GROVE CITY CHRYSLER JEEP DODGE
Address: 1685 W MAIN STREET
 GROVE CITY, PA 161271699
Phone: 724 748-4070

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: HEADLIGHTS INOP AT TIMES WILL NOT TURN ON CUSTOMER HAS TO TURN SWITCH TWICE TO GET THE LIGHTS TO COME ON :RKR:10/28/2004

Service Action: CHECK MUX SIGNAL FROM THE HEADLAMP SWITCH TO BCM WHEN IT HAPPENS. IF THE BCM DOESN T SHOW A CHANGE IN SWITCH STATUS WHEN THE SWITCH IS TURN ED ON CHECK THE CONTINUITY OF THE MUX WIRE BETWEEN THE SWITCH AND BCM. IF GOOD REPLACE THE SWITCH. IF THE BCM DOES SHOW A CHANGE IN SWITCH STATUS, THE BCM MAY BE DEFECTIVE. THE FCM ONLY RESPONDS TO THE BUS S IGNAL FROM THE BCM AND IF THE CUSTOMER HAS TO AT TIMES TURN THE SWITCH ON TWICE THE BUS AND FCM WOULD HAVE CODES OR SIMILAR PROBLEMS WITH OT HER SYSTEMS. :RKR:10/28/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004346294

Vehicle Information

VIN: 1C4GP45R75B [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
TOWN & COUNTRY FWD
RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1252402332)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2544B5288)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 091719

Repair Information

Report#: SSV004346294
Open Date: 10/29/2004
Mileage: 256
Warr Built Dt: 09/17/2004
Supplier RP: B1

Dealer Information

Zone/Cd: 35-26537
Name: SPORT CHRYSLER JEEP DODGE
Address: 1416 W MAIN ST
NORRISTOWN, PA 194033019
Phone: 610 539-3100

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT INSTRUMENT PANEL LAMPS AND HEADLAMPS WILL FLICKER AND GO OUT DRIVING. TECH HAS REPLACED HEADLAMP SWITCH. TECH STATES TH
AT HE CHECKED ALL BCM CONNECTIONS AND CLEANED ALL PINS AT BCM. NO CODE S IN BCM OR OTHER MODULES. TECH STATES THAT CLUSTER AND PANEL LAMPS GO
OUT AT THE SAME TIME THE HEADLAMPS GO OUT. :JLS172:10/29/2004

Service Action: AUTHORIZED BCM :JLS172:10/29/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004350203

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R85B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1072400894)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0724B7608)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032922

Report#: SSV004350203
Open Date: 11/03/2004
Mileage: 16503
Warr Built Dt: 03/29/2004
Supplier RP: B1

Zone/Cd: 51-43720
Name: SOUTH OAK DODGE CHRYSLER JEEP
Address: 4550-4560 W LINCOLN HWY
 MATTESON, IL 604432300
Phone: 708 747-7950

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:INTERMITTENT HEADLAMP OPERATION. PARK LAMPS ALWAYS WORK. WHEN THE HEAD LAMPS ARE OUT, THE BCM ONLY SHOWS THE PARK LAMPS ARE ON. WHEN THE HEAD LAMPS TURN ON, THE BCM SHOWS THEY ARE ON. CODES IN THE FCM FOR RIGHT PARK LAMP FUSED CIRCUIT OPEN AND LEFT PARK LAMP FUSED CIRCUIT OPEN .
 :KB18:11/03/2004

Service Action:ADVISED TECH TO MONITOR THE HEADLAMP SWITCH INPUT TO THE BCM UNDER SEN SOR DISPLAY. IF THIS CHANGES ON IT S OWN, REPLACE THE SWITCH. IF IT ST AYS THE SAME, SEE IF THE FCM IS GETTING A MESSAGE FOR THE HEADLAMPS TO BE ON. IF IT IS, THEN THE FCM/IPM IS SUSPECT. IF THE MESSAGE IS NOT T HERE IN THE FCM, THEN THE BCM IS SUSPECT. :KB18:11/03/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 250193311111

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP45R35 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SXT FWD
 RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1076401274)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0754B5408)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 033022

Report#: 250193311111
Open Date: 11/05/2004
Mileage: 6906
Warr Built Dt: 03/30/2004
Supplier RP: TP

Zone/Cd: 32-25019
Name: SAM DELLS DODGE CORP
Address: 1011 WEST GENESEE STREET
 SYRACUSE, NY 132042244
Phone: INACTIVE
 315 472-6633

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAA	SWITCH -LIGHTING CONTROL	1	43.19	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEAD LIGHTS ARE INOP WITH SWITCH ON. ON. CHECK AND ADVIS

Service Comment:.

Service Action:REPLACED LIGHT SWITCH AND VERIFIED REPAIR

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004352683

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP44L25 [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SXT FWD
 RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1190402700)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2084B5388)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 072720

Report#: SSV004352683
Open Date: 11/05/2004
Mileage: 2800
Warr Built Dt: 07/27/2004
Supplier RP: R1

Zone/Cd: 32-44441
Name: TRANSITOWNE DODGE OF CLARENCE
Address: 10885 MAIN ST
 CLARENCE, NY 140311711
Phone: INACTIVE
 716 759-6992

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: HEADLIGHTS QUIT WHILE DRIVING. BCM SHOWS HEADLIGHT SWITCH MISMATCH. :RAL10:11/05/2004

Service Action: ADVISED TECH REPLACE THE BCM PER BODY BOOK. :RAL10:11/05/2004 AUTH ORIZED BCM PER ELECTRICAL GROUP :JLS172:11/05/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004356815

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 #:1153400873)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1494B7635)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 060809

Report#: SSV004356815
Open Date: 11/10/2004
Mileage: 2969
Warr Built Dt: 06/08/2004
Supplier RP: R1

Zone/Cd: 32-68504
Name: DUTCHESS CHRYSLER JEEP INC
Address: 2285 SOUTH ROAD
 POUGHKEEPSIE, NY 12601
Phone: INACTIVE
 845 462-7700

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS ARE INOP AT TIMES. CUSTOMER TAPPED ON THE HEADLAMP SWITCH AN D THE LIGHTS CAME ON. :CJK35:11/10/2004

Service Action: ADVISED THE TECH TO DUPLICATE THE COMPLAINT. CHECK THE HEADLAMP SWITCH MUX VOLTAGE GOING TO THE BCM, CHECK G300 AND G301 GROUNDS. TECH TO AL SO CHECK THE IPM TO FCM CONNECTIONS. :CJK35:11/10/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004357506

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L35R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1006400105)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0274B7534)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 020522

Report#: SSV004357506
Open Date: 11/10/2004
Mileage: 17454
Warr Built Dt: 02/05/2004
Supplier RP: R1

Zone/Cd: 63-43268
Name: MAXWELL CHRYSLER DODGE JEEP
Address: 14150 STATE HIGHWAY 79
 TAYLOR, TX 765744606
Phone: INACTIVE
 512 352-3696

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: CUST. STATES CHECK FOR PASS SIDE HEADLIGHT WILL GO OFF AT TIMES WHILE DRIVING / WILL COME BACK ON IF BUMP IS HIT. NONE YET CHECK OUT WIRING AND FOUND NO TERMINALS LOOSE DIDNT KNOW WHERE TO GO NEXT. :RKR:11/1 0/2004

Service Action: I WOULD FOCUS ON THE FCM / IPM. THE FCM ACTUALLY COMMANDS THE IPM TO PROVIDE THE POWER AND GROUND PATH FOR THE HEADLAMPS (MOST LAMPS). HAV E HAD A CONDITION WHERE THE CONNECTION BETWEEN THE TWO MODULE IS BENT MAKING INTERMITTENT POOR CONTACT. I WOULD ALSO CHECK THE CONNECTORS U NDER THE FCM. I FOUND IN TWO CASES SO FAR THAT THE SMALLEST CONNECTOR HAD BEEN DAMAGED AND IS THE CARRIER OF THE PRIME POWER FEEDS TO THE I PM. MOST LIKELY IF ALL OF THE THESE THINGS ARE OK, I WOULD REPLACE TH E FCM. :RKR:11/10/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004361515

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L55R [REDACTED]
Model Year: 2005
Make/Model: CHRYSLER
 TOWN & COUNTRY TOURING FWD
 RSYF53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1054402948)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0624B7536)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 031711

Report#: SSV004361515
Open Date: 11/15/2004
Mileage: 12901
Warr Built Dt: 03/17/2004
Supplier RP: R1

Zone/Cd: 51-67486
Name: EWALD CHRYSLER, LLC
Address: 36833 EAST WISCONSIN AVENUE
 OCONOMOWOC, WI 53066
Phone: 262 567-3400

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: HEADLAMPS GO OUT WHILE DRIVING. PARKING LAMPS STAY ON.NO CODES :RRM 4:11/15/2004
Service Action: ADVISED TO CHECK G300 IN LEFT B PILLAR AND IF GOOD THEN TRY A FCM : RRM4:11/15/2004
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004362089

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP25B95E [REDACTED]
Model Year: 2005
Make/Model: DODGE
 CARAVAN SE FWD
 RSKL52
Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser
 #:6078400699)
Transmission: DGL-4-Speed Automatic Transmission (Ser
 #:K0924A1322)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 040712

Report#: SSV004362089
Open Date: 11/16/2004
Mileage: 4876
Warr Built Dt: 04/07/2004
Supplier RP: B1

Zone/Cd: F1-13911
Name: CHRYSLER DODGE JEEP OF ST. CRO
Address: 1B ESTATE GLYNN, NORTHSIDE RD
 ST. CROIX, EX 00851
Phone: 340 777-7600
 40 777-7600

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: THE HEADLAMPS WILL GO OFF AT TIMES THE FRONT CONTROL MODULE GETS HOT L OOSEN UP THE FCM AND MOVING IT WILL CAUSE THE HEADLAMPS TO FLICKER :
 JLH125:11/16/2004
Service Action: CHECK THE HEAD LAMP 300 GROUNDS POSSIBLE IPM OR FCM :JLH125:11/16/20 04
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004366040

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R05B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1070401343)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0824B5375)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032408

Report#: SSV004366040
Open Date: 11/19/2004
Mileage: 31772
Warr Built Dt: 03/24/2004
Supplier RP: B1

Zone/Cd: 63-43852
Name: RONNIE SMITH INC
Address: 2425 WAYNE ROAD
 SAVANNAH, TN 383722398
Phone: 731 925-9016

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: HEADLIGHTS INOP AT TIMES, SETS FRONT FOG LIGHT RELAY OUTPUT CODE AND DOES NOT HAVE FOG LIGHTS. :RKR:11/19/2004

Service Action: THE TWO SYSTEMS, HEADLAMP AND FOG LAMP ARE SIMILAR IN THAT BOTH ORIGINATE IN THE SWITCH, OPERATION OF THE SWITCH RESULTS IN A MUX TO THE BCM WHICH SENDS A BUS COMMAND TO THE FCM TO TURN ON X AND THE FCM PROVIDES THE CONTROL. IT WOULD BE MOST HELPFUL IF I KNEW WHERE YOU FOUND THE CODE BECAUSE THAT IS THE MODULE THAT MOST LIKELY HAS THE PROBLEM. : RKR:11/19/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004366060

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R05B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1070401343)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0824B5375)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032408

Report#: SSV004366060
Open Date: 11/19/2004
Mileage: 31772
Warr Built Dt: 03/24/2004
Supplier RP: B1

Zone/Cd: 63-43852
Name: RONNIE SMITH INC
Address: 2425 WAYNE ROAD
 SAVANNAH, TN 383722398
Phone: 731 925-9016

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: HEAD LIGHTS ARE INOP AT TIMES. ALSO THE HEAD LIGHTS DOESN T FLASH WITH THE RKE OPERATION AS SELECTED AT TIMES. :RCB13:11/19/2004

Service Action: TECH WILL START OUT BY MONITORING THE SWITCH INPUT FROM THE HEAD LAMP SWITCH AT THE BCM. IF THE RKE CONCERN IS TRUE IT WOULD SEEM THAT THE ACTIVATION PART OF THE CIRCUIT IS AT FAULT. :RCB13:11/19/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004366081

Vehicle Information

Repair Information

Dealer Information

VIN: 1D4GP24R05B [REDACTED]
Model Year: 2005
Make/Model: DODGE
 GRAND CARAVAN SE FWD
 RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1070401343)
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0824B5375)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 032408

Report#: SSV004366081
Open Date: 11/19/2004
Mileage: 31772
Warr Built Dt: 03/24/2004
Supplier RP: B1

Zone/Cd: 63-43852
Name: RONNIE SMITH INC
Address: 2425 WAYNE ROAD
 SAVANNAH, TN 383722398
Phone: 731 925-9016

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: HEADLIGHTS ARE INOP AT TIMES. TECH SAYS THAT THE SWITCH VOLTAGE IS CHANGING. :RAL10:11/19/2004

Service Action: ADVISED TECH REPLACE THE HEADLIGHT SWITCH. :RAL10:11/19/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Fast Feedback Report#: 5R2450040411A

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP54L25 [REDACTED]

Report#: 5R2450040411A

Zone/Cd: ZZ-19028

Model Year: 2005

Open Date: 11/24/2004

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 5980

Address: 800 CHRYSLER DRIVE

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 08/02/2004

AUBURN HILLS, MI 48326-2757

RSYP53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1204402517)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2094B7826)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 080210

Service Narrative Information

Evaluator's Comment: HEADLIGHTS WOULD NOT TURN ON. TURNED SWITCH ON & OFF TWICE, THE THIRD TIME THE LIGHTS FINALLY CAME ON().

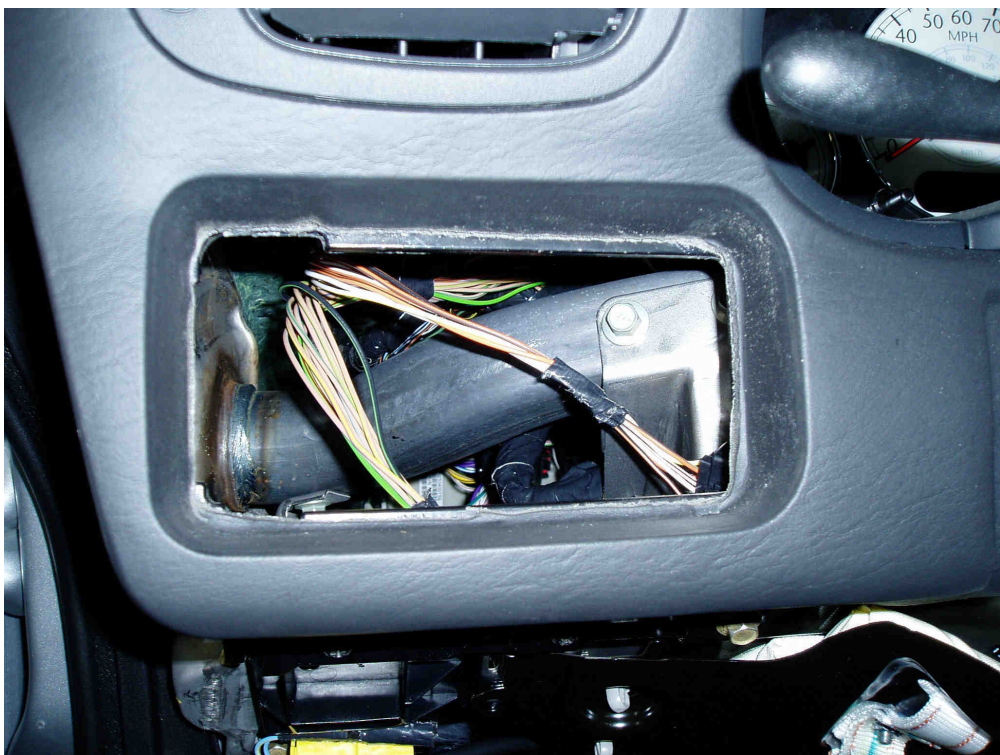
Correction:

Zone Technical Advisor Report



Issue Number: RT1178DH3270401
Business Group: Midwest Business Center
Location: Technical Advisor
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Hummel, Dave
Phone: +1 630 724 2323
Created On: 11/22/2004

Images: 3



<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]	3050	091711	41315	EGH 1245 4017 54	DGL K259 4A13 87	

CONCERN #1

Customer Concern:

Headlights go on-off at times with the switch in the off position. Automatic headlamps do not always turn on headlamps, just parking lamps even though it is dark outside.

Root Cause:

Found that by wiggling headlamp switch knob I could duplicate the condition. Watching the headlamp switch switch voltage on the DRB III revealed the voltage fluctuating enough to indicate a different switch position.

Repair Action:

Zone Technical Advisor Report



Issue Number: RT1178DH3270401
Business Group: Midwest Business Center
Location: Technical Advisor
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Hummel, Dave
Phone: +1 630 724 2323
Created On: 11/22/2004

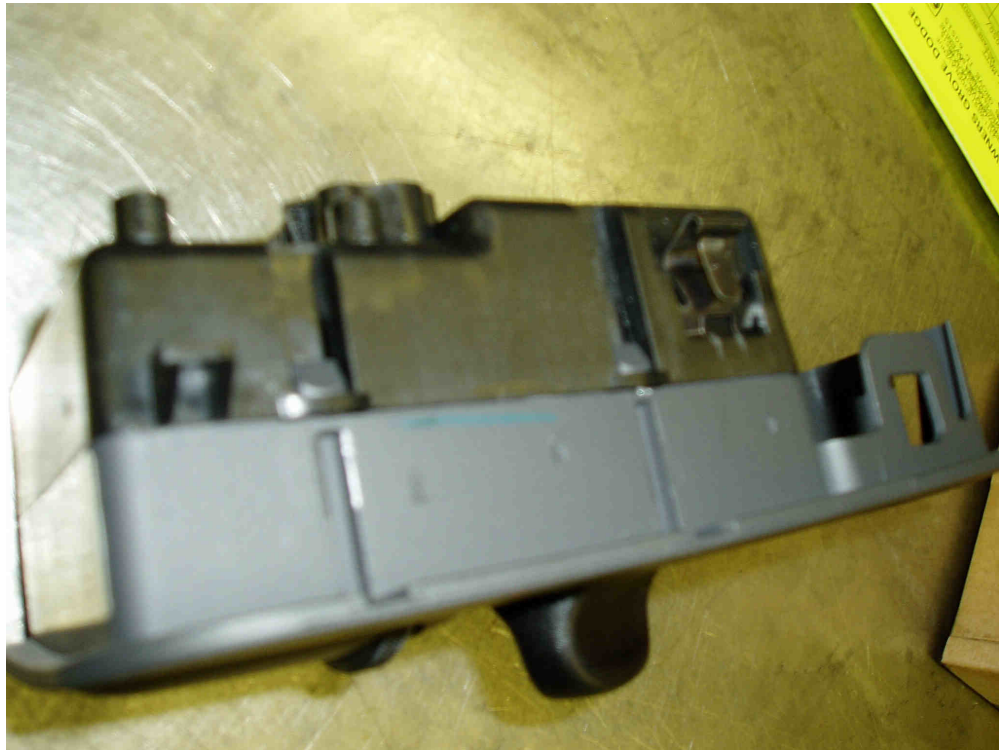
Images: 3



<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] 1	3050	091711	41315	EGH 1245 4017 54	DGL K259 4A13 87	

Replaced the switch. One note, the switch is very difficult to remove from the dash. The clips usually get bent before the switch is removed.

TSB Group: 08 **Repair Successful: Y**



Zone Technical Advisor Report



Part Information

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