

EA11-010

CHRYSLER

2-23-2012

Enclosure 4

Field Data

Legal AND

FIELD REPORT PG 18

Ea11-010

CHRYSLER

2-23-2012

Enclosure 4

Field Data

Legal

FILED

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PROTHONOTARY  
ALLEGHENY COUNTY

**IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY, PENNSYLVANIA**

**KELLY DAVIS AND  
MARTIN DAVIS, JR.,**

**CIVIL DIVISION**

**Plaintiffs,**

**vs.**

**CHRYSLER LLC,**

**Defendant.**

NO.:

*GD 07-26610*

**COMPLAINT IN CIVIL ACTION**

Filed on behalf of Plaintiffs:

Kelly Davis and  
Martin Davis, Jr.

COUNSEL OF RECORD FOR THIS PARTY:

Craig Thor Kimmel, Esquire  
Identification No. 57100

Robert A. Rapkin, Esquire  
Identification No. 61628

**KIMMEL & SILVERMAN, P.C.**

30 E. Butler Pike  
Ambler, PA 19002  
(215) 540-8888

**WRIT WAIVED**

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**NOTICE TO DEFEND**

**YOU HAVE BEEN SUED IN COURT. IF YOU WISH TO DEFEND AGAINST THE CLAIMS SET FORTH IN THE FOLLOWING PAGES, YOU MUST TAKE ACTION WITHIN TWENTY (20) DAYS AFTER THIS COMPLAINT AND NOTICE ARE SERVED, BY ENTERING A WRITTEN APPEARANCE PERSONALLY OR BY ATTORNEY AND FILING IN WRITING WITH THE COURT YOUR DEFENSES OR OBJECTIONS TO THE CLAIMS SET FORTH AGAINST YOU. YOU ARE WARNED THAT IF YOU FAIL TO DO SO THE CASE MAY PROCEED WITHOUT YOU AND A JUDGMENT MAY BE ENTERED AGAINST YOU BY THE COURT WITHOUT FURTHER NOTICE FOR ANY MONEY CLAIMED IN THE COMPLAINT OR FOR ANY OTHER CLAIM OR RELIEF REQUESTED BY THE PLAINTIFF. YOU MAY LOSE MONEY OR PROPERTY OR OTHER RIGHTS IMPORTANT TO YOU.**

**YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. IF YOU DO NOT HAVE A LAWYER OR CANNOT AFFORD ONE, GO TO OR TELEPHONE THE OFFICE SET FORTH BELOW TO FIND OUT WHERE YOU CAN GET LEGAL HELP.**

**LAWYER REFERRAL SERVICE  
The Allegheny County Bar Association  
11<sup>th</sup> Floor Koppers Building  
436 Seventh Street  
Pittsburgh, Pennsylvania 15219  
Telephone: (412) 261-0518**

**IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY, PENNSYLVANIA  
CIVIL DIVISION**

**KELLY DAVIS AND  
MARTIN DAVIS, JR.,**

**Plaintiffs,**

**vs.**

**No.:**

**CHRYSLER LLC,**

**Defendant.**

**COMPLAINT**

1. Plaintiff, Kelly Davis, is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, 522 Center Street, East Pittsburgh, PA 15112.
2. Plaintiff, Martin Davis, Jr., is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, 522 Center Street, East Pittsburgh, PA 15112.
3. Defendant, Chrysler LLC, is a corporation qualified to do and regularly conduct business in the Commonwealth of Pennsylvania, with its address and principal place of business located at 12000 Chrysler Drive, Highland Park, Michigan 48288-1919, and can be served at c/o CT Corporation, 1515 Market Street, Suite 1210, Philadelphia, PA 19103.

**BACKGROUND**

4. On or about October 12, 2006, Plaintiffs purchased a new 2006 Dodge Caravan, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1D4GP25B86B702521.

5. The vehicle was purchased in the Commonwealth of Pennsylvania and is registered in the Commonwealth of Pennsylvania.

6. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$21,980.12.

7. In consideration for the purchase of said vehicle, Defendant issued to Plaintiffs several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

8. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiffs.

9. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

10. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiffs.

11. During the first 12 months and/or 12,000 miles, Plaintiffs complained on at least three (3) occasions about defects and or non-conformities to the following vehicle components: abnormal, defective, and dangerous loss of headlights. True and correct copies of the repair invoices are not in Plaintiffs possession, however they can be obtained from Defendant's authorized dealership.

**COUNT I**  
**PENNSYLVANIA AUTOMOBILE LEMON LAW**

12. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

13. Plaintiffs are "Purchasers" as defined by 73 P.S. §1952.

14. Defendant is a "Manufacturer" as defined by 73 P.S. §1952.

15. Monroeville Dodge, Monroeville is and/or was at the time of sale a Motor Vehicle Dealer in the business of buying, selling, and/or exchanging vehicles as defined by 73 P.S. §1952.

16. On or about October 12, 2006, Plaintiffs took possession of the above mentioned vehicle and experienced nonconformities as defined by 73 P.S. §1951 et seq., which substantially impair the use, value and/or safety of the vehicle.

17. The nonconformities described violate the express written warranties issued to Plaintiffs by Defendant.

18. Section 1955 of the Pennsylvania Automobile Lemon Law provides:

If a manufacturer fails to repair or correct a nonconformity after a reasonable number of attempts, the manufacturer shall, at the option of the purchaser, replace the motor vehicle... or accept return of the vehicle from the purchaser, and refund to the purchaser the full purchase price, including all collateral charges, less a reasonable allowance for the purchaser's use of the vehicle, not exceeding \$.10 per mile driven or 10% of the purchase price of the vehicle, whichever is less.

19. Section 1956 of the Pennsylvania Automobile Lemon Law provides a presumption of a reasonable number of repair attempts if:

- (1) The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists;  
or



- (2) The vehicle is out-of-service by reason of any nonconformity for a cumulative total of thirty or more calendar days.

20. Plaintiffs have satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

21. In addition, the above vehicle has or will be out-of-service by reason of the nonconformities complained of for a cumulative total of thirty (30) or more calendar days.

22. Plaintiffs have delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

23. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

24. Plaintiffs aver the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide or maintain itemized statements as required by 73 P.S. § 1957.

25. Plaintiffs aver that such itemized statements, which were not provided as required by 73 P.S. § 1957 also include technicians' notes of diagnostic procedures and repairs, and Defendant's Technical Service Bulletins relating to this vehicle.

26. Plaintiffs aver the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide the notification required by 73 P.S. § 1957.

27. Plaintiffs have and will continue to suffer damages due to Defendant's failure to comply with the provisions of 73 P.S. §§ 1954 (repair obligations), 1955 (manufacturer's duty for refund or replacement), and 1957 (itemized statements required).

28. Pursuant to 73 P.S. § 1958, Plaintiffs seek relief for losses due to the vehicle's nonconformities, including the award of reasonable attorneys' fees and all court costs.

**WHEREFORE**, Plaintiffs respectfully demand judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

**COUNT II**  
**MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT**

29. Plaintiffs may resort or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

30. Plaintiffs aver that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

31. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

32. Plaintiffs are "Consumers" as defined by 15 U.S.C. §2301(3).

33. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

34. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

35. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

36. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

37. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

38. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

39. Plaintiffs have afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

40. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiffs have suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiffs are entitled to bring suit for such damages and other legal and equitable relief.

41. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

42. Plaintiffs aver that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

43. Plaintiffs aver Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

44. Plaintiffs aver that Defendant's warranty did not require Plaintiffs to first resort to a Dispute Resolution Program before filing suit.

45. Plaintiffs aver that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiffs respectfully demand judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

**COUNT III**  
**PENNSYLVANIA UNFAIR TRADE**  
**PRACTICES AND CONSUMER PROTECTION LAW**

46. Plaintiffs hereby incorporate all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

47. Plaintiffs are "Persons" as defined by 73 P.S. §201-2(2).

48. Defendant is a "Person" as defined by 73 P.S. §201-2(2).

49. Section 201-9.2(a) of the Act authorizes a private cause of action for any person "who purchases or leases goods or services primarily for personal, family or household purposes."

50. Section 1961 of the Pennsylvania Automobile Lemon Law, provides that a violation of its provisions shall automatically constitute a violation of the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. 201-1 et seq.

51. In addition, the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. §201-2(4), defines "unfair or deceptive acts or practices" to include the following conduct:

- (vii). Representing that goods or services are of a particular standard, quality or grade, or that goods are of a particular style or model, if they are of another;
- (xiv). Failing to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made;
- (xv). Knowingly misrepresenting that services, replacements or repairs are needed if they are not needed;
- (xvi). Making repairs, improvements or replacements on tangible, real or personal property of a nature or quality inferior to or below the standard of that agreed to in writing;
- (xvii). Engaging in any other fraudulent or deceptive conduct which creates a likelihood of confusion or of misunderstanding.

52. Plaintiffs aver Defendant has violated these, as well as other provisions, of 73 P.S. §201-2 et seq.

53. Section 201-3.1 of the Act provides that the Automotive Industry Trade Practice rules and regulations adopted by the Attorney General for the enforcement of this Act shall constitute additional violations of the Act.

54. Defendant's conduct surrounding the sale and servicing of the subject vehicle falls within the aforementioned definitions of "unfair or deceptive acts or practices."

55. The Act also authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained for violations.

**WHEREFORE**, Plaintiffs respectfully demand judgment against Defendant in an amount in excess of Twenty-Five Thousand Dollars (\$25,000.00), together with all collateral charges, attorneys' fees, all court costs and treble damages.

KIMMEL & SILVERMAN, P.C.

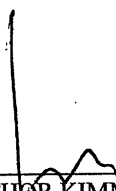
By: 

Craig Thor Kimmel, Esquire  
Robert A. Rapkin, Esquire

Attorney for Plaintiff  
30 E. Butler Pike  
Ambler, PA 19002

## VERIFICATION

Craig Thor Kimmel, states that he is the attorney for the Plaintiff herein; that he is acquainted with the facts set forth in the foregoing Complaint; that same are true and correct to the best of his knowledge, information and belief; and that this statement is made subject to the Penalties of 18 Pa. C.S.A. §4904, relating to unsworn falsifications to authorities.



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CRAIG THOR KIMMEL, ESQUIRE  
Attorney for Plaintiff

<b>MATTER #</b>	1187928
<b>FILE TYPE</b>	Legal Claim (Arbitration)
<b>FILE NAME</b>	[REDACTED]
<b>DATE OF INCIDENT</b>	NA
<b>DATE OF NOTICE</b>	11/12/2007
<b>MODEL/MODEL YEAR</b>	2006 Dodge Caravan SE
<b>VIN</b>	1D4GP25B86B [REDACTED]
<b>MILEAGE</b>	10,388
<b>OWNER</b>	[REDACTED] East Pittsburg, PA [REDACTED]
<b>COURT</b>	Common Pleas Court, Allegheny, PA
<b>DOCKET #</b>	GD0726610
<b>ALLEGED DEFECT</b>	Head Lights
<b>DESCRIPTION</b>	Plaintiffs presented the vehicle to a dealer three times complaining that the headlights would go off while driving and that when this occurred the switch would have to be turned off then back on to get the headlights working again. The first time the vehicle was presented to the dealer with this complaint, the dealer discovered an internal short in the FCM. The FCM was reprogrammed. Subsequently, the Plaintiffs presented the vehicle to the dealer two more times with the same complaint but the dealer could find nothing wrong with the headlights.
<b>CRASH</b>	0
<b>INJURIES</b>	0
<b>FATALITIES</b>	0
<b>ANALYSIS</b>	Upon inspection, Plaintiffs' complaint regarding the headlights could not be verified.



Ea11-010

CHRYSLER

2-23-2012

Enclosure 4

Field Data

Field Reports

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV011391221

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 1D4GP45R75B	<b>Report#:</b> SSV011391221	<b>Zone/Cd:</b> 74-45504
<b>Model Year:</b> 2005	<b>Open Date:</b> 06/10/2011	<b>Name:</b> JOHN ELWAY CHRYSLER JEEP DODGE
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 95533	<b>Address:</b> 2501 35TH AVE
CARAVAN SXT FWD	<b>Warr Built Dt:</b> 11/06/2004	GREELEY, CO 806344122
RSKH52	<b>Supplier RP:</b> B1	<b>Phone:</b> 970 506-9777
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1295402278)		970 534-2031
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K3034B5303)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 110619		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 FLICKER,TACH DROPS,ABS -BRAKE LIGHT FLASH ON,HEADLAMPS GO OFF,GAUGES JUMP,GAUGES SWEEP,RADIO GOES OFF,BLOWER MOTOR STOPS ALL INTERMITTENT NO DTC IN ANY MODULES\r\nRIGHT REAR WHEEL BEARING VERY NOISEY\r\nWE HAVE DRIVEN 90 MILES CAN NOT DUPLICATE PROBLEM

**Service Action:**DASH LIGHTS FLICKER,TACH DROPS,ABS -BRAKE LIGHT FLASH ON,HEADLAMPS GO OFF,GAUGES JUMP,GAUGES SWEEP,RADIO GOES OFF,BLOWER MOTOR STOPS ALL INTERMITTENT DUPLICATED : YES - CUSTOMER SENT CELL PHONE VIDIO OF PRNDLAND ODOMETER BLINKING AND TACH AND BRAKE AND ABS LIGHT FLASHING REPAIRS AND TESTS PERFORMED : ANOTHER DEALER HAS WORKED ON VEHICLE SINCE AUG LAST YEAR AND REPLACED BATTERY,ALT,FAN MODULE,FCM,IMP,IGN SWITCH,CLUSTER,ABS MODULE,PCM,BCM,AND CLEANED AND TIGHTENED BODY GROUNDS TSB APPLIED : I HAVE CHECKED GROUNDS AND TEST DROVE SCAN TOOL SOFTWARE VERSION : DBS TECHCONNECT SEARCH : DASH LIGHTS FLICKER. --- ANY CODES TECH STATES NO CODES WERE FOUND AND CURRENTLY CONCERN CANNOT BE DUPLICATED. WILL, TRY REMOVING THE FCM FROM THE IPM AND CHECK THE TERMINAL TENSION/PIN CONTACT BETWEEN THESE TWO COMPONENTS, SUGGEST LOADTESTING THE POWER FEEDS TO IPM AND BCM, AS WELL AS THE GROUNDS USING A HEADLAMP BULB. CHECK AND LOADTEST G300 AND G301 FIRST AS WE HAVE SEEN ISSUES WITH THESE GROUNDS, THERE LOCATED AT THE B PILLARS, RIGHT AND LEFT. WILLIAM, THE ITEMS ON THE COMPLAINT ALMPOST LOOK LIKE THEY ARE RELATED TO THE T751 START CIRCUIT TO THE FCM.. IF THIS CIRCUIT HAS VOLTAGE AT ANY POINT - CONNECTOR OR WIRING SHORT THE THINGS MENTIONED MAY HAPPEN. TEST BY

TURNING THE KEY TO START AND TRACKING FOR THE SAME. IF YOU FIND THIS MATCHES - A COMPLETE INSPECTION OF THIS CIRCUIT IS NEEDED - CONNECTERS IN LINE AND AT THE MODULE - INCLUDING THE STARTER RELAY - ANY TRACE VOLTAGE ON THIS CIRCUIT WILL SHUT DOWN THE ITEMS MENTIONED. THANKS VEHICLE IS NOT REPAIRED WE COULD NOT DUPLICATE PROBLEM T-751 CIRCUIT HAS .025-.050 VOLTS AND BATTERY VOLTS WHEN CRANKING CUSTOMER IS DRIVING UNTIL PROBLEM STARTS AGAIN

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011408512

### Vehicle Information

**VIN:** 2C4GP64L05R [REDACTED]

**Model Year:** 2005

**Make/Model:** CHRYSLER

TOWN & COUNTRY LIMITED FWD

RSYS53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1108500302)

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

#:K1105A2828)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 042219

### Repair Information

**Report#:** SSV011408512

**Open Date:** 06/02/2011

**Mileage:** 77210

**Warr Built Dt:** 04/22/2005

**Supplier RP:** R1

### Dealer Information

**Zone/Cd:** 66-26118

**Name:** KEFFER CHRYSLER JEEP DODGE

**Address:** 8214 E INDEPENDENCE BLVD

CHARLOTTE, NC 282277777

**Phone:** 704 532-1050

### 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 LIGHTS AND HEAD LIGHTS FLICKER AT TIMES.

**Service Action:**KEN CALLS STAR, ADVISED TO PERFORM A LOADED VOLTAGE DROP TEST OF THE BATTERY CABLES, IF MORE THAN .5V THEN REPLACE THE CABLE. JIM INSTALLED BOTH POSITIVE AND NEGATIVE BATTERY CABLE OVERLAYS. PROBLEM SEEMS TO BE FIXED. TIME WILL TELL WHEN CUST DRIVES FOR A WEEK. THIS WAS CUST CHOICE OVER HARNESS REPLACEMENT.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011353549

### Vehicle Information

**VIN:** 2C4GP54L35R [REDACTED]

**Model Year:** 2005

**Make/Model:** CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1279401938)

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

#:K2754B5053)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 100811

### Repair Information

**Report#:** SSV011353549

**Open Date:** 05/11/2011

**Mileage:** 62462

**Warr Built Dt:** 10/08/2004

**Supplier RP:** R1

### Dealer Information

**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:**INTERMITTENT NO CRANK, INTERMITTENT INOPERATIVE KEY FOB, HEADLIGHTS AND DASH LIGHTS CHANGE INTESITY, PRNDL CHANGES INTENSITY.

**Service Action:**INTERMITTENT NO CRANK, INTERMITTENT INOPERATIVE KEY FOB, HEADLIGHTS AND DASH LIGHTS CHANGE INTESITY, PRNDL CHANGES INTENSITY. DUPLICATED : YES - THIS CONCERN IS VERY INTERMITTENT. REPAIRS AND TESTS PERFORMED : VEHICLE HAS BEEN WORKED ON MANY TIMES BY SEVERAL TECHNICIANS. HAS HAD BATTERY REPLACED. HAS HAD PCM UPDATED. HAS HAD BCM UPDATED. HAS HAD ALTERNATOR REPLACED. GROUNDS AT FRAME RAIL HAVE BEEN CLEANED AND INSPECTED PER STAR CASE. ALL OTHER GROUNDS HAVE BEEN CHECKED FOR CLEAN AND TIGHT. HAS HAD PINS AT PCM CONNECTOR CHECKED FOR PIN RESISTANCE AND/OR DAMAGE. CAN THIS BE A FAILING BCM TSB APPLIED : K97420107 K62212843 K26817091 TECHCONNECT SEARCH : FLICKER\*\*\*\*\*\r\n\r\nDEAN, THERE ARE 2 ISSUES LISTED HERE. THE RKE ISSUE IS NOT RELATED TO THE LAMP FLICKER. FOR THE LAMP FLICKER FIRST UNDERSTAND SOME FLICKER IS NORMAL. THIS IS CAUSES BY THE AMPERAGE CHANGE WHEN THE ALT SWITCHES FIELD STATE. \r\n\r\nTHE KEY TO A NORMAL CHARGING SYSTEM AND LAMP OPERATION IS A GOOD CLEAN CONNECTION TO A GOOD CHARGED

BATTERY. THE BATTERY WORKS AS A CAPACITOR IN THE SYSTEM AFTER THE ENGINE IS STARTED. START WITH A FACTORY BATTERY AT FULL CHARGE. IF THIS REPAIR IS NOT CORRECTING THE CONDITION. THE NEXT STEP IS TO PERFORM A LOADED VOLTAGE DROP FROM THE BATTERY POST TO THE ALT AND IPM ON THE POSITIVE LEADS. ON THE NEGATIVE LEADS FROM THE BATTERY POST TO THE ENGINE BLOCK AND BODY GROUNDS. (MAKE SURE YOU USE THE BATTERY POST NOT THE CABLE END) AND AS A LOADED TEST DISABLE THE ENGINE FROM STARTING THEN JUMP THE STARTER SO THE ENGINE IS CRANKING DURING THE VOLTAGE DROP TEST. ANY THING OVER .5V ON A BATTERY CABLE MUST BE INSPECTED. WE HAVE RESPONDED TO YOUR TICKET BUT HAVE NOT RECEIVED A REQUEST FOR ANY ADDITIONAL ASSISTANCE OR CLOSING. IF YOU NEED ADDITIONAL ASSISTANCE PLEASE PROVIDE A RESUBMISSION. IF YOU HAVE REPAIRED THE VEHICLE PLEASE CLOSE THE TICKET. \r\n\r\nTHANKS, CHRYSLER STAR CENTER. NOT REPAIRED YET.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV011008033

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L15R	<b>Report#:</b> SSV011008033	<b>Zone/Cd:</b> 32-26214
<b>Model Year:</b> 2005	<b>Open Date:</b> 05/09/2011	<b>Name:</b> BOB MARIANO CHRYSLER JEEP DODG
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 14836	<b>Address:</b> 146 MANCHESTER ST
GRAND CARAVAN SXT FWD	<b>Warr Built Dt:</b> 03/23/2005	CONCORD, NH 033015112
RSKH53	<b>Supplier RP:</b> R1	<b>Phone:</b> 603 228-1345
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1077500569)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K0775B7777)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 032322		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 STALLING AND ALL INDICATOR LIGHTS ARE COMING ON AT RANDOM TIMES. AT TIMES THE HEADLIGHTS DO NOT WORK BUT THE FOG LAMPS AND PARKIG KIGHTS ARE ON. WHEN SHUTTING VEH OFF THE LIGHTS WILL SOMETIMES STAY ON.

**Service Action:**CALLED THE DEALER AND TALKED WITH SEAN PETERSON. TECH STATES THE DEALER HAS NEVER BEEN ABLE TO DUPLICATE THIS CONCERN. TECH DID HAVE A CODE FOR CPA CLIP LOOSE C5. TECH LOCKED THE CPA CODE IS GONE. \nADVISED TECH TO CHECK FOR ACID DAMAGE ON THE HARNESS UNDER THE BATTERY TRAY. CHECK WITH THE CUSTOMER TO SEE IF THERE ARE ANY OTHER ELECTRICAL CONCERN. ALSO DOES THIS HAPPEN ON ONE TIME OF DAY AND WHAT TYPE OF DRIVING CONCERNS. HELLO RICHARD\n I SEE THAT THIS CASE IS STILL OPEN AND WONDERING IF YOU STILL NEED MORE HELP ON THIS VEHICLE. PLEASE GIVE ME SOME MORE DETAILS SO I CAN HELP YOU REPAIR THIS VEHICLE. IF THE VEHICLE HAS BEEN REPAIRED PLEASE CLOSE THE CASE WITH THE PROPER INFORMATION THAT REPAIRED THIS VEHICLE. IF A WIRE REPAIRED YOUR CONCERN PLEASE GIVE THE CIRCUIT NUMBER AND LOCATION OF THE REPAIR. THANKS FOR WHAT YOU DO EVERY DAY, STEVE R. TECH STATES HE DID

NOT CORRECT THIS VEHICLE. ANOTHER TECH RESOLVED THE ISSUE. THE TECH NO LONGER HAS REPAIRING INFORMATION. TECH CLOSED TICKET.

**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV011313904

Vehicle Information

**VIN:** 2C4GP44RX5R  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LX FWD  
RSYH53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1322400017)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3244B7974)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 120700

Repair Information

**Report#:** SSV011313904  
**Open Date:** 04/25/2011  
**Mileage:** 64428  
**Warr Built Dt:** 12/07/2004  
**Supplier RP:** R1

Dealer Information

**Zone/Cd:** 66-26019  
**Name:** EFIRD CHRY-JEEP-DODGE INC  
**Address:** 1711 WEST LUCAS STREET  
FLORENCE, SC 295011227  
**Phone:** 843 669-1881

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 FLICKERING RIDING THE ROAD

**Service Action:**HEADLAMPS FLICKERING RIDING THE ROAD DUPLICATED : YES - ANY REPAIRS AND TESTS PERFORMED : REPLACED THE PCM TSB APPLIED : NONE TECHCONNECT SEARCH :  
HEADLIGHTS FLICKERING RIDING DOWN THE ROAD\r\n\r\nBOBBY HAVE WE MONITORED THE CHARGING VOLTAGE OUT OF THE ALT WHEN THIS CONCERN HAPPENS DOES  
THIS VEHICLE HAVE HEATED SEATS AND ARE THEY ON WHEN THIS HAPPENS CHECK WIRING HARNESS UNDER BATTERY TRAY FOR CONCERNS. CHECK HEADLAMP GROUND  
CONNECTIONS. REPORT BACK FINDINGS. THANKS TOM T. WE HAVE RESPONDED TO YOUR TICKET BUT HAVE NOT RECEIVED A REQUEST FOR ANY ADDITIONAL ASSISTANCE  
OR CLOSING. IF YOU NEED ADDITIONAL ASSISTANCE PLEASE PROVIDE A RESUBMISSION. IF YOU HAVE REPAIRED THE VEHICLE PLEASE CLOSE THE TICKET. \r\n\r\nTHANKS,  
CHRYSLER STAR CENTER. REPLACED THE ALTERNATOR AND THIS CORRECTED THE CUSTOMERS CONCERN,ANOTHER HAPPY CUSTOMER THANKS TO YOU GUYS.....

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011291781

### Vehicle Information

**VIN:** 2D4GP44L95R

**Model Year:** 2005

**Make/Model:** DODGE

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1287401525)

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

#:K2994B5130)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 102706

### Repair Information

**Report#:** SSV011291781

**Open Date:** 03/31/2011

**Mileage:** 26564

**Warr Built Dt:** 10/27/2004

**Supplier RP:** R1

### Dealer Information

**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
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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:**LIGHTS FLICKER WHILE DRIVING,PRNDL FLICKERS,STATES TAIL LAMPS FLICKER LIGHTS FLICKER WHILE DRIVING,PRNDL FLICKERS,STATES TAIL LAMPS FLICKER CHECKED  
GROUNDS 300,301(GOOD)..LOAD TESTED BCM GROUNDS(GOOD)...DISCONNECTED ALTERNATOR ,STILL FLICKERING

**Service Action:**LIGHTS FLICKER WHILE DRIVING,PRNDL FLICKERS,STATES TAIL LAMPS FLICKER DUPLICATED : YES - RUNNING WITH LIGHTS ON,,,HEADLAMPS DON T FLICKER AS MUCH AS  
THE PRNDL REPAIRS AND TESTS PERFORMED : HEADLIGHT SWITCH,CHECKED GROUNDS TECHCONNECT SEARCH :  
LIGHTS\*\*\*\*\*\n\nDAVID, CHECK THE G300 AND G301 GROUNDS, LOAD TEST BCM GROUNDS, THEN CHECK THE CHARGING SYSTEM  
AND TRY TO DUPLICATE AND DISCONNECT THE ALTERNATOR, KEEP ME POSTED, THANKS.\n\nMARK T. DAVID, HANG A SWITCH AND TEST, THE LAST THING WOULD BE A  
BCM, THANKS.\n\nMARK. FOUND LOOSE BATTERY CONNECTION

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV011250979

Vehicle Information

**VIN:** 2C4GP54L25R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1035502181)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0435B7561)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 021520

Repair Information

**Report#:** SSV011250979  
**Open Date:** 02/25/2011  
**Mileage:** 74924  
**Warr Built Dt:** 02/15/2005  
**Supplier RP:** R1

Dealer Information

**Zone/Cd:** 35-68169  
**Name:** DUNCAN CHRYSLER DODGE JEEP  
**Address:** 19999 VIRGIL H GOODE HIGHWAY  
ROCKY MOUNT, VA 24151  
**Phone:** 540 483-0253

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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,HEADLAMPS DIM AND FADE,NOT ALL DASH LIGHTS WORK WHEN FIRST STARTED BRB NOW FLASHES NO RESPONSE BCM DTC WHILE SHOWING NO DTC PRESENTIN MIDDLE OF SCREEN

**Service Action:**DASH LIGHTS FLASH,HEADLAMPS DIM AND FADE,NOT ALL DASH LIGHTS WORK WHEN FIRST STARTED BRB NOW FLASHES NO RESPONSE BCM DTC WHILE SHOWING NO DTC PRESENTIN MIDDLE OF SCREEN DUPLICATED : YES - NONE REPAIRS AND TESTS PERFORMED : WAS PERFORMING TEST ON CLUSTER TO READ CODES LOST POWER TO DRB, CHECKED AT INTERGRATED MODULE NO POWER AT IOD FUSE AND BATTERYCABLES WARM, TESTED BATTERY OK REMOVED POWER MODULE AND CHECKED CONNECTION AFTER POWER RETURNED NOTHING FOUND CHECKED FOR SHORT TO GROUND NOTHING TSB APPLIED : NONE DTCS : NONE SCAN TOOL SOFTWARE VERSION : CURRENT TECHCONNECT SEARCH : VEHICLE LOSES BATTERY POWER. - ADVISED TECH TO REMOVE THE FUEL PUMP RELAY AND CRANK THE ENGINE WHILE PERFORMING A VOLTAGE DROP ON THE POSITIVE CABLE, THERE SHOULD NO MORE THAN .5 VOLTS DROP. NEW BATTERY CABLE

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011159290

### Vehicle Information

**VIN:** 2C4GP64L95R [REDACTED]

**Model Year:** 2005

**Make/Model:** CHRYSLER

TOWN & COUNTRY LIMITED FWD

RSYS53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1355402931)

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

#:K3504B5280)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 011010

### Repair Information

**Report#:** SSV011159290

**Open Date:** 02/23/2011

**Mileage:** 60308

**Warr Built Dt:** 01/10/2005

**Supplier RP:** R1

### Dealer Information

**Zone/Cd:** 66-44073

**Name:** CONWAY CHRYSLER DODGE JEEP INC

**Address:** 2385 HWY 501 WEST

CONWAY, SC 295265002

**Phone:** 843 365-7331

### 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 PRNDL LIGHTS FLICKER, ALSO HEADLAMPS FLICKER AND AT TIMES VEHICLE FEELS LIKE YOU SWITCH IT OFF AND BACK ON WE HAVE REPLACED BATTERY

AND COMPARED TO 2 OTHER LIKE VEHICLES AND THEY ARE FINE THIS IS REALLY BAD AND WE HAVE SEEN RADIO AND AC SHUT DOWN AND COME BACH

**Service Action:**WITH ALL LIGHTS, BLOWER, COOLING FANS, RADIO, AND WIPERS ALSO A/C INTERMITTENTLY KICKING ON A LITTLE FLICKERING IS NORMAL. HOWEVER IF YOU CAN  
DUPLICATE VOLTAGE DROP THE BATTERY CABLES AND LOAD TEST THE BATTERY. CHECK ALL BATTERY TO ENG/CHASSIS GROUNDS. COMPARE TO A SAME YEAR LIKE  
VEHICLE. COMMON COMPLAINT ON THESE. PER PAST CASE ON THIS, THE CLUSTER AND BCM WERE REP LACED , NO CHANGE. READ K97420107, CHECK ENGINE AND  
CHASSIS GROUNDS. CHECK G300 AND G301. HARNESS

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011074674

### Vehicle Information

**VIN:** 2C4GP44R35R [REDACTED]

**Model Year:** 2005

**Make/Model:** CHRYSLER

TOWN & COUNTRY LX FWD

RSYH53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1141501524)

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

#:K1445B6864)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 052604

### Repair Information

**Report#:** SSV011074674

**Open Date:** 02/01/2011

**Mileage:** 68345

**Warr Built Dt:** 05/26/2005

**Supplier RP:** R1

### Dealer Information

**Zone/Cd:** 71-68349

**Name:** MOTOR VILLAGE OF LOS ANGELES

**Address:** 2025 S FIGUEROA ST

LOS ANGELES, CA 900071340

**Phone:** INACTIVE

323 933-5501

### 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:**HEAD LAMPS DASH LIGHTS AND INTERIOR LIGHTS ALL FLICKER INTERMITTENTLY

**Service Action:**ROY, I WOULD INSPECT THE HARNESS UNDER THE BATTERY TRAY AND THE GROUNDS AT BOTH B-PILLARS. IF THAT ALL CHECKS GOOD THEN RUN A LOADED VOLTAGE DROP TEST ON THE BATTERY CABLES. IF THAT ALL CHECKS GOOD(NO MORE THAN .5V) SWAP IN A KNOWN GOOD BATTERY AND RETEST. REPLACED BATTERY

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011144061

### Vehicle Information

**VIN:** 1D4GP24R45B

**Model Year:** 2005

**Make/Model:** DODGE

GRAND CARAVAN SE FWD

RSKL53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1157502666)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1605B5654)

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

**MDH:** 061113

### Repair Information

**Report#:** SSV011144061

**Open Date:** 01/19/2011

**Mileage:** 46139

**Warr Built Dt:** 06/11/2005

**Supplier RP:** B1

### Dealer Information

**Zone/Cd:** 66-44058

**Name:** DODGELAND OF COLUMBIA

**Address:** 190 GREYSTONE BLVD

COLUMBIA, SC 29210

**Phone:** 803 799-1900

### 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:**HAD DEAD BATTERY ALREADY BEEN REPLACED AIRBAG ABS/BRAKE LIGHT COMES ON AND HEADLIGHTS FLASH ON AND OFF AT TIMES LOSES COMMUNICATION WITH ALL MODULES EXCEPT PCM CHECKED ALL MODULES AND WIRES FOR OPEN , SHORT TO GROUND , SHORT TO VOLTAGE , LOAD TEST AND VOLTAGE DROP TEST ALL POWERS GROUNDS AND PCI BUS NO PROBLEMS FOUND AIR BAG LIGHT ON ABS LIGHT IS ON ENGINE LIGHT IS ON LOSES COMMUNICATION WITH ALL MODULES AT TIMES YES IF YOU CAN CALL ME 8032375060 I HAVE LAB SCOPE CONNECTED WITH DRB AND BACK PROBED AT CLUSTER PCI BUS WIRE CHANGES FROM 0 TO7 VOLTS IN SQUARE WAVE PATTERN

**Service Action:**VEHICLE STARTS AND RUNS. TECH HAS ZERO VOLTS ON HIS PCI WIRE. ADVISED TO VERIFY PCI BETWEEN DLC AND S302 GLENN, DOES YOUR CCN WORK LETS CHECK PCI VOLTAGE AT THE CCN. GLENN, WHAT IS YOUR PCI VOLTAGE AT YOUR CCN TECH CAN COMMUNICATE WITH EVERYTHING. NO CODES IN ABS, CODES IN THE ORC FOR THE DRIVERS SEAT, BUT THE SEAT HAS BEEN REMOVED. TECH ALSO FOUND NO DRAW. ADVISED TO DUPLICATE RADIO

**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV011161705

Vehicle Information

**VIN:** 2D4GP24R15R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** DODGE  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1036401382)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0134B5518)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 022111

Repair Information

**Report#:** SSV011161705  
**Open Date:** 01/13/2011  
**Mileage:** 95821  
**Warr Built Dt:** 02/21/2004  
**Supplier RP:** R1

Dealer Information

**Zone/Cd:** 32-42114  
**Name:** FAYETTEVILLE DODGE INC  
**Address:** 5427 N BURDICK ST  
FAYETTEVILLE, NY 130669669  
**Phone:** 315 637-5001

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DO NOT GO ON

**Service Action:**DUPLICATED : NO REPAIRS AND TESTS PERFORMED : HEADLAMP SWITCH WAS REPLACED LAST WEEK. P/N 0ZL671J8AC DATE CODE 25101 (2004 ) TECHCONNECT SEARCH :  
HEADLIGHTS  
RESEARCHING FURTHER  
0085 PAUL, AS FAR AS KNOWN PARTS ISSUES ON THE SWITCH, YOUR PARTS DEPT. NEEDS TO CONTACT MOPAR SPECIFYING  
TO SEE IF THEY HAVE ANY KNOWN QUALITY ISSUES ON THE PART #. OTHER THAN THIS I WOULD CHECK THE CIRCUITS FROM THE SWITCH TO THE BCM, LOAD TEST AND  
VOLTAGE DROP THEM TO ENSURE NO ISSUES THERE. ANY ACTIVE FAULTS PURSUE THE NORMAL DIAGNOSTICS. I KNOW THE HEADLIGHT SWITCH SHARES THE G200 AND  
THE G200 & G201 HAVE BEEN FOUND WHEN LOOSE OR DIRTY TO CAUSE OTHER ELECTRICAL ISSUES. OTHER THAN THIS WOULD BE CHECKING THE PDC WIRING UNDER IT  
AND THE GROUND CONNECTION ON TOP OF THE FRAME RAIL THAT CAN GET CORRODED. CHECKED WITH MOPAR SPECIFYING, THEY RE NOT AWARE OF ANY ISSUES WITH  
REPLACEMENT SWITCHES. G200 & G201 APPEARED OKAY. WATER-TESTED IPM AS I VE HAD PROBLEMS WITH IPM S IN THE PAST I.E. IN THE RAIN, HIGH-HUMIDITY

CONDITIONS. NO FAULTS DETECTED WITH IPM. APPLIED DI-ELECTRIC GREASE TO HEADLAMP SWITCH CONNECTOR. DROVE VEHICLE AT NIGHT FOR 5 DAYS. I M STILL NOT SURE IF VEHICLE IS REPAIRED SINCE CONCERN HAS NEVER BEEN DUPLICATED.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010955325

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L75R	<b>Report#:</b> SSV010955325	<b>Zone/Cd:</b> 74-66856
<b>Model Year:</b> 2005	<b>Open Date:</b> 12/17/2010	<b>Name:</b> CAR CITY CHRYSLER
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 41006 <b>Warr Built Dt:</b> 11/01/2004	<b>Address:</b> 3100 S 169 HIGHWAY ST JOSEPH, MO 64503
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1296401203)	<b>Supplier RP:</b> R1	<b>Phone:</b> 816 233-9149
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K3014A2789)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 110113		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b>	INTERMITTENTLY GAUGES WILL DROP TO ZERO, DASH BACKLIGHTING WILL FLASH RAPIDLY, WARNING INDICATORS LIGHT UP AS IF JUST TURNED KEY ON FOR BULB CHECK, NO BUSS MESSAGE IN CLUSTER, HEADLIGHTS WILL DIM DOWN AND/OR FLASH, CD CHANGER WILL MAKE CLICKING NOISE LIKE WHEN POWER IS RECONNECTED, VEH WILL SOMETIMES DIE (ABOUT HALF THE TIME) WHEN THIS OCCURES. MULTIPLE DTCS IN MULTIPLE MODULES AS FOLLOWS... FCM PCM COMM FAULT, TCM COMM FAULT MIC LOOPBACK FAILURE, NO PCM BUSS MESS RECIEVED TCM BATTERY WAS DISCONNECTED BCM PCM MESS NOT RECIEVED, TCM MESS NOT RECIEVED, LEFT TURN SIGNAL INDICATOR SHORT, RIGHT TURN SIG INDICATOR SHORT, IOD WAKEUP CLUSTER OUTPUT SHORT. PCM NO DTCS. THESE CODES ALL SET AT ONCE, ALL MODULES WERE CLEAR OF FAULT CODES BEFORE VEH ACTED UP. HAS BEEN HERE MULTIPLE TIMES FOR SAME COMPLAINT HERE IS A LIST OF PREVIOUS REPAIRS... BCM REPLACED, ALTERNATOR REPLACED, BATTERY REPLACED, CLUSTER REPLACED, PCM REPLACED. NONE OF THE PREVIOUS REPAIRS HAVE CHANGED VEH SYMPTOMS.
<b>Service Action:</b>	BRAD, KEEP IN MIND THAT EVEN IF THE BUS GOES DOWN , IT WILL NOT CAUSE THE ENGINE TO STALL, FOCUS ON THE PCM SWITCHED IGNITION FEED CIRCUIT, POWERS

AND GROUNDS TO THE PCM, DETERMINE IF WHEN THIS OCCURS, IF THERE IS COMMUNICATION WITH THE PCM. EVEN IF THE ENTIRE BUS GOES DOWN, YOU WOULD STILL HAVE COMMUNICATION WITH THE PCM ON THE SCI TRANSMITT AND RECIEVE WIRES. THE PCI BUS WILL NOT STOP THE PCM FROM COMMUNICATING WITH THE SCAN TOOL, BUT IF THERE IS AN ISSUE WITH THE PCM, IT WILL STOP THE PCI BUS FROM COMMUNICATING, WHEN THE BUS IS DOWN , CAN YOU UNPLUG THE PCM AND GET THE BUS TO COME BACK UP FRONT CONTROL MODULE AND BODY CONTROL MODULE REPLACED, VEH HAS NOT BEEN BACK TO SHOP IN OVER 2 MONTHS. ASSUME CONDITION IS CORRECTED.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011041693

### Vehicle Information

**VIN:** 2C4GP44R95R [REDACTED]

**Model Year:** 2005

**Make/Model:** CHRYSLER

TOWN & COUNTRY LX FWD

RSYH53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1352401134)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0125B5125)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 012006

### Repair Information

**Report#:** SSV011041693

**Open Date:** 11/17/2010

**Mileage:** 41042

**Warr Built Dt:** 01/20/2005

**Supplier RP:** R1

### Dealer Information

**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:**CUSTOMER STATES HEADLAMPS AND DASH LAMPS FLICKER. INSPECTED WIRING, NO SIGNS OF ACID INTRUSION INTO WIRING--I HAVE EXPERIENCED THE CONDITIONS BEFORE WITH ACID IN WIRING AND YES THEY DO ACT WEIRD....SWAPPED BATTERY IN OUT OF ANOTHER VEHICLE AND FLICKER WAS ELIMINATED, GOIND TO REPLACE BATTERY.

**Service Action:**THE BATTERY AND RELATED CABLES ARE FIRST CONCERN. YOU HAVE 141042 MILES ON THIS VEHICLE. IF ALL BATTERY CABLES REALLY LOOK GOOD BORROW A BATTERY FROM A NEW VEHICLE AND SEE IF THAT GETS RID OF THE SITUATION. WHILE YOU ARE IN THE AREA OF THE BATTERY LOOK JUST TO THE ENGINE SIDE OF THE BATTERY AND OPEN UP THE HARNESS. STRANGE THINGS OCCURED ON THE RS MINIVAN WHEN BATTERY ACID RUNOFF GOT INTO THAT HARNESS ON THE BOTTOM SIDE OF THE CONVALUTED TUBING. IT TENDED TO EAT THE INSULATION ON THE WIRING WHICH CAUSED SOME OF THOSE WIRES TO FUSE TOGETHER AND DO REALLY CRAZY THINGS. GREAT, MAKE VERY SURE THAT THE BATTERY CABLES ARE IN GOOD CONDITION. BATTERY

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011045917

### Vehicle Information

**VIN:** 2C4GP44R75R [REDACTED]

**Model Year:** 2005

**Make/Model:** CHRYSLER

TOWN & COUNTRY LX FWD

RSYH53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1048502544)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0595B5491)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 030307

### Repair Information

**Report#:** SSV011045917

**Open Date:** 11/12/2010

**Mileage:** 72567

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

**Supplier RP:** R1

### Dealer Information

**Zone/Cd:** 66-45155

**Name:** NAPLETON'S SOUTH ORLANDO

**Address:** 1460 E OSCEOLA PKWY

KISSIMMEE, FL 347441602

**Phone:** 407 483-7700

### 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:** DASH DISPLAY IS ERRATIC, GAUGES JUMPING, RADIO CUTS, LOW GAS WARNING, ABS , SES FLICKERING, HEADLAMPS FLICKERING. WHEN RPMS ARE HIGHER PROBLEM GOES AWAY. I REPLACED THE ENGINE HARNESS AND PROBLEM WAS SOLVED. THE CLUSTER LIGHTS STAY SOLID WITH NO FLICKERING. VOLTAGE DROP IS ALSO AT SPEC.

**Service Action:** JAVED, IF THE CABLES ARE SHOWING OVER .3V OF DROP I WOULD REPLACE THEM AND RETEST. A GOOD STANDARD FOR VOLTAGE DROP IS .1V FOR EACH LENGTH OF THE VEHICLE. JAVED, IF THE VEHICLE IS IXED THEN PLEASE SUBMIT A CLOSE CASE REQUEST USING THE CLOSE CASE BUTTON BELOW THE ADDITIONAL INFORMATION BOX.

ENGINE HARNESS

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010994569

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2C8GP64L75R	<b>Report#:</b> SSV010994569	<b>Zone/Cd:</b> 74-63718
<b>Model Year:</b> 2005	<b>Open Date:</b> 11/02/2010	<b>Name:</b> JUETTNER MOTORS INC
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 77014	<b>Address:</b> 1900 SOUTH BROADWAY
TOWN & COUNTRY LIMITED FWD	<b>Warr Built Dt:</b> 08/10/2004	ALEXANDRIA, MN 56308
RSYS53	<b>Supplier RP:</b> R1	<b>Phone:</b> 320 763-3126
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1212401567)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2154B6819)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 081000		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> HEADLIGHTS AND DASH LIGHTS FLICKER.
<b>Service Action:</b> ADVISED TECH TO MONITOR THE VOLTAGE WITH THE SEAT BACK ON COMPARED TO ANOTHER VEHICLE AND IF DRAW IS THE SAME THIS IS CONSIDERED A NORMAL CONDITION. TECH TO TRY USING A BATTERY CHARGER AMPED UP TOP 14 VOLTS AND WITH ENGINE OFF KEY ON SEE IF CONDITION IS STILL THE SAME. NORMAL CONDITION, TRIED LIKE VEHICLE AND IT HAS SAME CONCERN. HOWEVER CUSTOMER NOT HAPPY.
<b>Correction:</b>



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010954933

Vehicle Information

**VIN:** 2C4GP54L55R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1296401639)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3004B5574)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 110110

Repair Information

**Report#:** SSV010954933  
**Open Date:** 09/30/2010  
**Mileage:** 60073  
**Warr Built Dt:** 11/01/2004  
**Supplier RP:** R1

Dealer Information

**Zone/Cd:** 42-60390  
**Name:** CHRYSLER JEEP OF ANN ARBOR  
**Address:** 2060 W STADIUM BLVD  
ANN ARBOR, MI 481034558  
**Phone:** 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:**INTERMITTANTLY, FOR DURATIONS RANGING FROM FRACTIONS OF A SECOND TO A COUPLE SECONDS, THE FOLLOWING OCCUR: RADIO WILL GO SILENT OR IF RADIO IS OFF TIME DISPLAY WILL GO BLACK, IC GUAGES WILL DROP TOWARDS LOWER STOPS OR ALL THE WAY TO STOPS IF DURATION OF EVENT IS LONG ENOUGH, ENGINE WILL CUT OUT FOR DURATION OF EVENT, HEADLIGHTS WILL GO OUT.

**Service Action:**KEVIN, WE HAVE A STAR ONLINE CASE FOR SOMETHING VERY SIMILAR TO THIS K99140943 \ WHILE YOUR CONDITION IS OCCURING, CHECK FOR VOLTAGE ON THE T751 CIRCUIT. IF THERE IS VOLTAGE THE ACCESSORY RELAY WON T FUNCTION. WITH THE ENGINE STILL RUNNING, REMOVE THE STARTER RELAY AND SEE IF THE ACCESSORY RELAY STARTS WORKING. THE BOTTOM LINE IS YOU HAVE TO FIND THE SOURCE OF THE VOLTAGE ON THAT CIRCUIT AND ELIMINATE IT.\n\n\nTHE ONLY OTHER THING TO DO WHILE WAITING FOR IT TO HAPPEN IS VISUALLY & PHYSICALLY CHECKING THE T752 & T751 CIRCUITS AS THEY GO UNDER THE BATTERY TRAY AREA AND SEE IF THERE IS ANY ACID CORROSION DAMAGE TO THE WIRING THAT CAN CAUSE THIS TYPE OF SHORT. CUSTOMER TOOK VEHICLE UNTIL FAILURE BECOMES MORE READILY

DUPLICATABLE.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010911657

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2C4GP54LX5R	<b>Report#:</b> SSV010911657	<b>Zone/Cd:</b> 66-66697
<b>Model Year:</b> 2005	<b>Open Date:</b> 09/15/2010	<b>Name:</b> LEE CHRYSLER DODGE JEEP
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 83388	<b>Address:</b> 541 MARY ESTER CUTOFF
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 11/11/2004	FT WALTON BEACH, FL 325485439
RSYP53	<b>Supplier RP:</b> R1	<b>Phone:</b> 850 244-7611
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1309403035)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K3104B6310)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 111121		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b>	TECHNICIAN STATES THE VEHICLE STALLS OUT WHEN DRIVING. TECHNICIAN HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN. NO DTC S PRESENT. TECHNICIAN STATES THE ENGINE EXHIBITS A MISSFIRE.
<b>Service Action:</b>	ADVISED TECHNICIAN TO DIAGNOIS THE MISSFIRE. TECH STATES WHEN THIS HAPPENS THE CLUSTER TURNS OFF AND HEADLAMPS TURN OFF AND THE VEHICLE WILL STALL. THERE ARE NO CODE SET IN ANY MODULE. TECH HAS BULB IN THE IGNITION FEED TO THE FCM, TRY TO SEE WHAT IS DROPPING OUT. \nADVISED TECH TO CHECK THE HARNESS UNDER THE BATTERY TRAY FOR ACID DAMAGE. CHECK FOR LOOSE GROUNDS.
<b>Correction:</b>	

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV010878624**

Vehicle Information

**VIN:** 2C4GP44R05R [REDACTED]  
**Model Year:** 2005  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LX FWD  
RSYH53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1258400524)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2474B5077)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 091704

Repair Information

**Report#:** SSV010878624  
**Open Date:** 08/26/2010  
**Mileage:** 49339  
**Warr Built Dt:** 09/17/2004  
**Supplier RP:** R1

Dealer Information

**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:**CUSTOMER CLAIMS THE DASH, RADIO AND HEADLAMPS INTERMITTENTLY GO OUT. CUSTOMER WAS UNABLE TO DUPLICATE THE CONDITION DURING A TEST DRIVE. DEALER HAS PREVIOUSLY REPLACED THE BATTERY, ALTERNATOR, BCM, PCM, IPM AND FCM. THE TCM HAD A CODE FOR A BATTERY DISCONNECT AND THE TEVES MODULE HAD A OVERCHARGE CODE. THE CUSTOMER HAD PREVIOUSLY REPLACED THE BATTERY SO CODE VALIDITY IS SUSPECT.

**Service Action:**DIRECTED THE TECHNICIAN TO RUN DUPLICATE GROUNDS FROM THE BATTERY TO THE ENGINE AND CHASSIS. ALSO RUN DUPLICATE B+ TO THE IPM AND ALTERNATOR.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010842537

Vehicle Information

**VIN:** 1D4GP24R75B[REDACTED]  
**Model Year:** 2005  
**Make/Model:**  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1237400321)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2434B5165)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 090920

Repair Information

**Report#:** SSV010842537  
**Open Date:** 08/11/2010  
**Mileage:** 32086  
**Warr Built Dt:** 09/09/2004  
**Supplier RP:** B1

Dealer Information

**Zone/Cd:** 66-42576  
**Name:** JIM COGDILL DODGE CHRYSLER JEE  
**Address:** 8544 KINGSTON PIKE  
KNOXVILLE, TN 379195353  
**Phone:** 865 690-1611

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 OFF AT TIMES WHILE DRIVING AT NIGHT. HEAD LIGHT SWITCH HAS BEEN REPLACED AND BCM SOFTWARE IS UP TO DATE.  
**Service Action:**DAVID, THE HEADLAMPS WILL DEFAULT TO ON. I WOULD MONITOR THE SWITCH INPUT TO THE BCM AND IF IT STAYS CONSISTANT SUSPECT THE BCM.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008673726

Vehicle Information

**VIN:** 1D4GP24R46B[REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1048600389)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0456B6632)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 022202

Repair Information

**Report#:** SSV008673726  
**Open Date:** 04/10/2007  
**Mileage:** 22301  
**Warr Built Dt:** 02/22/2006  
**Supplier RP:**

Dealer Information

**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:**THE HEADLIGHTS WILL GO OUT AND GO BACK OUT AT TIMES.

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

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008724795

### Vehicle Information

**VIN:** 2A8GP54L86R [REDACTED]

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1216501173)

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

#:K2205B8173)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 081300

### Repair Information

**Report#:** SSV008724795

**Open Date:** 02/22/2007

**Mileage:** 19700

**Warr Built Dt:** 08/13/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-44957

**Name:** LARSEN AUTO CENTER INC

**Address:** 1105 WISCONSIN AVE

FREDERIC, WI 54837

**Phone:** INACTIVE

715 327-4217

### 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:** JASON STATES THIS CUSTOMER CONCERN IS THE HEADLAMPS GO OUT WHILE DRIVING INTERMITTENTLY. TECH STATES THERE ARE NO CODES AND HE HASN T BEEN ABLE TO DUPLICATE THIS.

**Service Action:** STAR ADVISED JASON TO A POSSIBLE HEADLAMP SWITCH. ALSO A POSSIBLE IPM/FCM.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008726864

### Vehicle Information

**VIN:** 1D4GP24R66B [REDACTED]

**Model Year:** 2006

**Make/Model:** DODGE

GRAND CARAVAN SE FWD

RSKL53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1255501124)

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

#:K2585B5367)

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

**MDH:** 091718

### Repair Information

**Report#:** SSV008726864

**Open Date:** 02/22/2007

**Mileage:** 16216

**Warr Built Dt:** 09/17/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 70-44644

**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
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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:**FRONT HEAD LAMPS INOP ON HIGH OR LOW BEAM PARK LAMPS OK TURN SIGNALS OK

**Service Action:**THE SYSTEM USES A MULTIFUNCTION SWITCH SENDS THE VOLTAGE TO THE BCM AND BUSES THE SIGNAL TO THE FCM CONTROL THE LAMPS YOU NEED TO CHECK THE SIGNAL IN THE BCM FROM THE MFSWITCH IF GOOD THE FCM IS CAUSING THE CONCERN.

**Correction:**



## QNA - Quality Narrative Analyzer Detail Report

### Vehicle Problem Tracking Report#: SSV008722966

### Vehicle Information

**VIN:** 2A4GP54L66R

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN &amp; COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1322501166)

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

#:K3225B7746)

**Plant:** WINDSOR ASSEMBLY PLANT

MDH: 112821

## Repair Information

**Report#:** SSV008722966

**Open Date:** 02/21/2007

**Mileage:** 25338

**Warr Built Dt: 11/28/2005**

**Supplier RP:**

## Dealer Information

**Zone/Cd:** 71-66667

**Name:** DAVID ELLIS CHRYSLER JEEP

**Address:** 21422 ROSCOE BOULEVARD

CANOGA PARK, CA 91304

**Phone:** 818 348-7510

## Part Information

Part Number

### Part Description

Quantity

Cost/Unit
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Fail 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 ON AND OFF AT RANDOM. TECH STATES HE CAN TAP BCM AND LAMPS COME BACK ON.

Service Action:AUTHORIZED BCM

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008723223

Vehicle Information

**VIN:** 2A8GP54L36R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1257502092)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2645A0008)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 092320

Repair Information

**Report#:** SSV008723223  
**Open Date:** 02/21/2007  
**Mileage:** 18350  
**Warr Built Dt:** 09/23/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 70-24143  
**Name:** LESKOVAR JEEP-EAGLE  
**Address:** 3020 WEST CLEARWATER  
KENNEWICK, WA 99336  
**Phone:** INACTIVE  
509 735-7575

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 AT TIMES, OR WILL NOT TURN ON AT TIMES. VERIFIED CONCERN AND BROUGHT VEHICLE INTO SHOP. AT THAT TIME HEADLAMPS WERE WORKING. NO CODES IN SYSTEM. I CHECKED ALL RELAYS, PERFORMED WIGGLE TEST. HEADLAMPS ARE INTERMITTANT SCANNED SYSTEM, NO CODES, TESTED RELAYS - GOOD, CHECKED ALL RELATED CONNECTIONS\nPERFORMED WIGGLE TEST ON HARNESS

**Service Action:**WHEN THE HEAD LAMPS ARE NOT WORKING THE, YOU HAVE A BCM AND FCM MODULES AND MULTI FUNCTION SWITCH INVOLVED. YOU NEED TODUPCLATE THE CONCERN.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008718505**

Vehicle Information

**VIN:** 1D4GP24R36E [REDACTED]

**Model Year:** 2006

**Make/Model:** DODGE

GRAND CARAVAN SE FWD

RSKL53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1313500444)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3255B6415)

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

**MDH:** 112318

Repair Information

**Report#:** SSV008718505

**Open Date:** 02/19/2007

**Mileage:** 32140

**Warr Built Dt:** 11/23/2005

**Supplier RP:**

Dealer Information

**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:**STATES THAT THE HEADLIGHTS GO OUT.....REQUESTING BCM....

**Service Action:**VEHICLE IS DOWNED FOR THE DURATION OF THE REPAIR. AUTHORIZED FUNCTION 11.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008718671**

Vehicle Information Repair Information Dealer Information

**VIN:** 2A4GP54L26R [REDACTED]

**Report#:** SSV008718671

**Zone/Cd:** 51-67960

**Model Year:** 2006

**Open Date:** 02/19/2007

**Name:** TASCH MOTORS INC

**Make/Model:** CHRYSLER

**Mileage:** 17600

**Address:** 1300 HWY 67 SOUTH

TOWN & COUNTRY TOURING FWD

**Warr Built Dt:** 12/05/2005

ELKHORN, WI 53121

RSYP53

**Supplier RP:**

**Phone:** 262 723-2280

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1335500465)

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

#:K2375B7632)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 120522

**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 DIM AT TIME THE TECH CANT DUPCALTE THE CONCERN.

**Service Action:**THE TECH NEEDS TO DUPCALTE THE CONCERN.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008713020

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP54L76R	<b>Report#:</b> SSV008713020	<b>Zone/Cd:</b> 42-65797
<b>Model Year:</b> 2006	<b>Open Date:</b> 02/15/2007	<b>Name:</b> ZUBEK C-P-D TAWAS
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 12864	<b>Address:</b> 492 M55
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 09/12/2005	TAWAS CITY, MI 487639284
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> 989 362-3791
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1242501310)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2515B5165)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 091200		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> DOME, DASH AND HEADLAMPS FLICKER. TECH CAN DUPLICATE THE CONCERN AND NOTED LAMPS VARY IN BRIGHTNESS. TECH HAS REPLACED THE BATTERY WITH NO CHANGE. TECH NOTED THE CONCERN IS NOT NORMAL WHEN COMPARED TO A LIKE VEHICLE.
<b>Service Action:</b> ADVISED TECH TO INSPECT BATTERY, ENGINE AND BODY GROUND CONNECTIONS. PERFORM LOADED VOLTAGE DROP TO GENERATOR AND PCM POWER AND GROUNDS FEEDS.
<b>Correction:</b>

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008714210

Vehicle Information

VIN: 1D4GP25BX6E

Model Year: 2006

Make/Model:

CARAVAN SE FWD

RSKL52

Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser  
#:6206500350)

Transmission: DGL-4-Speed Automatic Transmission (Ser  
#:K2085A1254)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 080517

Repair Information

Report#: SSV008714210

Open Date: 02/15/2007

Mileage: 5717

Warr Built Dt: 08/05/2005

Supplier RP:

Dealer Information

Zone/Cd: 70-64531

Name: BELLINGHAM CHRY CNTR INC

Address: 1615 IOWA STREET

BELLINGHAM, WA 98229

Phone: INACTIVE

360 734-8810

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 INTERMIT INOP, TECH CANT DUPLICATE. NO DTC S ARE SETTING

Service Action:ADVISED TO DUPLICATE

Correction:

## QNA - Quality Narrative Analyzer Detail Report

### Vehicle Problem Tracking Report#: SSV008706369

### Vehicle Information

**VIN:** 1D4GP45R16B

**Model Year: 2006**

**Make/Model:** DODGE

CARAVAN SXT FWD

RSKH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1182501119)

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

#:K2065B5217)

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

MDH: 072721

## Repair Information

**Report#:** SSV008706369

**Open Date:** 02/12/2007

**Mileage:** 20634

**Warr Built Dt: 07/27/2005**

**Supplier RP:**

## Dealer Information

**Zone/Cd: 51-68903**

**Name:** JACKSONVILLE CHRYSLER - DODGE,

**Address:** 1600 W MORTON AVE

JACKSONVILLE, IL 626502718

**Phone:** 217 243-3333

217 243-3371

### Part Information

Part Number

### Part Description

Quantity

Cost/Unit
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Fail 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 COME ON AT TIMES AND WILL GO OUT AT TIMES. FOG LAMP CIRCUIT OPEN AND LOSS OF COMMUNICATION WITH THE FCM CODE.

**Service Action:**ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008702514

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2A4GP44R46R

**Report#:** SSV008702514

**Zone/Cd:** 66-43287

**Model Year:** 2006

**Open Date:** 02/08/2007

**Name:** JENKINS CHRYSLER-DODGE-JEEP

**Make/Model:**

**Mileage:** 40302

**Address:** HIGHWAY 27 NORTH

TOWN & COUNTRY LX FWD

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

LAFAYETTE, GA 307280668

RSYH53

**Supplier RP:**

**Phone:** 706 638-1662

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1273501068)

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

#:K2765A2567)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 100605

### 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 HEAD LAMPS SHUT OFF WHEN DRIVING. TECH HAS NO CODES AND CANNOT DUPLICATE.

**Service Action:**ADVISED TECH THE HEAD LAMP SWITCH MAY CAUSE THIS ISSUE.

**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008698481

Vehicle InformationRepair InformationDealer Information

VIN: 1D4GP25B66E

Report#: SSV008698481

Zone/Cd: 66-68368

Model Year: 2006

Open Date: 02/07/2007

Name: BENCHMARK CHRYSLER JEEP DODGE

Make/Model:

Mileage: 10353

Address: 1313 GRANTS MILL WAY

CARAVAN SE FWD

Warr Built Dt: 11/03/2005

BIRMINGHAM, AL 35210

RSKL52

Supplier RP:

Phone: 205 957-1314

Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser  
#:6298500318)

205 957-1313

Transmission: DGL-4-Speed Automatic Transmission (Ser  
#:K2975A0042)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 110309

Part Information

Part NumberPart DescriptionQuantityCost/UnitFail CdRetn Dt

\*\* No Parts Information Available

Labor Information

LOPLOP DescriptionCostFail Cd

\*\* No Labor Information Available

Service Narrative Information

Customer Comment:HEADLAMPS GO BRIGHT AND DIM DOWN AT TIMES WHEN FANS CYCLE OR A/C CLUTCH GOES ON AND OFF.

Service Action:THIS IS CONSIDERED NORMAL-CHECK CHARGE RATE FOR TARGET AND ACTUAL WHEN IT HAPPENS.

Correction:

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008692675

### Vehicle Information

**VIN:** 2D4GP44L76R [REDACTED]

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1265503122)

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

#:K2785B5481)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 100714

### Repair Information

**Report#:** SSV008692675

**Open Date:** 02/06/2007

**Mileage:** 24207

**Warr Built Dt:** 10/07/2005

**Supplier RP:**

### Dealer Information

**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
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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 FLICKER::IN ORDER FOR THE HEADLIGHTS TO FLICKER,BOTH HEATED SEATS NEED TO BE TURNED ON. ONCE THE FLICKERING HAS STARTED YOU THEN NEED

TO TURN OFF BOTH HEATED SEAT SWITCHES.ONE TURNED ON WONT CAUSE ISSUE ALONE.I HAVE CHECKED CONNECTIONS TO BOTH HEATED SEAT MODULES AND ALSO SUPPLIED MY OWN GROUND PATH TO BOTH MODULES.THE FCM WAS REPLACED FOR THIS ISSUE. WHEN I SAY HEADLIGHTS I MEAN ALL INTERIOR,MARKER,CLUSTER,RADIO,ETC....

**Service Action:**DENNIS, THIS IS A COMPLAINT WE GET ON A REGULAR BASIS FOR THE RS MINI VAN. PLEASE COMPARE TO A LIKE VEHICLE - SOME FLICKER IS NORMAL. IF THIS IS THE SAME AS LIKE VEHICLES, NO REPAIR SHOULD BE ATTEMPTED - IT IS CONSIDERED NORMAL. THE DLR CALLED TO GET AN UPDATE ON THIS CASE. HIS STAR ONLINE IS DOWN SO HE HAS NOT BEEN ABLE TO PULL THE CASE. --FAXED THE DLR INFORMATION AT 614-791-4791.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008697540**

Vehicle Information

**VIN:** 2A4GP54L46R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1304500272)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3065B6610)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 110706

Repair Information

**Report#:** SSV008697540  
**Open Date:** 02/06/2007  
**Mileage:** 16212  
**Warr Built Dt:** 11/07/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 63-43852  
**Name:** RONNIE SMITH INC  
**Address:** 2425 WAYNE ROAD  
SAVANNAH, TN 383722398  
**Phone:** INACTIVE  
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:**THE HEAD LAMPS ARE INOP AT TIMES ALL OTHER LAMPS WORK. 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#: SSV008697559

Vehicle InformationRepair InformationDealer Information

VIN: 1D4GP25B76E

Report#: SSV008697559

Zone/Cd: 70-57475

Model Year: 2006

Open Date: 02/06/2007

Name: BBC DODGE INC

Make/Model:

Mileage: 13689

Address: 14650 1ST AVE SO

CARAVAN SE FWD

Warr Built Dt: 09/20/2005

SEATTLE, WA 981683495

RSKL52

Supplier RP:

Phone: INACTIVE

Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser  
#:6249500851)

206 244-4990

Transmission: DGL-4-Speed Automatic Transmission (Ser  
#:K2535A2581)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 092008

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HOWARD STATES THE HEADLAMPS GO INOP AT TIMES. TECH STATES THERE ARE NO CODES AND HE CANNOT DUPLICATE THIS. ANY KNOWN ISSUES

Service Action:STAR ADVISED HOWARD THERE ARE NO KNOWN ISSUES. POSSIBLE HEADLAMP SWITCH OR IPM.

Correction:

## QNA - Quality Narrative Analyzer Detail Report

### Vehicle Problem Tracking Report#: SSV008685296

### Vehicle Information

**VIN:** 2A4GP54L96R

**Model Year: 2006**

**Make/Model:** CHRYSLER

TOWN &amp; COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1305500839)

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

#:K3085B5100)

**Plant:** WINDSOR ASSEMBLY PLANT

MDH: 110908

## Repair Information

**Report#:** SSV008685296

**Open Date:** 02/05/2007

**Mileage:** 20619

**Warr Built Dt: 11/09/2005**

**Supplier RP:**

## Dealer Information

**Zone/Cd:** 74-44703

**Name:** NEOSHO CHRY-PLYM-DODGE-JEEP IN

**Address:** 180 SOUTH HIGHWAY 71

NEOSHO, MO 64850

**Phone:** INACTIVE

417 451-3232

## Part Information

Part Number

Part Description

Quantity

Cost/Unit
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Fail 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 INTERMITTENTLY, PULLED DTC OF FCM MESSAGE NOT RECEIVED, CKD ALL RELATED WIRING AND CONNECTORS.

**Service Action:**AUTHORIZE BCM HAS BEEN AUTHORIZED.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008691251

### Vehicle Information

**VIN:** 2A8GP64L16R

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY LIMITED FWD

RSYS53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1171601551)

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

#:K1686B6406)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 062316

### Repair Information

**Report#:** SSV008691251

**Open Date:** 02/02/2007

**Mileage:** 4165

**Warr Built Dt:** 06/23/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 35-44330

**Name:** MARTIN DODGE

**Address:** 3900 ROUTE 42

TURNERSVILLE, NJ 080121736

**Phone:** INACTIVE

856 629-4305

### 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 WILL DIM OUT AT TIMES THE BATTERY LAMP WILL COME ON. NO CODES IN THE SYSTEM 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#: SSV008692339**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 1D4GP45R86B	<b>Report#:</b> SSV008692339	<b>Zone/Cd:</b> 32-44050
<b>Model Year:</b> 2006	<b>Open Date:</b> 02/02/2007	<b>Name:</b> HAMPTON'S DODGE CHRYSLER JEEP
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 19132	<b>Address:</b> 2463 CORNING RD
CARAVAN SXT FWD	<b>Warr Built Dt:</b> 09/17/2005	ELMIRA HEIGHTS, NY 14903
RSKH52	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1252501093)		607 733-9108
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2535B6842)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 091706		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 NOT TURN ON INTERMITTENTLY - TECH IS NOT ABLE TO DUPLICATE PARK LAMP FUSE OUTAGE IN THE FCM, BCM HAS NO FCM OR TCM MESSAGES RECIEVED.

**Service Action:**TECH WILL NEED TO DUPLICATE AND CHECK SWITCH INPUT, DOES THE CLUSTER BACK LAMPS AND RADIO ILLUMINATION COME ON WHEN THE CONCERN IS PRESENT POSSIBLE BCM PER RELATED CASES.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008687433

Vehicle Information

**VIN:** 1A4GP45R26E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1081600917)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0266B6767)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 040620

Repair Information

**Report#:** SSV008687433  
**Open Date:** 01/31/2007  
**Mileage:** 21759  
**Warr Built Dt:** 04/06/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 74-44980  
**Name:** MONTICELLO DODGE-CHRY-JEEP  
**Address:** 3801 CHELSEA ROAD WEST  
MONTICELLO, MN 55362  
**Phone:** INACTIVE  
763 295-5600

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 ALL ELECTRICAL DEVICES ARE ON AND VEHICLE IS IDLING AT A STOP, HEADLAMPS WILL MOMENTARILY BLINK/FLICKER. FOUND A BARELY DISCERNIBLE FLICKER OF BOTH HEADLAMPS WHEN ALL DEVICES WERE ON AND THEN THE RADIATOR FAN TURNED ON. PERFORMED DATA RECORDING. AT FLICKER, VOLTAGE DROPPED TO 12.87 AND IMMEDIATELY RECOVERED. CONSIDERED NORMAL

**Service Action:**IT IA PROBABLY MORE NOTICEABLE WHEN THE HEATED SEATS, RADIATOR FAN OR THE HEATED BACK WINDOW CYCLE ON AND OFF. THIS IS NORMAL BECAUSE THERE IS NO PROGRAM TO IDLE UP THE ENGINE WHEN THESE COMPONENTS CYCLE ON AND OFF.

**Correction:**



Issue Number: RT7953TC250701  
Business Group: CAG Field Engineer  
Location: Minneapolis  
Issue Type: Non-Powertrain  
Category: Reliability  
Reported By: Tracy Castano  
Phone: +01 651 251 8247  
Created On: 01/25/2007

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	6R [REDACTED]	2115	062203	42832	EGH 1164 6009 80	DGL K167 6B76 31	

CONCERN #1

Customer Concern:

Headlights, turn signals, dash lights, and interior lights are all part of problem. Turn on headlamps and they may come on for a second, then will go off. If turn headlight switch to parking lights only, all the lights will flash. When this occurs the turn signals will not work. Intermittent issue.

Root Cause:

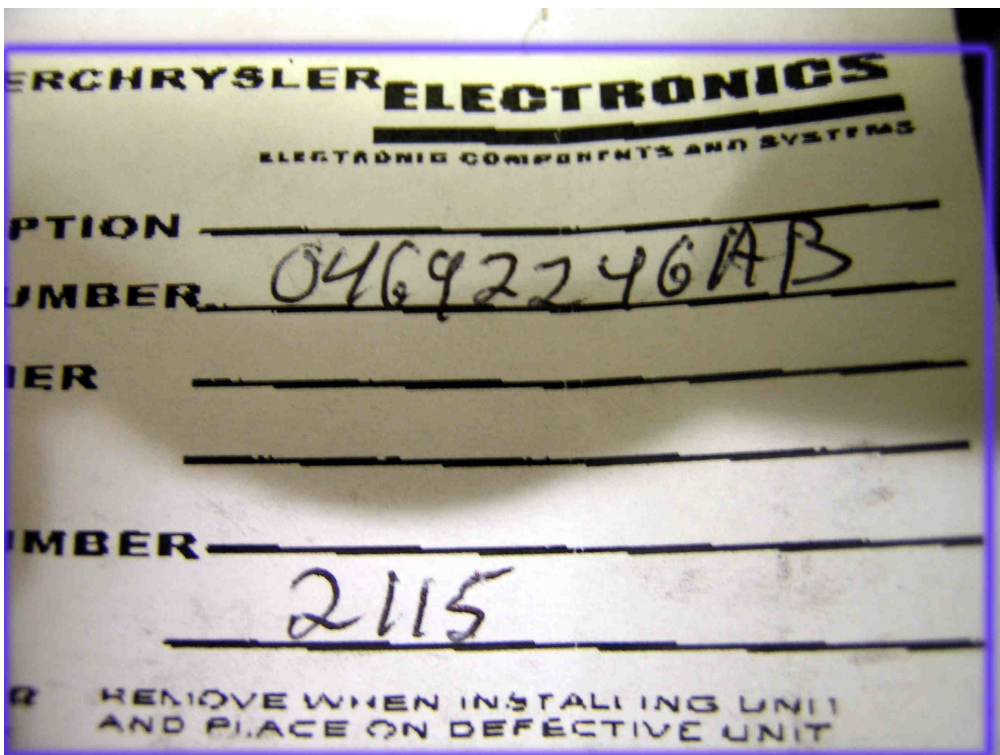
LOP 08803601  
PN 04692246AB-BCM  
Keywords SupplierQuality  
Cost of Repair \$266

# Field Engineer Analysis Report



Issue Number: RT7953TC250701  
Business Group: CAG Field Engineer  
Location: Minneapolis  
Issue Type: Non-Powertrain  
Category: Reliability  
Reported By: Tracy Castano  
Phone: +01 651 251 8247  
Created On: 01/25/2007

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	6R [REDACTED]	2115	062203	42832	EGH 1164 6009 80	DGL K167 6B76 31	

Repair Action:  
Removed and replaced Body Control Module (BCM). Retested systems-all test good. Sent back as an exchange part via UPS to Downtown Radio Denver. Tracking # 1Z E81 644 06 1269 7210.  
  
Details: Monitored headlamp and liftgate voltages-voltage fluctuates all over the board when the lamps are on. Unplugged switch-voltage goes to 5 Volts. Installed new headlamp switch and tested-no change. Checked all grounds-all good and tight. Called Star Center-recommended replacing BCM for internal issue.

**TSB Group: 08      Repair Successful: Y**

# Field Engineer Analysis 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#: SSV008688381

Vehicle Information

**VIN:** 2D4GP44L86R [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1220501324)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2225B8434)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 081608

Repair Information

**Report#:** SSV008688381  
**Open Date:** 01/31/2007  
**Mileage:** 18331  
**Warr Built Dt:** 08/16/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-56888  
**Name:** HARTWIG MOTORS INC  
**Address:** 629 SOUTH RIVERSIDE DR  
IOWA CITY, IA 52246  
**Phone:** INACTIVE  
319 337-2101

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 STAY ON UNLESS THE SWITCH IS TURNED ON UP TO 3 TIMES NONE, NO CODES,  
**Service Action:**YOU NEED TO CHECK THE MUX VOLTAGE TO THE MULTI FUNCTION SWITCH, AND BACK TO THE BCM. THE BCM THEN BUSSES THE SIGNAL TO THE FCM AND, THIS MODULE  
TURNS ON THE HEADLAMPS. THIS VEHICLE HAS HEAD LAMP DELAY A POSSIBLE BCM CONCERN OR ALONG DELAY IS SET.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008599753

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L96R	<b>Report#:</b> SSV008599753	<b>Zone/Cd:</b> 74-57716
<b>Model Year:</b> 2006	<b>Open Date:</b> 01/25/2007	<b>Name:</b> SWANT GRABER MOTORS
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 5060 <b>Warr Built Dt:</b> 11/07/2005	<b>Address:</b> 1690 EAST DIVISION AVE BARRON, WI 548128790
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1301501027)	<b>Supplier RP:</b>	<b>Phone:</b> 715 537-5657
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K3045B8558)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 110717		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> THE CUSTOMER STATES THE HEADLAMPS AND INTERIOR LAMPS WILL FLICKER, WHILE DRIVING.
<b>Service Action:</b> THERE ARE NO KNOWN ISSUES FOR THIS CONCERN, IT MAY BE NECESSARY TO MONITOR THE VOLTAGE AT THE HEADLAMPS WHEN THE RADIATOR FANS CYCLE ON AND OFF OR THE HEATED SEATS. TECH STATES THAT THERE IS A VERY SLIGHT CHANGE IN LAMP INTENSITY AT IDLE WHEN THE VEHICLE IS AT FULL OPERATING TEMP, MORE SO WHEN THE COOLING FAN CYCLES. TECH TO COMPARE TO A LIKE VEHICLE, SOME CHANGE IN INTENSITY IS NORMAL AS THE ELECTRICAL LOAD CHANGES. TECH CLAIMS HEADLIGHTS FLASH ON AND OFF WHEN STARTED COLD AND LIGHTS TURNED ON, NO DTC S, ADVISED TO CHECK INPUTS TO THE BCM AND FCM
<b>Correction:</b>

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008676494**

Vehicle Information

**VIN:** 2A4GP54L66R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1242501755)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2535B8448)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 091405

Repair Information

**Report#:** SSV008676494  
**Open Date:** 01/25/2007  
**Mileage:** 9053  
**Warr Built Dt:** 09/14/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 66-43077  
**Name:** MEGGS CHRYSLER JEEP DODGE  
**Address:** HIGHWAY 15-401 BYPASS  
BENNETTSVILLE, SC 29512  
**Phone:** INACTIVE  
843 479-4011

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 FLASH AT TIMES. TECH CANNOT DUPLICATE THE CONCERN. TECH HAD A CODE FOR FCM MESSAGE NOT RECEIVED.

**Service Action:**ADVISED TECH THE HEAD LAMPS WILL DEFAULT ON WHEN THE FCM LOSES BUS COMMUNICATION. \n\nALSO THE HEAD LAMP SWITCH HAS CAUSED THE LAMPS TO FLICKER IN THE PAST.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008679876**

Vehicle Information

**VIN:** 2A4GP54L16R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1239501192)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2295A2956)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 091219

Repair Information

**Report#:** SSV008679876  
**Open Date:** 01/26/2007  
**Mileage:** 3978  
**Warr Built Dt:** 09/12/2005  
**Supplier RP:**

Dealer Information

**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:**HEADLAMPS, PARK AND CLUSTER LIGHTING INOP AT TIMES. TECH HAS DUPLICATED THE CONCERN AND NOTED NO CODES ARE SET. TECH HAS MADE NO REPAIRS AND CALLED TO REVIEW POSSIBLE LIKE CASES.

**Service Action:**ADVISED TECH NO COMMON FAULTS OR UPDATES HAVE BEEN DOCUMENTED. TECH WILL NEED TO DUPLICATE THE CONCERN,.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008673726**

Vehicle Information

**VIN:** 1D4GP24R46B [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1048600389)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0456B6632)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 022202

Repair Information

**Report#:** SSV008673726  
**Open Date:** 01/24/2007  
**Mileage:** 22301  
**Warr Built Dt:** 02/22/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 32-62125  
**Name:** D'AMICO CHRYSLER DODGE JEEP  
**Address:** 1051 RTS 5 & 20  
GENEVA, NY 14456  
**Phone:** 315 789-7676

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 AND GO BACK OUT AT TIMES.  
**Service Action:**ADVISED THE TECH TO CHECK G300 AND G301. IF OK, DUPLICATE THE COMPLAINT, AND CHECK THE HEADLAMP SWITCH INPUT.  
**Correction:**



**QNA - Quality Narrative Analyzer Detail Report**  
**Dealer Product Sampling Report#: 656362705901**

Vehicle Information

Repair Information

Dealer Information

**VIN:** 1D4GP25R66B [REDACTED]

**Model Year:** 2006

**Make/Model:**

CARAVAN SE FWD

RSKL52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1342501448)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3495B5652)

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

**MDH:** 121910

**Report#:** 656362705901

**Open Date:** 01/23/2007

**Mileage:** 19044

**Warr Built Dt:** 12/19/2005

**Supplier RP:**

**Zone/Cd:** 74-65636

**Name:** COON RAPIDS CHRYSLER JEEP, INC

**Address:** 10541 WOODCREST DRIVE

COON RAPIDS, MN 554333968

**Phone:** INACTIVE  
763 421-8000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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:**CUST STATES: THE HEADLIGHTS WILL GO OUT WHILE DRIVING & THEN THEY WILL COME BA

**Service Comment:**INSPECT & FOUND FAULTY HEADLAMP SWITCH.

**Service Action:**REPLACED SWITCH OK.

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008672667**

Vehicle Information

**VIN:** 2D4GP44LX6R [REDACTED]

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1272502934)

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

#:K2805B5679)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 101203

Repair Information

**Report#:** SSV008672667

**Open Date:** 01/23/2007

**Mileage:** 14239

**Warr Built Dt:** 10/12/2005

**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-45288

**Name:** CHAMPION CHRYSLER CENTER, INC.

**Address:** 527 COURT ST

ROCKWELL CITY, IA 505791417

**Phone:** 712 297-7537

Part Information

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

Labor Information

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

Service Narrative Information

**Customer Comment:**WHEN DRIVING DOWN THE HWY - HEAD LAMPS DO NOT STAY ILLUMINATED.

**Service Action:**DLR TO TRACK THE CONNECTIONS AT THE FCM - CHECK THE HEAD LAMP GRDS - DLR TO CALL BACK AS NEEDED.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008673318**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L76R	<b>Report#:</b> SSV008673318	<b>Zone/Cd:</b> 74-44067
<b>Model Year:</b> 2006	<b>Open Date:</b> 01/23/2007	<b>Name:</b> CHRISTOPHER'S DODGE WORLD INC
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 9024 <b>Warr Built Dt:</b> 11/25/2005	<b>Address:</b> 16655 WEST COLFAX AVE GOLDEN, CO 80401
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1321500513)	<b>Supplier RP:</b>	<b>Phone:</b> 303 237-9641 303 238-7311
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K3255A3032)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 112515		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> HEAD LIGHTS FLICKER GOING DOWN THE ROAD
<b>Service Action:</b> RECOMMEND MONITORING DUTY CYCLE AND CHARGE RATE IN THE PCM WITH DRB. ALSO WATCH THE CHARGING WAVE FORM WITH A LAB SCOPE. WAVE SHOULD BE A MODIFIED SQUARE WAVE- NOT A SINE WAVE. IF IT IS A SINE WAVE- TRY AN ALTERNATOR.
<b>Correction:</b>

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008669372

Vehicle Information

VIN: 1D4GP25E56E

Model Year: 2006

Make/Model:

CARAVAN SE FWD

RSKL52

Engine: EGM-3.3L V6 OHV FFV Engine (Ser  
#:1224500859)

Transmission: DGL-4-Speed Automatic Transmission (Ser  
#:K1265B5438)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 082308

Repair Information

Report#: SSV008669372

Open Date: 01/22/2007

Mileage: 21419

Warr Built Dt: 08/23/2005

Supplier RP:

Dealer Information

Zone/Cd: 66-67045

Name: SUSAN SCHEIN CHRYSLER DODGE, I

Address: 3311 HWY 31 SOUTH

PELHAM, AL 35124

Phone: INACTIVE

205 664-2585

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 AT TIMES. LOSS OF COMMUNICATION WITH FCM. THE TECH HAS REPLACED THE FCM, CONDITION IS STILL 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#: SSV008664873

### Vehicle Information

**VIN:** 1D4GP24R06B

**Model Year: 2006**

**Make/Model:** DODGE

GRAND CARAVAN SE FWD

RSKL53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1263502571)

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

#:K2695A2699)

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

MDH: 092915

## Repair Information

**Report#:** SSV008664873

**Open Date:** 01/18/2007

**Mileage:** 21376

**Warr Built Dt: 09/29/2005**

**Supplier RP:**

## Dealer Information

**Zone/Cd:** 35-68873

**Name:** WEIMER CHRYSLER DODGE JEEP RAM

**Address:** 1205 US ROUTE 220 NORTH

MOOREFIELD, WV 26836

**Phone:** 304 530-7000

### Part Information

Part Number

Part Description

Quantity

Cost/Unit
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Fail 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 WHILE DRIVING, TECH PULLED DTC OF FCM MESSAGE NOT RECEIVED. CKD ALL RELATED WIRING AND CONNECTORS.

**Service Action:**AUTHORIZE BCM

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008666725

### Vehicle Information

**VIN:** 1D4GP45R66B [REDACTED]

**Model Year:** 2006

**Make/Model:** DODGE

CARAVAN SXT FWD

RSKH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1223502034)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2035B8348)

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

**MDH:** 082611

### Repair Information

**Report#:** SSV008666725

**Open Date:** 01/19/2007

**Mileage:** 6977

**Warr Built Dt:** 08/26/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 32-60124

**Name:** MORRISVILLE MOTORS, LLC

**Address:** 34 W MAIN STREET

MORRISVILLE, NY 13408

**Phone:** 315 684-3737

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 WHILE DRIVING. TECH IS UNABLE TO DUPLICATE THE CONCERN AND NOTED NO CODES ARE SET. TECH HAS MADE NO REPAIRS AND CALLED FOR SUGGESTIONS.

**Service Action:** ADVISED TECH NO KNOW FAULTS HAVE BEEN REPORTED, NOTED DEALER WILL NEED TO DUPLICATE TO DETERMINE REPAIR DIRECTION.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008668461

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44LX6R	<b>Report#:</b> SSV008668461	<b>Zone/Cd:</b> 35-59572
<b>Model Year:</b> 2006	<b>Open Date:</b> 01/19/2007	<b>Name:</b> B AND B DODGE INCORPORATED
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 18544 <b>Warr Built Dt:</b> 09/08/2005	<b>Address:</b> 125 GRANDVIEW AVE HONESDALE, PA 184311119
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1238501258)	<b>Supplier RP:</b>	<b>Phone:</b> 570 253-3476 570 253-1290
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2425A2866)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 090813		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DON T ALWAYS COME ON WHEN THE SWITCH IS TURNED ON. CHECKED FOR DTC S IN ALL MODULES. NO DTC S FOUND

**Service Action:**FRANK, THIS IS NOT A COMMON CONCERN ON THIS VEHICLE. YOU WILL NEED TO DUPLICATE THE CONCERN TO DIAGNOSE, WITHOUT ANY CODES IT IS VERY DIFFICULT TO TRY TO REPAIR, PLEASE CHECK FCM CONNECTIONS.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008651231**

Vehicle Information

**VIN:** 1D4GP45R36E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
CARAVAN SXT FWD  
RSKH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1187501962)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K111111111)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 072721

Repair Information

**Report#:** SSV008651231  
**Open Date:** 01/10/2007  
**Mileage:** 17802  
**Warr Built Dt:** 07/27/2005  
**Supplier RP:**

Dealer Information

**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:**OWNER CLAIMS THAT HEADLAMPS DO NOT COME ON AT TIMES WHEN SWITCH IS ON. CANNOT DUPLICATE. NO CODES.  
**Service Action:**REFER TO SIX STEP TROUBLESHOOTING PROCEDURE.  
**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008652050

Vehicle Information

**VIN:** 1A4GP45RX6E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1327503143)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3345B5485)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 120714

Repair Information

**Report#:** SSV008652050  
**Open Date:** 01/10/2007  
**Mileage:** 7547  
**Warr Built Dt:** 12/07/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 42-44491  
**Name:** NORRIS AUTO MALL LTD  
**Address:** 3205 MEDINA ROAD  
MEDINA, OH 442569674  
**Phone:** INACTIVE  
330 723-3291

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 WORK, PCM U110C LOSS OF FUEL MESSAGE DTC, 2 GOOD TRIPS,S.E.S LIGHT IS ON, THE BCM IS AT THE CURRENT LEVEL. CUSTOMER STATES WHEN THIS HAPPENS THERE IS A CLICKING NOISE BELOW THE CCN.INTERMINTENT CONCERN. SYMPTOMS POINT TO THE BCM LOCKING UP INTERMITTENTLY WIRE CONNTECTOR INSPECTION, POWER AND GROUNDS ARE OK AT THE BCM. REMOVED THE G100 GROUND BELOW BATTERY TO CLEAN AND VERIFY CONNECTION, CAN NOT DUPLICATE CONCERN AND VEHICLE HAS HISTORY AT ANOTHER DEALERSHIP.

**Service Action:**TAKE APART AND CLEAN GROUNDS G300 AND G301 AT THE BOTTOM OF THE LEFT AND RIGHT B PILLARS; UNDER THE SEAT BELT RETRACTORS. LOAD TEST THE GROUNDS AND B+ FEEDS TO THE BCM.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008645924

Vehicle Information

**VIN:** 2A4GP54L96R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1256502233)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2655A0084)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 092405

Repair Information

**Report#:** SSV008645924  
**Open Date:** 01/09/2007  
**Mileage:** 6400  
**Warr Built Dt:** 09/24/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 70-67615  
**Name:** TOWN & COUNTRY CHRYSLER JEEP  
**Address:** 16800 S E MCLOUGHLIN BLVD  
MILWAUKIE, OR 97267  
**Phone:** 503 659-0570

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 -HAS NOT DUPLICATED AND DID NOT CHECK FOR FAULTS YET.  
**Service Action:**NEED TO SEE IF ANY DTC S AND ALSO DUPLICATE SO WE CAN GO INTO BCM AND CHECK STATUS OF SWITCH. NO FCM MESSAGE RECEIVED IN THE BCM,  
**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008646602**

Vehicle Information

**VIN:** 2A4GP54L56R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1292502216)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3055B7691)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 110418

Repair Information

**Report#:** SSV008646602  
**Open Date:** 01/08/2007  
**Mileage:** 9371  
**Warr Built Dt:** 11/04/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-44856  
**Name:** HOOPESTON STAR CHRYSLER INC  
**Address:** 900 WEST ORANGE STREET  
HOOPESTON, IL 60942  
**Phone:** 217 283-5131

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 THE HEAD LIGHTS WILL GO OUT.

**Service Action:**NEED TO DUPLICATE CONDITION. CONDITION COULD BE SWITCH, BCM OR FCM. NEED TO TAKE WITH CUSTOMER TO GET MORE INFORMATION AS TO WHEN THIS HAPPENS AND TO SEE IF THERE ARE OTHER RELATED ISSUES SUCH AS THE CLUSTER LAMPS ALSO GOING OUT.

**Correction:**

## QNA - Quality Narrative Analyzer Detail Report

### Vehicle Problem Tracking Report#: SSV008646812

### Vehicle Information

**VIN:** 2D4GP44L36R

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1189501812)

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

#:K1955B5672)

**Plant:** WINDSOR ASSEMBLY PLANT

MDH: 072917

## Repair Information

**Report#:** SSV008646812

**Open Date:** 01/08/2007

**Mileage:** 9067

**Warr Built Dt: 07/29/2005**

**Supplier RP:**

## Dealer Information

**Zone/Cd: 51-67512**

**Name:** PARKWAY CHRYSLER INC

**Address:** 101 W 5TH ST

BENTON, KY 420251123

**Phone:** 270 527-8603

### Part Information

Part Number

Part Description

Quantity

Cost/Unit
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Fail 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, HEADLIGHT SWITCH MIS-MATCH CODE IN BCM.

**Service Action:**RECOMMEND TRY KNONW GOOD HEADLIGHT SWITCH.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008644496

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP54L96R	<b>Report#:</b> SSV008644496	<b>Zone/Cd:</b> 42-64950
<b>Model Year:</b> 2006	<b>Open Date:</b> 01/06/2007	<b>Name:</b> SPITZER AUTOWORLD AKRON LLC
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 15048	<b>Address:</b> 1535 V ODOM BLVD
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 11/22/2005	AKRON, OH 443204027
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1315501854)		330 867-6300
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2365B5498)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 112220		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> HEADLIGHTS TURN OFF WILE DRIVING
<b>Service Action:</b> CHRIS, NO KNOWN CONCERNS. ARE THERE ANY DTC S AND HAVE YOU DUPLICATED. RECOMMEND TO MONITOR INPUTS FROM THE HEADLIGHT SWITCH TO SEE IF THE BCM LOOSES THE INPUT THAT THE HEADLIGHTS ARE ON.
<b>Correction:</b>

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008641524

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L76R

**Report#:** SSV008641524

**Zone/Cd:** 70-41927

**Model Year:** 2006

**Open Date:** 01/04/2007

**Name:** T S & S

**Make/Model:**

**Mileage:** 23389

**Address:** 2060 NORTHEAST HIGHWAY 20

GRAND CARAVAN SXT FWD

**Warr Built Dt:** 07/28/2005

BEND, OR 97701

RSKH53

**Supplier RP:**

**Phone:** INACTIVE

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1187500536)

541 389-3031

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

#:K1955B6813)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 072802

### 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 SHUT OFF ON THEIR ON AND BCM DOES NOT SEE A SWITCH CHANGE.

**Service Action:**ADVISED TO CHECK 12V DRIVER FROM FCM TO LAMPS.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Lease Car Evaluations Report#: 6R694647701AI59

### Vehicle Information

**VIN:** 2A8GP64L96R [REDACTED]

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY LIMITED FWD

RSYS53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1257502384)

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

#:K2645A3225)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 092402

### Repair Information

**Report#:** 6R694647701AI59

**Open Date:** 01/05/2007

**Mileage:** 12000

**Warr Built Dt:** 09/24/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** ZZ-19028

**Name:** CHRYSLER CORPORATION

**Address:** 800 CHRYSLER DRIVE

AUBURN HILLS, MI 48326-2757

**Phone:**

### Service Narrative Information

**Evaluator's Comment:** I59 Electrical & Accessories, Alternator/voltage regulator not charging. LIGHTS PULSE DURING HIGH LOAD CONDITION. THE EL CLUSTER ALL THE WAY TO THE HEADLAMPS PULSE WHEN THE VEHICLE IS IN A HIGH LOAD CONDITION (BLOWER HIGH OR HEATED BACK LIGHT, HEATED SEATS ON, HEADLAMPS ON)

**Service Action:**

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008633373

Vehicle Information

**VIN:** 2D8GP44L66R [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1189502220)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1955B5270)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 080112

Repair Information

**Report#:** SSV008633373  
**Open Date:** 12/29/2006  
**Mileage:** 11977  
**Warr Built Dt:** 08/01/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-42906  
**Name:** CAPITOL CHRYSLER JEEP DODGE  
**Address:** 3201 MISSOURI BLVD  
JEFFERSON CITY, MO 651095722  
**Phone:** 573 893-5000

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:**HEADLAMPS GO OUT AT TIMES WHILE DRIVING NO REPAIRS ATTEMPTS MADE.  
**Service Action:**NEED TO DUPLICATE CONCERN. THEN CHECK FOR POSSIBLE BAD HEADLAMP SWITCH, WIRING AND OR FCM.  
**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008634050

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L16R

**Report#:** SSV008634050

**Zone/Cd:** 32-42032

**Model Year:** 2006

**Open Date:** 12/29/2006

**Name:** ARTIOLI CHRYSLER DODGE

**Make/Model:**

**Mileage:** 7137

**Address:** 525 ENFIELD ST

GRAND CARAVAN SXT FWD

**Warr Built Dt:** 08/03/2005

ENFIELD, CT 060822428

RSKH53

**Supplier RP:**

**Phone:** 860 745-2469

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1207500039)

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

#:K2015B5257)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 080301

### 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 GO ON AND OFF....CHECKED B PILLAR GROUNDS AND FOUND THEY WERE GOOD.....REQUESTING BCM....

**Service Action:**AUTHORIZED FUNCTION 11

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008630102

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L66R	<b>Report#:</b> SSV008630102	<b>Zone/Cd:</b> 63-44107
<b>Model Year:</b> 2006	<b>Open Date:</b> 12/27/2006	<b>Name:</b> ACADIANA DODGE CHRYSLER JEEP
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 29456 <b>Warr Built Dt:</b> 08/08/2005	<b>Address:</b> 1700 SW EVANGELINE TRWY LAFAYETTE, LA 705082155
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1213500343)	<b>Supplier RP:</b>	<b>Phone:</b> 337 232-7361
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2155B6300)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 080813		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 LIGHTS IN DASH AND HEADLIGHTS WENT OFF. TECH STATES CUSTOMER HEARD A MOTOR NOISE AND ALL LIGHTS CAME BACK ON INCLUDING WIPER STARTED WORKING. TECH STATES FOUND FCM NOT REC, ORC MESSAGE NOT REC AND AUDIO MESSAGE NOT REC IN BCM. TECH CHECKED POWERS/GROUNDS TO BCM.

**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#: SSV008630862**

Vehicle Information

**VIN:** 1A4GP45R76E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1227501092)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2315B6568)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 082313

Repair Information

**Report#:** SSV008630862  
**Open Date:** 12/27/2006  
**Mileage:** 19651  
**Warr Built Dt:** 08/23/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 42-61998  
**Name:** WESTBORN CHRYSLER JEEP INC  
**Address:** 23300 MICHIGAN AVENUE  
DEARBORN, MI 481242069  
**Phone:** 313 562-3200

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:**THE HEAD LAMPS WILL DROP OUT INTERMITTENTLY WHILE DRIVING. TECH HAS NOT BEEN ABLE TO DUPLICATE THE CONDITION.  
**Service Action:**IT COULD BE A FCM, BCM OR HEADLAMP SWITCH. IT MAY BE NECESSARY TO DUPLICATE THE CONDITION BEFORE TAKING ANY ACTION.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008632071

Vehicle InformationRepair InformationDealer Information

VIN: 1D4GP24R56B

Report#: SSV008632071

Zone/Cd: 35-64546

Model Year: 2006

Open Date: 12/28/2006

Name: KASING AUTO SALES INC

Make/Model: DODGE

Mileage: 23778

Address: 1000 LAWRENCE AVE

GRAND CARAVAN SE FWD

Warr Built Dt: 10/12/2005

ELLWOOD CITY, PA 161171852

RSKL53

Supplier RP:

Phone: 724 752-1111

Engine: EGA-3.3L V6 OHV Engine (Ser #:1274500030)

724 752-4000

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2835B5504)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 101223

Part Information

Part NumberPart DescriptionQuantityCost/UnitFail CdRetn Dt

\*\* No Parts Information Available

Labor Information

LOPLOP DescriptionCostFail Cd

\*\* No Labor Information Available

Service Narrative Information

Customer Comment:HEADLAMPS CUT OUT. OWNER HAS TO HOLD FLASH TO PASS TO DRIVE VEHICLE HOME.

Service Action:POSSIBLE FAULTY HEADLAMP SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008628746

Vehicle InformationRepair InformationDealer Information

VIN: 1D4GP25B06E

Report#: SSV008628746

Zone/Cd: 51-42344

Model Year: 2006

Open Date: 12/26/2006

Name: GURNEE DODGE CHRYSLER JEEP

Make/Model:

Mileage: 11256

Address: 7255 GRAND AVE

CARAVAN SE FWD

Warr Built Dt: 09/17/2005

GURNEE, IL 60031

RSKL52

Supplier RP:

Phone: 847 623-3000

Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser  
#:6248500852)

Transmission: DGL-4-Speed Automatic Transmission (Ser  
#:K2535A2741)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 091723

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 WITH SWITCH.....NO DTCS...FIRST TIME IN....DISCONNECTED SWITCH AND PLUGGED BACK IN AND NOW THE HEADLIGHTS ARE  
OPERATING.....CUSTOMER NEEDS VEHICLE TODAY.....WILL RELEASE TO CUSTOMER....

**Service Action:**NEED TO FIND OUT IF THIS HAS HAPPENED BEFORE AND CALL BACK WHEN THE VEHICLE IS IN THE SHOP FOR THE REPAIR.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008628060

### Vehicle Information

**VIN:** 2D4GP44L46R [REDACTED]

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1186502044)

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

#:K1965B5553)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 072504

### Repair Information

**Report#:** SSV008628060

**Open Date:** 12/22/2006

**Mileage:** 21990

**Warr Built Dt:** 07/25/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 51-43192

**Name:** VAUGHN CHRYSLER-JEEP-DODGE, IN

**Address:** 1317 VAUGHN DRIVE

OTTUMWA, IA 52501

**Phone:** 641 682-4575

641 682-4574

### 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:** DOME LAMPS INOP FROM THUMB WHEEL AND HEADLAMPS QUIT WHEN FOG LAMPS SWITCH WAS TURNED ON. GETS DOME LAMP OUTPUT SHORT. DOME LAMPS COME ON WHEN DOOR IS OPENED.

**Service Action:** ADVISED TO REPLACE SWITCH ASSEMBLT FOR THUMB WHEEL AND HEADLAMPS WHICH IS ALL ONE SWITCH.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008619510

Vehicle Information

**VIN:** 1D4GP24RX6E[REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1284522839)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2505B7755)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 102023

Repair Information

**Report#:** SSV008619510  
**Open Date:** 12/19/2006  
**Mileage:** 9666  
**Warr Built Dt:** 10/20/2005  
**Supplier RP:**

Dealer Information

**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:**HEADLAMPS GO OFF AND BACK ON AT RANDOM. NO FAULT CODES SET WHEN THIS OCCURS. TECH HAS NOT BEEN ABLE TO DUPLICATE CONCERN BUT STATES HE HAS REPLACED BCM S IN THE PAST FOR THIS COMPLAINT.

**Service Action:**TECH WILL LEAVE VEH RUNNING WITH HEADLAMPS ON, AND SCAN TOOL ON FCM LAMP REQUEST. TECH CKD ALL RELATED WIRING AND CONNECTORS, BCM HAD FCM MESSSAGES NOT RECEIVED, WnTRANSFER TO ELECTRICAL FOR INPUT. WILL ORDER BCM FOR TECH. AUTHORIZED BCM.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008619997**

Vehicle Information

**VIN:** 2D4GP44L16R [REDACTED]

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1210501787)

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

#:K2075B7863)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 080508

Repair Information

**Report#:** SSV008619997

**Open Date:** 12/18/2006

**Mileage:** 2250

**Warr Built Dt:** 08/05/2005

**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-44338

**Name:** BRUCKERT & DALEY INC

**Address:** 400 WEST MAIN STREET  
CARLINVILLE, IL 626261654

**Phone:** 217 854-4711

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DO NOT COME ON WITH THE SWITCH OR FOG LAMPS. THE DLR WRIGGLED THE SWITCH AND THAT MADE NO DIFFERENCE. ---NO RESPONSE FROM FCM

**Service Action:**THE DLR WOULD NEED TO DUPLICATE IT TO DETERMINE IF IT IS A SWITCH, BCM OR IPM/FCM CONCERN.

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008604472

### Vehicle Information

**VIN:** 2D4GP44L96R [REDACTED]

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1164601812)

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

#:K1666B8127)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 062220

### Repair Information

**Report#:** SSV008604472

**Open Date:** 12/09/2006

**Mileage:** 9802

**Warr Built Dt:** 06/22/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-44139

**Name:** DODGE OF BLAINE INCORPORATED

**Address:** 9999 HIGHWAY #65

BLAINE, MN 55434

**Phone:** INACTIVE

763 780-9999

### Part Information

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

### Labor Information

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

### Service Narrative Information

**Customer Comment:** OWNER COMPLAINS THAT THE FOG LAMPS ON - HEAD LAMPS OFF THE FOG LAMPS FLASH ON AND OFF.. DLR THEN TURNED THE HEAD LAMPS ON WITH THE FOG LAMPS - ALL FOUR GO OUT - MOSTLY WHEN COLD. DLR HAS NO CODES.

**Service Action:** DLR TO FURTHER TEST FOR THE SAME WITH THE FOG LAMP RELAY JUMPED - DLR TO REVIEW THE POWER AND THE GRDS TO THE FCM AND OR REPLACE THE FCM AS NEEDED - IF THE CONCERN MOSTLY APPEARS WHEN COLD - THROW THE MODULE IN THE FREEZER TO CHECK FOR A CHANGE. THIS IS TO INFORM STAR THAT PROBLEM WITH C-VAN IN CASE # 282460 NOW APPEARS TO BE FIXED. TOOK HEADLAMP SWITCH OUT OF VEHICLE AND PUT IN FREEZER. AFTER ABOUT A HALF HOUR INSTALLED SWICTH BACK IN VAN AND PROBLEM STARTED ALMOST IMMEDIATELY. GONE WHEN WARM.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Lease Car Evaluations Report#: 6B590848612AI55**

Vehicle Information

Repair Information

Dealer Information

**VIN:** 1A4GP45R46E [REDACTED]

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY FWD

RSYH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1299501927)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3065A3216)

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

**MDH:** 110721

**Report#:** 6B590848612AI55

**Open Date:** 12/12/2006

**Mileage:** 13000

**Warr Built Dt:** 11/07/2005

**Supplier RP:**

**Zone/Cd:** ZZ-19028

**Name:** CHRYSLER CORPORATION

**Address:** 800 CHRYSLER DRIVE  
AUBURN HILLS, MI 48326-2757

**Phone:**

Service Narrative Information

**Evaluator's Comment:**I55 Electrical & Accessories, Exterior lights not working. HEADLAMPS WOULD COME ON INTERMITTENTLY, RIGHT, LEFT OR NONE. BY CYCLING THE SWITCH THEY WOULD FINALLY  
ALL TURN ON.

**Service Action:**

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008606188

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A8GP64L66R	<b>Report#:</b> SSV008606188	<b>Zone/Cd:</b> 66-42346
<b>Model Year:</b> 2006	<b>Open Date:</b> 12/08/2006	<b>Name:</b> BOB WILLIAMS D-C-P-J
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 14258	<b>Address:</b> 2500 NEW CALHOUN RD N E
TOWN & COUNTRY LIMITED FWD	<b>Warr Built Dt:</b> 09/30/2005	ROME, GA 301619698
RSYS53	<b>Supplier RP:</b>	<b>Phone:</b> 706 232-7793
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1264501563)		706 291-0339
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2695B5782)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 093018		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> HEADLAMPS PULSE WHILE DRIVING AT NIGHT WITH HEATED SEATS ON, STOPS PULSING IF HEATED SEATS ARE TURNED OFF ALTERNATOR AND FCM REPLACED
2/7/06,MMHSM REPLACED 10/12/06,GROUND HAVE BEEN CHECKED NO PROBLEM FOUND,ANY IDEAS WHERE TO LOOK OR WHAT MIGHT BE COMMON BETWEEN THE TO
THANKS FOR ANY HELP JIMMY
<b>Service Action:</b> CHECK FOR A LOOSE 300 GROUND IN THE B PILLER ON THE DRIVERS SIDE IT IS ALSO THE GROUND FOR THE HEATED SEAT CHECK FOR A LOOSE 300 GROUND IN THE B
PILLER ON THE DRIVERS SIDE IT IS ALSO THE GROUND FOR THE HEATED SEAT
<b>Correction:</b>

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008606927**

Vehicle Information

**VIN:** 2A4GP54L06R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1039602590)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0036B5102)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 022804

Repair Information

**Report#:** SSV008606927  
**Open Date:** 12/08/2006  
**Mileage:** 3659  
**Warr Built Dt:** 02/28/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-63669  
**Name:** CENTER GARAGE INC  
**Address:** 11009 W 133RD AVE  
CEDAR LAKE, IN 463039720  
**Phone:** 219 374-7171

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 AT TIMES. CANNOT DUPLICATE  
**Service Action:**REFER TO SIX STEP TROUBLESHOOTING PROCEDURE.  
**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008603542**

Vehicle Information

**VIN:** 2D4GP44L86R [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1271501828)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2805B5414)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 101202

Repair Information

**Report#:** SSV008603542  
**Open Date:** 12/07/2006  
**Mileage:** 2553  
**Warr Built Dt:** 10/12/2005  
**Supplier RP:**

Dealer Information

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

Part Information

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

Labor Information

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

Service Narrative Information

**Customer Comment:**NO CODES - OWNER COMPLAINS THAT THE LIGHTS GO OUT WHILE DRIVING. HEADLIGHTS ONLY ARE GOING OUT. NO RAIN - NO SNOW.. TURN THE HEAD LIGHT SWITCH ON AND OFF TO GET THE LIGHTS TO COME ON..  
**Service Action:**DLR TO CHECK THE HEAD LAMP SWITCH CONNECTIONS - CHECK THE GROUND TO THE HEAD LAMPS - REPLACE THE HEAD LAMP SWITCH AND CHECK THE CONNECTIONS AT THE BCM..  
**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008578751**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L76R	<b>Report#:</b> SSV008578751	<b>Zone/Cd:</b> 51-68903
<b>Model Year:</b> 2006	<b>Open Date:</b> 11/20/2006	<b>Name:</b> JACKSONVILLE CHRYSLER - DODGE,
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 28963 <b>Warr Built Dt:</b> 09/17/2005	<b>Address:</b> 1600 W MORTON AVE JACKSONVILLE, IL 626502718
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1250501677)	<b>Supplier RP:</b>	<b>Phone:</b> 217 243-3333 217 243-3371
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2555B6861)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 091705		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> HEAD LAMPS INOP AT TIMES. FCM MESSAGE NOT RECIEVED BY BCM. TECH HAS TRIED TO CLEAR CODES BUT IT COMES BACK WITH IGNITION CYCLE. TECH HAS CHECKED ALL RELATED WIRING AND CONNECTORS.
<b>Service Action:</b> AUTH PART
<b>Correction:</b>

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008579311

Vehicle Information

**VIN:** 1D4GP24R16B[REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1252500651)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2565B5513)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 091509

Repair Information

**Report#:** SSV008579311  
**Open Date:** 11/20/2006  
**Mileage:** 1430  
**Warr Built Dt:** 09/15/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 32-66894  
**Name:** WARNOCK DODGE CHRYSLER JEEP  
**Address:** 175 ROUTE 10  
EAST HANOVER, NJ 07936  
**Phone:** INACTIVE  
973 884-2100

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 HEADLAMPS WILL DROP OUT WHILE DRIVING. TECH HAS NOT BEEN ABLE TO DUPLICATE THE CONDITION.  
**Service Action:**IT COULD BE A HEADLAMPS SWITCH, OR BCM OR FCM, THE TO REPLACE THE HEADLAMPS SWITCH.  
**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008594146**

Vehicle Information

**VIN:** 1D4GP24R46B[REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1314500694)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3225A2594)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 112312

Repair Information

**Report#:** SSV008594146  
**Open Date:** 12/01/2006  
**Mileage:** 24329  
**Warr Built Dt:** 11/23/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 74-44996  
**Name:** WATERTOWN CHRYSLER  
**Address:** 1600 9TH AVE SE  
WATERTOWN, SD 572015305  
**Phone:** 605 886-5844

Part Information

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

Labor Information

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

Service Narrative Information

**Customer Comment:**OWNER STATES THAT THE PARK LAMPS WILL FLASH AT DIFFERENT TIMES .NO FAULT CODES - THE HEAD LAMPS WILL COME ON THEN GO OFF ON THERE OWNER .  
**Service Action:**CHECK THE G301 GROUND AT THE PASSENGER SIDE B PILLAR BEFORE ANY THING ELSE IS DONE  
**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008584401

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D8GP44L96R	<b>Report#:</b> SSV008584401	<b>Zone/Cd:</b> 51-45232
<b>Model Year:</b> 2006	<b>Open Date:</b> 11/27/2006	<b>Name:</b> TURPIN DODGE CHRYSLER JEEP
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 27623 <b>Warr Built Dt:</b> 12/06/2005	<b>Address:</b> 90 JOHN F KENNEDY RD DUBUQUE, IA 520025308
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1336500180)	<b>Supplier RP:</b>	<b>Phone:</b> 563 583-5781
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K3355A2813)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 120619		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 STATES THE FCM HAD MULTIPLE LAMP INOP CODES AS WELL AS BLOWER MOTOR, HORN RELAY OPEN ETC. CODES ARE STORED. TECH REPLACED FCM AND WANTS A BCM.

**Service Action:**ADVISED TECH BCM IS INPUT, TO FCM, NOT OUTPUT. TECH TO CHECK FOR INTERMITTANT GROUND FAULT FOR OPEN CIRC CODES.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008580548

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L66R

**Report#:** SSV008580548

**Zone/Cd:** 35-66798

**Model Year:** 2006

**Open Date:** 11/21/2006

**Name:** PENCE CHRYSLER DODGE JEEP

**Make/Model:**

**Mileage:** 30914

**Address:** 11409 WASHINGTON HWY

GRAND CARAVAN SXT FWD

**Warr Built Dt:** 08/04/2005

ASHLAND, VA 230058008

RSKH53

**Supplier RP:**

**Phone:** INACTIVE

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1208500733)

804 798-6071

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

#:K2115B5289)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 080413

### 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 THAT HEADLIGHTS AND TAILLIGHTS AND IP LIGHTS ALL QUIT AT TIMES. CANNOT DUPLICATE.

**Service Action:**REFER TO SIX STEP TROUBLESHOOTING PROCEDURE.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008575194**

Vehicle Information

**VIN:** 1A4GP45R76E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1088604516)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0976B7750)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 041311

Repair Information

**Report#:** SSV008575194  
**Open Date:** 11/16/2006  
**Mileage:** 7791  
**Warr Built Dt:** 04/13/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 70-43519  
**Name:** DESERT CHRYSLER JEEP DODGE  
**Address:** 4701 WEST SAHARA  
LAS VEGAS, NV 891023511  
**Phone:** INACTIVE  
702 221-0000

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:**OWNER STATES: HEADLIGHTS GO OUT INTERMITTENTLY. TECH FOUND THE PCI IS SHORTED TO VOLTAGE IGNITION RUN VOLTAGE. WHEN THE FCM IS DISCONNECTED PCI RESUMES COMMUNICATION. REPLACED THE FCM- NO CHANGE.

**Service Action:**RECOMMEND INSPECTING THE IPM INTERFACE CONNECTOR FOR CORROSION, DEBRIS THAT COULD SHORT A POWER FEED TO THE PCI BUS. NEXT, PERFORM A MODULE SCAN WITH THE FCM DISCONNECTED. ARE THERE ANY OTHER MODULES OTHER THAN THE FCM THAT ARE NO RESPONSE PULL FUSES WITH THE FCM INSTALLED TO ISOLATE A POWER CIRCUIT....

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008550850

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 1A4GP45R56E	<b>Report#:</b> SSV008550850	<b>Zone/Cd:</b> 42-66231
<b>Model Year:</b> 2006	<b>Open Date:</b> 11/13/2006	<b>Name:</b> PINCKNEY CHRYSLER-DODGE-JEEP I
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 11868	<b>Address:</b> 1295 E M36
TOWN & COUNTRY FWD	<b>Warr Built Dt:</b> 04/25/2006	PINCKNEY, MI 481698133
RSYH52	<b>Supplier RP:</b>	<b>Phone:</b> 734 878-3154
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1102604009)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K0516B6299)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 042511		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> THE HEAD LAMPS WILL DROP OUT, THE POWER DOORS LOCK ARE INOP AND THE WINDOWS WILL NOT OPERATE.
<b>Service Action:</b> TECH TO PERFORM TSB 08-040-04 AND 08-028-05, IF THE CONDITION STILL PERSIST REPLACE THE BCM. SOFTWARE IS UP TO DATE\r\nAUTHORIZE BCM REPLACED BCM TO NO AVAIL. AND THE RADIO AND WIPERS QUIT WHEN IT OCCURS. CANNOT DUPLICATE.\r\nPCI BUS IS GOING DOWN, WIGGLES TEST IN THEAREA AROUND THE PARK BRAKE PEDAL AND THE FRONT STOW-N-GO WELL.
<b>Correction:</b>

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008564959

Vehicle Information

**VIN:** 2A4GP54L76R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1136601877)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1026B8008)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 060116

Repair Information

**Report#:** SSV008564959  
**Open Date:** 11/10/2006  
**Mileage:** 3724  
**Warr Built Dt:** 06/01/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 42-68467  
**Name:** FEENY CHRYSLER-JEEP-DODGE OF  
**Address:** 7400 EASTMAN AVE  
MIDLAND, MI 486427809  
**Phone:** 989 631-8900

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:**HEAD LAMPS INTERIOR LAMPS FLICKERING AT TIMES  
**Service Action:**TECH TO COMPAIR WITH LIKE VEHICLE COULD BE NORMAL  
**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008456411**

Vehicle Information

**VIN:** 2A4GP64L06R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LIMITED FWD  
RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1138602324)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1376A1665)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 060307

Repair Information

**Report#:** SSV008456411  
**Open Date:** 11/06/2006  
**Mileage:** 547  
**Warr Built Dt:** 06/03/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 32-23153  
**Name:** WESTBURY JEEP CHRYSLER DODGE,  
**Address:** 100 JERICO TPKE  
JERICO, NY 117531004  
**Phone:** 516 333-2666  
516 997-3900

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:**ATC, HEATED SEAT SWITCHES AND RADIO ILLUMINATION INOP, CKD DIMMER SWITCH OPERATION, CKD RELATED WIRING AND CONNECTORS, FOUND NO OUTPUT FROM BCM.

**Service Action:**AUTHORIZE BCM AUTHORIZATION CHECK / PARTS CAN T GET IT ORDERED VEHICLE RETURNED TO ANOTHER DEALER AT 1235 MILES WITH HEADLAMPS INOP, TECH STATES REPLACED DIMMER SWITCH AND HAS NO RESPONSE FROM BCM.\r\nAUTHORIZE BCM

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008556778**

Vehicle Information

**VIN:** 1D4GP45R36E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
CARAVAN SXT FWD  
RSKH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1111111111)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1111111111)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 091620

Repair Information

**Report#:** SSV008556778  
**Open Date:** 11/06/2006  
**Mileage:** 28478  
**Warr Built Dt:** 09/16/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-43569  
**Name:** VIRTUE MOTORS  
**Address:** HIGHWAY 23 SOUTH  
DARLINGTON, WI 53530  
**Phone:** 608 776-4357  
608 776-4431

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 HEADLAMP SWITCH REPLACED  
**Service Action:**RECOMMEND CHECK FOR RELATED CODES. CHECK GROUNDS G300 THROUGH G302.  
**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Dealer Product Sampling Report#: 669120722291**

Vehicle Information

Repair Information

Dealer Information

**VIN:** 2A4GP54L36R [REDACTED]

**Report#:** 669120722291

**Zone/Cd:** 74-66912

**Model Year:** 2006

**Open Date:** 11/06/2006

**Name:** ROSEVILLE CHRYSLER JEEP DODGE,

**Make/Model:** CHRYSLER

**Mileage:** 7530

**Address:** 2805 HIGHWAY 35W NORTH

TOWN & COUNTRY TOURING FWD

**Warr Built Dt:** 10/28/2005

ROSEVILLE, MN 551131133

RSYP53

**Supplier RP:**

**Phone:** 651 633-3500

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1290501049)

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

#:K2985B5281)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 102816

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
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\*\* No Labor Information Available

Service Narrative Information

**Customer Comment:**CUSTOMER STATES THE HEADLIGHTS DO NOT ALWAYS COME ON, HAS TO TURN ON/OFF LIGHT

**Service Comment:**

**Service Action:**TESTED AND REPLACED FAULTY HEAD LAMP SWITCH



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008555646

Vehicle Information

**VIN:** 2A4GP54L16R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1255500384)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2605B7960)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 092114

Repair Information

**Report#:** SSV008555646  
**Open Date:** 11/03/2006  
**Mileage:** 9756  
**Warr Built Dt:** 09/21/2005  
**Supplier RP:**

Dealer Information

**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:**HEADLAMPS INOPERATIVE. INTERMITTENT. FCM STORED DTCS. RIGHT/LEFT SIDE PARK LAMP FUSE OUTAGE.  
**Service Action:**RECOMMEND REPLACE HEADLIGHT SWITCH AND RETEST.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008555708

Vehicle Information

**VIN:** 1A4GP45R46E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1256500132)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2005B5095)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 091914

Repair Information

**Report#:** SSV008555708  
**Open Date:** 11/04/2006  
**Mileage:** 12957  
**Warr Built Dt:** 09/19/2005  
**Supplier RP:**

Dealer Information

**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:**NO HEADLIGHTS UNLESS PULL DIMMER BACK TO FLASH TO PASS.LIGHTS OPERATIONAL NOW.BCM CODE FCM MESSAGE NOT RECIEVED 17 STARTS

**Service Action:**JOSEPH, TET THE HEAD LAMP SWITCH RESISTANCE AT THE SWITCH AND THE BCM. OR IF THE INPUT MATCHS A KNOWN GOOD VEHICLE WHEN MONITORING WITH A DRB,CHECK ALL THE CONNECTIONS AT THE FCM/IPM AND REPLACE THE FCM AS NEEDED. MAKE SURE THE LOW BEAM WIRING FROM THE FCM TO THE LAMPS IS OK BY APPLYING YOUR OWN VOLTAGE TO TEST. BELOW SEE THE HEAD LAMP SWITCH RESISTANCE FIGURES.  
HEADLAMP SWITCH CONTINUITY HEADLAMP SWITCH POSITION 13 - WAY CONNECTOR TERMINAL RESISTANCE  
OFF 11 TO 6 3651 - 3729 OHMS  
PARKING LAMPS ON 11 TO 6 1697 - 2517 OHMS  
PARKING LAMPS WITH FRONT FOG LAMPS ON 11 TO 6 5765 - 5886 OHMS  
HEADLAMPS ON 11 TO 6 788 - 809 OHMS  
AUTO ON 11 TO 6 10056 - 10264  
HEADLAMPS ON WITH FRONT FOG LAMPS 11 TO 6 1171 - 1200 OHMS  
AUTO ON WITH FRONT FOG LAMPS ON 11 TO 6 24278 - 24773 OHMS  
DIMMER POSITION 13 - WAY CONNECTOR TERMINAL RESISTANCE  
DOME 12 TO 6 15568 - 23357 OHMS  
PARADE 12 TO 6 5168 - 7757 OHMS  
DIM HIGH 12 TO 6 2288 - 3437 OHMS  
DIM LOW 12 TO 6 688 - 1037 OHMS  
OFF 12 TO 6 240 - 365 OHM

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008555714

Vehicle Information

**VIN:** 1D4GP45R86B [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
CARAVAN SXT FWD  
RSKH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1223501441)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2305B5383)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 081923

Repair Information

**Report#:** SSV008555714  
**Open Date:** 11/04/2006  
**Mileage:** 7494  
**Warr Built Dt:** 08/19/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-44367  
**Name:** BRICKNER'S OF ANTIGO INC  
**Address:** 123 E HWY 64  
ANTIGO, WI 544091895  
**Phone:** 715 623-3935

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 SWITCH IS TURNED ON, FIRST TIME IN THE MORNING. VEHICLE HAS TO SIT OVERNIGHT IN COOLER TEMPERATURES. HEADLAMP SWITCH HAS BEEN REPLACED. HEADLAMP SWITCH HAS BEEN REPLACED 6000 MILES AGO.

**Service Action:**DENNIS, HAVE YOU DUPLICATED THE CONCERN ATTEMPT TO PUT THE BCM IN A COOLER TO DUPLICATE IF COLD RELATED. CHECK ALL BCM CONNECTIONS AND HEAD LAMP SWITCH RESISTANCE VALUES FROM THE BCM. SEE BELOW CHART.\r\nHEADLAMP SWITCH CONTINUITY HEADLAMP SWITCH POSITION 13 - WAY CONNECTOR TERMINAL RESISTANCE \r\nOFF 11 TO 6 3651 - 3729 OHMS \r\nPARKING LAMPS ON 11 TO 6 1697 - 2517 OHMS \r\nPARKING LAMPS WITH FRONT FOG LAMPS ON 11 TO 6 5765 - 5886 OHMS \r\nHEADLAMPS ON 11 TO 6 788 - 809 OHMS \r\nAUTO ON 11 TO 6 10056 - 10264 \u00D9 \r\nHEADLAMPS ON WITH FRONT FOG LAMPS 11 TO 6 1171 - 1200 OHMS \r\nAUTO ON WITH FRONT FOG LAMPS ON 11 TO 6 24278 - 24773 OHMS \r\nDIMMER POSITION 13 - WAY CONNECTOR TERMINAL RESISTANCE \r\nDOME 12 TO 6 15568 - 23357 OHMS \r\nPARADE 12 TO 6 5168 - 7757 OHMS \r\nDIM HIGH 12 TO 6 2288 - 3437 OHMS \r\nDIM LOW 12 TO 6 688 - 1037 OHMS \r\nOFF 12 TO 6 240 - 365 OHMS

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008527215

### Vehicle Information

**VIN:** 1D4GP24R66B

**Model Year:** 2006

**Make/Model:** DODGE

GRAND CARAVAN SE FWD

RSKL53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1299502018)

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

#:K3005B7675)

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

**MDH:** 102821

### Repair Information

**Report#:** SSV008527215

**Open Date:** 11/02/2006

**Mileage:** 15688

**Warr Built Dt:** 10/28/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 35-60132

**Name:** ELLIS CHRYSLER DODGE JEEP

**Address:** 2029 RTE 38

EMLENTON, PA 163738029

**Phone:** INACTIVE

724 867-2297

### 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 HEADLIGHTS FLICKERS AT TIMES. THE DLR HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN. THERE ARE NO CODES.

**Service Action:**THE DLR CAN CHECK FOR ANY GROUND OR BATTERY TERMINAL ISSUES. THE DLR MIGHT CHECK WITH THE CUSTOMER TO SEE IF THE CUSTOMER HAS THE HEATED SEATS ON BECAUSE THERE IS NO FIX FOR THAT CONCERN. DLR TO REPLACE THE HEAD LAMP SWITCH..

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008551854

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L36R	<b>Report#:</b> SSV008551854	<b>Zone/Cd:</b> 42-55816
<b>Model Year:</b> 2006	<b>Open Date:</b> 11/02/2006	<b>Name:</b> SPITZER MOTOR CITY INC
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 7663 <b>Warr Built Dt:</b> 12/01/2005	<b>Address:</b> 13001 BROOKPARK RD CLEVELAND, OH 441421883
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1327501142)	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE 216 267-2100
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K3325B8149)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 120101		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 LIGHTING FLUCTUATE. REPLACED HEADLAMP SWITCH CLUSTER, AND BCM TO NO AVAIL.

**Service Action:**REPLACE BATTERY.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Lease Car Evaluations Report#: 6R839914611AI32

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2A8GP64L96R [REDACTED]

**Report#:** 6R839914611AI32

**Zone/Cd:** ZZ-19028

**Model Year:** 2006

**Open Date:** 11/02/2006

**Name:** CHRYSLER CORPORATION

**Make/Model:** CHRYSLER

**Mileage:** 18600

**Address:** 800 CHRYSLER DRIVE

TOWN & COUNTRY LIMITED FWD

**Warr Built Dt:** 03/30/2006

AUBURN HILLS, MI 48326-2757

RSYS53

**Supplier RP:**

**Phone:**

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1080601455)

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

#:K0866B7967)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 033016

### Service Narrative Information

**Evaluator's Comment:** I32 Electrical & Accessories, Exterior lamp/lens problem. HEADLIGHTS AND INTERIOR LIGHTS FLICKER WHEN VAN DRIVEN FOR EXTENDED LENGTH OF TIME

**Service Action:**

**Correction:**



**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008541401**

Vehicle Information

**VIN:** 1D4GP45R86B [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
CARAVAN SXT FWD  
RSKH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1273500537)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2795B6903)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 101106

Repair Information

**Report#:** SSV008541401  
**Open Date:** 10/26/2006  
**Mileage:** 2681  
**Warr Built Dt:** 10/11/2005  
**Supplier RP:**

Dealer Information

**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:**THE HEADLAMPS WILL FLICKER FROM HIGH BEAM TO LOW BEAM WHILE DRIVING. TECH IS LOOKING FOR A BCM.

**Service Action:**TRANSFER TO RESTRICTED PARTS. TECH CAN TURN LAMPS ON WITH SCAN TOOL AND THEY DO NOT FLICKER TECH CHECKED HEADLAMP SW INPUT AND VOLTAGE IS STABLE.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008542180

Vehicle InformationRepair InformationDealer Information

VIN: 1A4GP45R96E

Report#: SSV008542180

Zone/Cd: 32-65559

Model Year: 2006

Open Date: 10/26/2006

Name: ROMANO CHRYSLER-JEEP

Make/Model: CHRYSLER

Mileage: 13383

Address: 215 WEST GENESEE ST

TOWN & COUNTRY FWD

Warr Built Dt: 09/07/2005

FAYETTEVILLE, NY 13066

RSYH52

Supplier RP:

Phone: 315 637-3101

Engine: EGA-3.3L V6 OHV Engine (Ser #:1242501223)

315 637-0311

Transmission: DGL-4-Speed Automatic Transmission (Ser  
#:K2435A2006)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 090712

Part Information

Part NumberPart DescriptionQuantityCost/UnitFail CdRetn Dt

\*\* No Parts Information Available

Labor Information

LOPLOP DescriptionCostFail Cd

\*\* No Labor Information Available

Service Narrative Information

Customer Comment:HEAD LIGHTS WILL GO OUT WHILE DRIVING BUT PARK LIGHT WILL STAY ON .

Service Action:POSSIBLE FAULTY HEADLAMP SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008536195

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 1D4GP24R36E	<b>Report#:</b> SSV008536195	<b>Zone/Cd:</b> 63-62497
<b>Model Year:</b> 2006	<b>Open Date:</b> 10/24/2006	<b>Name:</b> LESKE MOTOR COMPANY
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 16584	<b>Address:</b> 1409 E BROADWAY
GRAND CARAVAN SE FWD	<b>Warr Built Dt:</b> 08/09/2005	CUERO, TX 77954
RSKL53	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1213501375)		361 275-2367
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2165B5088)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 080917		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 WHILE DRIVING DURING THE NIGHT THE HEADLIGHTS SHUT OFF, THEY STOPPED SHUT THE HEADLIGHT SWITCH OFF AND BACK ON AND THEY HAVE BEEN WORKING SINCE. TECH CANNOT DUPLICATE.

**Service Action:**ADVISED TECH HE WILL NEED TO DUPLICATE. POSSIBLE HEADLIGHT SWITCH.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008536766

### Vehicle Information

**VIN:** 1D4GP24R26B [REDACTED]

**Model Year:** 2006

**Make/Model:** DODGE

GRAND CARAVAN SE FWD

RSKL53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1249500274)

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

#:K2525B6676)

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

**MDH:** 091310

### Repair Information

**Report#:** SSV008536766

**Open Date:** 10/24/2006

**Mileage:** 8258

**Warr Built Dt:** 09/13/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 42-59528

**Name:** TWIN CITY DODGE CHRYSLER JEEP

**Address:** 650 SAGAMORE PKWY S

LAFAYETTE, IN 479054736

**Phone:** 765 447-3191

### 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:** NOHEADLAMPS INTERMITANT PROBLEM AT FIRST HAD NO CODES, REPLACED MULTI-FUNCTION SWITCH. NOW HEADLAMPS DO NOT WORK AT ALL. CODE FORFCM

MESSAGES NOT RECIEVED. DRB ABLE TO COMMUNICATE WITH FCM & CODE WILL COME BACK AFTER CLEARED.

**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#: SSV008498152

Vehicle Information

**VIN:** 1D4GP45R16B [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
CARAVAN SXT FWD  
RSKH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1242501141)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2495B8034)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 090721

Repair Information

**Report#:** SSV008498152  
**Open Date:** 10/13/2006  
**Mileage:** 7500  
**Warr Built Dt:** 09/07/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 70-43101  
**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:**CUSTOMER STATES THAT ON TWO OCCASIONS WHEN DRIVING AT NIGHT THE HEADLIGHTS, DASHLIGHTS AND ALL EXTERIOR LIGHTS WENT OUT, OPERATING THE HEADLIGHT SWITCH ON THE DASH HAS NO EFFECT, HAD TO STOP VEHICLE AND TURN OFF VEHICLE, LET SIT FOR A FEW MINUTES AND THEN WHEN RESTARTED EVERYTHING WORKED CORRECTLY. SUSPECT BCM PROBLEM, WOULD LIKE VERIFICATION. THANKS NONE YET

**Service Action:**FRANK, DO YOU HAVE ANY FAULT CODES, THE BCM MAY BE CAUSING THIS BUT WITH OUT DUPLICATE CONCERN I WOULD ALSO SAY POWERS AND GROUNDS COULD ALSO BE SUSPECT. TECH TO DUPLICATE CONCERN BEFORE REPLACING PARTS. TECH SAYS WITH THE HEADLIGHT SWITCH OFF HE HAS 3.36V. ADVISED TECH TO UNPLUG THE HEADLIGHT SWITCH AND RECHECK THE MUX VOLTAGE. IF IT STAYS BELOW 4.6V RECOMMEND TO REPLACE THE BCM. TECH CONTACTED ELECTRICAL (391) AND WAS REC TO REPLACE BCM. \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#: SSV008462276**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L06R	<b>Report#:</b> SSV008462276	<b>Zone/Cd:</b> 51-41458
<b>Model Year:</b> 2006	<b>Open Date:</b> 09/08/2006	<b>Name:</b> SOUTH COUNTY DODGE CHRYSLER JE
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 9057 <b>Warr Built Dt:</b> 11/18/2005	<b>Address:</b> 7127 S LINDBERGH BLVD ST. LOUIS, MO 631254305
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1313501607)	<b>Supplier RP:</b>	<b>Phone:</b> 314 487-1010
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K3195B6993)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 111802		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> HEADLIGHTS FLICKER
<b>Service Action:</b> RECOMMEND CHECK GROUNDS G301 AND G300 IF GROUNDS ARE GOOD THEN TRY A FCM IF CHARGE RATE IS STEADY WHEN TURNING ON HEAVY LOADS LIKE LAMPS AND A/C ETC..
<b>Correction:</b>

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008307793

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L56R

**Report#:** SSV008307793

**Zone/Cd:** 51-59619

**Model Year:** 2006

**Open Date:** 06/30/2006

**Name:** HURLEY DODGE INC

**Make/Model:**

**Mileage:** 13400

**Address:** 100S PARK STREET

GRAND CARAVAN SXT FWD

**Warr Built Dt:** 10/14/2005

HARDIN, IL 62047

RSKH53

**Supplier RP:**

**Phone:** 618 576-2225

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1276500554)

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

#:K2835B7618)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 101413

### 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 HEAD LAMPS INOP AT TIMES

**Service Action:**TECH TO MONITER SWITCH INPUT TO BCM AND FCM, WITH CONCERN ACTIVE COMPLAINT OF SURGE

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008331961

### Vehicle Information

**VIN:** 1A4GP45R26E [REDACTED]

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY FWD

RSYH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1003601664)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0126B6383)

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

**MDH:** 011314

### Repair Information

**Report#:** SSV008331961

**Open Date:** 06/16/2006

**Mileage:** 11

**Warr Built Dt:** 01/13/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-65639

**Name:** GESSWEIN MOTORS INCORPORATED

**Address:** 802 S DAKOTA ST

MILBANK, SD 572522711

**Phone:** 605 432-5501

### 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, WIPERS & INTERIOR LTS INOP, TECH PULLED SEVERAL LOSS OF COMMUNICATION DTC S WITH BCM IN SEVERAL MODULES.CKD RELATED WIRING AND CONNECTORS.

**Service Action:**AUTHORIZED BCM

**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008431346

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP54L46R	<b>Report#:</b> SSV008431346	<b>Zone/Cd:</b> 74-58081
<b>Model Year:</b> 2006	<b>Open Date:</b> 09/11/2006	<b>Name:</b> WACONIA DODGE CHRYSLER JEEP
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 1257	<b>Address:</b> 905 STRONG DR
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 04/07/2006	WACONIA, MN 553871069
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> 952 442-2010
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1087603562)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K0896B8475)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 040700		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> CUSTOMER COMPLAINT IS THAT THE HEADLAMPS WILL FLICKER WHEN THE HEATED SEATS ARE TURNED ON. CUSTOMER TRADED 2005 RS FOR THIS VEHICLE DUE TO SAME CONCERN. DEALER HAVE NEVER CALLED THE STAR CENTER. INFORMATION WAS PROVIDED BY BILL JACKSON FOR THE CALL CENTER.
<b>Service Action:</b> WILL CONTACT ENGINEERING FOR ASSISTANCE. FOR LIGHTS TO FLICKER ALL THE ACCESSORIES MUST BE ON AND THEN TURN ON THE HEATED SEATS AND THEN THE CLUSTER BACK GROUND AND HEADLIGHT WILL FLICKER. TECH SAID THAT IT HAPPENS ON ALL VEHICLES THAT ARE TOWN AND COUNTRY. THIS CUSTOMER IS THE ONLY ONE THAT IS COMPLAINING. TALKING WITH DEALER AND CHECKING OTHER VEHICLES TECH CAN DUPLICATE SAME CONCERN WITH OTHER VEHICLE WHEN THE HEATED SEATS ARE TURNED ON. WnDO TO TECH BEING ABLE TO DUPLICATE SAME CONCERN ON OTHER LIKE VEHICLE CONDITION MUST BE NORMAL. CALLED BILL JACKSON AT THE CALL CENTER.
<b>Correction:</b>

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008456411

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP64L06R	<b>Report#:</b> SSV008456411	<b>Zone/Cd:</b> 32-68637
<b>Model Year:</b> 2006	<b>Open Date:</b> 09/05/2006	<b>Name:</b> BOSS CHRYSLER PLYMOUTH JEEP EA
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 547	<b>Address:</b> 60-79 FRESH POND RD
TOWN & COUNTRY LIMITED FWD	<b>Warr Built Dt:</b> 06/03/2006	MASPETH, NY 11379
RSYS53	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1138602324)		718 821-1912
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K1376A1665)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 060307		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> ATC, HEATED SEAT SWITCHES AND RADIO ILLUMINATION INOP, CKD DIMMER SWITCH OPERATION, CKD RELATED WIRING AND CONNECTORS, FOUND NO OUTPUT FROM BCM.
<b>Service Action:</b> AUTHORIZE BCM
<b>Correction:</b>

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008444007

Vehicle Information

**VIN:** 1D4GP25R66B [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
CARAVAN SE FWD  
RSKL52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1336501536)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3415B5825)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 121219

Repair Information

**Report#:** SSV008444007  
**Open Date:** 08/26/2006  
**Mileage:** 15609  
**Warr Built Dt:** 12/12/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-67416  
**Name:** WESTPORT CHRYSLER DODGE JEEP R  
**Address:** 2601 HART ST  
VINCENNES, IN 475916212  
**Phone:** 812 291-5182  
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 DIM WHEN OPERATING POWER WIMDOWS.VERIFIED CONDITION AND IT IS VERY NOTICABLE. NONE

**Service Action:**KEVIN, TRACK THE G300 GRD TO THE FCM/HEADLIGHTS AND TRACK THE SAME TO THE WINDOW SWITCH. THIS GRD IS THE SAME FOR THE HEADLAMPS AND THE WINDOW SWITCH.. CHECK ALL CONNECTIONS BETWEEN THE TWO.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Dealer Product Sampling Report#: 656362596851**

Vehicle Information

**VIN:** 1A4GP45R16E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1274500163)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2695A1953)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 101118

Repair Information

**Report#:** 656362596851  
**Open Date:** 08/24/2006  
**Mileage:** 11400  
**Warr Built Dt:** 10/11/2005  
**Supplier RP:**

Dealer Information

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

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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:**HEAD LIGHTS INOP - PARTS IN  
**Service Comment:**REPLACED HEADLIGHT SWITCH  
**Service Action:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008436302**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 1D4GP24R56B	<b>Report#:</b> SSV008436302	<b>Zone/Cd:</b> 66-67301
<b>Model Year:</b> 2006	<b>Open Date:</b> 08/22/2006	<b>Name:</b> HAYES CHRYSLER-PLYMOUTH-DODGE
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 18068	<b>Address:</b> 3115 FRONTAGE ROAD
GRAND CARAVAN SE FWD	<b>Warr Built Dt:</b> 11/09/2005	GAINESVILLE, GA 30504
RSKL53	<b>Supplier RP:</b>	<b>Phone:</b> 770 535-2835
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1292500289)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K3095B5711)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 110923		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> HEADLIGHTS AND INTERIOR LTS DIMMING AND GOING BRIGHT, NO DTC S, FOUND FIELD SWITCHING IMPROPERLY THRU PCM, TECH CKD RELATED WIRING AND CONNECTORS,
<b>Service Action:</b> ORDER NGC, OUT OF ATL
<b>Correction:</b>

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008424776**

Vehicle Information

**VIN:** 2D4GP44L56R [REDACTED]

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1130601037)

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

#:K1036A1276)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 052512

Repair Information

**Report#:** SSV008424776

**Open Date:** 08/15/2006

**Mileage:** 1181

**Warr Built Dt:** 05/25/2006

**Supplier RP:**

Dealer Information

**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
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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 WHILE DRIVING THE HEADLIGHTS ARE FLASHING. CUSTOMER HAS HAD PEOPLE PULL OVER THINK THEY WERE FLASHING THEM. ONE TIME ALL THE LIGHTS SHUT OFF. TECH CANNOT DUPLICATE.

**Service Action:**ADVISED TO CHECK G300 AND G301 GROUNDS. IF THEY ARE FINE, TRY A HEADLIGHT SWITCH.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008327687**

Vehicle Information

**VIN:** 1D8GP45R76B [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
CARAVAN SXT FWD  
RSKH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1266502472)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2695B7718)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 092923

Repair Information

**Report#:** SSV008327687  
**Open Date:** 06/14/2006  
**Mileage:** 10224  
**Warr Built Dt:** 09/29/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 35-44755  
**Name:** BERGEY'S DODGE  
**Address:** 1201 N BROAD ST  
LANSDALE, PA 19446  
**Phone:** INACTIVE  
215 855-9061

Part Information

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

Labor Information

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

Service Narrative Information

**Customer Comment:**BATTERY LAMP ON AND HEADLAMPS FLICKER. P0622 CODE SET. TECH RAN DIAGS AND FOUND NO WIRING FAULTS. TECH STATES THE PCM IS NOT READING VOLTAGE  
CORRECTLY. ALTERNATOR IS CHARGING. SYSTEM VOLTAGE IS 14.3V  
**Service Action:**ORDERED NGC  
**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008304485**

Vehicle Information

**VIN:** 1D4GP45R16B [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
CARAVAN SXT FWD  
RSKH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1208502648)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2145B5581)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 080411

Repair Information

**Report#:** SSV008304485  
**Open Date:** 05/30/2006  
**Mileage:** 16715  
**Warr Built Dt:** 08/04/2005  
**Supplier RP:**

Dealer Information

**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:**TECH STATES HEAD LAMPS INOP AT TIMES  
**Service Action:**TECH TO MONITER SWITCH INPUT TO BCM  
**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008252977

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1A4GP45R66E [REDACTED]

**Report#:** SSV008252977

**Zone/Cd:** 42-26016

**Model Year:** 2006

**Open Date:** 05/11/2006

**Name:** JIM RIEHL'S FRIENDLY CHRY JEEP

**Make/Model:** CHRYSLER

**Mileage:** 3185

**Address:** 32899 VAN DYKE AVE

TOWN & COUNTRY FWD

**Warr Built Dt:** 09/19/2005

WARREN, MI 480938139

RSYH52

**Supplier RP:**

**Phone:** 586 979-8700

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1257500605)

877 559-0811

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

#:K2605B5369)

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

**MDH:** 091923

### 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 HEADLIGHTS WILL NOT COME ON AT TIMES. THE TURN SIGNALS WORK OPPOSITE. CODES IN THE BCM: COUNTRY CODE NOT PROGRAMMED AND NO MESSAGES RECIEVED FROM THE FCM. TECH RESET THE COUNTRY CODE AND THE DTC STILL SETS.

**Service Action:**NO KNOWN CONCERNS. ADVISED TECH TO DUPLICATE AND MONITOR THE INPUT FROM THE HEADLIGHT SWITCH AND MFS TO THE BCM. TECH TO DUPLICAT CONCERN TECH WAS ABLE TO DUPLICATE TWICE. TECH MONITORED HEADLIGHT SWITCH VOLTAGE AND OFF 3.31V, WHEN THE HEADLIGHTS WORK HE READS 1.47V, WHEN THE HEADLIGHTS ARE NOT WORKING THE VOLTAGE IS 2.70V. NO DTC S. ADVISED TECH TO MONITOR THE MUX CIRCUIT WITH HIS VOLTMETER TO SEE WHEN THE HEADLIGHTS ARE NOT WORKING IF THE VOLTAGE READS THE SAME OR DIFFERENT BETWEEN THE DVOM AND THE DRB. IF THE VOLTMETER READS 1.47V AND THE DRB READS 2.70V, THEN REPLACE THE BCM.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008233088**

Vehicle Information

**VIN:** 1D4GP25R96B [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
CARAVAN SE FWD  
RSKL52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1216501632)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2235B6365)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 081122

Repair Information

**Report#:** SSV008233088  
**Open Date:** 04/12/2006  
**Mileage:** 17266  
**Warr Built Dt:** 08/11/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 71-44190  
**Name:** BARBER DODGE  
**Address:** 4335 SONOMA BLVD  
VALLEJO, CA 94589  
**Phone:** INACTIVE  
707 648-8500

Part Information

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

Labor Information

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

Service Narrative Information

**Customer Comment:**HAZARD LAMPS AND AIR BAG LAMP CAME ON AND THE HEADLAMPS SHUT OFF AND NO CODES ANYWHERE.  
**Service Action:**ADVISED TO DUPLICATE CONDITION AND CHECK B PILLAR GROUNDS.  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Lease Car Evaluations Report#: 6B611246604AI93

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D8GP45R76B

**Report#:** 6B611246604AI93

**Zone/Cd:** ZZ-19028

**Model Year:** 2006

**Open Date:** 04/06/2006

**Name:** CHRYSLER CORPORATION

**Make/Model:** DODGE

**Mileage:** 4950

**Address:** 800 CHRYSLER DRIVE

CARAVAN SXT FWD

**Warr Built Dt:** 12/20/2005

AUBURN HILLS, MI 48326-2757

RSKH52

**Supplier RP:**

**Phone:**

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1347501399)

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

#:K3505B6367)

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

**MDH:** 122017

### Service Narrative Information

**Evaluator's Comment:** I93 Electrical & Accessories, Other electrical and/or accessory troubles. HEADLIGHTS DIM BRIEFLY ( 1 SEC) WHEN COASTING DOWN TO A STOP AND BLOWER IS ON THIRD OR HIGHER POSITION. OCCURS AT NIGHT.. THIS WAS HAPPENING SINCE NEW.

**Service Action:**

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008217058**

Vehicle Information

**VIN:** 1D4GP24R06B [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1269501803)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2705B8065)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 100408

Repair Information

**Report#:** SSV008217058  
**Open Date:** 04/03/2006  
**Mileage:** 900  
**Warr Built Dt:** 10/04/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 63-63509  
**Name:** BERGERON CHRYSLER DODGE JEEP  
**Address:** 3525 VETERANS MEMORIAL BLVD  
METAIRIE, LA 700025842  
**Phone:** 504 293-5293  
504 888-2131

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 THE CLUSTER IS ALL LITE UP, WIPERS AND HEAD LAMPS ARE INOP  
**Service Action:**TECH TO DISCONNECT MODULES AND RECHECK BUS COMM  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008219022

Vehicle Information

**VIN:** 2D4GP44L36R [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1255500699)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2605B6626)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 092103

Repair Information

**Report#:** SSV008219022  
**Open Date:** 04/04/2006  
**Mileage:** 5798  
**Warr Built Dt:** 09/21/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 74-43942  
**Name:** MINOT AUTOMOTIVE CENTER, INC.  
**Address:** 3615 SOUTH BROADWAY  
MINOT, ND 587017455  
**Phone:** 701 852-0151

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DIM WHILE COMING TO A STOP. TECH NOT ABLE TO DUPLICATE. POWER DOOR/GATE MODULES ALL HAD INCOMPLETE POWER CLOSE, VOLTAGE BELOW MINIMUM.

**Service Action:**RECOMMEND LOAD TESTING THE BATTERY. CLEAN BATTERY POSTS, CABLE ENDS AT STARTER AND ALT. MONITOR THE TARGET AND SENSE VOLTAGE WITH DRB WHILE LOADING THE ELECTRICAL SYSTEM. USE A LAB SCOPE TO CHECK FOR A FAILED DIODE CREATING AC VOLTAGE IN THE CHARGING SYSTEM.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Dealer Product Sampling Report#: 410988222801

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D4GP24R36E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1271501115)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1925B5144)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 100701

**Report#:** 410988222801  
**Open Date:** 03/23/2006  
**Mileage:** 8241  
**Warr Built Dt:** 10/07/2005  
**Supplier RP:**

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

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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, RANDOMLY, THE HEADLIGHTS WILL QUIT WORKING.  
**Service Comment:**INSPECTED. FOUND INTERMITANT SHORT IN THE HEADLIGHT SWITCH.  
**Service Action:**REPLACED THE HEADLIGHT SWITCH.

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008212742**

Vehicle Information

**VIN:** 2A4GP54L56R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1236502643)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2305B7534)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 090116

Repair Information

**Report#:** SSV008212742  
**Open Date:** 03/30/2006  
**Mileage:** 6807  
**Warr Built Dt:** 09/01/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-68342  
**Name:** JERRY WARREN CHRYSLER DODGE IN  
**Address:** 2502 N LOCUST ST  
STERLING, IL 610811224  
**Phone:** INACTIVE  
815 625-7411

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DASH LAMPS WILL FLICKER WHEN SITTING AT A LIGHT WHEN THE RADIATOR FANS WILL CYCLE ON AND OFF.  
**Service Action:**THIS IS A NORMAL CONDITION BECAUSE THERE IS NO MEANS TO IDLE UP THE ENGINE TO PREVENT THIS FROM HAPPENING.  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Dealer Product Sampling Report#: 250194044241

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L56R [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1215501956)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2315B7610)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 082405

**Report#:** 250194044241  
**Open Date:** 03/27/2006  
**Mileage:** 7390  
**Warr Built Dt:** 08/24/2005  
**Supplier RP:**

**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
0ZL651J8AD	SWITCH -LIGHTING CONTROL	1	40.60	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 HEADLAMPS INTERM INOP- W-SWITCH ON- CK ADVISE-

**Service Comment:**

**Service Action:**FOUND HEADLAMP SWITCH INTERM INOP- SHORTED- REPLACE FAULTY HEADLAMP SWITCH-



QNA - Quality Narrative Analyzer Detail Report  
Dealer Product Sampling Report#: 250194035471

Vehicle InformationRepair InformationDealer Information

<b>VIN:</b> 2D4GP44L16R	<b>Report#:</b> 250194035471	<b>Zone/Cd:</b> 32-25019
<b>Model Year:</b> 2006	<b>Open Date:</b> 03/18/2006	<b>Name:</b> SAM DELLS DODGE CORP
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 4161 <b>Warr Built Dt:</b> 07/26/2005	<b>Address:</b> 1011 WEST GENESEE STREET SYRACUSE, NY 132042244
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1186501559)	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE 315 472-6633
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K1965B5319)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 072601		

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
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\*\* No Labor Information Available

Service Narrative Information

**Customer Comment:**CUSTOMER STATES HEADLIGHTS WONT COME ON AT TIMES .  
**Service Comment:**INTERNAL HEADLAMP SWITCH FAULT .  
**Service Action:**REPLACED HEADLAMP SWITCH AND VERIFIED REPAIR.

# QNA - Quality Narrative Analyzer Detail Report

## Lease Car Evaluations Report#: 6B560471603AI55

### Vehicle Information

**VIN:** 1D8GP45RX6E [REDACTED]

**Model Year:** 2006

**Make/Model:** DODGE

CARAVAN SXT FWD

RSKH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1264500466)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2655B7931)

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

**MDH:** 092706

### Repair Information

**Report#:** 6B560471603AI55

**Open Date:** 03/21/2006

**Mileage:** 6108

**Warr Built Dt:** 09/27/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** ZZ-19028

**Name:** CHRYSLER CORPORATION

**Address:** 800 CHRYSLER DRIVE

AUBURN HILLS, MI 48326-2757

**Phone:**

### Service Narrative Information

**Evaluator's Comment:** I55 Electrical & Accessories, Exterior lights not working. GROUP=I, TYPE=55 HEADLAMPS TURN-OFF FOR NO REASON WHILE DRIVING

**Service Action:**

**Correction:**

## QNA - Quality Narrative Analyzer Detail Report

### Vehicle Problem Tracking Report#: SSV008193348

### Vehicle Information

**VIN:** 1A4GP45R96B

**Model Year: 2006**

**Make/Model:** CHRYSLER

TOWN &amp; COUNTRY FWD

RSYH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1266502414)

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

#:K2635B5776)

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

MDH: 093017

## Repair Information

**Report#:** SSV008193348

**Open Date:** 03/17/2006

**Mileage:** 3495

**Warr Built Dt: 09/30/2005**

**Supplier RP:**

## Dealer Information

**Zone/Cd:** 51-64826

**Name:** MUELLER CHRYSLER INC

**Address:** 2060 OMRO RD

OSHKOSH, WI 549047706

**Phone:** INACTIVE

920 231-5010

### Part Information

Part Number

Part Description

Quantity

Cost/Unit
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Fail 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 TIMES AND HEADLIGHTS DO NOT COME ON, TECH IS UNABLE TO DUPLICATE.

**Service Action:**RECOMMEND DUPLICATE CONCERN

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Lease Car Evaluations Report#: 6B504759603AI55

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1A4GP45R46 [REDACTED]

**Report#:** 6B504759603AI55

**Zone/Cd:** ZZ-19028

**Model Year:** 2006

**Open Date:** 03/20/2006

**Name:** CHRYSLER CORPORATION

**Make/Model:** CHRYSLER

**Mileage:** 12600

**Address:** 800 CHRYSLER DRIVE

TOWN & COUNTRY FWD

**Warr Built Dt:** 07/08/2005

AUBURN HILLS, MI 48326-2757

RSYH52

**Supplier RP:**

**Phone:**

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1182501433)

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

#:K1885A0782)

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

**MDH:** 070810

### Service Narrative Information

**Evaluator's Comment:** I55 Electrical & Accessories, Exterior lights not working. GROUP=I, TYPE=55 STILL HAVEN T GOT THE HEADLIGHTS FIXED.

**Service Action:**

**Correction:**

# Field Engineer Analysis Report



Images: 1

Issue Number: RT6362RP860601  
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: 03/27/2006



Vin: 6R663730, Miles 4060

Head Lamp Unit, Internal Failure

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
RS	6R[REDACTED]	4060	091618	66894	EGH 1250 5019 37	DGL K256 5B78 98	Y

### CONCERN #1

Customer Concern:

The Customer complaint was that the head lamps do not work all the time.

Update: 3-28-06: Additional Persons are interested in the part when it arrives at QEC, Dave Clark and Carrie Martin at Tie Line 776-4487.

Root Cause:

The Technician was testing the system and initially the system was working correctly, but after repeated cyclic testing on the switch the head lamps failed. The head lamps began to fail and not illuminate but not set any codes for an open, or stuck switch. With Further Cyclic testing it was determined that the switch was the cause and internally since no codes were being set it was not seeing the sense signal for the switch position.

# Field Engineer Analysis Report



Lop:NA  
Parts:0ZL671J8AC  
Keywords: PartReturn, FixedFirstVisit ( Dup Repair), SupplierQuality  
Cost: NA

Repair Action:

The Technician replaced the light switch and tested the operation, the lights came on every time for a cyclic period of 50 attempts.

**TSB Group: 08                      Repair Successful: Y**

Issue Number: RT6362RP860601  
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: 03/27/2006

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	6R [REDACTED]	4060	091618	66894	EGH 1250 5019 37	DGL K256 5B78 98	Y

# Field Engineer Analysis Report



## Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671J8AC	SWITCH -LIGHTING CONTROL	1	0.00		01/01/0001

QNA - Quality Narrative Analyzer Detail Report  
Lease Car Evaluations Report#: 6B559515603AI55

Vehicle Information

**VIN:** 1A4GP45R96E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1251500248)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2505B6943)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 092221

Repair Information

**Report#:** 6B559515603AI55  
**Open Date:** 03/20/2006  
**Mileage:** 5300  
**Warr Built Dt:** 09/22/2005  
**Supplier RP:**

Dealer Information

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

Service Narrative Information

**Evaluator's Comment:**I55 Electrical & Accessories, Exterior lights not working. GROUP=I, TYPE=55 HEADLIGHTS INTERMITTENTLY WILL NOT COME ON UNLESS THE KNOB IS TURNED ON AND OFF SEVERAL TIMES.  
**Service Action:**  
**Correction:**



## QNA - Quality Narrative Analyzer Detail Report

### Vehicle Problem Tracking Report#: SSV008179683

### Vehicle Information

**VIN:** 2A4GP54L46R

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN &amp; COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1307501021)

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

#:K2355B5477)

**Plant:** WINDSOR ASSEMBLY PLANT

MDH: 111401

## Repair Information

**Report#:** SSV008179683

**Open Date:** 03/09/2006

**Mileage:** 5280

**Warr Built Dt: 11/14/2005**

**Supplier RP:**

## Dealer Information

**Zone/Cd:** 42-62301

**Name:** DEACON'S CHRYSLER JEEP

**Address:** 835 SOM CENTER RD

MAYFIELD VILLAGE, OH 441433524

**Phone:** 440 442-0424

## Part Information

Part Number

### Part Description

Quantity

Cost/Unit

Fail 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 FLASH ON AND OFF WHILE DRIVING -NO CODES AND IS ERRATIC.REPLACED SWITCH TO NO AVAIL.

**Service Action:**MAY WANT TO TRY A FCM IF SWITCH DID NOT HELP.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008174670

Vehicle Information

**VIN:** 1D4GP24R96B[REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1236500646)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1945B6454)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 083116

Repair Information

**Report#:** SSV008174670  
**Open Date:** 03/07/2006  
**Mileage:** 11386  
**Warr Built Dt:** 08/31/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 74-25007  
**Name:** CARLIN DODGE INC  
**Address:** 7455 AUSTIN BLUFFS PARKWAY  
COLORADO SPRINGS, CO 80923  
**Phone:** INACTIVE  
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:**HEADLIGHTS DO NOT COME ON AT TIMES. THERE ARE NO CODES. THE DLR HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN.  
**Service Action:**THE DLR NEEDS TO DUPLICATE THE CONCERN. NO ONGOING ISSUES.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008164391

Vehicle InformationRepair InformationDealer Information

**VIN:** 2A4GP54L96R

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1237501796)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2415B6809)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 090704

**Report#:** SSV008164391

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

**Mileage:** 5880

**Warr Built Dt:** 09/07/2005

**Supplier RP:**

**Zone/Cd:** 63-63838

**Name:** ALLEN SAMUELS CHRY-DODGE

**Address:** 8181 MEMORIAL BLVD

PORT ARTHUR, TX 77640

**Phone:** 409 983-5171

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DID NOT ILLUMINATE, TECH IS UNABLE TO DUPLICATE.

**Service Action:**RECOMMEND CHECK STARSCAN SOFTWARE LEVEL

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Lease Car Evaluations Report#: 6R710338512AI32

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L36R [REDACTED]

**Report#:** 6R710338512AI32

**Zone/Cd:** ZZ-19028

**Model Year:** 2006

**Open Date:** 12/31/2005

**Name:** CHRYSLER CORPORATION

**Make/Model:**

**Mileage:** 1820

**Address:** 800 CHRYSLER DRIVE

GRAND CARAVAN SXT FWD

**Warr Built Dt:** 11/01/2005

AUBURN HILLS, MI 48326-2757

RSKH53

**Supplier RP:**

**Phone:**

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1292501826)

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

#:K3015B6980)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 110111

### Service Narrative Information

**Evaluator's Comment:** I32 Electrical & Accessories, Exterior lamp/lens problem. GROUP=I, TYPE=32 HEADLIGHTS FLICKER INTERMITTENTLY, LIGHT SWITCH CHANGED BUT PROBLEM NOT RESOLVED.

**Service Action:**

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008154274

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 1A4GP45R16E	<b>Report#:</b> SSV008154274	<b>Zone/Cd:</b> 35-43071
<b>Model Year:</b> 2006	<b>Open Date:</b> 02/22/2006	<b>Name:</b> ED SHULTS OF WARREN INC
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 1928	<b>Address:</b> 1658 NORTH MARKET STREET
TOWN & COUNTRY FWD	<b>Warr Built Dt:</b> 10/06/2005	WARREN, PA 163654891
RSYH52	<b>Supplier RP:</b>	<b>Phone:</b> 814 726-3150
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1270500402)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K1895B8091)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 100623		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 VEHICLES HEAD LIGHTS GO OUT WHILE DRIVING - OWNER CLAIMS THEY CYCLE THE SWITCH TO GET THE LIGHTS TO COME ON..DLR HAS REPLACED THE HEAD SWITCH. BCM HAS A CODE FCM MSGS NOT RECEIVED.. OWNER COMPLAINS OF A WIND NOISE AT THE REAR QUARTER GLASS..

**Service Action:**POSSIBLE FCM - AND OR IPM AND OR FCM CONNECTIONS.. TRACK AND MOVE TO RESOLVE.. DLR TO PULL IN THE MOTOR AS NEEDED - COMPARE TO THE OTHER SIDE - DLR TO MAKE SURE THE VENT MOTOR IS DRAWING THE WINDOW IN ALL THE WAY/

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008152425**

Vehicle Information

**VIN:** 1D4GP45R96B [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
CARAVAN SXT FWD  
RSKH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1259500413)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2505B7558)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 092220

Repair Information

**Report#:** SSV008152425  
**Open Date:** 02/21/2006  
**Mileage:** 2258  
**Warr Built Dt:** 09/22/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 42-63540  
**Name:** WEEKLEY CHRYSLER DODGE JEEP CO  
**Address:** 50 MAIN ST  
BUTLER, OH 448228806  
**Phone:** 419 883-2461

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 HEADLIGHTS AT TIMES. NO MESSAGE RECEIVER FROM FCM ON DRB.  
**Service Action:**REPLACE FCM.  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008145323

### Vehicle Information

**VIN:** 2A4GP54L36R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1220501998)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2255B6289)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 081812

### Repair Information

**Report#:** SSV008145323  
**Open Date:** 02/15/2006  
**Mileage:** 5644  
**Warr Built Dt:** 08/18/2005  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-44299  
**Name:** JIM RUSH CHRYSLER  
**Address:** S BUS HWY 13  
BOLIVAR, MO 65613  
**Phone:** INACTIVE  
417 326-5858

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 TIMES. TECH CANNOT DUPLICATE THE CONDITION.

**Service Action:**IT MAY BE NECESSARY TO DUPLICATE THE CONDITION BEFORE TAKING ANY ACTION. IT COULD BE A BCM OR FCM AS THE CAUSE OF THE CONDITION.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008136708

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 1D4GP45R86E	<b>Report#:</b> SSV008136708	<b>Zone/Cd:</b> 32-44931
<b>Model Year:</b> 2006	<b>Open Date:</b> 02/10/2006	<b>Name:</b> DEALMAKER CHRYSLER JEEP DODGE
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 3956	<b>Address:</b> 1068 ARSENAL ST
CARAVAN SXT FWD	<b>Warr Built Dt:</b> 07/28/2005	WATERTOWN, NY 136012210
RSKH52	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1189500705)		315 782-3325
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2025A3391)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 072821		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 TURN ON ALL THE TIME. WHILE OBSERVING THE SWITCH STATUS IN THE BCM THE HEADLAMP SAYS FOG INSTEAD OF HEADLAMPS, NO CODES BUT THE BCM SEEMS TO BE IN THE WRONG STATE. THE VEHICLE DOES NOT HAVE FOG LAMPS AND THE SWITCH IS CORRECT.

**Service Action:**RECOMMEND REPLACEMENT OF THE BCM. AUTHORIZED FUNCTION 11

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008130328

Vehicle Information	Repair Information	Dealer Information
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<b>VIN:</b> 2A8GP64L66R	<b>Report#:</b> SSV008130328	<b>Zone/Cd:</b> 66-42346
<b>Model Year:</b> 2006	<b>Open Date:</b> 02/07/2006	<b>Name:</b> BOB WILLIAMS D-C-P-J
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 2706	<b>Address:</b> 2500 NEW CALHOUN RD N E
TOWN & COUNTRY LIMITED FWD	<b>Warr Built Dt:</b> 09/30/2005	ROME, GA 301619698
RSYS53	<b>Supplier RP:</b>	<b>Phone:</b> 706 232-7793
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1264501563)		706 291-0339
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2695B5782)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 093018		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 AT NIGHT WHILE DRIVING.. CHARGING SYSTEM APPEARS OK.. ALL NIGHT LIGHTING APPEARS TO BE DOING THIS.. INTERIOR LIGHTS AND HEAD LAMPS..

**Service Action:**DLR TO INSURE THERE ARE NO CHANGING HEAD LAMP SWITCH INPUTS TO THE BCM - DLR TO TRY A DIFFERENT BATTERY... CHECK THE MAIN LEADS FROM THE BATTERY.. CHECK FOR ANY PCM UPDATES.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008127325

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L16R

**Report#:** SSV008127325

**Zone/Cd:** 71-43687

**Model Year:** 2006

**Open Date:** 02/03/2006

**Name:** DIRECT AUTO PLAZA

**Make/Model:**

**Mileage:** 4224

**Address:** 2351 SOUTH 4TH ST

GRAND CARAVAN SXT FWD

**Warr Built Dt:** 08/22/2005

EL CENTRO, CA 92243

RSKH53

**Supplier RP:**

**Phone:** INACTIVE

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1224502357)

760 353-8000

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

#:K2285B6749)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 082207

### 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:**AT TIMES THE HEADLAMPS ARE INOP WHEN TURNING SWITCH ON.REPLACED BCM IN PAST AND SAME ISSUE.

**Service Action:**IF BCM SEES SWITCH INPUT SEE IF FCM IS SEEING INPUT AND GROUNDING RELAY.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008116009**

Vehicle Information

**VIN:** 2D4GP44L76R [REDACTED]

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1305500143)

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

#:K3075A3166)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 110916

Repair Information

**Report#:** SSV008116009

**Open Date:** 01/30/2006

**Mileage:** 2753

**Warr Built Dt:** 11/09/2005

**Supplier RP:**

Dealer Information

**Zone/Cd:** 35-44755

**Name:** BERGEY'S DODGE

**Address:** 1201 N BROAD ST

LANSDALE, PA 19446

**Phone:** INACTIVE

215 855-9061

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 AND ON WHILE DRIVING,DASH LIGHTS STAY ON WHILE THIS IS HAPPENING

**Service Action:**SEE PRIOR CASE

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008114567

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP54L66R	<b>Report#:</b> SSV008114567	<b>Zone/Cd:</b> 35-66479
<b>Model Year:</b> 2006	<b>Open Date:</b> 01/27/2006	<b>Name:</b> BERGEY'S CHRYSLER JEEP DODGE
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 5229	<b>Address:</b> 408 HARLEYSVILLE PIKE
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 08/18/2005	SOUDERTON, PA 189642141
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> 215 721-3490
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1220501973)		215 721-3470
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2255B6787)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 081808		

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 ALSO SHUT OFF WHILE DRIVING-FOR CUSTOMER,OK NOW AND NO CODES IN ANY MODULE.

**Service Action:**JEFFREY, DID THE OWNER INDICATE THAT THE DASH LIGHTS WENT OUT TO OR JUST HEAD LIGHTS IF JUST HEAD LIGHTS - CHECK THE GRD CIRCUITS FOR THE HEAD LIGHTS - CHECK THE CONNECTERS AT THE LOWER IPM - CHECK THE PINOUTS AT THE FCM TO IPM.. POSSIBLE - IPM /FCM.. SHOULD DUPLICATE.

**Correction:**

## QNA - Quality Narrative Analyzer Detail Report

### Vehicle Problem Tracking Report#: SSV008111584

### Vehicle Information

**VIN:** 1A4GP45R46B

**Model Year: 2006**

**Make/Model:** CHRYSLER

TOWN &amp; COUNTRY FWD

RSYH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1209500818)

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

#:K2085B5809)

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

MDH: 080419

## Repair Information

**Report#:** SSV008111584

**Open Date:** 01/26/2006

**Mileage:** 5882

**Warr Built Dt: 08/04/2005**

**Supplier RP:**

## Dealer Information

**Zone/Cd:** 42-60018

**Name:** COURTESY AUTO MALL OF GALION I

**Address:** 7680 STATE ROUTE 309

GALION, OH 44833

**Phone:** INACTIVE

419 468-8776

## Part Information

Part Number

Part Description

Quantity

Cost/Unit
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Fail 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 HAS HEAD LIGHTS FADING OUT WHILE DRIVING - VEHICLE DOES NOT HAVE AUTO HEAD LIGHTS..

**Service Action:**DLR TO CHECK THE POWER AND GRDS TO THE FCM - DLR TO DUPLICATE AND OR GET ADDED DETAILS FROM THE OWNER - POSSIBLE IPM/FM..

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008113072

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L36R	<b>Report#:</b> SSV008113072	<b>Zone/Cd:</b> 42-57042
<b>Model Year:</b> 2006	<b>Open Date:</b> 01/26/2006	<b>Name:</b> COLONIAL DODGE INC
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 3730 <b>Warr Built Dt:</b> 10/26/2005	<b>Address:</b> 24211 GRATIOT AVENUE EASTPOINTE, MI 480213387
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1294500566)	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE 586 778-1800
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2945A2567)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 102622		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> CUSTOMER STATES: HEADLIGHTS AND DOME LIGHTS FLICKER. TECH NOTICED SOME FLICKER WITH THE COOLING FAN ON.
<b>Service Action:</b> RECOMMEND MONITORING DUTY CYCLE AND CHARGE RATE IN THE PCM WITH DRB. ALSO WATCH THE CHARGING WAVE FORM WITH A LAB SCOPE. WAVE SHOULD BE A MODIFIED SQUARE WAVE- NOT A SINE WAVE. IF IT IS A SINE WAVE- TRY AN ALTERNATOR.
<b>Correction:</b>

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008105144**

Vehicle Information Repair Information Dealer Information

**VIN:** 1D4GP24R96B

**Report#:** SSV008105144

**Zone/Cd:** 51-45016

**Model Year:** 2006

**Open Date:** 01/23/2006

**Name:** ANTIOCH CHRYSLER DODGE JEEP

**Make/Model:** DODGE

**Mileage:** 4427

**Address:** 105 ROUTE 173

GRAND CARAVAN SE FWD

**Warr Built Dt:** 08/04/2005

ANTIOCH, IL 60002

RSKL53

**Supplier RP:**

**Phone:** 847 395-0200

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1207502120)

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

#:K2085B5461)

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

**MDH:** 080419

Part Information

Part Number Part Description Quantity Cost/Unit Fail 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 WHILE DRIVING. THEY COME BACK ON AFTER CYCLING SWITCH.

**Service Action:**REPLACE HEADLIGHT SWITCH.

**Correction:**

## QNA - Quality Narrative Analyzer Detail Report

### Vehicle Problem Tracking Report#: SSV008098458

### Vehicle Information

**VIN:** 2A4GP44RX6R

**Model Year:** 2006

**Make/Model:**

TOWN &amp; COUNTRY LX FWD

RSYH53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1304501577)

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

#:K3065A3218)

**Plant:** WINDSOR ASSEMBLY PLANT

MDH: 110906

## Repair Information

**Report#:** SSV008098458

**Open Date:** 01/18/2006

**Mileage:** 14056

**Warr Built Dt: 11/09/2005**

**Supplier RP:**

## Dealer Information

**Zone/Cd:** 51-66040

**Name:** METRO CHRYSLER CENTRE

**Address:** 500 ADMIRAL WEINEL BLVD

COLUMBIA, IL 622361983

**Phone:** INACTIVE

618 281-3000

## Part Information

Part Number

### Part Description

Quantity

Cost/Unit

Fail Cd

Retn Dt

\*\* No Parts Information Available

## Labor Information

LOP

### LOP Description

Cost

Fail Cd

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**THE HEADLIGHTS WHILE GOING DOWN THE ROAD. THE HEADLAMP SWITCH HAS BEEN REPLACED. THIS IS AN INTERMITTENT CONCERN.

**Service Action:**THE DLR NEEDS TO DUPLICATE AND DETERMINE HOW THE HEADLAMP SWITCH IS BEING SEEN BY THE BCM. ALSO CHECK FOR A POSSIBLE FCM ISSUE.

**Correction:**



**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008092990**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A8GP64L76R	<b>Report#:</b> SSV008092990	<b>Zone/Cd:</b> 42-61116
<b>Model Year:</b> 2006	<b>Open Date:</b> 01/16/2006	<b>Name:</b> BALES MOTOR CO INC
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 5267	<b>Address:</b> 630 BROADWAY
TOWN & COUNTRY LIMITED FWD	<b>Warr Built Dt:</b> 08/05/2005	JEFFERSONVILLE, IN 471303697
RSYS53	<b>Supplier RP:</b>	<b>Phone:</b> 812 282-4356
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1209502211)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2075B7888)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 080508		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 ANS PARKING LIGHTS FLASH FLASH OFF AND ON AFTER TRUNING LIGHT ON AND FLASH AGAIN WHEN TURNED OFF. LASTS ABOOUT 20 SECONDS. REPLACED FCM AND HEADLAMP SWITCH TO NO AVAIL.

**Service Action:**THE HEADLAMP SWITCH IS HARD WIRED INTO THE BCM. THE BCM TELL THE FCM WHAT TO DO OVER THE BUS. POSSIBLE FAULTY BCM.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Lease Car Evaluations Report#: 6R730766601AI93

### Vehicle Information

**VIN:** 2A4GP54L76R [REDACTED]

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1297501683)

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

#:K2935A3043)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 102607

### Repair Information

**Report#:** 6R730766601AI93

**Open Date:** 01/18/2006

**Mileage:** 3000

**Warr Built Dt:** 10/26/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** ZZ-19028

**Name:** CHRYSLER CORPORATION

**Address:** 800 CHRYSLER DRIVE

AUBURN HILLS, MI 48326-2757

**Phone:**

### Service Narrative Information

**Evaluator's Comment:** I93 Electrical & Accessories, Other electrical and/or accessory troubles. GROUP=I, TYPE=93 HEADLIGHTS DID NOT COME ON WHEN SWITCH TURN ON (REPEATEDLY). LIGHTS LATER CAME ON BY THEMSELVES.

**Service Action:**

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008083648**

Vehicle Information

**VIN:** 2A4GP54L86R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1242501945)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2535B7831)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 091310

Repair Information

**Report#:** SSV008083648  
**Open Date:** 01/10/2006  
**Mileage:** 2500  
**Warr Built Dt:** 09/13/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 42-63391  
**Name:** LOCHMOOR CHRYSLER JEEP  
**Address:** 18165 MACK AVE  
DETROIT, MI 482241444  
**Phone:** INACTIVE  
313 886-3000

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:**HEADLIGHTS GOES OUT AT TIMES. ANOTHER DEALER REPLACED THE FCM.  
**Service Action:**ADVISED TO CHECK G300 AND G301 GROUNDS.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV004762497

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44LX6R	<b>Report#:</b> SSV004762497	<b>Zone/Cd:</b> 32-56826
<b>Model Year:</b> 2006	<b>Open Date:</b> 01/03/2006	<b>Name:</b> H & P MOTORS INC
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 2900 <b>Warr Built Dt:</b> 07/25/2005	<b>Address:</b> 63-77 SOUTH MAIN ST GLOVERSVILLE, NY 12078
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1186501874)	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE 518 725-0121
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K1885B5135)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 072512		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 FLICKERING AT TIMES GO OUT AND TOGGLE DIMMER SWITCH -AND T HEY WORK AGAIN.HAS REMOTE START.AT TIME TAILGATE DOES NOT ALWAYS CLOSE.I NCOMPLETE POWER OPEN EXCESSIVE COUNTS NON-ENGAGEMENT -4 \n:RRM4:11/30/20 05

**Service Action:**ADVISED TO USE MOST UPDATED HEADLAMP SWITCH. MUST DUPLICATE CONDITION ON REAR HATCH ISSUE. \n:RRM4:11/30/2005 TRANSFERRED TO INTIER DOOR FOR INP UT

**Correction:**

## QNA - Quality Narrative Analyzer Detail Report

### Vehicle Problem Tracking Report#: SSV008071333

### Vehicle Information

**VIN:** 1A8GP45R86B

**Model Year: 2006**

**Make/Model:** CHRYSLER

TOWN &amp; COUNTRY FWD

RSYH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1284522880)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2505B7784)

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

MDH: 102021

## Repair Information

**Report#:** SSV008071333

**Open Date:** 01/03/2006

**Mileage:** 624

**Warr Built Dt: 10/20/2005**

**Supplier RP:**

## Dealer Information

**Zone/Cd:** 66-44826

**Name:** BOBBY GALE CHRY-DODGE-JEEP LLC

**Address:** 1420 HIGHWAY 701 NORTH

LORIS, SC 29569

**Phone:** INACTIVE

843 756-3325

## Part Information

Part Number

Part Description

Quantity

Cost/Unit
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Fail 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. REPLACED HEADLAMP SWITCH TO NO AVAIL. THE IP ILLUMINATION STAYS LIT.

**Service Action:**REPLACE THE FCM

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Lease Car Evaluations Report#: 6B5699780601A

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1A4GP45R06E [REDACTED]

**Report#:** 6B5699780601A

**Zone/Cd:** ZZ-19028

**Model Year:** 2006

**Open Date:** 01/03/2006

**Name:** CHRYSLER CORPORATION

**Make/Model:** CHRYSLER

**Mileage:** 2700

**Address:** 800 CHRYSLER DRIVE

TOWN & COUNTRY FWD

**Warr Built Dt:** 10/13/2005

AUBURN HILLS, MI 48326-2757

RSYH52

**Supplier RP:**

**Phone:**

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1277501104)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2845A2998)

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

**MDH:** 101307

### Service Narrative Information

**Evaluator's Comment:** RARELY (4 TIMES SO FAR) THE LIGHT SWITCH NEEDS TO BE TOGGLED OFF-ON SEVE RAL TIMES TO GET HEADLAMPS ON.

**Service Action:**

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Dealer Product Sampling Report#: 618882270191**

Vehicle Information

**VIN:** 2A4GP54L86R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1293500937)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3005B5268)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 103115

Repair Information

**Report#:** 618882270191  
**Open Date:** 12/29/2005  
**Mileage:** 540  
**Warr Built Dt:** 10/31/2005  
**Supplier RP:**

Dealer Information

**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
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:**CUSTOMER STATES INTERMITTENTLY HEADLIGHTS WILL FLICKER VERIFIED AT WRITE  
**Service Comment:**INTERNAL FAILURE.  
**Service Action:**TEST AND REPLACE MULTIFUNCTION SWITCH.

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008058284**

Vehicle Information

**VIN:** 1A4GP45R26E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1300502247)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3015A2822)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 110301

Repair Information

**Report#:** SSV008058284  
**Open Date:** 12/26/2005  
**Mileage:** 3437  
**Warr Built Dt:** 11/03/2005  
**Supplier RP:**

Dealer Information

**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:**HEADLIGHTS FLICKER WHEN COLD. TECH SAYS THAT IT S PRETTY BAD. STOPS FLIC KERING WHEN THE ENGINE IS TURNED OFF.  
**Service Action:**HE WILL HOOK UP THE SCAN TOOL AND MONITOR BATTERY VOLTAGE AND CHARGING S YSTEM. HE WILL ALSO CHECK GROUNDS, ETC.  
**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Lease Car Evaluations Report#: 6B5044950512A

### Vehicle Information

**VIN:** 1A4GP45R76E [REDACTED]

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY FWD

RSYH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1182501550)

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

#:K1885B5763)

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

**MDH:** 070813

### Repair Information

**Report#:** 6B5044950512A

**Open Date:** 12/23/2005

**Mileage:** 4500

**Warr Built Dt:** 07/08/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** ZZ-19028

**Name:** CHRYSLER CORPORATION

**Address:** 800 CHRYSLER DRIVE

AUBURN HILLS, MI 48326-2757

**Phone:**

### Service Narrative Information

**Evaluator's Comment:**OVERHEAD LIGHTS WERE SHUT OFF BY OVERRIDE SWITCHCH. HEAD LAMP SWITCH WAS LEFT IN ON POSITION. CAR WAS STARTED. IP LIGHTS WERE ON IN PARKING LOT.

DROVE AWAY AND FOUND HEADLIGHTS WERE NOT ON WHEN IN DARK STRETCH OF HIG HWAY.

**Service Action:**TURNED SWITCH TO OFF POSITION AND BACK TO ON POTITION AND LIGHT ARE NOW FUNCTIONING OK.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV004767452**

Vehicle Information

**VIN:** 2D4GP44L46R [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1300500728)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3005B6660)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 110116

Repair Information

**Report#:** SSV004767452  
**Open Date:** 12/05/2005  
**Mileage:** 568  
**Warr Built Dt:** 11/01/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-68148  
**Name:** VERN LAURES AUTO CENTER INC  
**Address:** HIGHWAY 63 NORTH  
NEW HAMPTON, IA 50659  
**Phone:** 641 394-3025  
800 374-3025

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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. :SLG3:12/05/2005  
**Service Action:**POSSIBLE FAULTY HEADLAMP SWITCH. :SLG3:12/05/2005  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV004762497

### Vehicle Information

**VIN:** 2D4GP44LX6R [REDACTED]

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1186501874)

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

#:K1885B5135)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 072512

### Repair Information

**Report#:** SSV004762497

**Open Date:** 11/30/2005

**Mileage:** 2900

**Warr Built Dt:** 07/25/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 32-56826

**Name:** H & P MOTORS INC

**Address:** 63-77 SOUTH MAIN ST

GLOVERSVILLE, NY 12078

**Phone:** INACTIVE

518 725-0121

### 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 FLICKERING AT TIMES GO OUT AND TOGGLE DIMMER SWITCH -AND THEY WORK AGAIN.HAS REMOTE START.AT TIME TAILGATE DOES NOT ALWAYS CLOSE.INCOMPLETE POWER OPEN EXCESSIVE COUNTS NON-ENGAGEMENT -4 :RRM4:11 /30/2005

**Service Action:**ADVISED TO USE MOST UPDATED HEADLAMP SWITCH. MUST DUPLICATE CONDITION ON REAR HATCH ISSUE. :RRM4:11/30/2005

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV011364310

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L06R	<b>Report#:</b> SSV011364310	<b>Zone/Cd:</b> 66-57778
<b>Model Year:</b> 2006	<b>Open Date:</b> 05/13/2011	<b>Name:</b> NAPLES DODGE CHRYSLER JEEP
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 95950	<b>Address:</b> 6381 AIRPORT PULLING ROAD
GRAND CARAVAN SXT FWD	<b>Warr Built Dt:</b> 04/10/2006	NAPLES, FL 34109
RSKH53	<b>Supplier RP:</b>	<b>Phone:</b> 239 594-2100
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1089602559)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K0906B7658)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 041017		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b>	DASH AND HEADLIGHTS FLICKERING DASH AND HEADLIGHTS FLICKERING LOAD TESTED GROUND TO THE IP RANEL FROM DASH GROUND AND ALL OTHER GROUNDS WERE CHECKED BEFORE REQUEST FOR ASSISTANCE, FEEL ADDING A ADDITIONAL GROUND WILL NOT CORRECT FLICKERING LIGHTS DASH AND HEADLIGHTS FLICKERING LOAD TESTED GROUND TO THE IP RANEL FROM DASH GROUND AND ALL OTHER GROUNDS WERE CHECKED BEFORE REQUEST FOR ASSISTANCE, FEEL ADDING A ADDITIONAL GROUND WILL NOT CORRECT FLICKERING LIGHTS FOUND NORMAL OUTPUT FROM GENERATOR(GEN WAS REPLACED) AND BATTERY CABLES NOT HEATING UP AFTER RUNNING AWHILE ALSO CHECKED AND FOUND NO DRAWS
<b>Service Action:</b>	DASH AND HEADLIGHTS FLICKERING DUPLICATED : YES - AFTER ENGINE RUNNING FOR A WHILE. REPAIRS AND TESTS PERFORMED : CHECKED ALL GROUNDS AND BATTERY REPLACED AND ALT. REPLACED AND INSTALLED TEST HEADLIGHT SWITCH. CHECKED ALL TSB AND STAR CASES ABOUT LIGHTS , LIGHTS ARE FLICKERING EXCESSIVELY. TSB APPLIED : NONE DTCS : NONE TECHCONNECT SEARCH : LIGHTS FLICKERING EARL, ADVISED THE TECH TO CHECK ALL ENGINE GROUNDS (ADD AN ADDITIONAL IF NEEDED) AND BODY GROUNDS, ESPECIALLY THE GROUND STUD ON THE FRAME RAIL UNDER THE BATTERY TRAY, AND CHECK G300 AND G301. ALSO CHECK TO SEE IF THE POSITIVE BATTERY CABLE IS GETTING HOT. IF IT IS REPLACED THE CABLE. LET US KNOW IF YOU NEED FURTHER ASSISTANCE. THANKS, JIM EARL. THE MAJORITY OF THESE CONCERNS ARE CAUSED AND REPAIRED WITH WIRING. CHECK THE GENERATOR FOR PROPER OPERATION AND OUTPUT. DID YOU CHECK (AFTER RUNNING AWHILE)

AND/OR REPLACE THE BATTERY CABLES LET US KNOW YOUR FINDINGS. JIM EARL, THE LAST ONE ENCOUNTERED WAS REPAIRED BY REPLACING NEGATIVE BATTERY CABLE AND RUNNND ADDITIONAL (NEW) BODY AND CHASIS GROUNDS. OTHER THAN THAT YOU HAVE DONE WHAT ALL OTHERS HAVE TRIED. JIM CALLED THE DEALER AND TALKED WITH EARL. TECH STATES THEY ARE TRYING TO SELL THE CUSTOMER A HARNESS AND THE CUSTOMER HAS NOT SAID IF THEY WANT IT OR NOT. \r\nADVISED TECH TO LOAD TEST THE BATTERY CABLES WHEN THE ENGINE IS CRANKING, PULL THE FUEL PUMP RELAY. ALSO GET A SET OF JUMPER CABLE AND PUT ONE ON THE BATTERY NEGATIVE AND THE OTHER TO THE BLOCK AND CHASSIS GROUND TO CHECK THE GROUNDS. CALL ME BACK WITH THE RESULTS, STEVE R. PDC INSTALLED

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV011183026

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 1D4GP21R06B	<b>Report#:</b> SSV011183026	<b>Zone/Cd:</b> 74-26519
<b>Model Year:</b> 2006	<b>Open Date:</b> 01/26/2011	<b>Name:</b> PRO CHRYSLER JEEP DODGE
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 70292	<b>Address:</b> 1800 W 104TH AVE
CARAVAN C/V FWD	<b>Warr Built Dt:</b> 07/29/2005	DENVER, CO 802343602
RSKL12	<b>Supplier RP:</b>	<b>Phone:</b> 303 469-1931
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1188503224)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2085B5356)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 072916		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 THE INSTRUMENT GAUGES BOUNCE AFTER DRIVEING FOR TWENTY MILES. TO CONFIRM AFTER INSTALLING THE MULTIFUNCTION SWICH THE HEADLAMPS DO NOT FLICKER. NOW I AM AFTER THE INSTRUMENT CLUSTER LIGHTS FLICKERING AND THE GAUGES BOUNCEING. WILL RUN THE REDUNDUNT GOUND AND MEASURE THE ALT VOLTAGE. CHECK THE INSTRUMENT CLUSTER GROUND AND ADVISE. THE BATTERY VOLTAGE IS 14.35. VOLATAGE REAR OF THE ALTERNATOR IS 14.45\r\nAND DATA IN THE PCM IS 14.45 VARYING FROM 14.14 TO 14.55. GROUNDS ARE \r\nIN OPERATIONAL USE, LOAD TEST WITH HEADLAMP.

**Service Action:**CAN YOU DUPLICATE THE BOUNCING GAUGE CONCERN IF , NOT DETERMINE IF THE FLICKERING LAMP CONCERN IS EXCESSIVE OR NOT, SOME FLICKERING ON THESE VEHICLES IS CONSIDERED NORMAL, SO I WOULD FIRST SUGGEST COMPARING THE CONDITION WITH KNOWN GOOD RS. WHEN THE ENGINE IS IDLING, THE ALT IS ONLY PUTTING OUT 1/3 OF ITS CAPACITY AT BEST, SO UNDER A HEAVY LOAD- ALL ACCESSORIES ON, YOU WILL GET A LITTLE FLICKER, THEN WHEN YOU COME OFF IDLE, IT SHOULD GO AWAY. IF YOU DETERMINE THE FLICKER IS EXCESSIVE,LOOK AT THE PCM DATA FOR SYSTEM VOLTAGE, TARGET VOLTAGE AND DUTY CYCLE, THEN MEASURE

THE ACTUAL BATTERY VOLTAGE AT THE BACK OF THE ALT AND AT THE BATTERY. YOU COULD ALSO INSTALL REDUNDANT GROUNDS USING BOOSTER CABLES FROM THE BATTERY NEGATIVE TO THE ENGINE BLOCK AND ALT CASE , TO THE BODY, ONE AT A TIME AND NOTE ANY CHANGE. TECH STATES AFTER INSTALLING THE MULTIFUNCTION SWITCH , THE HEADLAMPS DO NOT FLICKER, TECH STATES ONLY THE CLUSTER LIGHTS FLICKER AND WILL ADDRESS THIS CONCERN, TECH CANNOT DUPLICATE THE GAUGE ISSUE. TECH WILL CHECK GROUNDS TO THE CLUSTER AND THE PCM DATA, ACTUAL SYSTEM VOLTAGE. TECH STATES ACTUAL BATTERY VOLTAGE IS 14.35 VOLTS AT THE BATTERY, 14.45 VOLTS AT THE ALT, PCM DATA SHOWS SYSTEM VOLTAGE GOING FROM 14.1 TO 14.4 VOLTS, BATTERY HAS BEEN REPLACED. DID YOU COMPARE CONDITION TO ANOTHER 06 RS DOES THE FLICKER CONCERN OCCUR AT IDLE OR DRIVING REPAIRED NEGATIVE BATTERY GROUND, RAN AN ADDITIONAL GROUND TO THE ENGINE AND CAHSIS

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV011179055**

Vehicle Information

**VIN:** 2D4GP44L16R

**Model Year:** 2006

**Make/Model:** DODGE

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1122600679)

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

#:K1256B7770)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 051112

Repair Information

**Report#:** SSV011179055

**Open Date:** 01/13/2011

**Mileage:** 36842

**Warr Built Dt:** 05/11/2006

**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-67033

**Name:** GREEN CHRYSLER

**Address:** 1703 AVENUE OF THE CITIES

EAST MOLINE, IL 612444168

**Phone:** 309 792-1550

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:**CUSTOMER STATES HEADLAMPS FLICKER AND INTERIOR LAMPS FLICKER . WITH DOME LAMPS ON AND HEATED SEATS ON HIGH DOME LIGHTS ARE PULSING SLIGHTLY.

**Service Action:**ADVISED THE TECH THAT WITH THE HEATED SEATS ON THE DIMING COULD BE CONSIDERED A NORMAL CONDITION AND CAN BE EXPECTED ON MANY RS VANS. ADVISED CUSTOMER OF NORMAL CONDITION AND WHAT IS MAKING PULSE CONDITION.\n\nADVISED ALTENATOR IS PUTTING OUT 110 PLUS AMMPS.

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011160643

### Vehicle Information

**VIN:** 2A8GP64LX6R [REDACTED]

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY LIMITED FWD

RSYS53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1274500929)

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

#:K2805B5531)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 101215

### Repair Information

**Report#:** SSV011160643

**Open Date:** 01/12/2011

**Mileage:** 61712

**Warr Built Dt:** 10/12/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 63-45182

**Name:** SUPERIOR DODGE CHRYSLER JEEP

**Address:** 1201 EXCHANGE

CONWAY, AR 72032

**Phone:** 501 329-2661

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 AND HEADLAMPS FLICKER WHILE DRIVING,ASLO WHEN THAT HAPPENS THE ABS LIGHT WILL FLASH.CHECKED ABS CODES HAD STORED CODE OF BATTERY VOLTS OUT OF RANGE.

**Service Action:**AARON, SOME FLICKER FROM BRIGHT TO DIM IS CONSIDERED NORMAL, UNDER HEAVY SYSTEM LOAD AT IDLE, WHEN AT IDLE, THE ALT IS ONLY PUTTING OUT ABOUT 1/3 OF ITS CAPACITY, WHAT YOU HAVE TO DO IS DETERMINE IF THE FLICKER IS EXCESSIVE OR NOT, COMPARE PERFORMANCE WITH ANOTHER RS. IF YOU FIND THE FLICKER EXCESSIVE, FIRST SWAPP A KNOWN GOOD BATTERY , EVEN THOUGH THE BATTERY CHECKS GOOD, IF THERE IS NO CHANGE, TRY INSTALLING A REDUNDANT GROUND FROM THE BATTERY NEGATIVE TO THE BODY AND ENGINE GROUNDS , USING BOOSTER CABLES,AND NOTE CHANGE. INSTALLED GROUND

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011127906

### Vehicle Information

**VIN:** 2A8GP64L56R [REDACTED]

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY LIMITED FWD

RSYS53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1230500039)

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

#:K2295B6603)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 082711

### Repair Information

**Report#:** SSV011127906

**Open Date:** 12/29/2010

**Mileage:** 67248

**Warr Built Dt:** 08/27/2005

**Supplier RP:**

### Dealer Information

**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
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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 HAS MOAN, WHINE SOUND FROM DASH- ENGINE AREA AT 1500 -2500 RPM. DASH LIGHTS AND HEADLIGHTS ALSO FLICKER.

**Service Action:**SOME FLICKER AT HIGH LOADS IS CONSIDERED NORMAL. A LARGER BATTERY CAN HELP. YOU WILL NEED TO REPLACE THE HOSE TO SEE IF THIS HELPS THE NOISE.

REMOVED INLINE RESTRICTOR IN HEATER HOSE

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV011084922

Vehicle Information

**VIN:** 2A4GP44R26R [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
TOWN & COUNTRY LX FWD  
RSYH53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1299502209)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3065B6444)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 110710

Repair Information

**Report#:** SSV011084922  
**Open Date:** 12/09/2010  
**Mileage:** 52146  
**Warr Built Dt:** 11/07/2005  
**Supplier RP:**

Dealer Information

**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:**HEADLAMPS GO OUT

**Service Action:**SHERMAN, I WOULD INSPECT THE HARNESS UNDER THE BATTERY TRAY FOR CORROSION. IF THAT CHECKS GOOD I WOULD MONITOR THE SWITCH POSITION WHEN THE CONCERN IS PRESENT. NO NEVER COULD DUPLICATE CONSIRN AND CUSTOMER TOOK VEHICAL

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011030118

### Vehicle Information

**VIN:** 2A4GP54L96R [REDACTED]

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1073601338)

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

#:K0766B7015)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 032409

### Repair Information

**Report#:** SSV011030118

**Open Date:** 11/22/2010

**Mileage:** 81452

**Warr Built Dt:** 03/24/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 63-43378

**Name:** SALSBURY'S DODGE CITY LLC

**Address:** 9550 AIRLINE HIGHWAY

BATON ROUGE, LA 708155552

**Phone:** 225 926-5755

225 926-5211

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 LAMPS FLICKERING, STARTING WITH PRNDL THEN HEADLAMPS AND INTERIOR LAMPS - RADIO STARTS CUTTING OFF AND ON BY ITSELF PLEASE CONTACT ME AT 225-505-4943 THANK YOU JOHN

**Service Action:**NO ACTIVE OR STORED CODES. EVERY CONNECTOR ON THE VEHICLE HAS BEEN CHECKED. VEHICLE HAS A NEW ALTERNATOR, NEW CLUSTER, NEW BCM. NEW HEADLAMP SWITCH. TECH IS GOING TO MONITOR THE POWER FEED TO THE RADIO OR CCN WITH A SCOPE AND IF POSSIBLE HE WILL ALSO MONITOR THE PCI BUS CIRCUIT IN THE SAME WAY. UNDER INVESTIGATION. REPLACED PCM

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010619932

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 1D4GP24R86E	<b>Report#:</b> SSV010619932	<b>Zone/Cd:</b> 35-44814
<b>Model Year:</b> 2006	<b>Open Date:</b> 05/07/2010	<b>Name:</b> SPORT DODGE
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 66289	<b>Address:</b> 6831 BLACK HORSE PIKE
GRAND CARAVAN SE FWD	<b>Warr Built Dt:</b> 10/13/2005	EGG HARBOR TOWNSHIP, NJ 08234
RSKL53	<b>Supplier RP:</b>	<b>Phone:</b> 609 646-1200
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1277502021)		609 646-2189
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K1915A0058)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 101317		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 OUT, NOT EVEN ON. TECH HAS TO PULL THE HANDLE BACK FOR THEM TO COME ON FOR HIGH. TECH STATES HE CAN USE THE SCAN TOOL TO BRING THE LOW OR HIGH BEAMS ON. TECH IS ABLE TO DUPLICATE THE ISSUE. TECH HAS THE SCHEMATIC AND WONDERING IF THE HEADLAMP SWITCH IS WORKING WITH A GROUND FOR THIS TO WORK TECH STATED THE PARK LAMPS WORK AND COME ON AND THE STATE FOR THE SWITCH SHOWS THIS.

**Service Action:**ADVISED PER THE SCHEMATIC (FRONT LIGHTING - PG02) IT IS NOT USING A GROUND IT IS USING A RETURN CIRCUIT THAT THE CLUSTER BASES THIS OFF OF.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010588116

Vehicle InformationRepair InformationDealer Information

<b>VIN:</b> 1A4GP45R96E	<b>Report#:</b> SSV010588116	<b>Zone/Cd:</b> 70-24169
<b>Model Year:</b> 2006	<b>Open Date:</b> 04/23/2010	<b>Name:</b> BARTON JEEP
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 62001	<b>Address:</b> EAST 10819 SPRAGUE AVE
TOWN & COUNTRY FWD	<b>Warr Built Dt:</b> 09/13/2005	SPOKANE, WA 99206
RSYH52	<b>Supplier RP:</b>	<b>Phone:</b> 509 928-1300
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1251500913)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2495B7775)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 091321		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> CC: HEAD LAMPS, DVD INOP AND RADIO CUTS OUT. TECH CAN SEE SWITCH STATE CHANGE IN BCM. TECH STATES FLASH TO PASS IS OK.
<b>Service Action:</b> ADVISED TO CHECK THE G200, AND G300, THEN CHECK CIRCUITS TO THE DVD PLAYER. TECH STATES HE HAS CORRECTED THE RADIO CONCERN BY REPLACING THE RADIO. TECH STATES THE HEADLAMP CONCERN IS STILL PRESENT. TECH STATES WHEN YOU TURN THE HEADLAMPS ON THE PARK LAMPS COME ON BUT THE HIGH OR LOW BEAMS DO NOT. TECH STATES THE LASH TO PASS FUNCTION WORKS NORMAL. TECH STATES THE BCM SHOWS THE SWITCH STATE CHANGEING CORRECTLY. \n\nADVISE TECH TO TEST THE RESISTANCE THROUGH THE HEADLAMP SWITCH AND IF ALL OK SUSPECT THE FCM.
<b>Correction:</b>

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009885486

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L86R	<b>Report#:</b> SSV009885486	<b>Zone/Cd:</b> 74-39663
<b>Model Year:</b> 2006	<b>Open Date:</b> 03/02/2010	<b>Name:</b> CLUSIAU SALES & RENTAL
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 33000 <b>Warr Built Dt:</b> 11/28/2005	<b>Address:</b> 815 NW 4TH STREET GRAND RAPIDS, MN 55744
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1321500053)	<b>Supplier RP:</b>	<b>Phone:</b> 218 326-9421 218 327-5427
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K3255A2882)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 112800		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> WHEN COLD AT FIRST START UP HEADLIGHTS FLASH..CUSTOMERS COMPLAINT... TECH HAS DUPLICATED A AND SAW LIGHT GO OUT..ONLY ONCE...
<b>Service Action:</b> ADVISED TO GROUND ONE FOR ONE HEAD LAMP DUPLICATE AND MONITER...SEE IF HAPPENS ON LOW AND HIGH BEAM...CHECK HEADLAMP SWITCH STATUS.. TECH STATES THE BATTERY HAS BEEN REPLACED AND THE CONCERN WAS REPAIRED FOR SVERAL WEEKS BUT HAS RETURNED. ADVISED THE TECH TO REPLACE THE BATTERY CABLES AND RETEST.
<b>Correction:</b>

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV010405437**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP54L06R	<b>Report#:</b> SSV010405437	<b>Zone/Cd:</b> 66-68513
<b>Model Year:</b> 2006	<b>Open Date:</b> 02/02/2010	<b>Name:</b> DALLAS DODGE CHRYSLER JEEP
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 45125	<b>Address:</b> 1246 OLD GRIFFIN RD
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 10/22/2005	DALLAS, GA 301573101
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> 770 443-2277
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1286501684)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2925A3382)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 102212		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 FLICKER INTERMITTENTLY. BCM HAS A CODE FOR A FCM MESSAGE NOT RECEIVED. AFTER 10 MILES THEY WOULD COME ON AND OFF. TECH

**Service Action:**SUGGESTED REVIEW K97420107 TRY SWAPPING A BATTERY FROM A KNOWN GOOD VEHICLE. IN ONE CASE THE BATTERY TESTED GOOD WITH THE TEST EQUIPMENT RECOMMENDED AND THE TECHNICIAN REPLACED IT ANYWAY FIXING THE PROBLEM.  
G200 & G201 G300 & G301. MENTIONED REVIEWING BODY CONTROL MODULE 15 & BODY CONTROL MODULE 10.

**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010395175

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A8GP64L26R	<b>Report#:</b> SSV010395175	<b>Zone/Cd:</b> 42-67131
<b>Model Year:</b> 2006	<b>Open Date:</b> 01/28/2010	<b>Name:</b> DUNHAM MOTOR SALES INC
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 54283	<b>Address:</b> 1006 SOUTH WAYNE STREET
TOWN & COUNTRY LIMITED FWD	<b>Warr Built Dt:</b> 03/07/2006	ANGOLA, IN 467039564
RSYS53	<b>Supplier RP:</b>	<b>Phone:</b> 260 665-2125
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1047600552)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K0546B6261)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 030709		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> CC: THE HEADLIGHTS AND THE DASH LIGHTS ARE FLICKERING WHEN THE HEATED SEATS ARE ON. NO CODES.
<b>Service Action:</b> ADVISED THE TECH TO CHECK ALL ENGINE AND BODY GROUNDS, ESPECIALLY THE GROUND STUD ON THE FRAME RAIL UNDER THE BATTERY TRAY, AND CHECK G300 AND G301. TECH TO CHECK THE BATTERY CABLES.
<b>Correction:</b>

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010363103

Vehicle Information

**VIN:** 2A4GP54L86R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1327501977)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3405B8022)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 120915

Repair Information

**Report#:** SSV010363103  
**Open Date:** 01/12/2010  
**Mileage:** 47271  
**Warr Built Dt:** 12/09/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-23566  
**Name:** PAT MCGRATH CHRYSLER JEEP DODG  
**Address:** 4610 CENTER POINT RD N E  
CEDAR RAPIDS, IA 524022491  
**Phone:** 319 393-4610

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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: ALL HEAD LAMPS FLICKER. TECH HAS REPLACED ALTERNATOR, 2 BATTERY'S AND CHECKED GROUNDS.

**Service Action:**ADVISED TO CHECK THE G300 BY THE LEFT B PILLAR, SWAP A KNOWN GOOD SWITCH. TECH CLEANED G300 AND G301, THEN TECH REPLACED THE FCM. ADVISED TO CHECK CIRCUITS TO PCM, POSSIBLE PCM ISSUE.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Customer Promoter Score Report#: 6B71953307

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 1D4GP24R36E	<b>Report#:</b> 6B71953307	<b>Zone/Cd:</b> 63-60419
<b>Model Year:</b> 2006	<b>Open Date:</b> 03/23/2011	<b>Name:</b> HOMER SKELTON CHRYSLER DODGE J
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 0	<b>Address:</b> 7661 HIGHWAY 51 NORTH
GRAND CARAVAN SE FWD	<b>Warr Built Dt:</b> 05/25/2006	MILLINGTON, TN 38053
RSKL53	<b>Supplier RP:</b>	<b>Phone:</b> 901 872-0195
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1131606076)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K1426B5091)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 052508		

Part Information

Part Number	Part 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

<b>Narrative Information:</b> Q1. How willing are you to recommend DODGE to a friend or colleague?
Score: 02 (Detractor)
007. Negative experience / problems with CURRENT vehicle
003. Concerns about reliability / dependability
Primarily due to within the first month of owning it, we have had annoying, persistent, intermittent electrical problems with the vehicle. These intermittent problems have included temporary malfunctions with the headlights, window wipers, power windows, power locks, radio controls, and turn signals. They randomly will not work when attempted or turn on/off without operation. We have taken the van into five different dodge dealerships on 11 separate occasions now to investigate the error without any resolution. I love the grand caravan for many reasons, especially for its flexibility of use with the stow-n-go seats, but until I have a feeling that the quality assurance of your product is improved, I will not buy another. It has been more of a maintenance and

operational headache than every other new car I have ever purchased.

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

Score: 04 (Detractor)

P20. Perception of quality/dependability/reliability/trust/workmanship

Same reason given for why I would not recommend or buy another Dodge Grand Caravan, the poor quality of workmanship with regards to the electrical system among other things.

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

Score: 05 (Detractor)

023. Vehicle not fixed first visit

007. Price/cost

004. Hard to deal with

From a maintenance aspect, we received excellent service when getting our Grand Caravan oil changed and looked over, however still no luck at figuring out the electrical issues. I was looking for a Jeep, and didn't find the what I was looking for wrt available options of the model. Very poor selection of available models, and then they pushed a product that did not meet my desires at the same time was not willing to negotiate with me on a price for said vehicles... Why would someone pay full price for a vehicle that did not meet their requirements? I found my the exact Wrangler I was looking for elsewhere.

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

02 - No

001. Servicing not required

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

05 - Definitely Will

Q11. Approximately how long until your household will acquire its next vehicle?

002. 1-2 yrs

Q12. Will this next vehicle replace your [MODEL YEAR] [MODEL]?

001. Yes

Q13. What type of vehicle will you most likely acquire next?

005. Sport utility/SUV

Q14. Do you want someone from Chrysler LLC to contact you?

00 - Question not asked

002. Dealer

SURVEY COMPLETED 2011-04-01 21:44:07, CUSTOMER ID:706430124, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: 6R90102007

### Vehicle Information

**VIN:** 2D4GP44L76R [REDACTED]

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1159601626)

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

#:K1646B6780)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 061703

### Repair Information

**Report#:** 6R90102007

**Open Date:** 01/26/2011

**Mileage:** 0

**Warr Built Dt:** 06/17/2006

**Supplier RP:**

### Dealer Information

**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			

### CPS Narrative Information

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

Score: 02 (Detractor)

007. Negative experience / problems with CURRENT vehicle

I am overall satisfied with the first 1-1/2 years of the Caravan, but small annoying things that I think should not have happend in such a short time span have occurred. Such as headlamps going out, cheap windshield wipers replaced, back windshield wiper only sweeping 2/3rds of the window, side door motors going out on kid's passenger doors, passenger door lock mechanism not working, battery completely dying. The 'simple-to-use' stow & go seats... not as easy as demonstrated at dealerships. I do enjoy being able to put all back seats completely flat for transporting large objects... and the push button tailgate opening for convenience - I wish the rear window opened on it's own instead of always having to open the complete tailgate door. Also side windows on passenger doors would be a great convenience for more air flow.

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

Score: 05 (Detractor)

P17. Numerous non-specific problems / already have problems

X55. Ext Light Prob-Bulb Failed

F10. Windshield Wipers/Washer-Broken/NW

I don't appreciate all the small annoying repair problems I have had with my vehicle thus far... I expect these things to start occurring around 6+ years and about 50,000+ miles. I only have had my vehicle 4 years and have 38,000 miles on it thus far.

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

Score: 09 (Promoter)

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

01 - Yes

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

03 - Do Not Know

001. Too many problems with current or past vehicle

004. Styling of other makes is more appealing

006. Other makes have outstanding/better reputations

008. Depends on models available when I am ready to buy

009. Quality/Reliability

Q11. Approximately how long until your household will acquire its next vehicle?

003. 3-4 yrs

Q12. Will this next vehicle replace your [MODEL YEAR] [MODEL]?

001. Yes

Q13. What type of vehicle will you most likely acquire next?

007. Minivan

Q14. Do you want someone from Chrysler LLC to contact you?

00 - Question not asked

003. Non-Legal/Non-Dealer

SURVEY COMPLETED 2011-02-04 09:24:24, CUSTOMER ID:103547692, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00



# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: 6R64468007

### Vehicle Information

**VIN:** 2A4GP54L56R [REDACTED]

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1228501747)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2345B6908)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 082609

### Repair Information

**Report#:** 6R64468007

**Open Date:** 01/07/2011

**Mileage:** 0

**Warr Built Dt:** 08/26/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-68413

**Name:** EBERT CHRYSLER VILLAGE INC

**Address:** 1406 SOUTH GRAND AVE

CHARLES CITY, IA 506168966

**Phone:** 641 228-4000

### 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			

### 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

992. Safety/Legal

I have had many parts replaced on our van and one issue with the dimming headlights was never resolved. Its also has the worst warranty in the buisness.

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

Score: 00 (Detractor)

P17. Numerous non-specific problems / already have problems

I already told you, when someone doesn't stand behind their product I will never do business with them again.

Q3. Please rate your satisfaction with your experience at EBERT CHRYSLER VILLAGE INC on a scale of 0 to 10.

Score: 03 (Detractor)

005. Lack of communication

I was happy with the service manager and the mechanics but the owner never once talked to me about all the trouble we were having with our van.

Q8. Have you been back for service to EBERT CHRYSLER VILLAGE 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?

01 - Definitely Will Not

001. Too many problems with current or past vehicle

009. Quality/Reliability

010. Dependability

097. Other

Q11. Approximately how long until your household will acquire its next vehicle?

003. 3-4 yrs

Q12. Will this next vehicle replace your [MODEL YEAR] [MODEL]?

001. Yes

Q13. What type of vehicle will you most likely acquire next?

006. Pickup truck

Q14. Do you want someone from Chrysler LLC to contact you?

00 - Question not asked

001. Legal

SURVEY COMPLETED 2011-01-08 13:18:22, CUSTOMER ID:705966343, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report  
Customer Promoter Score Report#: 6R78154907

Vehicle Information

Repair Information

Dealer Information

VIN: 2A4GP54L16R

Report#: 6R78154907

Zone/Cd: 42-44890

Model Year: 2006

Open Date: 11/05/2010

Name: PROGRESSIVE CHRYSLER JEEP DODG

Make/Model: CHRYSLER

Mileage: 0

Address: 7966 HILLS AND DALES RD NE

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 02/10/2006

MASSILLON, OH 446465241

RSYP53

Supplier RP:

Phone: 330 833-8584

Engine: EGH-3.8L V6 OHV Engine (Ser #:1010601681)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3545B5446)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 021010

Part Information

Part Number	Part 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)

992. Safety/Legal

007. Negative experience / problems with CURRENT vehicle

002. Poor quality

THIS VAN HAS SO MANY PROBLEMS WE WILL NEVER BY A CHRYSLER PRODUCT EVER. THE HEADLIGHTS BOUNCE AS YOU DRIVE DOWN THE ROAD. THE FRONT END WENT OUT,FRONT AIR COND. MOTOR REPLACED TWICE,REAR AIR MOTORREPLACED ALSO, CRUISE CONTROL WENT OUT. THE STERRING WHEEL SQUEALLS CONSTANTLY IN COLD WEATHER. OVERALL THANK GOD WE TOOK THE EXTENDED WARRANTY OR WE WOULD BE OUT \$1000,S OF DOLLARS.....

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

Score: 00 (Detractor)

X53. Ext Light Prob-Headlights Not Aimed Properly

H28. Other AC

F36. Cruise Control-Broken/Not Working

SEE PREVIOUS BOX

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

Score: 00 (Detractor)

996. Other

TO MANY PROBLEMS

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

01 - Yes

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

003. Unhappy with service or past dealings with current dealer

006. Other makes have outstanding/better reputations

009. Quality/Reliability

010. Dependability

097. Other

Q11. Approximately how long until your household will acquire its next vehicle?

001. Less than 1 yr

Q12. Will this next vehicle replace your [MODEL YEAR] [MODEL]?

002. No, will replace other vehicle in household

Q13. What type of vehicle will you most likely acquire next?

005. Sport utility/SUV

Q14. Do you want someone from Chrysler LLC to contact you?

00 - Question not asked

001. Legal

SURVEY COMPLETED 2010-11-06 09:50:02, CUSTOMER ID:013216041, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report  
Customer Promoter Score Report#: 6R60093907

Vehicle Information

**VIN:** 2D4GP44L56R [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1189501408)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1965B5189)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 072908

Repair Information

**Report#:** 6R60093907  
**Open Date:** 08/10/2010  
**Mileage:** 0  
**Warr Built Dt:** 07/29/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 74-38999  
**Name:** ADAMSON MOTORS INC  
**Address:** 4800 HIGHWAY 52 NORTH  
ROCHESTER, MN 559010196  
**Phone:** 507 289-4004  
507 252-2390

Part Information

Part Number	Part 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: 05 (Detractor)  
007. Negative experience / problems with CURRENT vehicle  
We have had a lot of issues with our van and are not happy with it. The 2nd year....DVD Player did not work numerous items, wireless head phone did not work numerous times, passenger Door did not open (off track), air bag light on, van rolls back while in park, passenger door hard to open, head lights do not turn on, accelerator pedal sticks. Year 3: Battery, Water Pump, EGR Valve, Sway bar and Bushings, Steering gear leaks and alignment of front end and starter. Year 4: Rear AC Evap and recharge and work not start numerous times. There are many more I am sure I forgot, but this is just to name a few. All the work has been done a Adamson Motors in Rochester.

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

Score: 03 (Detractor)

F51. Airbag/SRS Light-Broken/NW

X10. Front Doors-Hard To Open/Close

D49. Foot Pedals too stiff/too hard to press

See prior comments. We have had a lot of issues with the van.

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

Score: 03 (Detractor)

023. Vehicle not fixed first visit

They have not been able to fix some of the issue with the van on the first visit. It has taken numerous trips.

Q8. Have you been back for service to ADAMSON 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

003. Unhappy with service or past dealings with current dealer

Q11. Approximately how long until your household will acquire its next vehicle?

002. 1-2 yrs

Q12. Will this next vehicle replace your [MODEL YEAR] [MODEL]?

002. No, will replace other vehicle in household

Q13. What type of vehicle will you most likely acquire next?

009. Crossover/CUV



Q14. Do you want someone from Chrysler LLC to contact you?

00 - Question not asked

002. Dealer

SURVEY COMPLETED 2010-08-10 20:49:33, CUSTOMER ID:705156614, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report  
Customer Promoter Score Report#: 6B59486807

Vehicle Information

**VIN:** 1A4GP45R86E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1308501500)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3145B6272)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 112208

Repair Information

**Report#:** 6B59486807  
**Open Date:** 06/24/2010  
**Mileage:** 0  
**Warr Built Dt:** 11/22/2005  
**Supplier RP:**

Dealer Information

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

Part Information

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

Labor Information

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

CPS Narrative Information

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

Score: 03 (Detractor)

002. Poor quality

003. Concerns about reliability / dependability

To be honest I'm not impressed with my van. I did by the bottom of the line mini van so I guess it really is an issue of you get what you pay for, but having bought an American made van I thought it would be better quality. I think things break/go out too soon for one thing. Just overall I would have to say that Chrysler would not be at the top of my list when it's time to buy a new vehicle.

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

Score: 04 (Detractor)

I99. Other Interior

T23. Other Auto Trans

Little things like I can hear wind blowing when my winds are up and closed - it's air getting in the car through the doors in the backseat and the rear windows mainly. I feel I should been able to put more miles on my van before I need to have my tranny out for a leak seal to be fixed - which still remains to be done because it's not in my budget. Alignment can't be adjusted for the back, so there's another costly repair to have the van measured for shims to be installed to correct how it pulls to one side, etc.

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

Score: 06 (Detractor)

017. Quality of service work performed

025. Could not duplicate problem / condition

008. Deceptive/didn't honor price

I've only had the van in there twice I think - once for an oil change that was under my service agreement and that was fine. The time that really sticks in my mind had to do with a defective switch that controlled my headlights - they wouldn't stay on. After having it in for the problem I was called and told they couldn't find anything wrong and to pick it up (when I took it in I didn't know what was wrong, just that my headlights wouldn't stay on). I had to get forcefully and tell him I wasn't picking it up until the problem was found. Lo and behold it was fixed the next day.

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

02 - No

005. Uncompetitive price/cost too high

010. Lack of alternate transportation

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

03 - Do Not Know

001. Too many problems with current or past vehicle

004. Styling of other makes is more appealing

007. Unhappy with fuel efficiency of current vehicle

008. Depends on models available when I am ready to buy

Q10. Where have you had your most recent service work on your vehicle performed?

004. A nationwide service center chain (such as Jiffy Lube, Firestone, Goodyear, Valvoline, Midas)

Q11. Approximately how long until your household will acquire its next vehicle?

003. 3-4 yrs

Q12. Will this next vehicle replace your [MODEL YEAR] [MODEL]?

001. Yes

Q13. What type of vehicle will you most likely acquire next?

003. Station wagon

Q14. Do you want someone from Chrysler LLC to contact you?

00 - Question not asked

002. Dealer

SURVEY COMPLETED 2010-06-24 15:46:14, CUSTOMER ID:703429537, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report  
Customer Promoter Score Report#: 6R62606607

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L36R	<b>Report#:</b> 6R62606607	<b>Zone/Cd:</b> 74-44373
<b>Model Year:</b> 2006	<b>Open Date:</b> 02/16/2010	<b>Name:</b> PERFORMANCE CHRYSLER JEEP DODG
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 0 <b>Warr Built Dt:</b> 08/15/2005	<b>Address:</b> 6601 TELLURIDE DRIVE LINCOLN, NE 68521
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1217502307)	<b>Supplier RP:</b>	<b>Phone:</b> 402 477-3777
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2225B7558)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 081504		

Part Information

Part Number	Part 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

<b>Narrative Information:</b>	Q1. How willing are you to recommend to a friend or colleague?  Score: 07 (Neutral)  Q2. Please rate your satisfaction with your GRAND CARAVAN SXT FWD on a scale of 0 to 10.  Score: 04 (Detractor)  D43. Other Brake problems  X55. Ext Light Prob-Bulb Failed  We have had problems with our van since we have had it, first we have a problem with the rear brakes,it keep grinding every time we went around a corner, after 3 years they finally
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replaced the rear brakes and that took care of this, Now we have problems with the headlights and wind shield wipers, they keep going off all the time , this problems has been going on for almost 2 years, the dealer has been working with this and still having the problem, they hope to have this problem solved one of these days, in the mean time we have had to cancel several trips because of this, we hate to be on the road and lose our lights, as we never know when they go out, other than these 2 problems, we enjoy the van,

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

Score: 99 (Refused/Left Blank)

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

02 - No

003. Inconvenient location

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

03 - Do Not Know

008. Depends on models available when I am ready to buy

SURVEY COMPLETED 2010-02-20 16:53:12, CUSTOMER ID:025496954, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010367566

Vehicle Information

**VIN:** 2A4GP64L06R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LIMITED FWD  
RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1256502163)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2625B5363)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 092217

Repair Information

**Report#:** SSV010367566  
**Open Date:** 01/12/2010  
**Mileage:** 7246  
**Warr Built Dt:** 09/22/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-59451  
**Name:** FEDDERLY CHRYSLER DODGE JEEP,  
**Address:** 2500 MAIN ST  
REEDSBURG, WI 53959  
**Phone:** 608 524-4112

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DASH LAMPS DIM UNDER LOAD. TECH STATES THAT THEY DIM WITH THE HEATED SEATS ON. TECH STATES THAT HE HAS VERIFIED THAT ALL FUNCTIONS OF THE VEHICLE ARE IN WORKING ORDER. TECH STATES THAT HE HAS VERIFIED THAT THE ALT IS WORKING FINE THE VOLTAGE NEVER DROPS BELOW 13.6 VOLTS WITH ALL ON.

**Service Action:**ADVISED TECH THAT THIS IS A NORMAL CONDITION WITH HEATED SEATS ON. ADVISED THE TECH THAT THE ALT WILL HAVE TO SUPPLY POWER TO THE VEHICLE AND ALL ITS ACCESSORYS WHEN RUNNING AND AT TIMES WHEN THE LOAD IS INCREASED THERE WILL BE SOME DIMING OF THE LAMPS.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010274977

Vehicle Information

**VIN:** 2D4GP44L06R [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1019601980)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3475A2063)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 020321

Repair Information

**Report#:** SSV010274977  
**Open Date:** 12/30/2009  
**Mileage:** 39128  
**Warr Built Dt:** 02/03/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-68844  
**Name:** AUFFENBERG MOTOR CO OF MEXICO  
**Address:** 202 W LIBERTY  
MEXICO, MO 65265  
**Phone:** 573 581-2887  
573 581-8520

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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/VIBERATE WHILE DRIVING. THE BULB WAS REPALCED NO CHANGE. THE CLUSTER LAMPS DO NOT FLICKER. THE TECH CANNOT DUPLACATE.

**Service Action:**ADVISED THE TECH NO LIKE CASES. ADVISED THE TECH TO DUPLACTE THE CONDITON. LEFT HEAD LAMP DIMMER THAN RIGHT. ADVISED TO HARD WIRE THE GROUND AND DRIVERS. IF CONCERN STILL PRESENT POSSIBLE TIPM ISSUE. TECH INSTALLED NEW GROUND TO LS AND WAS OK. BACK FOR LS DIMMER. DIMMER ON LOW BEAM ONLY. ADVISED TO MONITER VOLTAGE TO LOW BEAM HEADLAMPS BOTH SIDES. CHECK AT HEADLAMP AND AT IPM. IF LOW VOLTAGE ON L/S TRY TO SWAP AN IPM FROM A KNOWN GOOD VEHICLE.

**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010234721

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A8GP54L36R	<b>Report#:</b> SSV010234721	<b>Zone/Cd:</b> 51-42819
<b>Model Year:</b> 2006	<b>Open Date:</b> 10/28/2009	<b>Name:</b> 5 CORNERS DODGE CHRYSLER JEEP
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 29493	<b>Address:</b> 1292 WASHINGTON AVENUE HIGHWAY 60
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 04/12/2006	CEDARBURG, WI 530129304
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> 262 375-3900
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1090600255)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K0956B6894)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 041210		

Part Information

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

Labor Information

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

Service Narrative Information

**Customer Comment:**BCM CODE NO MESSAGE RECIEVED FROM FRONT CONTROL MODULE HEADLAMPS DIM AT TIMES,HEADLAMPS FLICKER,POWER LOCKS INOP AT TIMES,WARNING CHIME SOUNDS AT TIMES WITHOUT KEYS IN VAN OR LAMPS ON((OCCURS WHEN LEAVING VAN)) CODE WAS NOT ACTIVE CLEARED AND DID NOT RETURN

**Service Action:**.. ADVISED THE TECH TO CHECK THE POWERS AND GROUNDS OFF THE BATTERY FIRST OF ALL.. TECH TO GET THE VEHICLE BACK IN TO THE DLR FOR FURTHER DIAGNOSTICS.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010276555

Vehicle Information

**VIN:** 2D4GP44L96R [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1122603631)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1236B6645)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 051007

Repair Information

**Report#:** SSV010276555  
**Open Date:** 10/28/2009  
**Mileage:** 32262  
**Warr Built Dt:** 05/10/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 35-42244  
**Name:** FRED BEANS CHRYSLER DODGE JEEP  
**Address:** 858 N EASTON RD  
DOYLESTOWN, PA 189021007  
**Phone:** 215 345-5583  
215 348-7500

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:**TECH STATES NO START CONCERN , CLUSTER WILL BLINK OUT HEADLIGHTS WILL TURN OFF, VERY VERY INTERMITTENT.

**Service Action:**ADVISED TECH CHECK IGNITION RUN FEEDS AND KEY IN SENSE ALSO VOLTAGE DROP BATTERY CABLE. UPDATE: TECH STATES HE HAS BEEN UNABLE TO DIAGNOSE THE SOURCE OF THE ISSUE DUE TO IT S INTERMITTENT NATURE. TECH STATES THE CUSTOMER TOOK THE VEHICLE AT THIS TIME BECASUE THEY DID NOT WANT TO LEAVE IT AT THE DEALER ANY LONGER.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV010259787**

Vehicle Information

**VIN:** 2A4GP54L26R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1346500749)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3405A2934)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 121606

Repair Information

**Report#:** SSV010259787  
**Open Date:** 10/16/2009  
**Mileage:** 40183  
**Warr Built Dt:** 12/16/2005  
**Supplier RP:**

Dealer Information

**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:**TECH STATES THE LIGHTS FLICKER AT TIMES AND THE THE TECH IS UNABLE TO DUPLICATE AT THIS TIME.

**Service Action:**ADVISED THE TECH TO TEST ALL BATTERY CABLES AND TRY A BATTERY SWAP FOR TEST. TECH CALLED BACK STATING THAT THERE IS LIKE THE HEADLAMPS GOING FROM BRIGHT TO DIM TO TOTALY OFF. ADVISED THE TECH TO CHECK THE FCM FOR CONCERNS. TECH TO CHECK POWER AND GROUND TO THE PDC FOR CONCERNS. TECH TO REPLACE FCM AND TEST.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010187280

Vehicle Information

VIN: 2D4GP44L26R

Model Year: 2006

Make/Model:

GRAND CARAVAN SXT FWD

RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1208500019)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2015B7625)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 080400

Repair Information

Report#: SSV010187280

Open Date: 09/10/2009

Mileage: 48457

Warr Built Dt: 08/04/2005

Supplier RP:

Dealer Information

Zone/Cd: 70-44725

Name: TOWBIN DODGE LLC

Address: 275 AUTO MALL DRIVE

HENDERSON, NV 89014

Phone: 702 558-3800

Part Information

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

Labor Information

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

Service Narrative Information

**Customer Comment:**CC: DASH LIGHTS FLICKER \r\n\r\nTECH STATES THE BCM HAS A AUDIO MESSAGES NOT RECEIVED, AND LEFT AND RIGHT TURN OPEN CODE. ORC NO CLUSTER BUS MESSAGE RECEIVED.

**Service Action:**ADVISE TECH TO INSPECT THE IPM FOR WATER INTRUSION AND CORROSION. ADVISE TECH TO LOAD TEST THE POWER AND GROUNDS TO THE BCM. TECH STATES CLUSTER WILL STILL FLICKER AFTER BCM REPLACEMENT.\r\n\r\nADVISED TECH VOLTAGE DROP BATTERY CABLES AND RUN REDUNDANT ENGINE AND BODY GROUNDS. ANDY STATES HE HAS REPLACED THE FCM AND BATTERY, NO CHANGE. THIS PULSATION IS SO SEVERE, THE HEADLAMPS SEEM LIKE STROBE LAMPS. TECH STATES HIS BATTERY TESTER ALSO NOTED HIGH RIPPLE ONLINE.\r\n\r\n\r\nSTAR ADVISED ANDY TO TRY A KNOWN GOOD ALTERNATOR. TECH REPORTED THE GENERATOR WAS REPLACED WITH LITTLE CHANGE. TECH NOTED THE LAMPS FLICKERED AND IS MONITOERING FOR A DIODE RIPPLE. TECH FOUND IF THE ALTERNATOR OUTPUT IS MAXED THE DIODE RIPPLE IS EXAGGERATED. TECH HAS ADDED A REDUNDANT CHARGE LEAD TO THE ALTERNATOR (FROM BATTERY) AND NOTED FLICKER IS NO LONGER PRESENT. TECH IS LOOKING

TO EVALAUATE VEHICLE AND CALLED TO REVIEW. \n\nADVISED TECH TO REVIEW SET CONDITONS WITH OWNER AND NOTE VEHICLE USE. I REVIEWED POSSIBLE NORMAL FLICKER CONDITONS AND TECH AGREED TO EVALUATE.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010135522

### Vehicle Information

**VIN:** 2D4GP44LX6R

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1244502041)

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

#:K2565B5050)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 091516

### Repair Information

**Report#:** SSV010135522

**Open Date:** 09/08/2009

**Mileage:** 39001

**Warr Built Dt:** 09/15/2005

**Supplier RP:**

### Dealer Information

**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
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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 VEHICLE LIGHTS LIKE THE CLUSTER LIGHTS AND HEADLIGHTS BLINK ON AND OFF. LIGHTS WILL FLICKERING. THE ALTERNATOR AND BATTERY REPLACED. PCM REPLACED. TECH SAID WHEN CHECKING THE VOLTAGE AT THE BATTERY WITH A DVOM IT WOULD DROP TO 13.3 AND NOT MOVE THEN GO BACK TO 14.3 WITH EVERY ACCESSORY ON. TECH STATED THE WRITER DROVE THE VEHICLE AND IT HAPPENED WITH JUST THE DVD GOING.

**Service Action:**NOTIFIED OF A FEW SIMILAR INSTANCES WITH NO KNOWN CAUSES. SUGGESTED MAKING SURE ALL THE GROUNDS ARE GOOD CONNECTIONS, VOLTAGE DROPPING THE BATTERY CABLES AND MAKING SURE ALL CONNECTIONS TO THE ALTERNATOR ARE GOOD. TECH HAS REPLACED THE PCM, FCM, ALT AND BATTERY. TECH STATES THERE IS 105 AMPS COMING FROM ALT AT 14.2 VOLT. ADVISED TO DUPLICATE CONCERN AND UNPLUG ALTERNATOR, THEN CHECK FIELD CONTROL CIRCUIT FOR A SHORT TO BATTERY VOLTS. ALSO CHECK TARGET VOLTS AND BATTERY SENSE. TECH STATES THE BATTERY CABLE ARE GETTING HOT AND THE LIGHTS STILL FLICKER. ADVISED THE TECH TO REPLACE THE CABLES AND RETEST.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010192996

### Vehicle Information

**VIN:** 1D4GP45R46B [REDACTED]

**Model Year:** 2006

**Make/Model:** DODGE

CARAVAN SXT FWD

RSKH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1216502215)

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

#:K2075B5448)

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

**MDH:** 081221

### Repair Information

**Report#:** SSV010192996

**Open Date:** 08/18/2009

**Mileage:** 82036

**Warr Built Dt:** 08/12/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 63-66929

**Name:** MEADOR CHRYSLER-PLYMOUTH INC

**Address:** 2351 EAST INTERSTATE 20

FORT WORTH, TX 76119

**Phone:** 817 535-0535

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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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:**CUSTOMERS CONCERN IS HEADLAMPS AND DASH LAMPS FLICKER, RADIO SHUTS OFF AT TIMES., TECH CAN NOT DUPLICATE THE CONCERN. TECH STATES THAT HE HAS NO CODES. TECH HAS CHECKED ALL RELATED GROUNDS. TECH STATES THAT THE PDC, ORC AND FCM HAVE BEEN REPLACED IN JUNE 27 OF 2008.

**Service Action:**ADVISED THE TECH TO LOAD TEST THE WIRING FROM THE BATTERY TO PDC. TECH TO CHECK THE DUTY CYCLE OUT OF PCM TO ALT. TECH TO CHECK LOAD WITH ALL ACCESSORYS ON . TECH TO CALL BACK FOR FURTHER ASSISTANCE AS NEEDED.

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010165417

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D4GP25R26B

**Report#:** SSV010165417

**Zone/Cd:** 66-68617

**Model Year:** 2006

**Open Date:** 07/29/2009

**Name:** LABELLE DODGE CHRYSLER JEEP, I

**Make/Model:**

**Mileage:** 54198

**Address:** 501 S MAIN ST, HWY 29

CARAVAN SE FWD

**Warr Built Dt:** 05/31/2006

LABELLE, FL 33935

RSKL52

**Supplier RP:**

**Phone:** 863 675-2701

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1137603192)

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

#:K1456A3245)

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

**MDH:** 053110

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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. HIGH LOW BEAM DRIVER CIRCUITS WERE CHECKED. ONLY THE RIGHT HIGH BEAM WORKS WHEN HIGH BEAMS ARE SELECTED. LEFT LOW AND HIGH BEAM FAULTS.

**Service Action:**SUGGESTED APPLYING POWER WITH A INLINE 10 AMP FUSE TO THE L43 (LEFT LOW BEAM) C1/4 AND SEE IF THE LAMP ILLUMINATES PER FRONT LIGHTING 2 - EXCEPT EXPORT . IF IT DOES TO TRY IT AT THE L33 & L44 CIRCUITS. SUSPECTING A POSSIBLE FCM ISSUE DEPENDING ON FINDINGS.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV010144838**

Vehicle Information

**VIN:** 1D4GP24R46B[REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1241500779)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2005B7635)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 090714

Repair Information

**Report#:** SSV010144838  
**Open Date:** 07/15/2009  
**Mileage:** 46985  
**Warr Built Dt:** 09/07/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 66-42685  
**Name:** STEVE WHITE MOTORS INC  
**Address:** 3470 HWY 70 SE  
NEWTON, NC 286588950  
**Phone:** 828 464-3458

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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: INTERIOR AND HEADLAMPS FLASH/FLICKER AT TIMES, GAUGES DROP OUT AT TIMES. IPM AND FCM HAVE BEEN REPLACED TO NO AVAIL. VOLTAGE IS DROPPING TO  
FUSES 2 AND 3 IN THE IPM.  
**Service Action:**ADVISED TECH TO CHECK THE BAT A1 CIRCUIT TO THE IPM.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010103291

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP44R56R	<b>Report#:</b> SSV010103291	<b>Zone/Cd:</b> 66-68883
<b>Model Year:</b> 2006	<b>Open Date:</b> 06/16/2009	<b>Name:</b> GWINNETT CHRYSLER DODGE JEEP R
<b>Make/Model:</b> TOWN & COUNTRY LX FWD RSYH53	<b>Mileage:</b> 72559 <b>Warr Built Dt:</b> 09/17/2005	<b>Address:</b> 5054 HIGHWAY 78 STONE MOUNTAIN, GA 30087
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1256500128)	<b>Supplier RP:</b>	<b>Phone:</b> 770 972-7767
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2575B5524)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 091711		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> HEADLIGHTS WENT OUT. HAS REPLACED IMP AND FCM AND THE BCM. HAS SUPPLIED 12 VOLT TO LIGHT CIRCUITS AND LIGHTS OPERATE. HAS SWITCH STATUS IN FCM.
<b>Service Action:</b> ADVISED TO LOAD POWERS AND GROUNDS TO FCM/IPM AND BCM. CHECK AND SEE HEADLAMP MUX AT SWITCH TO BCM IS READING. CHECK POWERS AND GROUNDS TO THE BCM. MONITER THE SWITCH STATUS IN FCM.
<b>Correction:</b>

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010073929

### Vehicle Information

**VIN:** 2D4GP44L76R [REDACTED]

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1210501936)

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

#:K2145B6273)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 080817

### Repair Information

**Report#:** SSV010073929

**Open Date:** 05/26/2009

**Mileage:** 51723

**Warr Built Dt:** 08/08/2005

**Supplier RP:**

### Dealer Information

**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
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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 CLUSTER LIGHTS FLICKER, ALL GUAGES FLUCTUATE, SOME OF THE WARNING LIGHTS IN THE CLUSTER COME ON AND OFF. PROBLEM IS INTERMITTEN WHEN DRIVING. BUT IT HAPPENS VERY FREQUENTLY WHEN DRIVING, BATTERY HAS BEEN REPLACED, NO DTC S OR LOST COMMUNICATION WITH ANY MODULE.

**Service Action:** ERIC, USUALLY THIS IS CAUSE BY BAD BATTERY CABLES. REPLACE THE CORE CABLES AND RETEST.

**Correction:**

## QNA - Quality Narrative Analyzer Detail Report

### Vehicle Problem Tracking Report#: SSV009844781

### Vehicle Information

**VIN:** 2A8GP64LX6R

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN &amp; COUNTRY LIMITED FWD

RSYS53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1038600909)

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

#:K0136B6883)

**Plant:** WINDSOR ASSEMBLY PLANT

MDH: 022320

## Repair Information

**Report#:** SSV009844781

**Open Date:** 04/01/2009

**Mileage:** 29689

**Warr Built Dt: 02/23/2006**

**Supplier RP:**

## Dealer Information

**Zone/Cd: 51-45288**

**Name:** CHAMPION CHRYSLER CENTER, INC.

**Address:** 527 COURT ST

ROCKWELL CITY, IA 505791417

**Phone:** 712 297-7537

## Part Information

Part Number

### Part Description

Quantity

Cost/Unit

Fail 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 HEADLIGHTS WILL FLICKER.

**Service Action:**ADVISED TECH OF STER ON LINE CASEK47986685 TECH STATES THE LIGHTS WILL FLICKER WHEN THE LOAD INCREASES . ADVISE TECH TO VERIFY THE CHARGING SYSTEM

IS WORKING PROPERLY . ADVISE TO LOAD TEST THE BATTERY . ADVISE TO COMPARE TO A KNOWN GOOD WORKING VEHICLE . ADVISE TO READ STAR ONLINE CASE

#K47986685 .

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009903675

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP54L56R	<b>Report#:</b> SSV009903675	<b>Zone/Cd:</b> 74-68413
<b>Model Year:</b> 2006	<b>Open Date:</b> 03/24/2009	<b>Name:</b> EBERT CHRYSLER VILLAGE INC
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 36179	<b>Address:</b> 1406 SOUTH GRAND AVE
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 08/26/2005	CHARLES CITY, IA 506168966
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> 641 228-4000
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1228501747)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2345B6908)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 082609		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 INTERIOR WILL FLICKER CUSTOMER NOTICES AT NIGHT AT STOP SIGNS...

**Service Action:**K47986685 VEHICLE ISSUE CLUSTER LIGHTS FLICKER.;CUSTOMER COMPLAINT THAT THE CLUSTER LIGHTS FILCKER. TECH TO REVIEW THIS CASE... ALSO TO CHECK CHARGING, BATTERY CONNECTIONS AND CABLES.GROUNDS TO ENGINE AND BODY.... TECH STATES HE FOUND THE BATTERY FAILED AND HAS BEEN REPLACED. TECH STATES THE CONCERN IS STILL PRESENT. TECH STATES THE ONLY TIME THE LIGHTS WILL FLICKER IS WHEN BOTH HEATED SEATS ARE ON HIGH. \n\nADVISE TECH TO UNPLUG THE HEATED SEAT ELEMENTS AND FOLLOW THE DIAGNOSTICS FOR THE ELEMENTS. LIGHTS STILL PULSATE ONLY WHEN ONE OF THE HEATED SEATS IN USE ON HIGH. THE DRIVERS SEAT ELEMENT WAS REPLACED FOR HIGH RESISTANCE, THE OTHERS TESTED GOOD. MENTIONED ONLINE CASE K47986685 OVER A NORMAL ISSUE. TECH STATES PER THE CUSTOMER THAT IT WILL ONLY HAPPEN IF ONE HEATED SEAT IS USED. I MENTIONED ON RUNNING A CHARGING SYSTEM TEST TO SEE IF ANYTHING IS DROPPING OUT, VOLTAGE DROP THE BATTERY CABLES, AND LOAD TESTING THE GROUNDS. TECH STATES THE BATTERY CABLES HAVE BEEN LOAD TESTED AND THE

GROUNDS LOAD TESTED . ADVISE TECH TO INSPECT THE BULKHEAD CONNECTOR FOR MOISTURE AND CORROSION . ADVISE TO CHECK AND CLEAN THE GROUNDS AT THE ALTERNATOR , TRANS AND ENGINE BLOCK , ADVISE TO ADD A REDUNDANT GROUND TO THE ALTERNATOR .

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009918511

Vehicle Information

**VIN:** 2A4GP64L66R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LIMITED FWD  
RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1285502025)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2915B5038)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 102005

Repair Information

**Report#:** SSV009918511  
**Open Date:** 01/29/2009  
**Mileage:** 43400  
**Warr Built Dt:** 10/20/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-60195  
**Name:** MCGURK-MEYERS CHRYSLER  
**Address:** 404 2ND ST  
CORALVILLE, IA 522412612  
**Phone:** INACTIVE  
319 354-5225

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 PULSE PREV CASE 9917569. DUTY CYCLE IS 30-40% WITH ALL ACCESSORIES ON. AMP OUTPUT IS 70-90 AMPS (DEPENDING ON WHEN FAN AND A/C CLUTCH KICK IN.)  
BATTERY TESTS 12.84 V 614 CCA. TRIED DIFFERENT BATTERY WITH NO CHANGE. ALL BACKLIGHTING, HEADLIGHTS, PARK LIGHTS, TV PULSATE VERY NOTICABLY. PRNDL  
AND ODO NOT NOTICED. CAN DUPLICATE PULSING IN SHOP, HAVE NOT BEEN ABLE TO DUPLICATE LEFT HEADLIGHT BEING DIM THEN BRIGHT AND FLASHING LIKE A STOBE.  
**Service Action:**JEFFERY, YOU HAVE COVERED MOST OF THE CAUSES AT THIS POINT. THE ONLY PARTS LEFT ARE TO VERIFY A CLEAN BATTERY CONNECTION, ALSO VOLTAGE DROP ALL  
THE BATTERY LEADS. A HIGH VOLTAGE DROP IS .25V ON A BATTERY LEAD.  
**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009890946

Vehicle InformationRepair InformationDealer Information

<b>VIN:</b> 2A4GP54L56R	<b>Report#:</b> SSV009890946	<b>Zone/Cd:</b> 74-68688
<b>Model Year:</b> 2006	<b>Open Date:</b> 01/27/2009	<b>Name:</b> MOLLE MC AUTOMOTIVE INC
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 28404	<b>Address:</b> 1021 NORTH HIGHWAY 69
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 08/18/2005	FRONTENAC, KS 66763
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1220501144)		620 231-2080
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2255B6971)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 081804		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DASH LAMPS FLICKER BRIGHT TO DIM.

**Service Action:**ADVISED THE TECH TO VOLTAGE DROP BATTERY CABLES. ALSO CLEAN CONNECTION TO BATTERY. IF NO CHANGE LOAD TEST THE BATTERY. (CALLED BACK) THE TECH STATED HE NEVER DUPLACATED THE CONDITION. THE CONNECTIONS WERE CHECKED.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009881894**

Vehicle Information

**VIN:** 2A8GP64L46R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LIMITED FWD  
RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1336500386)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3345A3135)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 120620

Repair Information

**Report#:** SSV009881894  
**Open Date:** 01/23/2009  
**Mileage:** 23994  
**Warr Built Dt:** 12/06/2005  
**Supplier RP:**

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
** No Parts Information Available					

Labor Information

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

Service Narrative Information

**Customer Comment:**DASH, HEADLIGHTS AND DOME LIGHTS FLICKER. NOT MUCH FLICKERING..HAS CHECKED CHARGING BATTERY AND ALL CABLES AND GROUNDS..  
**Service Action:**ADVISED IF LIGHT FLICKERING. COMPARE TO LIKE VEHICLE UNDER SAME CONDICTIONS... TECH CLEANED GROUNDS AT ENGINE AND TRANS INSTALLED AN ALTENATOR..  
CUSTOMER HAS NOT COMPLAINED SINCE...AFTER CLEANING GROUNDS SEAMED TO BE BETTER....  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009433555

Vehicle Information

**VIN:** 2D4GP44L46R [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1187500749)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2025B5629)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 072817

Repair Information

**Report#:** SSV009433555  
**Open Date:** 01/14/2009  
**Mileage:** 68339  
**Warr Built Dt:** 07/28/2005  
**Supplier RP:**

Dealer Information

**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:**C.C. INTERMITTENT. WHEN TURNING ON THE HEADLAMPS WILL NOT TURN ON. AFTER START UP. THE TECH CANNOT DUPLICATE. THE TECH HAS IMPACT INTERNAL IMPACT SENSOR CODES. VIC HAS LOOP BACK FAILURE STORED.

**Service Action:**ADVISED THE TECH TO DUPLICATE THE CONDITION, AND NOTE SWITCH SEANCE. ADVISED THE TECH OF NO CASES. OR FLASHES. TECH STATES HE IS UNABLE TO DUPLICATE CONCERN AND NO CODES ARE STORED. ADVISED TECH TO RUN THE DIAGNOSTIC TEST FOR THE HEADLAMP SWITCH , SOUNDS MORE LIKE AN INPUT PROBLEM TO THE BCM, SINCE BOTH LAMPS ARE INOP. TECH STATES CONCERN IS STILL PRESENT AND STATES IT APPEARS THE CONCEN IS MORE PRESENT WHEN THE FOG LIGHTS COME ON. TECH STATES THE CONCERN HAS STILL YET TO BE DUPLICATED.  
ADVISE TECH TO INSPECT THE HARNESS UNDER THE BATTERY TRAY. ADVISE TECH TO INSPECT THE BACK SIDE OF THE IPM FOR CORROSION. ADVISE TECH TO ALSO INSPECT THE G300 AND G301 GROUNDS.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009893093

Vehicle Information

VIN: 2D4GP44LX6R

Model Year: 2006

Make/Model:

GRAND CARAVAN SXT FWD

RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1272502934)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2805B5679)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 101203

Repair Information

Report#: SSV009893093

Open Date: 01/13/2009

Mileage: 40000

Warr Built Dt: 10/12/2005

Supplier RP:

Dealer Information

Zone/Cd: 51-45288

Name: CHAMPION CHRYSLER CENTER, INC.

Address: 527 COURT ST

ROCKWELL CITY, IA 505791417

Phone: 712 297-7537

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DRRIVEING THE HEADLIGHTS START TO FLASH ON AND OFF\n\n\nTECH STATES THE SWITCH, TIPM , AND BATTERY HAVE BEEN REPLACED WITH NO CHANGE. \n\n\nTECH STATES THE LIGHT FLASH ON AND OFF LIKE A TURN SIGNAL.

**Service Action:**ADVISE TECH TO INSPECT G300 AND G301 GROUNDS. ADVISE TECH IF AL OK MONITOR THE SWITCH INPUT TO THE BCM WHEN THE CONCERN IS PRESENT.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009888110**

Vehicle Information

**VIN:** 2A4GP54L86R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1229500123)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2325B5033)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 082602

Repair Information

**Report#:** SSV009888110  
**Open Date:** 01/09/2009  
**Mileage:** 59804  
**Warr Built Dt:** 08/26/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 74-42400  
**Name:** GREEN CHRY-PLYM-DODGE  
**Address:** 2104 NORTH BUCKEYE  
ABILENE, KS 67410  
**Phone:** 785 263-3117  
785 263-3015

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DASH LAMPS FLICKER BRIGHT TO DIM.  
**Service Action:**ADVISED THE TECH TO VOLTAGE DROP THE BATTERY CABLES AND TO LOAD TEST THE BATTERY.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009870135

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP54L36R	<b>Report#:</b> SSV009870135	<b>Zone/Cd:</b> 35-66673
<b>Model Year:</b> 2006	<b>Open Date:</b> 01/05/2009	<b>Name:</b> PAUL OBAUGH CHRYSLER
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 33467	<b>Address:</b> 13 LEE JACKSON HIGHWAY
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 05/13/2006	STAUNTON, VA 24401
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1124600875)		540 886-0721
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K0936A1409)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 051306		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> CC: HEADLAMPS AND DASH LAMPS FLUCTUATE WHILE DRIVING. TECH REPLACED THE ALTERNATOR AND ISSUE IS STILL PRESENT.
<b>Service Action:</b> ADVISED TECH TO MONITOR THE B+ VOLTAGE AT THE PCM,BATTERY AND ALT CHARGE CIRCUIT FOR FLUCTUATING VOLTAGE. ADVISED MONITOR ACTUAL VOLTAGE IN THE PCM. TRY A KNOWN GOOD BATTERY. RICHARD STATES HE STILL HAS THE SAME ISSUE. TECH CHECKED THE GROUNDS HE COULD. STAR ADVISED RICHARD TO MAKE SURE ALL GROUNDS ARE CHECKED. ALSO, COMPARE TO ANOTHER TO MAKE SURE THIS ISN T NORMAL. IF ALL IS OK, REPLACE THE PCM. TECH STATES HE HAS REPLACED THE PCM AND REPROGRAMMED IT SUCESSFULLY , HOWEVER , THE VEHICLE ONLY CRANKS AND DOES NOT START, THREE ACTIVE CODES. TRANSFER TO DRIVE GROUP FOR PROGRAMMING ASSISTANCE. THE PCM WAS PROGRAMMED WITH THE VIN AND THE SECRET KEY AND IT WILL ONLY CRANK NO START. ADVISED OF TSB 08-030-06 REV. A
<b>Correction:</b>

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009877684**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP44R26R	<b>Report#:</b> SSV009877684	<b>Zone/Cd:</b> 70-67145
<b>Model Year:</b> 2006	<b>Open Date:</b> 01/02/2009	<b>Name:</b> CAMPBELL CHRYSLER-DODGE-JEEP I
<b>Make/Model:</b> TOWN & COUNTRY LX FWD RSYH53	<b>Mileage:</b> 22659 <b>Warr Built Dt:</b> 10/14/2005	<b>Address:</b> 217 WEST MAIN STREET CENTRALIA, WA 985314245
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1280500221)	<b>Supplier RP:</b>	<b>Phone:</b> 360 736-3353
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2845B5241)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 101405		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b>	CC INTERMITTENT ISSUE HEADLIGHTS GO OUT AND COME BACK ON. 3RD TECH TO WORK ON IT. FCM WAS REPLACED BECAUSE THE PARK LIGHTS WOULD DO THE SAME. FOG LIGHT RELAY CONTROL OPEN AND VEHICLE DOESN T HAVE THEM
<b>Service Action:</b>	I ADVISED THE TECH TO CHECK G300, G301, AND THE GROUND UNDER THE BATTERY TRAY.
<b>Correction:</b>	

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009850765

Vehicle Information

**VIN:** 1A4GP45R76E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1239500126)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2435B5486)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 090617

Repair Information

**Report#:** SSV009850765  
**Open Date:** 12/23/2008  
**Mileage:** 39338  
**Warr Built Dt:** 09/06/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 74-68898  
**Name:** JOHN HIRSCH'S CAMBRIDGE MOTORS  
**Address:** 700 S GARFIELD  
CAMBRIDGE, MN 55008  
**Phone:** 763 689-7600  
763 691-6305

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 FLICKER AT IDLE. TECH STATES THE BATTERY, ALTENATOR AND PCM HAVE BEEN REPLACED , TO NO AVAIL. TECH STATES THE SYSTEM VOLTAGE ON THE SCAN TOOL IS 15V AND THE BATTERY VOLTAGE IS 15VOLTS AT IDLE, TECH STATES THE DUTY CYCLE IS BETWEEN 20 AND 30% AT IDLE. TECH HAS PERFORMED VOLTAGE DROP TESTS ON THE GROUNDS AND FOUND NO ISSUE, ONLY A TENTH OF A DROP.

**Service Action:**ADVISED TECH TO LOADTEST THE POWERS AND GROUNDS TO THE PCM, CHECK GROUND G300,G301,G100 AND THE GROUND STUD UNDER THE BATTERY. ADVISED THE TECH TO CHECK G300, G301, GROUND STUD UNDER THE BATTERY TRAY, VOLTAGE DROP THE BATTERY CABLES, AND TRY A KNOWN GOOD BATTERY.

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009860117

### Vehicle Information

**VIN:** 1A4GP45R66E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1081601113)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0266B6792)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 040620

### Repair Information

**Report#:** SSV009860117  
**Open Date:** 12/15/2008  
**Mileage:** 43718  
**Warr Built Dt:** 04/06/2006  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 42-45244  
**Name:** HALL CHRYSLER, JEEP, DODGE OF  
**Address:** 15123 NORTH RD  
FENTON, MI 484301385  
**Phone:** 810 714-3300

### 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:**TECH SATES THE HEAD LIGHT WILL NOT WORK AT TIMES, CANNOT DUPLICATE.  
**Service Action:**ADVISED TECH CHECK THE MUX VOLTAGE FOR THE HEAD LIGHTS IN THE BCM  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009840625

Vehicle Information

**VIN:** 2D4GP44L46R[REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1206501673)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2065A3193)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 080201

Repair Information

**Report#:** SSV009840625  
**Open Date:** 12/01/2008  
**Mileage:** 87280  
**Warr Built Dt:** 08/02/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 66-67947  
**Name:** STAN MCNABB C-P-D-J-E  
**Address:** 1200 MANCHESTER  
TULLAHOMA, TN 37388  
**Phone:** 931 454-9371  
931 455-1155

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 HEAD LAMPS WILL DIM AT TIMES.\r\nTECH CANNOT DUPLICATE.  
**Service Action:**ADVISED TECH POSSIBLE BAD GROUND OR FANS COMING ON WHILE DRIVING.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009826049

Vehicle Information

**VIN:** 2A4GP54L56R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1075601263)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0696B8185)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 032901

Repair Information

**Report#:** SSV009826049  
**Open Date:** 11/18/2008  
**Mileage:** 24589  
**Warr Built Dt:** 03/29/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 66-68608  
**Name:** CARMAX CHRY-JEEP OF NORCROSS  
**Address:** 1975 BEAVER RUIN ROAD  
NORCROSS, GA 30071  
**Phone:** 770 441-6789  
770 263-8808

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 INOP AND THE RADIO, POWER WINDOWS ARE INOP, POWER SLIDING DOORS ARE INOP.  
**Service Action:**ADVISED THE TECH TO CHECK G300 AND G301. TECH TO CHECK THE PCI BUS VOLTAGE, START UNPLUGGING EACH MODULE ONE AT A TIME UNTIL THE BUS VOLTAGE COMES BACK UP TO 0-7.5 VOLTS.  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009638669

### Vehicle Information

**VIN:** 1A4GP45R86E [REDACTED]

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY FWD

RSYH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1208502821)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1965B7528)

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

**MDH:** 080408

### Repair Information

**Report#:** SSV009638669

**Open Date:** 08/05/2008

**Mileage:** 27000

**Warr Built Dt:** 08/04/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 32-44436

**Name:** HERB CHAMBERS CHRYSLER JEEP DO

**Address:** 107 ANDOVER ST

DANVERS, MA 019231414

**Phone:** 978 774-8840

### 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 OFF AT TIMES. AND THE PARK LAMPS STAY ON NO CODES.

**Service Action:**THE TECH NEEDS TO REPLACE THE FCM.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009624841**

Vehicle Information

**VIN:** 1D4GP24R06B [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1208503221)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2085B5676)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 080423

Repair Information

**Report#:** SSV009624841  
**Open Date:** 07/25/2008  
**Mileage:** 71314  
**Warr Built Dt:** 08/04/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-54604  
**Name:** OLIVER C JOSEPH INC  
**Address:** 3795 WEST STATE ROUTE 15  
BELLEVILLE, IL 62226  
**Phone:** 618 233-8140

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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: DASHLAMPS,HEADLAMPS, PRNDL, ODOMETER LAMPS ALL FLICKER. TECH DICONNECTED THE ALT AND INSTALLED BATTERY CHARGER TO NO AVAIL  
**Service Action:**ADVISED TECH TO CHECK THE GROUND STUD UNDER THE BATTERY TRAY, CHECK THE G300 AND G301 GROUNDS. VOLTAGE DROP ALL BATTERY CABLES.  
**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009615859**

Vehicle Information

**VIN:** 1A4GP45R56E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1236503587)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2005B8411)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 090109

Repair Information

**Report#:** SSV009615859  
**Open Date:** 07/21/2008  
**Mileage:** 33151  
**Warr Built Dt:** 09/01/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-66750  
**Name:** YEMM CHRY-JEEP  
**Address:** 2195 NORTH HENDERSON  
GALESBURG, IL 614011358  
**Phone:** 309 344-2727  
309 344-3737

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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: THE RADIO, HEADLIGHTS, WIPERS, BLOWER MOTOR, ARE INTERMITTENTLY INOP. THE TECH HAS REPLACED THE IGNITION SWITCH, AND THE FCM, STILL HAS THE SAME CONCERN.

**Service Action:**ADVISED THE TECH TO DUPLICATE THE COMPLAINT, REMOVE THE STARTER RELAY CIRCUIT AND CHECK THE T751 AND T752 CIRCUITS FOR UNWANTED VOLTAGE. TECH TO CHECK THE HARNESS UNDER THE BATTERY TRAY FOR ACID INTRUSION. TECH TO CHECK G300 AND G301.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009580441**

Vehicle Information

**VIN:** 1A4GP45R06E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1238500212)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2395B6403)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 090216

Repair Information

**Report#:** SSV009580441  
**Open Date:** 06/26/2008  
**Mileage:** 28969  
**Warr Built Dt:** 09/02/2005  
**Supplier RP:**

Dealer Information

**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:**CC: HEADLIGHTS WILL NOT COME ON AT TIMES AND THE TURNSIGNALS WILL STOP FLASHING. NO CODES ARE PRESENT.  
**Service Action:**ADVISED THE TECH TO CHECK G300, G301, AND THE GROUND UNDER THE BATTERY TRAY.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009550677

Vehicle Information

**VIN:** 2A4GP54L06R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1291500255)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2925A2805)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 102108

Repair Information

**Report#:** SSV009550677  
**Open Date:** 06/09/2008  
**Mileage:** 39797  
**Warr Built Dt:** 10/21/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 42-43109  
**Name:** BATESVILLE CHRYSLER-DODGE-JEEP  
**Address:** 1320 STATE ROUTE 46 EAST  
BATESVILLE, IN 47006  
**Phone:** 812 934-4300

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 CONCERN. TECH STATES THAT HE WAS ABLE TO DUPLICATE THE CONCERN. TECH STATES THAT WHEN THE COOLING FANS COME ON THE LAMPS DO FLOCKER.

**Service Action:**ADVISED THE TECH TO MOVE THE GROUNDS FROM THE COOLING FANS TO A DIFFERENT LOCATION. TECH TO CHECK THE CHARGING SYSTEM WITH ALL OPTIONS ON AND BATTERY OFF. TECH CALLED BACK STATING THAT HE HAS VERIFIED THAT THE GROUNDS ARE GOOD AT THE HEADLAMPS. TECH HAS VERIFIED THAT THE CHARGING SYSTEM IS WORKING TO SPECS. TECH WAS ADVISED TO NOW LOAD TEST THE GROUNDS TO THE TCM AND PCM AND RETEST WITH BATTERY CHARGER CONNECTED TO VEHICLE. SEE IF HE CAN DUPLICATE THE CONCERN WITH A CHARGER CONNECTED. TECH STATES THAT WITH THE BATTERY DISCONNECTED AND ALL ACCESSORYS ON THE PRNDL WAS FLICKERING ON AND OFF. TECH STATES THE LIGHTS FLICKER AT TIMES AND THERE ARE NO CODES. TECH STATES THE BATTERY HAS BEEN REPLACED. ADVISED THE TECH A LITTLE FLICKERING IS CONSIDERED NORMAL.



**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009438130

### Vehicle Information

**VIN:** 2A4GP44R56R [REDACTED]

**Model Year:** 2006

**Make/Model:**

TOWN & COUNTRY LX FWD

RSYH53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1301501368)

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

#:K3085B7541)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 110915

### Repair Information

**Report#:** SSV009438130

**Open Date:** 03/25/2008

**Mileage:** 58000

**Warr Built Dt:** 11/09/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 32-42991

**Name:** CONTEMPORARY CHRYSLER DODGE JE

**Address:** 320 ELM ST

MILFORD, NH 030554715

**Phone:** 603 673-5511

### 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 FLICKERING THE TECH REPLACED THE BCM NOW THE POWER LOCKS ARE INOP.

**Service Action:**THE TECH NEEDS TO REPLACE THE BCM AGAIN.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009435915

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L56R	<b>Report#:</b> SSV009435915	<b>Zone/Cd:</b> 35-23502
<b>Model Year:</b> 2006	<b>Open Date:</b> 03/24/2008	<b>Name:</b> KALMAR MOTOR SALES INC
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 45730 <b>Warr Built Dt:</b> 07/29/2005	<b>Address:</b> 603 STATE ROUTE 66 LEECHBURG, PA 156569702
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1189501791)	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE 724 845-4411
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K1965B5681)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 072921		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 AT TIMES. TECH STATES THE VALUES IN THE BCM STAYS THE SAME FOR THE PARK LAMPS AND HEADLAMPS

**Service Action:**ADVISED TO CHECK THE REISTANCE OF THE HEADLAMP

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009425700

Vehicle Information

**VIN:** 2A4GP64L16R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LIMITED FWD  
RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1066601421)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0736B6871)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 032005

Repair Information

**Report#:** SSV009425700  
**Open Date:** 03/17/2008  
**Mileage:** 26248  
**Warr Built Dt:** 03/20/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 42-68495  
**Name:** INTEGRITY CHRYSLER PLYMOUTH DO  
**Address:** 20390 US 24 WEST  
DEFIANCE, OH 43512  
**Phone:** INACTIVE  
419 782-7373

Part Information

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

Labor Information

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

Service Narrative Information

**Customer Comment:**CUSTOMER STATES THERE IS A FLICKERING IN THE HEADLAMPS AND INTERIOR LAMPS FROM BRIGHT TO DIM. TECH STATES HE HAS REPLACED THE DIMMER SWITCH AND REFLASHED THE PCM , TO NO AVAIL.

**Service Action:**THE TECH NEEDS TO CHECK THE TERGET VOLTAGE CHECK FOT A COMMON GROUND CONNECTOR. POSSSIBLE BCM CONCERN. WnADVISED THE TECH TO CHECK G300 AND G301 GROUNDS. SOME HEAVY LOAD MIGHT CAUSE THE LIGHTS TO FLICKER. TECH TO PERFORM A VOLTAGE DROP ON THE BATTERY CABLES.

**Correction:**

## QNA - Quality Narrative Analyzer Detail Report

### Vehicle Problem Tracking Report#: SSV009415599

### Vehicle Information

**VIN:** 2A4GP64L16R

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN &amp; COUNTRY LIMITED FWD

RSYS53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1258501765)

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

#:K2635B5298)

**Plant:** WINDSOR ASSEMBLY PLANT

MDH: 092601

## Repair Information

**Report#:** SSV009415599

**Open Date:** 03/10/2008

**Mileage:** 43467

**Warr Built Dt: 09/26/2005**

**Supplier RP:**

### Dealer Information

**Zone/Cd: 51-45219**

**Name:** O'BRIEN AUTOMOTIVE OF PEKIN, I

**Address:** 140 RADIO CITY DR

NORTH PEKIN, IL 615541574

**Phone:** INACTIVE

309 382-1222

## 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:** HEADLAMPS FLICKER WHEN THE HEADLIGHTS ARE ON, BOTH HEATED SEATS ON AND BLOWER IS ON HIGH

**Service Action:** ADVISED TO VERIFY G100 AND G101, VOLTAGE DROP BATTERY CABLES, AND IF OK SWAP A BATTERY FROM A KNOWN GOOD VEHICLE AND RETEST

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009402384

### Vehicle Information

**VIN:** 1D4GP24R66B

**Model Year:** 2006

**Make/Model:** DODGE

GRAND CARAVAN SE FWD

RSKL53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1292501147)

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

#:K3115B6536)

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

**MDH:** 111022

### Repair Information

**Report#:** SSV009402384

**Open Date:** 02/29/2008

**Mileage:** 35616

**Warr Built Dt:** 11/10/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 51-44507

**Name:** LARRY HILLIS CHRYSLER DODGE JE

**Address:** 3211 NORTH WESTWOOD BLVD

POPLAR BLUFF, MO 639018656

**Phone:** 573 785-5769

### Part Information

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

### Labor Information

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

### Service Narrative Information

**Customer Comment:**TECH STATES THE HEADLIGHTS GO OFF AT TIMES AND HE HAS NO CODES AND CANNOT DUPLICATE AT THIS TIME.

**Service Action:**ADVISED TECH HE MUST DUPLICATE TO DIAG.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009374464**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 1D4GP24R96B	<b>Report#:</b> SSV009374464	<b>Zone/Cd:</b> 35-62780
<b>Model Year:</b> 2006	<b>Open Date:</b> 02/21/2008	<b>Name:</b> BRANDYWINE CHRYSLER JEEP DODGE
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 14409	<b>Address:</b> 3807 KIRKWOOD HWY
GRAND CARAVAN SE FWD	<b>Warr Built Dt:</b> 11/11/2005	WILMINGTON, DE 198085107
RSKL53	<b>Supplier RP:</b>	<b>Phone:</b> 302 998-0458
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1301501337)		302 998-2271
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K3115B6611)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 111122		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> THE HEADLIGHTS COMES ON AND OFF WHILE DRIVING.
<b>Service Action:</b> ADVISED THE TECH TO CHECK G301, G301, AND THE GROUND UNDER THE BATTERY TRAY. NO COMMON CONCERNS, TECH TO DUPLICATE THE COMPLAINT. TECH STILL CANT DUPLICATE CONCERN, BUT NEEDS TO REPAIR THIS VEHICLE. ADVISED TECH TO REPLACE THE FCM AND THE IPM AND RETURN THE VEHICLE TO THE CUSTOMER TO SEE IF THIS REPAIRS THE VEHICLE. TECH STATES HE REPLACED THE FCM AND THE IPM AND THE VEHICLE HASNT RETURNED FOR SEVERAL WEEKS SO HE FEELS IT MAY BE REPAIRED.
<b>Correction:</b>

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009369263

### Vehicle Information

**VIN:** 2D4GP44L36R

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1213501044)

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

#:K2175B5559)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 081023

### Repair Information

**Report#:** SSV009369263

**Open Date:** 02/08/2008

**Mileage:** 24638

**Warr Built Dt:** 08/10/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-43942

**Name:** MINOT AUTOMOTIVE CENTER, INC.

**Address:** 3615 SOUTH BROADWAY

MINOT, ND 587017455

**Phone:** 701 852-0151

### 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 LIGHTS FLICKER CONDITION CAN BE DUPLICATED, CHARGING SYSTEM AND BATTERY WHERE TESTED, NO DTC S, AND STAR CASE K97420107 AND K47986685 HAVE BEEN REVIEWED. A BATTERY WAS TRIED AS RECOMMENDED IN K97420107 AND SEEMED TO HELP BUT STILL HAD FLICKER. THE MIDTROINICS TESTER DID DISPLAY EXCESSIVE DIODE RIPPLE FOR THE ALT. WAS REPLACED 12/28/2007 AND THE CONDITION WAS GONE. THE CUSTOMER CONTACTED US AND STATED THE CONDITION HAS RETURNED AND IS WONDERING IF THERE IS ANYTHING MORE WE CAN DO, IS THERE ANY OTHER KNOWN ISSUES OR ANY OTHER SUGGESTIONS.

**Service Action:**KURT, PLEASE VERIFY G100 AND G101. ALSO VOLTAGE DROP BATTERY CABLES. IF OK SWAP A KNOWN GOOD BATTERY FROM ANOTHER RS THAT IS NOT EXHIBITING THE CONCERN AND NOTE CONDITION

**Correction:**



**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009356346**

Vehicle Information

**VIN:** 2A8GP64L76R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LIMITED FWD  
RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1235500834)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2415B5533)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 090606

Repair Information

**Report#:** SSV009356346  
**Open Date:** 01/31/2008  
**Mileage:** 19893  
**Warr Built Dt:** 09/06/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 32-42806  
**Name:** SHEPARD CHRYSLER DODGE  
**Address:** RTE 1 NEW COUNTY  
ROCKLAND, ME 04841  
**Phone:** 207 594-2154

Part Information

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

Labor Information

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

Service Narrative Information

**Customer Comment:**LIGHTING ON VEHICLE PULSES AS VEHICLE IDLES.HEADLIGHTS,DASHLIGHTS ECT ALL PULSE WHILE IDLING.CHARGING SYSTEM TEST OKAY.HAS A NEW BATTERY IN IT.

**Service Action:**VERNON, PLEASE COMPARE TO LIKE VEHICLE. IF DIFFERENT THEN VERIFY G100 AND G101, ALSO VOLTAGE DROP BATTERY CABLES, IF ALL OK, SWAP THE BATTERY FROM THE VEHICLE YOU COMPARE THIS CONDITION TOO AND NOTE IF FLICKER IS STILL PRESENT.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Dealer Product Sampling Report#: 656362962831

### Vehicle Information

**VIN:** 1A4GP45R96E

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY FWD

RSYH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1293502041)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3095B5335)

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

**MDH:** 111013

### Repair Information

**Report#:** 656362962831

**Open Date:** 01/23/2008

**Mileage:** 16227

**Warr Built Dt:** 11/10/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-65636

**Name:** COON RAPIDS CHRYSLER JEEP, INC

**Address:** 10541 WOODCREST DRIVE

COON RAPIDS, MN 554333968

**Phone:** INACTIVE

763 421-8000

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
1DW671J8AA	SWITCH -LIGHTING CONTROL	1	58.80	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 HEADLAMPS INOP-PART ORDERED AND HERE

**Service Comment:**REPLACED FAULTY HEADLAMP SWITCH

**Service Action:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009334612

Vehicle Information

**VIN:** 2A4GP54L06R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1336500475)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3425B7510)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 120621

Repair Information

**Report#:** SSV009334612  
**Open Date:** 01/17/2008  
**Mileage:** 34000  
**Warr Built Dt:** 12/06/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 42-68852  
**Name:** ADRIAN DODGE-CHRY-PLYM-JEEP  
**Address:** 1211 EAST US 223  
ADRIAN, MI 49221  
**Phone:** 517 263-9390  
517 266-5906

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 FLICKER FROM LEFT TO RIGHT AND BOTH ON AND OFF.

**Service Action:**ADVISE TO CHECK SWITCH CONNECTION,GROUND CIRCUITS Z343 AND Z344 CHECK TERMINALS FOR CORROSION OR WATER INTRUSION.TECNITIAN NEEDS TO DUPLICATE  
AND LOOK AT FCM.

**Correction:**

## QNA - Quality Narrative Analyzer Detail Report

### Vehicle Problem Tracking Report#: SSV009335142

### Vehicle Information

**VIN:** 2D4GP44L66R

**Model Year: 2006**

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1300500401)

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

#:K3015B7031)

**Plant:** WINDSOR ASSEMBLY PLANT

MDH: 110115

## Repair Information

**Report#:** SSV009335142

**Open Date:** 01/17/2008

**Mileage:** 28755

**Warr Built Dt: 11/01/2005**

**Supplier RP:**

## Dealer Information

**Zone/Cd:** 74-60082

**Name:** VISTA JEEP CHRYSLER DODGE OF

**Address:** 225 BUFFALO MOUNTAIN DRIVE

SILVERTHORNE, CO 80498

**Phone:** 970 468-5628

### Part Information

Part Number

Part Description

Quantity

Cost/Unit
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Fail 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. HEADLAMPS FLICKERING. TECH IS CALLING FOR LIKE CASES. CANNOT DUPLACATE.

**Service Action:** ADVISIED THE TECH TO DUPLACATE TEH CONDITION. HE CAN INSPECT THE BATTERY CONNECTIONS.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009325556

Vehicle Information

**VIN:** 2D4GP44L06R [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1207500285)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2065B8060)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 080309

Repair Information

**Report#:** SSV009325556  
**Open Date:** 01/11/2008  
**Mileage:** 31551  
**Warr Built Dt:** 08/03/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-59834  
**Name:** CORONET DODGE INCORPORATED  
**Address:** 3705 FRONTAGE ROAD  
PERU, IL 61354  
**Phone:** 815 224-2525  
815 224-4666

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DASHLAMPS GO OUT AT TIMES INTERMINTLY. NO CODES. NO AFTERMARKET. TECH HAS NOT PERFORMED ANY DIAGNOSTICS AT THIS TIME..  
**Service Action:**ADVISED THE TECH THAT WE HAVE CASES OF SPECIFIC CONCERNS. ADVSIED TO TECH ALL POWERS AND GROUNDS TO FCM AND CHECK WIRING UNDER BATTERY TRAY  
FOR CONCERNS. TECH TO DUPLICATE CONCERN FOR FURTHER ASSISTANCE.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009068191

Vehicle Information

**VIN:** 2D4GP44L56R[REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1287500427)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2845B8547)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 101509

Repair Information

**Report#:** SSV009068191  
**Open Date:** 01/03/2008  
**Mileage:** 13576  
**Warr Built Dt:** 10/15/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 71-61339  
**Name:** JACK POWELL CHRYSLER JEEP DODG  
**Address:** 1625 AUTO PARK WAY  
ESCONDIDO, CA 920292008  
**Phone:** 760 745-2880

Part Information

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

Labor Information

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

Service Narrative Information

**Customer Comment:**THE HEADLIGHTS FLICKER AND THE WARNING LIGHTS WILL COME ON AT TIMES. NO CODES ARE PRESENT.

**Service Action:**ADVISED THE TECH TO CHECK ALL ENGINE AND BODY GROUNDS ESPECIALLY G300, G301, AND THE GROUND UNDER THE BATTERY TRAY. TECH HAS CLUSTER LIGHTS FLICKER AND GAUGES FLUCTATE.TECH HAD TESTED BATTERY WITH MIDTRONIC.SHOWED BATTERY OK.TESTED WITH LOAD TEST CARBON TESTED AND BELOW STANDARD.REPLACED BATTERY AND HAS NO PROBLEM WITH GAUGES OR DASH LIGHTS.TECH STATED HE CHECKED CHARGING RATE AND WAS ERRATIC HIGH\LOW.TESTED WITH DIFFERENT BATTERY AND CHARGE RATE CLOSER TO NORMAL 13.7 14.2. TECH CAN NOT DUPLICATE AT WILL 13.6 TO 14.16\r\nTHIS VEHICLE HAS HEATED FRONT SEATS (PAST CASES WHERE THAT WAS AN ISSUE). REFERRING TO STAR ONLINE K47986685

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009298474

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP54L76R	<b>Report#:</b> SSV009298474	<b>Zone/Cd:</b> 42-43897
<b>Model Year:</b> 2006	<b>Open Date:</b> 12/20/2007	<b>Name:</b> SLINGERLAND CHRYSLER DODGE JEE
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 23660	<b>Address:</b> 3640 EAST M-21
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 11/04/2005	CORUNNA, MI 48817
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> 989 743-6331
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1293500568)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K3055B7519)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 110421		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> WHEN THE HEATED SEAT IS TURNED ON THE DASH LAMPS AND HEAD LAMPS WILL FLICKER.
<b>Service Action:</b> THE TECH NEEDS TO CHECK THE POWER AND GROUNDS TO THE HEATED SEAT MODULE. AND CHECK THE TARGET VOLTAGE FOR THE ALTERNATOR. UNPLUG THE HEATED SEAT MODULE TO SEE IF THE CONCERN GOES AWAY.
<b>Correction:</b>

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009296781

Vehicle InformationRepair InformationDealer Information

VIN: 2D4GP44L06R

Report#: SSV009296781

Zone/Cd: 74-43299

Model Year: 2006

Open Date: 12/19/2007

Name: WHITE BEAR DODGE INC

Make/Model:

Mileage: 22365

Address: 3430 HIGHWAY 61 NORTH

GRAND CARAVAN SXT FWD

Warr Built Dt: 11/04/2005

WHITE BEAR LAKE, MN 551105248

RSKH53

Supplier RP:

Phone: INACTIVE

Engine: EGH-3.8L V6 OHV Engine (Ser #:1304500157)

651 482-6100

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3055B7872)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 110416

Part Information

Part NumberPart DescriptionQuantityCost/UnitFail CdRetn Dt

\*\* No Parts Information Available

Labor Information

LOPLOP DescriptionCostFail Cd

\*\* No Labor Information Available

Service Narrative Information

Customer Comment:TECHNICIAN STATES THE CUSTOMER COMPLAINS OF THE HEADLAMPS PRODUCING A SLIGHT FLICKER WHEN THE BLOWER MOTOR IS TURNED ON.

Service Action:ADVISED TECHNICIAN NO KNOWN CONCERNS. ADVISED TO MONITOR THE PERFORMANCE OF THE CHARGING SYSTEM.

Correction:



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009297741

### Vehicle Information

**VIN:** 1D4GP24R46B

**Model Year:** 2006

**Make/Model:** DODGE

GRAND CARAVAN SE FWD

RSKL53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1009602740)

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

#:K0126B7915)

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

**MDH:** 012020

### Repair Information

**Report#:** SSV009297741

**Open Date:** 12/19/2007

**Mileage:** 37812

**Warr Built Dt:** 01/20/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 63-44339

**Name:** PATTERSON DODGE CHRYSLER JEEP

**Address:** 2900 JACKSBORO HWY

WICHITA FALLS, TX 763021019

**Phone:** 940 761-1011

### 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 NO HEAD LIGHTS AND RADIO INOP WHEN WIPERS WERE TURNED ON VEHICLE IS A HANDICAP VAN WITH EXTENSIVE WIRING SOME OF THE WIRING IS TAPED INTO THE BCM.

**Service Action:**ADVISED TECH TO CHECK HEAD LIGHT MUX VOLTAGE AT THE BCM C4/21 ALSO CONTACT IF POSSIBLE THE AFTERMARKET SERVICE AND OBTAIN A DETAILED REPORT OF OPTIONS ON THE VEHICLE.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009278269**

Vehicle Information

Repair Information

Dealer Information

**VIN:** 2A4GP54L46R

**Report#:** SSV009278269

**Zone/Cd:** 74-58081

**Model Year:** 2006

**Open Date:** 12/07/2007

**Name:** WACONIA DODGE CHRYSLER JEEP

**Make/Model:** CHRYSLER

**Mileage:** 17210

**Address:** 905 STRONG DR

TOWN & COUNTRY TOURING FWD

**Warr Built Dt:** 04/07/2006

WACONIA, MN 553871069

RSYP53

**Supplier RP:**

**Phone:** 952 442-2010

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1087603562)

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

#:K0896B8475)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 040700

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 HEADLIGHTS, RADIO, AND INSTRUMENT CLUSTER ARE FLICKERING AT TIMES WHEN THE HEATED SEATS ARE SWITCHED ON.

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

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009276873

Vehicle InformationRepair InformationDealer Information

VIN: 2A8GP54L06R

Report#: SSV009276873

Zone/Cd: 66-42590

Model Year: 2006

Open Date: 12/06/2007

Name: FARRIS MOTORS INC

Make/Model: CHRYSLER

Mileage: 1

Address: 1340 S WESLEYAN BLVD

TOWN & COUNTRY TOURING FWD

Warr Built Dt: 03/13/2006

ROCKY MOUNT, NC 278034505

RSYP53

Supplier RP:

Phone: 252 446-7278

252 977-1340

Engine: EGH-3.8L V6 OHV Engine (Ser #:1052603086)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K0626A2500)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 031316

Part Information

Part NumberPart DescriptionQuantityCost/UnitFail CdRetn Dt

\*\* No Parts Information Available

Labor Information

LOPLOP DescriptionCostFail Cd

\*\* No Labor Information Available

Service Narrative Information

Customer Comment:HEADLAMPS AND INTERIOR LAMPS FLICKER UNDER HEAVY ELECTRICAL LOADS. TECH SUSPECTS THE CONDITION IS NORMAL AND CALLED TO REVIEW.

Service Action:ADVISED TECH TO COMPARE TO A LIKE VEHICLE TO CONFIRM.

Correction:

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009265485

Vehicle Information

**VIN:** 1D4GP45R76B [REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
CARAVAN SXT FWD  
RSKH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1243500086)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2505B6726)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 090821

Repair Information

**Report#:** SSV009265485  
**Open Date:** 11/29/2007  
**Mileage:** 3372  
**Warr Built Dt:** 09/08/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 35-59572  
**Name:** B AND B DODGE INCORPORATED  
**Address:** 125 GRANDVIEW AVE  
HONESDALE, PA 184311119  
**Phone:** 570 253-3476  
570 253-1290

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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. WHEN CONCERN IS DUPLICATED THERE ARE NO CODES IN BCM ,OR FCM....MONITOR DATA FOR LIGHTING AND SWITCH SHOWS  
PARK LIGHT...ROLL SWITCH BACK TO PARK LIGHT AND THEN BACK TO HEADLIGHTS AND THEY COME ON...COULD HEADLIGHT SWITCH CAUSE THIS CONCERN

**Service Action:**ADVISE TO FIRST CHECK THE MUX VOLTAGE FROM THE BCM AND THEN MEASURER THE RESISTANCE AT THE MULTI FUNCTION SWITCH HEAR ARE THE VALUES OF THE  
MULTI FUNCTION SWITCH.\r\nHEADLAMP SWITCH POSITION 13 - WAY CONNECTOR TERMINAL RESISTANCE \r\nOFF 11 TO 6 3651 - 3729 OHMS \r\nPARKING LAMPS ON 11 TO 6  
1697 - 2517 OHMS \r\nPARKING LAMPS WITH FRONT FOG LAMPS ON 11 TO 6 5765 - 5886 OHMS \r\nHEADLAMPS ON 11 TO 6 788 - 809 OHMS \r\nAUTO ON 11 TO 6 10056 - 10264  
\u00D9 \r\nHEADLAMPS ON WITH FRONT FOG LAMPS 11 TO 6 1171 - 1200 OHMS \r\nAUTO ON WITH FRONT FOG LAMPS ON 11 TO 6 24278 - 24773 OHMS \r\nDIMMER POSITION 13  
- WAY CONNECTOR TERMINAL RESISTANCE \r\nDOME 12 TO 6 15568 - 23357 OHMS \r\nPARADE 12 TO 6 5168 - 7757 OHMS \r\nDIM HIGH 12 TO 6 2288 - 3437 OHMS \r\nDIM LOW 12  
TO 6 688 - 1037 OHMS \r\nOFF 12 TO 6 240 - 365 OHMS

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009265990

Vehicle InformationRepair InformationDealer Information

<b>VIN:</b> 1D4GP25B86E	<b>Report#:</b> SSV009265990	<b>Zone/Cd:</b> 51-42465
<b>Model Year:</b> 2006	<b>Open Date:</b> 11/29/2007	<b>Name:</b> STEVE LAKIS DODGE INC
<b>Make/Model:</b> CARAVAN SE FWD RSKL52	<b>Mileage:</b> 31254 <b>Warr Built Dt:</b> 04/26/2006	<b>Address:</b> 2201 W MAIN ST GALESBURG, IL 614013262
<b>Engine:</b> EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser #:6093600585)	<b>Supplier RP:</b>	<b>Phone:</b> 309 342-1121
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K3005A3044)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 042611		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 FOR APROXIMENTLY 3 TO 5 SECONDS HEAD LAMP SWITCH,PDC,FCM HAVE BEN REPLACED GROUNDS HAVE BEN CHECKED NO CODES  
INTER MIT CONCERN HAVE DRIVEN VAN EVERY DAY FOR TWO WEEKS AND DIDNT HAVE A PROBLEM THIS MORNING HEAD LIGHTS WENT OUT AND CAME BACK ON ONLY  
HEAD LIGHTS WENT OUT DASH LIGHTS STAYED ON DOME LIGHTS DIDNT COME ON RADIO STAYED ON PLEESE HELP I HAVE HAD THIS VAN AT DEALER SHIP FOR A MONTH  
CUSTIMER REFUSSES TO DRIE VAN

**Service Action:**RICHARD, WHEN THIS OCCURS, PLEASE CHECK TO SEE IF YOUR LOSING THE SWITCH INPUT INTO THE BCM.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009266307

### Vehicle Information

**VIN:** 1D4GP25B86E

**Model Year:** 2006

**Make/Model:**

CARAVAN SE FWD

RSKL52

**Engine:** EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser  
#:6108600448)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0116A3165)

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

**MDH:** 050310

### Repair Information

**Report#:** SSV009266307

**Open Date:** 11/29/2007

**Mileage:** 10587

**Warr Built Dt:** 05/03/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 35-44430

**Name:** THE NEW MONROEVILLE DODGE INC

**Address:** 3633 WILLIAM PENN HWY

MONROEVILLE, PA 151462123

**Phone:** 412 856-1700

### 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:**TECH STATES THE HEADLIGHTS TURN OFF BY THEMSELVES AT TIMES AND TECH HAS REPLACED THE FCM WITH NO REPAIR. TECH ALSO STATES HE IS UNABLE TO  
DUPLICATE CONCERN.

**Service Action:**ADVISE TECH HE MUST DUPLICATE CONCERN TO DIAG THIS COMPLAINT.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008760625

### Vehicle Information

**VIN:** 2D4GP44L66R [REDACTED]

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1343501992)

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

#:K3425B8014)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 121500

### Repair Information

**Report#:** SSV008760625

**Open Date:** 11/19/2007

**Mileage:** 18034

**Warr Built Dt:** 12/15/2005

**Supplier RP:**

### Dealer Information

**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 HEADLIGHTS AND THE DASH LIGHTS ARE FLICKERING AFTER STARTING THE VEHICLE. ANOTHER DEALER REPLACED THE BATTERY. CHARGING SYSTEM IS GOOD AND NO CODES ARE PRESENT.

**Service Action:**ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS AND PERFORM A VOLTAGE DROP ON THE BATTERY CABLES. NO COMMON CONCERNS. VEHICLE IS IN FOR THE SAME CONCERN, TECH HAS A DIFFICULT TIME DUPLICATING THIS, HE HAS TO TURN ON THE AC / HEATER OR OTHER LOAD DEVICE IN ORDER TO GET THE CONDITION TO OCCUR. TECH IS GOING TO CHECK THE WIRING BY THE BATTERY TO BE SURE THAT THERE ARE NO SIGNS OF ACID DAMAGE. IF GOOD , MAKE SURE ALL GROUNDS IN THE ENGINE COMPARTMENT ARE GOOD, AS WELL AS THOSE UNDER THE IP. IF OK THE TECH IS GOING TO REPLACE THE IPM, FCM.

**Correction:**



**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009251419**

Vehicle Information

**VIN:** 1D4GP24R46B [REDACTED]

**Model Year:** 2006

**Make/Model:** DODGE

GRAND CARAVAN SE FWD

RSKL53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1249500168)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2575B5147)

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

**MDH:** 091612

Repair Information

**Report#:** SSV009251419

**Open Date:** 11/19/2007

**Mileage:** 64055

**Warr Built Dt:** 09/16/2005

**Supplier RP:**

Dealer Information

**Zone/Cd:** 74-45113

**Name:** BRIGGS DODGE

**Address:** 3001 S KANSAS AVE

TOPEKA, KS 666112218

**Phone:** 785 266-8858

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 INTERMITTENTLY INOP.

**Service Action:**ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS AND THE GROUND UNDER THE BATTERY TRAY. TECH TO DUPLICATE THE COMPLAINT.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008679417

Vehicle Information

**VIN:** 2D4GP44L96R[REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1301501027)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3045B8558)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 110717

Repair Information

**Report#:** SSV008679417  
**Open Date:** 11/06/2007  
**Mileage:** 8853  
**Warr Built Dt:** 11/07/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 74-57716  
**Name:** SWANT GRABER MOTORS  
**Address:** 1690 EAST DIVISION AVE  
BARRON, WI 548128790  
**Phone:** 715 537-5657

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 FLASH WHEN DRIVING DOWN THE ROAD I DUPLICATED THIS CONDITION IT TOO 150 MILES TO DO IT LIGHTS FLASH LIKE TURN SIGNAL IS ON BUT DONT GO OUT  
2ND TIME LIGHTS WENT REAL BRIGHT TO DIM BOTH CONDOTIONS ONLY LASTED 30-TO 45 SECONDS I THINK ITS GOING TO NEED A IPM MODULE SOLUTION #K97420107

**Service Action:**ANDY, THE HEAD LAMP SWITCH ON PREVIOUS MODEL YEARS HAVE CAUSED THE HEAD LAMPS TO FLICKER. THIS COULD BE THE ISSUE WITH THIS VEHICLE. TECH IPM,  
BATTERY AND HEADLAMP SWITCH HAVE BEEN REPLACED BUT CONCERN REMAINS. TECH HAS DUPLICATED THE CONCERN 1X BUT IS UNABLE TO PERFORM DIAGNOSTICS.  
TECH REPORTED HEADLAMPS ONLY CYCLED BRIGHT AND DIM RAPIDLY FOR A BRIEF PERIOD AND THEN STOP, NOTED INTERIOR LAMPS DID NOT FLASH. \r\nREVIEW CASES  
8680007 AND 8599753 FOR ADDITIONAL INFORMATION. \r\nADVISED TECH NO UPDATES OR LIKE CASES FOUND. ADVISED TECH TO CLEAN AND INSPECT ALL ENGINE AND  
BODY GROUNDS. NOTED CONCERN WILL NEED TO BE PRESENT TO PERFORM DIAGNOSTICS. BACK IN FOR SAME CONCERN\r\nTCM - #2 PCM NOT RECEIVED & BCM - TCM  
MESSAGE NOT RECEIVED\r\nIPM, HEADLIGHT SWITCH REPLACED\r\n\r\nNOTIFIED ABOUT THE HD LAMP SWITCH TO REMOVE THE PANEL THEN RELEASE THE CLIPS FORM THE

BACK, OTHERWISE THE SWITCH WILL BE DAMAGED. WHEN INSTALLING THE NEW SWITCH, IF YOU NOTICE ANY INTERFERENCE WITH THE FOAM NEAR 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.  
UNMASKED IF TECH HAS LOAD TESTED THE GROUNDS. NOTIFIED COULD HAVE PARTS DO A MRA CHECK FOR BAD SWITCHES.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009135209

### Vehicle Information

**VIN:** 1D4GP45RX6E [REDACTED]

**Model Year:** 2006

**Make/Model:** DODGE

CARAVAN SXT FWD

RSKH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1170600936)

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

#:K1746A2745)

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

**MDH:** 062808

### Repair Information

**Report#:** SSV009135209

**Open Date:** 10/11/2007

**Mileage:** 11810

**Warr Built Dt:** 06/28/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 32-68665

**Name:** FRANKLIN SUSSEX AUTO MALL INC

**Address:** ROUTE 23

SUSSEX, NJ 07461

**Phone:** 973 875-3188

### 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 GO OUT AT TIMES. THE TECH CANT DUPLICATE THE CONCERNS FCM MESSAGE NOT RECIVED.

**Service Action:**THE TECH NEEDS TO CHECK THE FCM HEAD LAMP DRIVER, POSSIBLE FCM CONCERN.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009130271**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 1D4GP24R76B	<b>Report#:</b> SSV009130271	<b>Zone/Cd:</b> 66-43325
<b>Model Year:</b> 2006	<b>Open Date:</b> 10/10/2007	<b>Name:</b> FIVE STAR DODGE-CHRY-JEEP
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 35399	<b>Address:</b> 3068 RIVERSIDE DRIVE
GRAND CARAVAN SE FWD	<b>Warr Built Dt:</b> 10/22/2005	MACON, GA 312102597
RSKL53	<b>Supplier RP:</b>	<b>Phone:</b> 478 474-3700
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1286500519)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K1111111111)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 102219		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 THE HEADLIGHTS WENT OUT. TECH STATES THIS IS ALL THE INFO HE HAS AND HE IS UNABLE TO DUPLICATE CONCERN AND HAS NO CODES.

**Service Action:**ADVISE TECH TO DUPLICATE CONCERN TO DIAG.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009107811**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 1A4GP45R56E	<b>Report#:</b> SSV009107811	<b>Zone/Cd:</b> 42-43100
<b>Model Year:</b> 2006	<b>Open Date:</b> 10/03/2007	<b>Name:</b> RIVERSIDE AUTO & TRUCK SALES O
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 32270	<b>Address:</b> NORTH U S 2
TOWN & COUNTRY FWD	<b>Warr Built Dt:</b> 09/02/2005	IRON MOUNTAIN, MI 49801
RSYH52	<b>Supplier RP:</b>	<b>Phone:</b> 906 774-2120
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1238500478)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2395B6371)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 090216		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 CLUSTER DIM AND POWER WILL BE LOST TO CLUSTER AND RADIO.\r\n\r\nTECH STATES CONCERN IS INTERMITTENT AND LOSS OF POWER COMES AFTER EXTENDED DRIVEING.

**Service Action:**ADVISE TECH TO DUPLICATE CONCERN AND CHECK G300 AND G301 GROUNDS. ADVISE TECH TO WIRE HARNESS UNDER BATTERY TRAY FOR CORROSION. ADVISE TECH TO CHECK OUTPUTS FROM BCM WITH CONCERN IS PRESENT.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009071641

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2D4GP44L36R

**Report#:** SSV009071641

**Zone/Cd:** 42-68973

**Model Year:** 2006

**Open Date:** 09/14/2007

**Name:** ORCHARD CHRY-DODGE-JEEP INC

**Make/Model:**

**Mileage:** 35073

**Address:** 64600 VAN DYKE

GRAND CARAVAN SXT FWD

**Warr Built Dt:** 11/16/2005

WASHINGTON TWP, MI 48095

RSKH53

**Supplier RP:**

**Phone:** 586 336-0200

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1311500675)

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

#:K3085B5044)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 111616

### 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 FLICKERING ON & OFF, PARKING LTS WILL COME ON BY THEMSELVES, BCM IS ACTING ERRATIC, CKD ALL RELATED WIRING AND CONNECTORS.

**Service Action:**AUTHORIZE BCM,

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009061640

### Vehicle Information

**VIN:** 1D4GP45RX6E

**Model Year:** 2006

**Make/Model:** DODGE

CARAVAN SXT FWD

RSKH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1167602159)

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

#:K1736B6698)

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

**MDH:** 062511

### Repair Information

**Report#:** SSV009061640

**Open Date:** 09/11/2007

**Mileage:** 6759

**Warr Built Dt:** 06/25/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 35-41007

**Name:** DICK GREENFIELD DODGE CHRYSLER

**Address:** 2700 BRUNSWICK PIKE RT 1

LAWRENCEVILLE, NJ 086489801

**Phone:** 609 882-1000

### 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:**INTERMITTENTLY LOOSES HEADLAMPS, RADIO, WINDOWS AND OTHER ACCESORIES, PULLED DSEVERAL LOSE OF COMMUNICATION DTC S IN BCM, PERFORMED DIAG, CKD ALL RELATED WIRING AND CONNECTORS.

**Service Action:**AUTHORIZE BCM

**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009037587

Vehicle Information

**VIN:** 2A8GP64L06R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LIMITED FWD  
RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1259501518)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2655A3167)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 092708

Repair Information

**Report#:** SSV009037587  
**Open Date:** 09/10/2007  
**Mileage:** 25448  
**Warr Built Dt:** 09/27/2005  
**Supplier RP:**

Dealer Information

**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:**HEADLIGHTS INTERMITTENTLY TURN OFF WHEN USING TURN SIGNALS, TECH PULLED STORED DTC OF FCM MESSAGES NOT RECEIVED, CKD ALL RELATED WIRING AND CONNECTORS.

**Service Action:**AUTHORIZE BCM TECH HAS REPLACED THE BCM WITH NO CHANGE. TECH REPORTED THE HEADLAMPS ARE INOP AT TIMES. TECH CAN DUPLICATE THE CONCERN AND CODES ARE SET. Tech ADVISED TECH TO DUPLICATE THE CONCERN AND MONITOR HEADLAMP SWITCH INPUT AND NOTE SIGNAL WHEN THE CONCERN OCCURS.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009037981

Vehicle Information

**VIN:** 1D4GP25B56E[REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
CARAVAN SE FWD  
RSKL52  
**Engine:** EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser  
#:6128601135)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K1436A1296)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 052418

Repair Information

**Report#:** SSV009037981  
**Open Date:** 08/28/2007  
**Mileage:** 12070  
**Warr Built Dt:** 05/24/2006  
**Supplier RP:**

Dealer Information

**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
** No Parts Information Available					

Labor Information

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

Service Narrative Information

**Customer Comment:**HEAD LAMPS GO OFF AND ON WHILE DRIVING DOWN ROAD. TECH CANNOT DUPLACATE NO CODES.  
**Service Action:**ADVISED THE TECH DUPLACATE THE CONDITION.  
**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009028540**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP54L86R	<b>Report#:</b> SSV009028540	<b>Zone/Cd:</b> 42-26016
<b>Model Year:</b> 2006	<b>Open Date:</b> 08/22/2007	<b>Name:</b> JIM RIEHL'S FRIENDLY CHRY JEEP
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 10486	<b>Address:</b> 32899 VAN DYKE AVE
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 02/01/2006	WARREN, MI 480938139
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> 586 979-8700
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1004600046)		877 559-0811
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K3555B6597)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 020115		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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, TURN SIGNALS, HEADLAMPS, WIPERS, POWER LOCKS/RKE INOP, PULLED DTC OF IGNITION RUN OUTPUT SHORT, PERFORMED DIAG, CKD ALL RELATED WIRING AND CONNECTORS.

**Service Action:**AUTHORIZE BCM

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009019920

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP54L46R	<b>Report#:</b> SSV009019920	<b>Zone/Cd:</b> 35-26419
<b>Model Year:</b> 2006	<b>Open Date:</b> 08/17/2007	<b>Name:</b> STARR MOTORS INCORPORATED
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 30177	<b>Address:</b> 2584 PRUDEN BLVD
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 11/24/2005	SUFFOLK, VA 23434
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> 757 539-0214
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1320502035)		757 539-2531
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K3225B6337)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 112403		

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 HEAD LIGHTS INCLUDING DRL ARE INOP. TECH STATES WHEN THEY QUIT WORKING HE HAS TO GO INTO BCM AND TURN THEM BACK ON. TECH STATES WHEN CONCERN IS PRESENT BCM STATES HEADLIGHT SWITCH IS IN PARK LIGHT POSITION.

**Service Action:**ADVISE TECH TO CHECK G300 GROUND. ADVISE TECH TO MONITOR SWITCH INPUTS IN BCM. ADVISE OF POSSIBLE HEADLIGHT SWITCH FAILURE.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008993287**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 1A4GP44R66E	<b>Report#:</b> SSV008993287	<b>Zone/Cd:</b> 74-23695
<b>Model Year:</b> 2006	<b>Open Date:</b> 08/02/2007	<b>Name:</b> BOE CHRYSLER CENTER INC
<b>Make/Model:</b> TOWN & COUNTRY LX FWD RSYH53	<b>Mileage:</b> 23139 <b>Warr Built Dt:</b> 06/28/2006	<b>Address:</b> 115 STATE STREET WEST CONCORD, MN 55985
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1170600955)	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE 507 527-2241
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K1766B5173)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 062802		

Part Information

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

Labor Information

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

Service Narrative Information

**Customer Comment:**MIKE STATES THIS CUST CONCERN ARE THE HEADLAMPS FLICKER ON & OFF AT TIMES WHILE DRIVING. TECH CANNOT DUPLICATE THIS CONCERN.

**Service Action:**STAR ADVISED MIKE TO A POSSIBLE IPM.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008988606**

Vehicle Information

**VIN:** 1A4GP45R66E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1223502146)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2295B5264)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 081920

Repair Information

**Report#:** SSV008988606  
**Open Date:** 07/31/2007  
**Mileage:** 31519  
**Warr Built Dt:** 08/19/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 35-41230  
**Name:** ROTHROCK CHRYSLER JEEP DODGE  
**Address:** 1648 PLAZA LANE  
ALLENTOWN, PA 18104  
**Phone:** 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:**THE HEAD LAMPS WILL GO OUT INTERMITTENTLY WHILE DRIVING.  
**Service Action:**TECH TO REPLACE THE FCM TO CORRECT THE CONDITION.  
**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008948695**

Vehicle Information

**VIN:** 2A4GP44R06R [REDACTED]

**Model Year:** 2006

**Make/Model:**

TOWN & COUNTRY LX FWD

RSYH53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1241500905)

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

#:K2415A3261)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 090118

Repair Information

**Report#:** SSV008948695

**Open Date:** 07/09/2007

**Mileage:** 23281

**Warr Built Dt:** 09/01/2005

**Supplier RP:**

Dealer Information

**Zone/Cd:** 70-68412

**Name:** ST HELENS AUTO CENTER INC

**Address:** 57895 S COLUMBIA HWY

ST HELENS, OR 97051

**Phone:** 503 397-5454

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. INTERMITTENT. TECH STATES FOUND FCM MESSAGE NOT RECIEVED IN BCM. TECH STATES FOLLOWED FLOW CHART. TECH STATES CAN SEE INPUT SWITCH STATE IN BCM. TECH STATES CHECKED WIRING/TERMINALS FOR THIS 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#: SSV008903966

### Vehicle Information

**VIN:** 2D8GP44L16R [REDACTED]

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1306500960)

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

#:K3075B7826)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 111414

### Repair Information

**Report#:** SSV008903966

**Open Date:** 06/12/2007

**Mileage:** 25215

**Warr Built Dt:** 11/14/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-68824

**Name:** GILBERTS OF SAND CREEK

**Address:** COUNTY ROAD I

SAND CREEK, WI 54765

**Phone:** 715 658-1285

### 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 DIM THEN GO BRIGHT.

**Service Action:**THE TECH NEEDS TO CHECK THE CHARGING SYSTEM. FOR PROPER OPERATION, COMPARE TO ANOTHER VEHICLE ALSO.

**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008900088

Vehicle Information

**VIN:** 2A4GP44R06R [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
TOWN & COUNTRY LX FWD  
RSYH53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1278503154)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2835A2862)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 101321

Repair Information

**Report#:** SSV008900088  
**Open Date:** 06/08/2007  
**Mileage:** 18007  
**Warr Built Dt:** 10/13/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 35-60121  
**Name:** CONFER WORKMAN CHRYSLER DODGE  
**Address:** 2892 BENNER PIKE  
BELLEFONTE, PA 16823  
**Phone:** INACTIVE  
814 355-0611

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:**HEADLIGHTS FAILED TO TURN ON TWICE WHEN DRIVING IN WET WEATHER NO STORED OR ACTIVE CODES IN FCM, PERFORMED ACTUATOR TESTS ON HIGH AND LOW BEAMS- PASSED, WIGGLED WIRES AROUND FCM AND FUSE/RELAY BOX LIGHTS STAYED ON AND TURNED ON EVERY TIME WITH SWITCH.

**Service Action:**VINCENT, THERE IS NO WAY TO KNOW FOR SURE WHAT THE PROBLEM IS WITHOUT DUPLICATING THE CONCERN. WE HAVE SEEN SEVERAL OF THESE VEHICLES WHERE THE HEADLAMP SWITCH WAS RESPONSIBLE FOR LIGHTING CONCERNS, BUT AGAIN THE CONCERN WOULD NEED TO BE DUPLICATED AND SWITCH INPUT VERIFIED TO BE SURE.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008895240

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A8GP64L06R	<b>Report#:</b> SSV008895240	<b>Zone/Cd:</b> 66-60028
<b>Model Year:</b> 2006	<b>Open Date:</b> 06/06/2007	<b>Name:</b> CHERRY POINT DODGE CHRYSLER
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 14985	<b>Address:</b> 218 EAST MAIN STREET
TOWN & COUNTRY LIMITED FWD	<b>Warr Built Dt:</b> 03/14/2006	HAVELOCK, NC 28532
RSYS53	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1052602810)		252 447-7046
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K0676B7588)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 031419		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b>	ATC CUSTOMER STATES THE SNOW FLAKE DOSN T STAY ON BELOW 70 DEGREES, WHEN IN AUTO CUSTOMER STATES LIGHT IS NOT ON RIGHT FOR THAT FAN SPEED.  CUSTOMER STATES OVER HEAD DOSN T GIVE A EXACT FUEL MILEAGE. CUSTOMER STATES HEADLAMPS DIM WHILE AT IDLE. VEHICLE HAS BEEN WORKED ON 7 TIMES BY OTHER DEALERS. I CANNOT DUPLICATE ANY OF THESE PROBLEMS. ATC WORKS AS SHOW BY SERVICE INFO, ALSO TOLD SERVICE THAT PAGES 290-297 IN OWNERS MANUAL SHOW AND TELL HOW SYSTEMS WORKS. ON EVIC TRIED TO TELL THEM THAT THIS IS ONLY A PERCEIVED AVERAGE. BUT HAS A LEVAL 4 TECH I SEEM TO KNOW NOTHING!. HAVE LOOKED AT LIGHTS ANND HAVE VOLT METER AND DRB ON VEHICLE AT SAME TIME AM SHOWING 14.02 TO 14.33 VOLTS. I DO NOT SEE THAT LITTLE WILL SHOW A HEADLAMP DIM. HAVE YOU SEEN ANY RS WITGH THIS MANY AUTO CONDITIONS AT ONE TOME. HAVE NO DTC S IN ANY MODULE. I THINK THE OTHER DEALERS WERE LOOKING FOR A PROBLEM THAT ARE NORMAL OPERATING CONDITION.
<b>Service Action:</b>	PATRICK. YOU ARE THE THIRD DEALER TO CONTACT THE STAR CENTER WITH THIS CUSTOMERS A/C COMPLAINT. WE HAVE TOLD THE OTHER DEALERS THE SAME THING, \

NORMAL OPERATION\ . ACCORDING TO THE CHRYSLER CAIR CENTER REPORTS THAT HAVE BEEN FILED, THIS CUSTOMER HAS ALSO CONTACTS THEM 3 OR MORE TIMES. THIS A/C SYSTEM IS NOT AND WILL NOT OPERATE LIKE THE 2003 MINI VAN HE USED TO HAVE. THE SNOW FLAKE BUTTON IS NOT GOING TO BE ILLUMINATED AT ALL TIMES UNLESS IT IS PRESSED. (JUST LIKE YOU ALREADY KNOW). AS FOR THE EVIC, YOU ARE CORRECT AND THIS IS ONLY A PERCEIVED AVERAGE. (AGAIN YOU KNEW THAT). \r\n AS FOR HIS HEADLIGHTS, SOME FLICKERING/MINOR DIMMING IS CONSIDERED NORMAL AT IDLE WITH THE ACC S ON. \r\n IT IS POSSIBLE FOR SOMEONE TO TAKE THIS CUST OUT TO A LIKE VEHICLE SO HE CAME COMPARE IT S OPERATION TO HIS OWN

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008886754

Vehicle InformationRepair InformationDealer Information

VIN: 1D4GP25B46E

Report#: SSV008886754

Zone/Cd: 66-59583

Model Year: 2006

Open Date: 06/01/2007

Name: COX CHRYSLER JEEP DODGE

Make/Model:

Mileage: 21585

Address: 3700 RALEIGH ROAD PKWY W

CARAVAN SE FWD

Warr Built Dt: 09/15/2005

WILSON, NC 278969742

RSKL52

Supplier RP:

Phone: 252 291-3131

Engine: EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser  
#:6249500886)

Transmission: DGL-4-Speed Automatic Transmission (Ser  
#:K2515A1332)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 091513

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 WILL CUT OFF AT TIMES, NO DTC S. HEADLAMP SWITCH WAS REPLACED FOR DIFFERENT REASONS IN THE PAST.  
Service Action: ADVISED TO DUPLICATE AND NOTE IF THE BCM SEES THE SWITCH STATUS  
Correction:

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008847760

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44LX6R	<b>Report#:</b> SSV008847760	<b>Zone/Cd:</b> 35-59572
<b>Model Year:</b> 2006	<b>Open Date:</b> 05/08/2007	<b>Name:</b> B AND B DODGE INCORPORATED
<b>Make/Model:</b> GRAND CARAVAN SXT FWD RSKH53	<b>Mileage:</b> 20460 <b>Warr Built Dt:</b> 09/08/2005	<b>Address:</b> 125 GRANDVIEW AVE HONESDALE, PA 184311119
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1238501258)	<b>Supplier RP:</b>	<b>Phone:</b> 570 253-3476 570 253-1290
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2425A2866)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 090813		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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,HAVE TO SHUT ENGINE OFF AND RESTART. REPLACED FCM AS A LOGICAL CHANGE.STILL THE SAME CONCERN.ANY KNOWN PROBLEMS

**Service Action:**TIMOTHY, WE DO NOT HAVE ANY KNOWN COMMON ISSUES. DO THE PARKING LAMPS WORK WHAT IS THE HEAD LAMP MISSING, POWER OR GROUND DOES THE BCM SEE THE HEAD LAMP SWITCH VOLTAGE CHANGING DO YOU HAVE ANY ACTIVE FAULT CODES

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008846276

### Vehicle Information

**VIN:** 1D4GP24R16B

**Model Year:** 2006

**Make/Model:** DODGE

GRAND CARAVAN SE FWD

RSKL53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1216501771)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2205B5008)

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

**MDH:** 081206

### Repair Information

**Report#:** SSV008846276

**Open Date:** 05/07/2007

**Mileage:** 10703

**Warr Built Dt:** 08/12/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 42-45202

**Name:** RUSHVILLE CHRYSLER JEEP DODGE,

**Address:** 253 BUENA VISTA AVE

RUSHVILLE, IN 46173

**Phone:** 765 932-2447

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 PANEL LAMPS AND HEAD LAMPS ARE INOP AT TIMES. THE TECH CANT DUPLICATE THE CONCERN.

**Service Action:**THE TECH NEEDS TO CHECK THE TARGET VOLTAGE AT THE ALTERNATOR. THE TECH CANT DUPLICATE THE CONCERN.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008772699

Vehicle InformationRepair InformationDealer Information

VIN: 2D4GP44L56R

Report#: SSV008772699

Zone/Cd: 32-44782

Model Year: 2006

Open Date: 04/30/2007

Name: PARKWAY DODGE-CHRY-JEEP

Make/Model:

Mileage: 38969

Address: 1651 COUNTY ROUTE 25

GRAND CARAVAN SXT FWD

Warr Built Dt: 08/02/2005

CANTON, NY 13617

RSKH53

Supplier RP:

Phone: 315 386-8531

Engine: EGH-3.8L V6 OHV Engine (Ser #:1206500951)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2015B8194)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 080209

Part Information

Part NumberPart DescriptionQuantityCost/UnitFail CdRetn Dt

\*\* No Parts Information Available

Labor Information

LOPLOP DescriptionCostFail Cd

\*\* No Labor Information Available

Service Narrative Information

Customer Comment:HEADLAMPS INOP INTERMITTENTLY, TECH PULLED DTC OF FCM MESSAGES NOT RECEIVED, HEADLAMP SWITCH ALREADY REPLACED, CKD ALL RELATED WIRING AND CONNECTORS.

Service Action:AUTHORIZE BCM TECH STATES THAT THE CUSTOMER HAS RETURNED FOR THE BCM REPLACEMENT THE ACTUAL 42765 MILAGE IS

Correction:

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008714347

### Vehicle Information

**VIN:** 1D4GP45RX6B [REDACTED]

**Model Year:** 2006

**Make/Model:** DODGE

CARAVAN SXT FWD

RSKH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1297500537)

**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2875B5384)

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

**MDH:** 102712

### Repair Information

**Report#:** SSV008714347

**Open Date:** 04/24/2007

**Mileage:** 25000

**Warr Built Dt:** 10/27/2005

**Supplier RP:**

### Dealer Information

**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:**INTERMITTENTLY THE HEAD LIGHT WILL GO OUT. DEALER NOT ABLE TO DUPLICATE.

**Service Action:**INFORMED DM TO TALK WITH CUSTOMR TO GET MORE INFORMATION AS TO WHEN LIGHT GO OUT HOW OFTEN THIS HAPPENS. GAVE DM MY PHONE NUMBER TO GIVE  
DEALER SO WE CAN TRY TO FIX THIS VEHICLE. TECH WAS TOLD TO CALL BUT HAD NO INFORMATION ABOUT THEN AND HOW HEADLIGHTS TURN OFF. TECH TO SEE IF  
THERE IS ANY INFORMATION BEFORE WE GET STARTED. CASE CLOSED, TECH NEVER CALLED BACK.

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008821435

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1D4GP25B66E [REDACTED]

**Report#:** SSV008821435

**Zone/Cd:** 51-68303

**Model Year:** 2006

**Open Date:** 04/23/2007

**Name:** WAYNE WOODRUM INC

**Make/Model:**

**Mileage:** 148

**Address:** 3200 E JACKSON

CARAVAN SE FWD

**Warr Built Dt:** 05/08/2006

MACOMB, IL 61455

RSKL52

**Supplier RP:**

**Phone:** 309 837-5757

**Engine:** EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser

#:6101600549)

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

#:K0266A1314)

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

**MDH:** 050820

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 BEAMS INOP. HEADLAMP MUX IS CORRECT. TECH CAN SEE REQUEST FOR HEADLAMPS IN FCM BUT THERE IS NO OUTPUT TO LAMPS AND NO CODES SET. TECH DID BATTERY DISCONNECT BUT DID NOT HELP.

**Service Action:** PART NOT RESTRICTED

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008820051

### Vehicle Information

**VIN:** 1D4GP24R56B [REDACTED]

**Model Year:** 2006

**Make/Model:** DODGE

GRAND CARAVAN SE FWD

RSKL53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1209501434)

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

#:K2155B5238)

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

**MDH:** 080512

### Repair Information

**Report#:** SSV008820051

**Open Date:** 04/20/2007

**Mileage:** 14666

**Warr Built Dt:** 08/05/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 63-60088

**Name:** TEAM DODGE CHRYSLER JEEP OF

**Address:** 130 I-45 SOUTH

HUNTSVILLE, TX 77340

**Phone:** 936 295-2277

### Part Information

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

### Labor Information

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

### Service Narrative Information

**Customer Comment:**CUSTOMER STATES HEAD LAMPS SHUTS OFF AT TIMES, NO DTC S

**Service Action:**ADVISED TO DUPLICATE AND MONITOR THE SWITCH STATUS IN THE BCM

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008817998

Vehicle InformationRepair InformationDealer Information

<b>VIN:</b> 1D4GP25B46E	<b>Report#:</b> SSV008817998	<b>Zone/Cd:</b> 63-45086
<b>Model Year:</b> 2006	<b>Open Date:</b> 04/19/2007	<b>Name:</b> FOWLER'S I-240 CHRYSLER JEEP D
<b>Make/Model:</b>	<b>Mileage:</b> 9965	<b>Address:</b> 55 WEST INTERSTATE 240
CARAVAN SE FWD	<b>Warr Built Dt:</b> 10/14/2005	OKLAHOMA CITY, OK 73139
RSKL52	<b>Supplier RP:</b>	<b>Phone:</b> 405 616-3634
<b>Engine:</b> EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser #:6278501359)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2715A1574)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 101421		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 (ALL OUTSIDE LIGHTING) GO OFF WHILE DRIVING. TECH STATES CAN DO A KEY RESTART AND MAY NOT HAPPEN AGAIN FOR A FEW DAYS BUT WILL HAPPEN AGAIN. TECH STATES FOUND NO RES WITH BCM AND FOUND LOSS COMM WITH BCM IN MULTI MODS. TECH CHECK POWER/GROUNDS/TERMINALS TO BCM.

**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#: SSV008804031**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 1D4GP45R86E	<b>Report#:</b> SSV008804031	<b>Zone/Cd:</b> 51-44367
<b>Model Year:</b> 2006	<b>Open Date:</b> 04/12/2007	<b>Name:</b> BRICKNER'S OF ANTIGO INC
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 10316	<b>Address:</b> 123 E HWY 64
CARAVAN SXT FWD	<b>Warr Built Dt:</b> 08/19/2005	ANTIGO, WI 544091895
RSKH52	<b>Supplier RP:</b>	<b>Phone:</b> 715 623-3935
<b>Engine:</b> EGA-3.3L V6 OHV Engine (Ser #:1223501441)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2305B5383)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 081923		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 COME ON AT TIMES WHEN TURNING ON HEADLIGHT SWITCH. REPLACED HEADLIGHT SWITCH, REPLACED BODY CONTROLER,AND SWAPPED POWER DISTERBUTION CENTER IPM WITH STOCK VEHICLE. REPLACED BODY CONTROLER,REPLACED HEADLIGHT SWITCH,AND SWAPPED POWER DISTERBUTION CENTER IPM WITH STOCK VEHICLE.REMOVED BODY CONTROLER AND PUT IN FREEZER TO DUPLICATE CONCERN PREVIOUSLY.BCM CODES, STORED,FCM MESSAGES NOT RECIEVED. 33 IGNITION CYCLES. FCM ACTIVE&STORED FRONT FOGLAMP RELAY OPEN.1 IGNITION CYCLE.

**Service Action:**DOES THE CONCERN OCCUR WHEN COLD WHY WAS BCM PLACED IN FREEZER ADVISED TO OBSERVE FOR OUTPUT FROM HEADLAMP SWITCH TO BCM. DOES THE IPM SEE THE REQUEST FOR HEADLAMP OPERATION ADVISED TO PERFORM MODULE SCAN, OBSERVE FOR ANY MODULES NOT PRESENT.

**Correction:**

## QNA - Quality Narrative Analyzer Detail Report

### Vehicle Problem Tracking Report#: SSV008792234

### Vehicle Information

**VIN:** 1A4GP45RX6B

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN &amp; COUNTRY FWD

RSYH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1320500639)

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

#:K3325B6445)

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

MDH: 113006

## Repair Information

**Report#:** SSV008792234

**Open Date:** 04/10/2007

**Mileage:** 6056

**Warr Built Dt: 11/30/2005**

**Supplier RP:**

## Dealer Information

**Zone/Cd: 42-66183**

**Name:** DICK HUVAERE'S RICHMOND CHRYSL

**Address:** 67567 SOUTH MAIN STREET

RICHMOND, MI 480629076

**Phone:** 586 727-7577

## Part Information

Part Number

### Part Description

Quantity

Cost/Unit

Fail Cd

Retn Dt

\*\* No Parts Information Available

## Labor Information

LOP

### LOP Description

Cost

Fail Cd

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CUSTOMER STATES HEADLAMPS FLICKER, TECH HAS DUPLICATED AFTER 300 MILES OF DRIVING, SWITCH HAS BEEN REPLACED, TECH STATES HE HAS HIS DM PERMISSION TO THROW PARTS AT THIS VEHICLE AND NEEDS TO KNOW WHAT NEXT TO REPLACE

**Service Action:** ADVISED TO CONTACT THE TA FOR ASSISTANCE, HEADLAMP FLICKER IS CONSIDERED NORMAL. NO KNOWN ISSUES AT THIS TIME AUTHORIZE BCM

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008792770

Vehicle Information

**VIN:** 1A4GP45R36E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1229501357)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2355B7551)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 082523

Repair Information

**Report#:** SSV008792770  
**Open Date:** 04/04/2007  
**Mileage:** 23986  
**Warr Built Dt:** 08/25/2005  
**Supplier RP:**

Dealer Information

**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:**HEADLIGHTS INTERMITTENLY WILL NOT COME ON HAVE TO TURN OFF AND ON A FEW TIMES TO GET TO COME ON CHECKED FOR CODES NO CODES STORED IN ANY  
MODULE VERY INTERMITTEN PROBLEM CHARGING AND STARTING SYSTEM TEST OK ANY IDEAS.  
**Service Action:**PERNELL, PLEASE DUPLICATE THE CONCERN AND MONITOR THE SWITCH STATUS IN THE BCM, IS THE SWITCH STATUS CHANGING  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008789628

### Vehicle Information

**VIN:** 2D4GP44L16R

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1239500731)

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

#:K2445B6763)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 091001

### Repair Information

**Report#:** SSV008789628

**Open Date:** 04/03/2007

**Mileage:** 16560

**Warr Built Dt:** 09/10/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 32-68596

**Name:** TOWN & COUNTRY JEEP CHRYSLER D

**Address:** 3156 HEMPSTEAD TPKE

LEVITTOWN, NY 11756

**Phone:** 516 796-5500

### 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 AND FOG LAMPS FLICKER ON AND OFF WHEN THE THE SWITCH IS OFF.

**Service Action:**NEED TO CHECK THE INPUT TO THE CLUSTER TO SEE IF THE HEADLIGHT SWITCH IS TELLING THE CLUSTER TO SEND MESSAGE TO THE FCM TO TURN ON THE HEADLAMPS.

**Correction:**

## QNA - Quality Narrative Analyzer Detail Report

### Vehicle Problem Tracking Report#: SSV008790556

### Vehicle Information

**VIN:** 1A4GP45R26B

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN &amp; COUNTRY FWD

RSYH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1286502709)

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

#:K2925B6453)

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

MDH: 102423

## Repair Information

**Report#:** SSV008790556

**Open Date:** 04/03/2007

**Mileage:** 14009

**Warr Built Dt: 10/24/2005**

**Supplier RP:**

## Dealer Information

**Zone/Cd:** 74-06714

**Name:** HERPOLSHEIMERS INC

**Address:** 702 SEWARD STREET

SEWARD, NE 684342012

**Phone:** INACTIVE

402 643-3608

## Part Information

Part Number

Part Description

Quantity

Cost/Unit
-----------

Fail 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, PARK LAMPS REMAIN ON. TECH IS UNABLE TO DUPLICATE THE CONCERN AND NOTED NO CODES ARE SET. TECH HAS MADE NO REPAIRS AND CALLED TO REVIEW POSSIBLE LIKE CASES.

**Service Action:** ADVISED TECH TO SUSPECT HEADLAMP SWITCH PER SIMILAR CASES.

**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008785379

Vehicle InformationRepair InformationDealer Information

<b>VIN:</b> 1D4GP25B46E	<b>Report#:</b> SSV008785379	<b>Zone/Cd:</b> 42-44762
<b>Model Year:</b> 2006	<b>Open Date:</b> 03/30/2007	<b>Name:</b> TRADER BUD'S WESTSIDE DODGE
<b>Make/Model:</b>	<b>Mileage:</b> 22229	<b>Address:</b> 4000 WEST BROAD STREET
CARAVAN SE FWD	<b>Warr Built Dt:</b> 08/02/2005	COLUMBUS, OH 43228
RSKL52	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE
<b>Engine:</b> EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser		614 272-0000
#:6200500505)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser		
#:K2025A1283)		
<b>Plant:</b> ST. LOUIS ASSEMBLY PLANT II - SOUTH		
<b>MDH:</b> 080222		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 COME ON. THE FCM IS SETTING A CODE FOR FOG LIGHTS THE VEHICLE DOES HAVE.

**Service Action:**TRANSFER TO ELECTRICAL GROUP. MIKE STATES THE CUST CONCERN ARE THE HEADLAMPS GO OFF WHILE DRIVING INTERMITTENTLY.  
STAR ADVISED MIKE THE  
FOGLAMP CODE WILL SET NORMALLY. THE HEADLAMP ISSUE MAY BE THE MFS OR FCM/IPM.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008781008**

Vehicle Information

**VIN:** 2A8GP54L16R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1244502067)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2555B7885)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 091517

Repair Information

**Report#:** SSV008781008  
**Open Date:** 03/28/2007  
**Mileage:** 17679  
**Warr Built Dt:** 09/15/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 35-44875  
**Name:** CENTURY DODGE-CHRY-JEEP INC  
**Address:** 402 CENTURY DRIVE  
MOUNT AIRY, MD 21771  
**Phone:** 301 829-1440

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:**INTERMITTENTLY THE HEADLIGHTS DO NOT TURN ON. THERE ARE NO CODES. THE DLR HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN.  
**Service Action:**CHECKING RELATED RELATED CASES, THE DLR NEEDS TO LOOK AT A POSSIBLE HEADLAMP SWITCH CONCERN.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008781407

Vehicle Information

**VIN:** 2D4GP44L16R[REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1216500383)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2205B7538)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 081308

Repair Information

**Report#:** SSV008781407  
**Open Date:** 03/28/2007  
**Mileage:** 7936  
**Warr Built Dt:** 08/13/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 74-68069  
**Name:** RUSSWOOD CHRYSLER  
**Address:** 8350 O STREET  
LINCOLN, NE 685102676  
**Phone:** INACTIVE  
402 489-7156

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 AND HIGH BEAMS HEADLAMPS ARE INOP WITH SWITCH AT TIMES, OWNER REPORTED PARK LAMPS AND BACKLIGHTING STILL FUNCTION. TECH IS UNABLE TO  
DUPLICATE THE CONCERN AND NOTED NO CODES ARE SET. TECH HAS MADE NO REPAIRS AND CALLED TO REVIEW POSSIBLE LIKE CASES.  
**Service Action:**ADVISED TECH TO SUSPECT HEADLAMP SWITCH PER LIKE CASES.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008781992

Vehicle Information

**VIN:** 1A4GP45R86E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1086600469)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0936B7823)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 041101

Repair Information

**Report#:** SSV008781992  
**Open Date:** 03/28/2007  
**Mileage:** 2355  
**Warr Built Dt:** 04/11/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 32-41017  
**Name:** ALLEN MOTORS INC  
**Address:** 19 MANCHESTER RD  
DERRY, NH 030383006  
**Phone:** INACTIVE  
603 434-0391

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 PANEL LAMPS AND HEAD LAMPS WILL FLICKER THE TECH CANT DUPCLATE THE CONCERN.  
**Service Action:**THE TECH TO CHECK THE HEAD LAMP MUX VOLTAGE TO THE BCM. ALSO CONNECTOR OR MODULE CONCERN.  
**Correction:**

## QNA - Quality Narrative Analyzer Detail Report

### Vehicle Problem Tracking Report#: SSV008782074

### Vehicle Information

**VIN:** 2A4GP44R36R

**Model Year: 2006**

**Make/Model:**

TOWN &amp; COUNTRY LX FWD

RSYH53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1308501432)

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

#:K3135B7773)

**Plant:** WINDSOR ASSEMBLY PLANT

MDH: 111818

## Repair Information

**Report#:** SSV008782074

**Open Date:** 03/28/2007

**Mileage:** 13433

**Warr Built Dt: 11/18/2005**

**Supplier RP:**

## Dealer Information

**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
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Fail Cd

Retn Dt

\*\* No Parts Information Available

## Labor Information

LOP

### LOP Description

Cost

Fail Cd

\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**THEAD LAMPS WILL FLICKER ON AND OFF EVERY FEW SECONDS. THE CLUSTER HAS BEEN REPLACED. 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#: SSV008780004

Vehicle Information

**VIN:** 1D4GP24R06B[REDACTED]  
**Model Year:** 2006  
**Make/Model:** DODGE  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1313500797)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3255B6304)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 112322

Repair Information

**Report#:** SSV008780004  
**Open Date:** 03/27/2007  
**Mileage:** 49109  
**Warr Built Dt:** 11/23/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 63-68862  
**Name:** CROWN AUTO WORLD BRISTOW  
**Address:** 901 SOUTH ROLAND, HWY 66 WEST  
BRISTOW, OK 74010  
**Phone:** INACTIVE  
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:**THE HEAD LAMPS ARE INOP AT TIMES. THE TECH NEEDS TO DUPCLATE THE CONCERN.  
**Service Action:**THE TECH NEEDS TO DUPCLATE THE CONCERN.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008691588

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A8GP54L16R	<b>Report#:</b> SSV008691588	<b>Zone/Cd:</b> 35-67859
<b>Model Year:</b> 2006	<b>Open Date:</b> 03/21/2007	<b>Name:</b> MONROEVILLE CHRYSLER JEEP
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 12999	<b>Address:</b> 3721 WILLIAM PENN HIGHWAY
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 08/11/2005	MONROEVILLE, PA 151462190
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> 412 856-1422
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1221501930)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2205B7801)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 081122		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> TECH STATES THAT THE HEADLAMPS FLICKER WHILE DRIVING.
<b>Service Action:</b> ADVISED TECH THAT THIS MAY BE NORMAL, COMPARE TO A LIKE VHEICLE. ADVISED TECH OF NO KNOWN FIXES.
<b>Correction:</b>

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008769578

### Vehicle Information

**VIN:** 2A8GP54L16R

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1221501930)

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

#:K2205B7801)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 081122

### Repair Information

**Report#:** SSV008769578

**Open Date:** 03/21/2007

**Mileage:** 13630

**Warr Built Dt:** 08/11/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 35-67859

**Name:** MONROEVILLE CHRYSLER JEEP

**Address:** 3721 WILLIAM PENN HIGHWAY

MONROEVILLE, PA 151462190

**Phone:** 412 856-1422

### 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 DIM WHEN RAD FANS ACTIVATE NO DTC S PRESENT.NO TSB S APPLY UNDER VIN#.NO SIMILAR CASES ON STAR ONLINE.WHEN COMPARED TO ANOTHER VEHICLE SAME MAKE,MODEL AND ENGINE CONDITION SEEMS NORMAL.IS THIS NORMAL AND IF NOT IS THERE ANY KNOWN FIX FOR THIS ISSUE

**Service Action:**BRIAN, IF THIS VEHICLE IS THE SAME AS LIKE VEHICLES THEN IT IS NORMAL - THE IDLE SPEED IS NOT ADJUSTED TO COMPENSATE FOR ELECTRICAL LOAD SO SOME INTENSITY VARIATION IS NORMAL.

**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008765404

Vehicle Information

**VIN:** 1D4GP25R96B [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
CARAVAN SE FWD  
RSKL52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1340500940)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K3495B5662)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 121910

Repair Information

**Report#:** SSV008765404  
**Open Date:** 03/19/2007  
**Mileage:** 8104  
**Warr Built Dt:** 12/19/2005  
**Supplier RP:**

Dealer Information

**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
** 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 DOORS ARE UNLOCKED THE PARK LAMPS STAY ON FOR UP TO 20 MIN. ALSO THE HEADLAMPS WILL NOT TURN ON INTERMITTENTLY.  
**Service Action:**IT COULD BE A FCM, BCM OR HEADLAMP SWITCH. IT MAY BE NECESSARY TO DUPLICATE THE CONDITION BEFORE TAKING ANY ACTION. ADVISED TECH TO DOWNLOAD THE  
LATEST FLASH UPDATES FOR BCM AND RETEST.  
**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008762396**

Vehicle Information

**VIN:** 2A4GP64L66R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LIMITED FWD  
RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1271502027)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2805B5569)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 101201

Repair Information

**Report#:** SSV008762396  
**Open Date:** 03/16/2007  
**Mileage:** 31146  
**Warr Built Dt:** 10/12/2005  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 74-63317  
**Name:** NEMAHA VALLEY MOTORS INC  
**Address:** 703 NORTH STREET  
SENECA, KS 665382402  
**Phone:** 785 336-3481

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 FLICKER ERATICLY. TECH CANT DUPLICATE.  
**Service Action:**ADVISED TO DUPLICATE, POSSIBLE NORMAL  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008751771

### Vehicle Information

**VIN:** 2D4GP44L96R

**Model Year:** 2006

**Make/Model:**

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1286501607)

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

#:K2945A0279)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 102510

### Repair Information

**Report#:** SSV008751771

**Open Date:** 03/09/2007

**Mileage:** 9200

**Warr Built Dt:** 10/25/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 51-68839

**Name:** MORLAN DODGE INC

**Address:** 1110 S MAIN ST

SIKESTON, MO 638013101

**Phone:** 573 471-5108

### 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 DIM WHEN THE DRIVERS HEATED SEAT ON THE DRIVERS SIDE IS TURNED ON. THE TARGET VOLTAGE IS GOOD AND THE BATTERY TESTS OK. THE

TECH CANT DUPLICATE THE CONCEN.

**Service Action:**THE TECH NEEDS TO DUPLICATE THE CONCERN.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008749340**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP54L46R	<b>Report#:</b> SSV008749340	<b>Zone/Cd:</b> 35-63143
<b>Model Year:</b> 2006	<b>Open Date:</b> 03/08/2007	<b>Name:</b> PARSONS & PARSONS LC
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 7920	<b>Address:</b> 2525 VALLEY AVENUE
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 10/18/2005	WINCHESTER, VA 226012761
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1278500396)		540 667-8400
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2875B7674)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 101818		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 FOR SUGGESTIONS.

**Service Action:**ADVISED TECH CONCERN WILL NEED TO BE DUPLICATE PRIOR TO REPAIRS, SUSPECT HEADLAMP SWITCH PER SIMILAR CASES.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008742995

### Vehicle Information

**VIN:** 1D8GP45R76B

**Model Year:** 2006

**Make/Model:** DODGE

CARAVAN SXT FWD

RSKH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1266502293)

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

#:K2715A2646)

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

**MDH:** 100100

### Repair Information

**Report#:** SSV008742995

**Open Date:** 03/05/2007

**Mileage:** 5732

**Warr Built Dt:** 10/01/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 35-59663

**Name:** COURTESY MOTOR SALES INC

**Address:** 3100 PLEASANT VALLEY BLVD

ALTOONA, PA 16602

**Phone:** 814 944-2076

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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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 OR DIM AT TIMES. CANNOT DUPLICATE.NO DTCS IN ANY MODULES.

**Service Action:**THE TECH NEEDS TO DUPCLATE THE CONCERN. THERE TWO MODULES AND A MULTI FUNCTION SWITCH INVOLVED.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008739843

### Vehicle Information

**VIN:** 1D4GP25B66E

**Model Year:** 2006

**Make/Model:**

CARAVAN SE FWD

RSKL52

**Engine:** EDZ-2.4L I4 DOHC 16V SMPI Engine (Ser

#:6194600568)

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

#:K1886A1968)

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

**MDH:** 072019

### Repair Information

**Report#:** SSV008739843

**Open Date:** 03/02/2007

**Mileage:** 24

**Warr Built Dt:** 07/20/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 71-41198

**Name:** HADDAD DODGE

**Address:** 3000 HARRIS RD

BAKERSFIELD, CA 93384

**Phone:** 661 398-0264

661 398-0129

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 HEADLIGHTS INSPECTED. FOUND CODES IN BCM HEADLAMP OUT PUT FAILURE. REAR WIPER OUTPUT FAILURE. HEADLAMPS AND REAR WIPER DONT WORK AT ALL. CLEARED CODES AND CAME RIGHT BACK. IOD FUSE WAS BLOWN REPLACED FUSE. BCM FUSE WAS BLOWN REPLACED FUSE. BCM WILL NOT ALLOW HEADLAMPS OR REAR WIPERS TO COME ON. REC REPLACE BCM

**Service Action:** VEHICLE NEEDS TO BE DOWNED(PARKED AT DEALER) DUE TO MILEAGE RESTRICTIONS THAN PARTS CAN ORDER 04692244AB UNDER FUNCTION 11 EXCHANGE WITH THE CORRECT MILEAGE.\n\nAUTHORIZE BCM

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008740617

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP54L56R	<b>Report#:</b> SSV008740617	<b>Zone/Cd:</b> 70-44090
<b>Model Year:</b> 2006	<b>Open Date:</b> 03/02/2007	<b>Name:</b> MARK THOMAS MOTORS INC
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 11691	<b>Address:</b> 2315 SANTIAM HWY SE
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 05/04/2006	ALBANY, OR 973225208
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> 541 967-9105
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1115600740)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K0596A3074)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 050417		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> THE HEADLIGHTS ARE FLASHING AT TIMES.
<b>Service Action:</b> ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS CHECK THE BATTERY, AND CABLES. SEE IF THE FLICKERING IS HAPPENING WHEN THE HEATED SEATS ARE ON. SOME SLIGHT FLICKER IS NORMAL.
<b>Correction:</b>

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008740807

### Vehicle Information

**VIN:** 2A4GP44R96R

**Model Year:** 2006

**Make/Model:**

TOWN & COUNTRY LX FWD

RSYH53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1270504525)

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

#:K2725B8185)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 100415

### Repair Information

**Report#:** SSV008740807

**Open Date:** 03/03/2007

**Mileage:** 26151

**Warr Built Dt:** 10/04/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-42417

**Name:** SCHMIDT MOTORS INCORPORATED

**Address:** 501 W 1ST ST

OGALLALA, NE 691532414

**Phone:** 308 284-6090

### 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:**LO BEAM HEADLIGHTS GO OUT AT TIMES.

**Service Action:**REPLACE HEADLIGHT SWITCH.

**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008736376

Vehicle Information

**VIN:** 1A4GP45R66E [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY FWD  
RSYH52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1062600941)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0536A3345)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 031108

Repair Information

**Report#:** SSV008736376  
**Open Date:** 03/01/2007  
**Mileage:** 9324  
**Warr Built Dt:** 03/11/2006  
**Supplier RP:**

Dealer Information

**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:**HEADLAMPS DIM, BLOWER MOTOR SPEED SLOWS DURING DECEL. OWNER NOTED THE CONCERN IS WORSE WITH HEAVY ELECTRICAL LOADS. TECH IS UNABLE TO  
DUPLICATE THE CONCERN AND NOTED NO CODES ARE SET.  
**Service Action:**ADVISED TECH THE CONCERN WILL NEED TO BE DUPLICATED, COMPARE TO LIKE VEHICLES. TEST BATTERY AND INSPECT CONNECTIONS, ENGINE AND BODY GROUNDS.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008732583

Vehicle Information

**VIN:** 2D4GP44L16R[REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1208500644)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K2025B6946)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 080422

Repair Information

**Report#:** SSV008732583  
**Open Date:** 02/27/2007  
**Mileage:** 25611  
**Warr Built Dt:** 08/04/2005  
**Supplier RP:**

Dealer Information

**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:**THE HEAD LAMPS GO OUT WHILE DRIVING AT TIMES.  
**Service Action:**THE TECH NEEDS TO DUPCLATE THE CONCERN.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008735759

Vehicle InformationRepair InformationDealer Information

VIN: 1A4GP45R06E

Report#: SSV008735759

Zone/Cd: 32-68822

Model Year: 2006

Open Date: 02/28/2007

Name: PINE BELT CHRYSLER JEEP, INC.

Make/Model: CHRYSLER

Mileage: 13476

Address: 1400 ROUTE 88

TOWN & COUNTRY FWD

Warr Built Dt: 10/13/2005

LAKEWOOD, NJ 087014520

RSYH52

Supplier RP:

Phone: 732 901-3636

Engine: EGA-3.3L V6 OHV Engine (Ser #:1277501217)

732 901-3600

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1965B7911)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 101321

Part Information

Part NumberPart DescriptionQuantityCost/UnitFail CdRetn Dt

\*\* No Parts Information Available

Labor Information

LOPLOP DescriptionCostFail Cd

\*\* No Labor Information Available

Service Narrative Information

Customer Comment:HEAD LIGHTS DONT ALWAYS WORK

Service Action:ADVISED TO DUPLICATE

Correction:

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008727699

Vehicle InformationRepair InformationDealer Information

VIN: 2D8GP44L76R

Report#: SSV008727699

Zone/Cd: 74-68069

Model Year: 2006

Open Date: 02/23/2007

Name: RUSSWOOD CHRYSLER

Make/Model:

Mileage: 21403

Address: 8350 O STREET

GRAND CARAVAN SXT FWD

Warr Built Dt: 05/11/2006

LINCOLN, NE 685102676

RSKH53

Supplier RP:

Phone: INACTIVE

Engine: EGH-3.8L V6 OHV Engine (Ser #:1122600648)

402 489-7156

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1246B7800)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 051118

Part Information

Part NumberPart DescriptionQuantityCost/UnitFail CdRetn Dt

\*\* No Parts Information Available

Labor Information

LOPLOP DescriptionCostFail Cd

\*\* No Labor Information Available

Service Narrative Information

Customer Comment:INTERMIT WHEN TURNING LIGHTS ON EVERYTHING TURNS OFF INCLUDING HEADLAMPS, BUT THE CLUSTER STAYS ILLUMINATED, BCM FAULTS, FCM NOT RECIEVED, ORC MESSAGE NOT RECIEVED LEFT B PILLAR SWITCH OPEN, DRIVER DOOR LOCK SWITCH OPEN. CLUSTER HAS LOOP BACK FAILURE AND LOSS OF COMMUNICATION WITH FCM. TECH CANT DUPLICATE

Service Action:ADVISED TO DUPLICATE TECH CKD ALL RELATED WIIRNG AND CONNECTORS, 2ND TIME IN FOR CONDITION.\r\n\r\nAUTHORIZE BCM,

Correction:

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008728354

Vehicle InformationRepair InformationDealer Information

VIN: 1D4GP24RX6E

Report#: SSV008728354

Zone/Cd: 32-44931

Model Year: 2006

Open Date: 02/23/2007

Name: DEALMAKER CHRYSLER JEEP DODGE

Make/Model: DODGE

Mileage: 11170

Address: 1068 ARSENAL ST

GRAND CARAVAN SE FWD

Warr Built Dt: 10/20/2005

WATERTOWN, NY 136012210

RSKL53

Supplier RP:

Phone: INACTIVE

315 782-3325

Engine: EGA-3.3L V6 OHV Engine (Ser #:1284522839)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2505B7755)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 102023

Part Information

Part NumberPart DescriptionQuantityCost/UnitFail CdRetn Dt

\*\* No Parts Information Available

Labor Information

LOPLOP DescriptionCostFail Cd

\*\* No Labor Information Available

Service Narrative Information

Customer Comment:THE HEADLAMPS AND DASH LAMPS GO OUR ON THERE OWN. THE TECH CANT DUPCLATE THE CONCERN.

Service Action:POSSIBLE HEADLAMP SWITCH. THE TECH NEEDS TO DUPCLATE THE CONCERN.

Correction:

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008728823**

Vehicle Information

**VIN:** 1D4GP25R36E [REDACTED]  
**Model Year:** 2006  
**Make/Model:**  
CARAVAN SE FWD  
RSKL52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1208503228)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K111111111)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 080509

Repair Information

**Report#:** SSV008728823  
**Open Date:** 02/23/2007  
**Mileage:** 29157  
**Warr Built Dt:** 08/05/2005  
**Supplier RP:**

Dealer Information

**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:**CUSTOMER STATES THE HEAD LAMPS WILL NOT TURN ON OR SHUT OFF AT TIMES. TECH CANNOT DUPLICATE THE CONCERN AND ONLY HAS A FOG LAMP CODE. (THIS VEHICLE DOES NOT HAVE FOG LAMPS.)

**Service Action:**TECH WILL NEED TO DUPLICATE AND CHECK SWITCH INPUT, DOES THE CLUSTER BACK LAMPS AND RADIO ILLUMINATION COME ON WHEN THE CONCERN IS PRESENT POSSIBLE BCM PER RELATED CASES.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV011628151

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A8GP64L06R	<b>Report#:</b> SSV011628151	<b>Zone/Cd:</b> 63-26803
<b>Model Year:</b> 2006	<b>Open Date:</b> 08/23/2011	<b>Name:</b> STEVE LANDERS CHRYSLER DODGE J
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 14682	<b>Address:</b> 4600 S UNIVERSITY AVE
TOWN & COUNTRY LIMITED FWD	<b>Warr Built Dt:</b> 09/12/2005	LITTLE ROCK, AR 722047741
RSYS53	<b>Supplier RP:</b>	<b>Phone:</b> 501 374-4848
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1244501833)		
<b>Transmission:</b> DGL-4-Speed Automatic Transmission (Ser #:K2525B5508)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 091216		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b>	GUAGES JUMP AROUND AND WHEN COME TO A STOP ALL DASH WILL LOSE POWER GUAGES JUMP AROUND AND WHEN COME TO A STOP ALL DASH WILL LOSE POWER PCM VOLTAGE FLUCTUATES BETWEEN 11.6 AND 15.9 VOLTS PRNDL FLICKERING,HEADLAMPS FLICKERING,DOME LAMPS FLICKERING \r\nVOLT METER HOOKED UP TO BATTERY STAYING AT 13.3 VOLTS\r\nALTERNATOR DUTY CYCLE 3% TO 50%
<b>Service Action:</b>	RANDY DOES THE VOLTAGE ACTUALLY JUMP USING A VOM ARE THE VOLTAGE READINGS FROM THE PCM IF SO, USING A VOM SEE IF THE VOLTAGE IS ACTUALLY JUMPING. THAT USUALLY INDICATES A GROUND ISSUE WITH THE ENGINE TO BODY GROUND - BRIAN RANDY PLEASE CHECK ALL BODY GROUNDS ALONG WITH BODY TO ENGINE. PAST CASES INDICATE GROUND AND/OR BATTERY CABLE ISSUES - BRIAN
<b>Correction:</b>	

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011419113

### Vehicle Information

**VIN:** 2A4GP54L26R

**Model Year:** 2006

**Make/Model:** CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1305501092)

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

#:K3085B7956)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 111013

### Repair Information

**Report#:** SSV011419113

**Open Date:** 06/28/2011

**Mileage:** 66394

**Warr Built Dt:** 11/10/2005

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-45333

**Name:** MIDWAY MOTORS CHRYSLER, JEEP,

**Address:** 2075 E KANSAS AVE

MCPHERSON, KS 674604005

**Phone:** 620 241-1042

### 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:**LOW BEAMS GO OUT WHILE DRIVING, HIGH BEAMS OK AND DASH LIGHTS OK I COULD NOT DUPLICATE THE PROBLEM, BUT I DID REPLACE THE MULTIFUNCTION SWITCH, I HAVE NOT HEARD BACK FROM THE CUSTOMER SINCE. STILL WAITING TO HERE FROM THEM.

**Service Action:**CRAIG CHECK THE CONNECTORS ON THE FCM FOR THE HEADLIGHTS. MAKE SURE THE DIMMER SWITCH IS WORKING GOOD IF YOU CAN GET THIS PROBLEM TO OCCUR SEE IF THE FCM IS GETTING THE SIGNAL TO GO TO LOW BEAM IF IT IS THE I WOULD REPLACE THE FCM. OK LET US KNOW IF YOU NEED MORE HELP THANKS MULTIFUNCTION SWITCH

**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV011437495

Vehicle Information

**VIN:** 2A4GP44R66R [REDACTED]  
**Model Year:** 2006  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LX FWD  
RSYH53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1110602047)  
**Transmission:** DGL-4-Speed Automatic Transmission (Ser  
#:K0506B6359)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 042821

Repair Information

**Report#:** SSV011437495  
**Open Date:** 06/17/2011  
**Mileage:** 83500  
**Warr Built Dt:** 04/28/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 66-43287  
**Name:** JENKINS CHRYSLER-DODGE-JEEP  
**Address:** HIGHWAY 27 NORTH  
LAFAYETTE, GA 307280668  
**Phone:** 706 638-1662

Part Information

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

Labor Information

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

Service Narrative Information

**Customer Comment:**DIES WHILE DRIVING

**Service Action:**DIES WHILE DRIVING DUPLICATED : YES - VERY HARD TO DUPLICATE. ENGINE DIES, ALL CLUSTER LAMPS GO OUT, HEADLAMPS GO OUT, ITS LIKE YOU TURNED SWITCH OFF AND DISCONNECTED BATTERY. STARTER WILL NOT ENGAGE. NO POWER TO ANYTHING. REPAIRS AND TESTS PERFORMED : CUSTOMER REPLACED BATTERY,ALTERNATOR. WE HAVE CHECK POWER AND GROUND CONNECTIONS AT BATTERY AND ENGINE GROUNDS. LOOKED FOR SHORTS TO GROUND, RUBBED HARNESSSES, NONE FOUND. DTCS : P1684,P0562 TECHCONNECT SEARCH : POWER\*\*\*\*\*\r\n\r\nHAROLD, IF YOU CAN DUPLACATE THE STALL OUT. PLEASE NOTE WHEN CHECKING FOR FAULT CODES. IF THE START COUNTER RESETS. THIS CAN BE CAULSED BY INTERMITTNING SHORT OF A 5V SUPPLY WIRE. OR LOSS OF POWER OR GROUND. IF THIS IS A INTERMITTENT 5V SUPPLY ISSUE. SUSPECT CAM OR CRANK SENSOR. ISSUE. HAROLD STATES HE HAS INSPECTED THE HARNESS AND THERE IS NO SIGN OF CHAFFING. HAROLD ALSO STATES THE CONCERN IS VERY INTERMITTENT AND DIFFICULT TO DUPLICATE. \r\n\r\nHAROLD, I WOULD PERFORM A LOADED VOLTAGE DROP TEST ON ALL BATTERY CABLES. THERE

SHOULD BE NO MORE THAN .5V DROP ON ANY CABLE. IF THIS ALL CHECKS GOOD THERE IS A GROUND AT THE BASE OF BOTH B-PILLARS AND I WOULD INSPECT THESE FOR CORROSION. THANKS, BRIAN NA

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV011305857

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L87R	<b>Report#:</b> SSV011305857	<b>Zone/Cd:</b> 42-44831
<b>Model Year:</b> 2007	<b>Open Date:</b> 03/29/2011	<b>Name:</b> SZOTT M-59 DODGE, LLC
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 64506	<b>Address:</b> 2565 HIGHLAND
GRAND CARAVAN SXT FWD	<b>Warr Built Dt:</b> 02/16/2007	HIGHLAND, MI 483574921
RSKH53	<b>Supplier RP:</b>	<b>Phone:</b> 248 887-3222
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1041701638)		
<b>Transmission:</b> DFF-4-Speed Automatic VLP Transmissi (Ser #:K2846A3080)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 021616		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b>	DASH LIGHTS PULSE ONLY WITH HEATED SEATS ON ONLY NOT ONLY DASH LIGHTS BUT INTERIOR LIGHTS AS WELL CUST SAYS HEAD LIGHTS DO ALLSO BUT I HAVENT BEEN ABLE TO DUPLACATE IT CHARGING IS STABLE BATT TESTS GOOD I CLEANED BATT TERMINALS JUST TO TRY BUT IT MADE NO DIFFERENCE ALL CONNECTIONS FREE OF CORROSION AND TIGHT I THINK ITS BODY CONTROL MOUDULE IT DOES CONTROL LIGHTING BY PULSE MODULATION
<b>Service Action:</b>	DASH LIGHTS PULSE ONLY WITH HEATED SEATS ON ONLY NOT ONLY DASH LIGHTS BUT INTERIOR LIGHTS AS WELL CUST SAYS HEAD LIGHTS DO ALLSO BUT I HAVENT BEEN ABLE TO DUPLACATE IT CHARGING IS STABLE BATT TESTS GOOD I CLEANED BATT TERMINALS JUST TO TRY BUT IT MADE NO DIFFERENCE ALL CONNECTIONS FREE OF CORROSION AND TIGHT I THINK ITS BODY CONTROL MOUDULE IT DOES CONTROL LIGHTING BY PULSE MODULATION DUPLICATED : YES - TURN ON HEATED SEATS REPAIRS AND TESTS PERFORMED : TESTED CHARGING SYS VOLTAGE IS STEADY AND MATCHESSET POINT NO CODES AT ALL AND EVERYTHING WORKSHAS ALL POWER GROUNDS GOOD AND CLEAN TECHCONNECT SEARCH : DASH LIGHTS PULSE WITH HEATED SEATS ONrnrnROGER SOME PULSING (ALTERNATOR REGULATOR CAUSES IT) HAVE BEEN NOTED WITH THE RS VAN UNDER HEAVY LOAD. BUT, POOR GROUNDS ESPECIALLY BATTERY TO BODY HAVE BEEN NOTED TO EXAGGERATE THIS. YOU LL WANT TO COMPARE THIS WITH A KNOWN GOOD VAN, BUT ALL MAKE SURE THE GROUNDS ARE 100%. ANY QUESTIONS PLEASE LET ME KNOW - BRIAN
<b>Correction:</b>	

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011176222

### Vehicle Information

**VIN:** 2D4GP44L37R

**Model Year:** 2007

**Make/Model:** DODGE

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1117701119)

**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K1027B7955)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 050314

### Repair Information

**Report#:** SSV011176222

**Open Date:** 01/27/2011

**Mileage:** 46411

**Warr Built Dt:** 05/03/2007

**Supplier RP:**

### Dealer Information

**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:**RADIO SHUTS OFF INTERMITANTLY WHEN YOU TURN ON THE HEADLIGHTS. WHEN THE RADIO SHUTS OFF, YOU TURN THE HEADLIGHTS OFF AND BACK ON AGAIN AND THE RADIO COMES BACK ON. CUSTOMERS ALSO COMPAINING ABOUT HER HEADLIGHTS DIMMING AT VARIOUS TIMES. THANKS, I LL LOOK AT THE HARNESS UNDER THE BATTERY, AS I VE ALREADY PERFORMED A VOLTAGE DROP ON THE CABLES. THE VOLTAGE DROP ACCROSS THE CABLES IS NEG. BATTERY CABLE .16 AND POS. BATTERY CABLE .3 VOLTS...- PULLED BATTERY AND INNER FENDER PANEL OUT TO REMOVE THE HARNESS FOR INSPECTION AND DIDN T FIND ANYTHING WRONG WITH HARNESS.

**Service Action:**FRANK, I WOULD INSPECT THE HARNESS UNDER THE BATTERY TRAY FOR CORROSION. IF THAT CHECKS GOOD THEN PERFORM A LOADED VOLTAGE DROP TEST ON THE POSITIVE AND NEGATIVE BATTERY CABLES. THERE SHOULD BE NO MORE THAN .5V OF DROP ON ANY CABLE. FRANK, IF THAT ALL CHECKS OUT GOOD REPORT BACK AS NEEDED FOR FURTHER ASSISTANCE. FRANK, AT THIS TIME I WOULD MONITOR THE IGNITION AND IOD POWERS TO THE RADIO AND NOTE IF ANY DROP OUT WHEN THE CONCERN IS PRESENT. WITH EVERYTHING ELSE CHECKING GOOD THIS WILL GIVE US A DIRECTION FOR DIAG.\r\nTHANKS,\r\nBRIAN REPLACED HEADLAMP SWITCH

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011112289

### Vehicle Information

**VIN:** 2A4GP54L67R [REDACTED]

**Model Year:** 2007

**Make/Model:** CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1269601730)

**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K0547B7885)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 022714

### Repair Information

**Report#:** SSV011112289

**Open Date:** 01/12/2011

**Mileage:** 54120

**Warr Built Dt:** 02/27/2007

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 42-26796

**Name:** BOB POYNTER CHRYSLER DODGE JEE

**Address:** 3020 N NATIONAL RD

COLUMBUS, IN 472013236

**Phone:** 812 372-2575

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 INTERIOR LIGHTS, HEADLIGHTS AND TAILLIGHTS AND DASH LIGHTS PULSATE WHEN EVERYTHING IS ON I HAVE ALREADY PERFORMED A LOADED VOLTEGE DROP CHECK ON BOTH POSITIVE AND GROUND CABLES. ALSO CHECKED DROP TO THE PCM, AND BCM. I DON T HAVE A LIKE VEHICLE HERE AVAILABLE RIGHT NOW. I HAVE SEEN THIS EXACT SAME CONDITION IN SEVERAL OTHER VANS WITH ALL ACCESSORIES ON THOUGH.

**Service Action:**BRAD, I WOULD COMPARE THIS TO A LIKE VEHICLE. SOME INTENSITY VARIATION WILL BE NORMAL WILL ALL ACCESSORIES ON. IF FOUND TO NOT BE NORMAL THEN I WOULD PERFORM A LOADED VOLTAGE DROP TEST ON THE POSITIVE AND NEGATIVE BATTERY CABLES. BRAD, I HAVE WORKED ON THIS CONCERN MULTIPLE TIMES. THERE HAVE BEEN SEVERAL THAT WERE NORMAL, AND THERE WERE SOME CORRECTED TO NORMAL WITH CABLE OR A BATTERY. IF YOU HAVE A KNOWN GOOD(DOES NOT EXHIBIT THIS CONCERN) BATTERY I WOULD SWAP IT IN AND RETEST. IF YOU FEEL THE CONCERN IS NORMAL THERE IS A GOOD POSSIBILITY IT IS. NORMAL OPERATIOPN OF VEHICLE

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010510662

### Vehicle Information

**VIN:** 2A4GP54L17R

**Model Year:** 2007

**Make/Model:** CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1128700815)

**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K1287B6969)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 051204

### Repair Information

**Report#:** SSV010510662

**Open Date:** 03/19/2010

**Mileage:** 34076

**Warr Built Dt:** 05/12/2007

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 42-57081

**Name:** GALEANA'S VAN DYKE DODGE

**Address:** 28400 VAN DYKE AVENUE

WARREN, MI 48093

**Phone:** 586 573-4000

### Part Information

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

### Labor Information

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

### Service Narrative Information

**Customer Comment:**CUSTOMERS CONCERN IS INTERIOR LAMPS AND HEADLAMPS DIM A LITTLE ONLY WHEN THE HEATED SEATS ARE ON. TECH CAN DUPLICATE THE CONCERN. NO CODES.

TECH CALLING ASKING IF THIS IS NORMAL OR IF THERE IS A CONCERN.

**Service Action:**ADVISED THE TECH THAT IF THE VOLTAGE FROM THE ALT IS NORMAL AND THIS CONDITION ONLY HAPPENDS WHEN THE HSM IS ACTIVATED THIS COULD BE CONSIDERED  
NORMAL. TECH TO CHECK THE CHARGING SYSTEM FOR ANY CONCERNS.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010489841

### Vehicle Information

**VIN:** 2A4GP54L47R [REDACTED]

**Model Year:** 2007

**Make/Model:** CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1046703253)

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

#:K0467B6375)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 021622

### Repair Information

**Report#:** SSV010489841

**Open Date:** 03/10/2010

**Mileage:** 15053

**Warr Built Dt:** 02/16/2007

**Supplier RP:**

### Dealer Information

**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
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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 DIM WHEN BRAKE PEDAL PRESSED, INTERMITTEN BATTERY HAS PREVIOUSLY BEEN REPLACED

**Service Action:**JASON THIS MAY BE A NORMAL ISSUE, WHEN THE VEHICLE IS AT IDLE, THE ALTERNATOR IS ONLY PUTTING OUT ABOUT A THIRD OF ITS CAPACITY, SO UNDER A HEAVY SYSTEM LOAD, AFTER COMING TO A STOP , YOU MAY GET THIS CONCERN, WHAT YOU HAVE TO DO IS DETERMINE IF THE CONCERN IS EXCESSIVE OR NOT, COMPARE OPERATION TO ANOTHER VEHICLE, IF EXCESSIVE , TRY SWAPPING A KNOWN GOOD BATTERY FIRST, EVEN THOUGH IT CHECKS GOOD, IF NO LUCK, TRY RUNNING REDUNDANT GROUNDS, USING BOOSTER CABLES FROM THE BATTERY TO THE ENGINE , ALT CASE AND BODY.

**Correction:**



# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010472271

### Vehicle Information

**VIN:** 2A8GP54L27R

**Model Year:** 2007

**Make/Model:** CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1258602886)

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

#:K2586B8167)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 092217

### Repair Information

**Report#:** SSV010472271

**Open Date:** 03/03/2010

**Mileage:** 30436

**Warr Built Dt:** 09/22/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 42-26796

**Name:** BOB POYNTER CHRYSLER DODGE JEE

**Address:** 3020 N NATIONAL RD

COLUMBUS, IN 472013236

**Phone:** 812 372-2575

### 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. HEAD LAMPS AND PARKING LAMPS ARE FLICKERING. THE TECH HAS STATED HE HAS 15V AT THE ALT. BUT ONLY 12.8V AT THE BATTERY.

**Service Action:**ADVISED THE TECH TO REPAIR THE HIGH VOLTAGE DROP CABLE.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010430784

Vehicle Information

**VIN:** 2A4GP54L37R [REDACTED]  
**Model Year:** 2007  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1100700081)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K3566B6289)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 041320

Repair Information

**Report#:** SSV010430784  
**Open Date:** 02/12/2010  
**Mileage:** 32794  
**Warr Built Dt:** 04/13/2007  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-64784  
**Name:** BRICKNER MOTORS INC  
**Address:** 16450 CO HIGHWAY A  
MARATHON, WI 54448  
**Phone:** 715 842-5611

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DOME LAMPS AND HEAD LAMPS FLASHING BRIGHT DIM. THE TECH STATED THE BATTERY WAS DISCONNECTED NO CHANGE. THE TECH ADDED A JUMPER CABLE TO GROUND.

**Service Action:**ADVISED THE TECH TO VOLTAGE DROP THE POSITIVE BATTERY CABLE AND THE BATTERY POST TO THE CABLES. TECH PERFORMED VOLTAGE DROP ON THE CABLES AND HAS.1V OR LESS ON ALL CABLES. TECH STATES ALT WAS REPLACED AND IF DISCONNECTED THE VOLTAGE FLUCTUATION IS NO LONGER PRESENT. ADVISED TECH TO MONITOR THE VOLTAGE IN THE PCM AND MONITOR THE ALT VOLTAGE OUTPUT WITH A DVOM. TECH STATES THE PCM DATA SHOWS THE SYSTEM VOLTAGE AT 13.9 TO 14.3 , TARGET VOLTAGE IS 14.23 , DUTY CYCLE IS 25% AND THE ACTUAL BATTERY VOLTAGE IS 14.26, TECH STATES THE SYSTEM VOLTAGE FLUCUATES .3 VOLT, TECH HAS COMPARED FLICKER CONCERN WITH IDENTICAL VEHICLE AND DETERMINED FLICKER IS EXCESSIVE, TECH HAS RAN REDUNDANT GROUNDS , USING BOOSTER CABLES AND FOUND NO CHANGE. ADVISED TECH TO DETERMINE IF THE DUTY CYCLE FLUCUATES WITH THE SYSTEM VOLTAGE AND TO INCREASE THE ENGINE RPM AND DETERMINE IF

CONCERN GOES AWAY. TECH STATES WHEN ENGINE RPM IS INCREASED, THERE IS NO CHANGE FLICKER IS STILL PRESENT. ADVISED TECH TO DETERMINE IF THE HEADLAMPS ALSO FLICKER, IF NOT , THEN LOADTEST THE POWERS AND GROUNDS TO THE BCM, TRY RUNNING REDUNDANT GROUNDS TO THE BCM. TECH STATES THE FLICKER IS STILL THERE. ADVISED THE TECH TO REPLACE THE BATTERY CABLES AND RETEST.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV010410880**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A8GP64L17R	<b>Report#:</b> SSV010410880	<b>Zone/Cd:</b> 42-68467
<b>Model Year:</b> 2007	<b>Open Date:</b> 02/04/2010	<b>Name:</b> FEENY CHRYSLER-JEEP-DODGE OF
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 67201	<b>Address:</b> 7400 EASTMAN AVE
TOWN & COUNTRY LIMITED FWD	<b>Warr Built Dt:</b> 12/15/2006	MIDLAND, MI 486427809
RSYS53	<b>Supplier RP:</b>	<b>Phone:</b> 989 631-8900
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1346600226)		
<b>Transmission:</b> DFF-4-Speed Automatic VLP Transmissi (Ser #:K3466B6538)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 121517		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 HEAD LAMPS WENT OUT. HEATER TURNED OFF AND WARNING LAMPS CAME ON. THE TECH STATED THE CAR STAYED RUNNING AFTER THE KEY WAS REMOVED. AT ONE POINT THE TECH HAS ABS AND HVAC FAULTS FOR LOSS OF COMMUNICATION.

**Service Action:**ADVISED THE TECH TO CHECK THE ENGINE HARNESS POSSIBLE SHORT TO VOLTAGE ON A IGNITION RUN WIRE.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010351525

### Vehicle Information

**VIN:** 2A4GP54L07R [REDACTED]

**Model Year:** 2007

**Make/Model:** CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1278600372)

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

#:K2756B7511)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 101213

### Repair Information

**Report#:** SSV010351525

**Open Date:** 12/31/2009

**Mileage:** 56307

**Warr Built Dt:** 10/12/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 66-44829

**Name:** LEE CHRYSLER DODGE JEEP

**Address:** 5200 SOUTH FERDON BLVD

CRESTVIEW, FL 32536

**Phone:** 850 689-3200

### 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:**CC: THE DASH LIGHTS FLICKER AND THE VEHICLE IS A NO CRANK NO START AT TIMES. 14 MUILLIAMP DRAW.

**Service Action:**ADVISED THE TECH TO CHECK ALL ENGINE AND BODY GROUNDS ESPECIALLY G300, G301 AND THE GROUND UNDERNEATH THE BATTERY TRAY. TECH TO LEAVE THE AMMETER HOOKED UP AND PERIODICALLY MONITOR FOR A INTERMITTENT DRAW. NO DRAW PER THE TECH. TECH REPLACED THE BATTERY. THE HEADLIGHTS AND DASH LIGHTS FLICKERING. TECH STATES THERE WAS A FAULT FOR A LOSS OF COM AGAINST BCM, TECH DOES NOT KNOW WHAT MODULE IS SETTING IT. TECH CAN NOT TALK WITH THE BCM EITHER. I ASKED IF THE PWRS, GRNDS AND BUS WERE CHECKED AND TECH STATED THEY WERE BY OHM CHECKING THE WIRES. NOTIFIED HE WILL NEED TO LOAD TEST THE POWERS AND GROUNDS WITH A HEADLAMP OR FOGLAMP BULB AND NOTE WHAT THE SPECIFIC VOLTAGE OF THE THE BUS IS TO THE BCM.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV010353179**

Vehicle Information

**VIN:** 2A8GP64L47R [REDACTED]  
**Model Year:** 2007  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LIMITED FWD  
RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1006700066)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K0717A2551)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 031601

Repair Information

**Report#:** SSV010353179  
**Open Date:** 12/30/2009  
**Mileage:** 47660  
**Warr Built Dt:** 03/16/2007  
**Supplier RP:**

Dealer Information

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

Part Information

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

Labor Information

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

Service Narrative Information

**Customer Comment:**CC: THE HEADLAMPS FLICKER. THE TECH REPLACED THE ALTERNATOR, STILL HAS THE SAME CONCERN.

**Service Action:**ADVISED THE TECH TO CHECK ALL ENGINE AND BODY GROUNDS, ESPECIALLY G300, G301, AND THE GROUND STUD UNDER THE BATTERY TRAY ON THE FRAME RAIL,  
BATTERY CABLES, AND BATTERY.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010342383

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L77R	<b>Report#:</b> SSV010342383	<b>Zone/Cd:</b> 74-60383
<b>Model Year:</b> 2007	<b>Open Date:</b> 12/17/2009	<b>Name:</b> COON RAPIDS CHRYSLER JEEP DODG
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 23401	<b>Address:</b> 10541 WOODCREST DR NW
GRAND CARAVAN SXT FWD	<b>Warr Built Dt:</b> 03/18/2007	COON RAPIDS, MN 554336535
RSKH53	<b>Supplier RP:</b>	<b>Phone:</b> 763 421-8000
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1073701294)		
<b>Transmission:</b> DFF-4-Speed Automatic VLP Transmissi (Ser #:K0737B7075)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 031800		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> TAIL LAMP BULBS KEEP GOING OUT AND THE HEADLAMPS PULSE WHEN DRIVING. TECH CAN DUPLICATE THE CONCERN.
<b>Service Action:</b> ADVISED THE TECH TO CHECK THE CHARGING SYSTEM FOR CONCERNS. TECH TO LOAD TEST THE POWERS AND GROUNDS AT THE BATTERY FOR CONCERNS. TECH TO CHECK THE GROUNDS AT THE HEADLAMPS FOR CONCERNS. TECH TO CALL BACK FOR FURTHER ASSISTANCE AS NEEDED.
<b>Correction:</b>

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV010333371**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP64L07R	<b>Report#:</b> SSV010333371	<b>Zone/Cd:</b> 35-66479
<b>Model Year:</b> 2007	<b>Open Date:</b> 12/10/2009	<b>Name:</b> BERGEY'S CHRYSLER JEEP DODGE
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 37828	<b>Address:</b> 408 HARLEYSVILLE PIKE
TOWN & COUNTRY LIMITED FWD	<b>Warr Built Dt:</b> 10/11/2006	SOUDERTON, PA 189642141
RSYS53	<b>Supplier RP:</b>	<b>Phone:</b> 215 721-3490
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1277601040)		215 721-3470
<b>Transmission:</b> DFF-4-Speed Automatic VLP Transmissi (Ser		
#:K2766B6621)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 101115		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 IF HEADLAMPS ON IN AUTO MODE WILL FLICK. IN AUTO MODE WILL NOT COME ON.

**Service Action:**ADVISED TO LOOK WITH SCAN TOOL FOR BCM BUSSED INPUTS FOR AMBIENT LIGHT READINGS. CHECK IN OVERHEAD SENSOR VOLTAGE AND TRY COVERING UP LOOK FOR VOLTAGE CHANGE. HAVE VEHICLE RUNNING WHEN TESTING.

**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010317210

Vehicle Information

**VIN:** 2A4GP44R27R [REDACTED]  
**Model Year:** 2007  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LX FWD  
RSYH53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1214601921)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K2576B8079)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 022303

Repair Information

**Report#:** SSV010317210  
**Open Date:** 11/25/2009  
**Mileage:** 45117  
**Warr Built Dt:** 02/23/2007  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 74-45353  
**Name:** R. M. STOUTDT, INC.  
**Address:** 800 23RD ST SW  
JAMESTOWN, ND 584016619  
**Phone:** 701 252-2270

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 HEADLAMPS SHUT OFF, BLOWER GOES LOW, RADIO QUILTS, AIRBAG LAMP FLICKERS. TECH STATES IF THE KEY IS CYCLED IT COMES BACK SOMETIMES. LOW BATTERY CODE IN PCM, STORED. TECH STATES THE IPM, FCM HAVE BEEN REPLACED. TECH IS ABLE TO DUPLICATE.

**Service Action:**ADVISED TECH TO CHECK THE T751 AND T752 CIRCUITS FOR VOLTAGE WITH THE ENGINE RUNNING.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV010280663

Vehicle InformationRepair InformationDealer Information

VIN: 1D4GP24R87B

Report#: SSV010280663

Zone/Cd: 32-68700

Model Year: 2007

Open Date: 10/27/2009

Name: FRIENDLY DODGE CHRYSLER JEEP I

Make/Model: DODGE

Mileage: 56511

Address: 2499 ROUTE 14A

GRAND CARAVAN SE FWD

Warr Built Dt: 01/23/2007

PENN YAN, NY 145278750

RSKL53

Supplier RP:

Phone: 315 531-8563

Engine: EGA-3.3L V6 OHV Engine (Ser #:1018702728)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K2656B6515)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 012308

Part Information

Part NumberPart DescriptionQuantityCost/UnitFail CdRetn Dt

\*\* No Parts Information Available

Labor Information

LOPLOP DescriptionCostFail Cd

\*\* No Labor Information Available

Service Narrative Information

Customer Comment:COMPLANT OF FLICKER HEADLIGHTS AT NIGHT. HAS REPLACED BATTERY SERP BELT AND ALT.

Service Action:ADVISED THAT WHEN AT NIGHT WITH ENGAGEMENT OF A/C IT WILL HAVE SOME FLICKER. THIS IS NORMAL.

Correction:

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010278075

### Vehicle Information

**VIN:** 2A4GP64LX7R [REDACTED]

**Model Year:** 2007

**Make/Model:** CHRYSLER

TOWN & COUNTRY LIMITED FWD

RSYS53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1213600614)

**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K2166B7540)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 081407

### Repair Information

**Report#:** SSV010278075

**Open Date:** 10/23/2009

**Mileage:** 23674

**Warr Built Dt:** 08/14/2006

**Supplier RP:**

### Dealer Information

**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 HEADLIGHTS ARE INOP IN AUTO AND MANUAL, BUT THEY ARE WORKING AT THE MOMENT. WHEN THIS HAPPENS THE RUNNING LIGHTS WORK. NO CODES NEVER  
DUPLICATED OR VERIFIED. TECH WANTED TO KNOW IF WE HAD SEEN THIS BEFORE.

**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 TYPE CONCERN, AT THIS TIME.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009965751

### Vehicle Information

**VIN:** 2A4GP64L97R

**Model Year:** 2007

**Make/Model:** CHRYSLER

TOWN & COUNTRY LIMITED FWD

RSYS53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1354601921)

**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K0107B6540)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 012219

### Repair Information

**Report#:** SSV009965751

**Open Date:** 03/04/2009

**Mileage:** 33113

**Warr Built Dt:** 01/22/2007

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 51-60341

**Name:** SCHOCKER CHRYSLER AND DODGE

**Address:** 205 SOUTH 4TH AVE.

ST. NAZIANZ, WI 54232

**Phone:** INACTIVE

920 773-2414

### 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 HEADLIGHTS AND ALL LIGHTS GO BRIGHT AND DIM AT NIGHT. BATTERY WAS LOAD TESTED AND WAS GOOD, SWAPPED WITH A KNOWN GOOD BATTERY NO CHANGE.

**Service Action:**I SUGGESTED VOLTAGE DROP ON THE CABLES. AND CHECKING THE CHARGING SYSTEM WITH THE PCM, TARGET VOLTAGES.. ETC. I NOTIFIED NO KNOWN CAUSES

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009914048**

Vehicle Information

**VIN:** 1D4GP24R57E [REDACTED]  
**Model Year:** 2007  
**Make/Model:** DODGE  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1010701518)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K0727A3189)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 031913

Repair Information

**Report#:** SSV009914048  
**Open Date:** 01/27/2009  
**Mileage:** 51147  
**Warr Built Dt:** 03/19/2007  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 74-45146  
**Name:** MIDWAY CHRYSLER DODGE JEEP, IN  
**Address:** 219 2ND AVE E  
KEARNEY, NE 688477858  
**Phone:** 308 237-5904

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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, RADIO, AND THE WIPERS GOES INOP AT TIMES. FCM MESSAGES NOT RECEIVED.

**Service Action:**ADVISED THE TECH TO DUPLICATE THE COMPLAINT, CHECK ALL POWERS AND GROUNDS TO THE AFFECTED MODULES AT THE TIME OF FAILURE AND SEE IF  
COMMUNICATION IS PRESENT. TECH TO CHECK G300 AND G301 GROUNDS.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009902911

Vehicle Information

**VIN:** 2D4GP44LX7R[REDACTED]  
**Model Year:** 2007  
**Make/Model:** DODGE  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1271600500)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K0087B6293)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 012215

Repair Information

**Report#:** SSV009902911  
**Open Date:** 01/21/2009  
**Mileage:** 34038  
**Warr Built Dt:** 01/22/2007  
**Supplier RP:**

Dealer Information

**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:**CC: INTERIOR LAMPS DIMMING DOWN AT TIMES. STATES THERE WAS A CLICKING NOISE IN THE RIGHT FRONT OF THE VEHICLE UNDER THE HOOD. HEADLAMPS GO OFF AND ON WHEN THE SWITCH IS IN THE ON POSITION AT TIMES. BCM HAS A STORED SET FOR FCM MESSAGES NOT RECEIVED. TECH IS UNABLE TO DUPLICATE.

**Service Action:**ADVISED TECH TO VOLTAGE DROP THE BATTERY CABLES AND CHARGE CIRCUIT. LOAD TEST POWERS AND GROUNDS TO THE PCM. TECHNICIAN STATES THE DASH LAMPS FLICKER WHEN THE HEATED SEATS ARE TURNED ON HIGH. ADVISED SOME FLICKER TO A CERTAIN EXTENT IS CONSIDERED NORMAL, COMPARE TO A KNOWN GOOD RS.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009893980**

Vehicle Information

**VIN:** 1D4GP24R37B [REDACTED]

**Model Year:** 2007

**Make/Model:** DODGE

GRAND CARAVAN SE FWD

RSKL53

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1095701537)

**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K0817B6715)

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

**MDH:** 041221

Repair Information

**Report#:** SSV009893980

**Open Date:** 01/14/2009

**Mileage:** 33508

**Warr Built Dt:** 04/12/2007

**Supplier RP:**

Dealer Information

**Zone/Cd:** 70-25006

**Name:** TUCSON DODGE

**Address:** 4220 E 22ND ST

TUCSON, AZ 857115390

**Phone:** 520 745-1000

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:**CUSTOMER STATES INTERMITTENTLY THE WINDOWS, HEADLAMPS AND MOST OTHER COMPONENTS SHUT OFF WHILE DRIVING. TECH STATES HE IS UNABLE TO DUPLICATE CONCERN, THERE ARE STORED CODES IN THE BCM FOR FCM,ORC AND AUDIO MESSAGES NOT RECIEVED, HEADLAMP SWITCH OPEN,DOME LAMP SWITCH OPEN, AND HIGH BEAM LAMP SWITCH OPEN.

**Service Action:**ADVISED TECH TO CHECK ALL POWERS AND GROUNDS TO THE BCM, MONITOR THE IGNITION SWITCH SENSE, AND CHECK TERMINAL TENSION AND CONNECTIONS AT THE BCM.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: 7B21643706

### Vehicle Information

**VIN:** 1A4GJ45R67E [REDACTED]

**Model Year:** 2007

**Make/Model:** CHRYSLER

TOWN & COUNTRY FWD

RSYH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1107700663)

**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K0857A3350)

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

**MDH:** 042612

### Repair Information

**Report#:** 7B21643706

**Open Date:** 04/20/2010

**Mileage:** 0

**Warr Built Dt:** 04/26/2007

**Supplier RP:**

### Dealer Information

**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			

### CPS Narrative Information

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

Score: 01 (Detractor)

007. Negative experience / problems with CURRENT vehicle

003. Concerns about reliability / dependability

002. Poor quality

Have had issues with the DVD player, have already had to replace brakes (with under 31,000 miles driven), have had issues with the headlights flickering. DVD has been fixed but dash was not put back properly, have reported headlights but was told that they did not see a problem. I believe that the headlight problem is due to the alternator not being strong enough.



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

Score: 03 (Detractor)

H30. HVAC system broken/NW

A44. Other Rear Seat DVD Player problems

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

Problems with headlights flickering, heat and air is not more adjustable to provide more comfort to all passengers in the vehicle. It is either too hot or too cold. Early problem with the DVD player and early brake replacement. Not enough storage space in the rear of the vehicle.

Q3. Please rate your satisfaction with your experience at SOUTH COUNTY DODGE CHRYSLER JE on a scale of 0 to 10.

Score: 07 (Neutral)

Q8. Have you been back for service to SOUTH COUNTY DODGE CHRYSLER JE 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

004. Styling of other makes is more appealing

008. Depends on models available when I am ready to buy

009. Quality/Reliability

097. Other

SURVEY COMPLETED 2010-04-20 17:22:54, CUSTOMER ID:124434294, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009839713

Vehicle Information

**VIN:** 2A4GP64L67R [REDACTED]  
**Model Year:** 2007  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LIMITED FWD  
RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1241600563)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K2376B7893)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 090515

Repair Information

**Report#:** SSV009839713  
**Open Date:** 12/01/2008  
**Mileage:** 13200  
**Warr Built Dt:** 09/05/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-39136  
**Name:** ROANOKE MOTOR CO INC  
**Address:** 1313 W FRONT STREET  
ROANOKE, IL 61561  
**Phone:** 309 923-7823

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 LIGHTS AND OVERHEAD LAMPS PULSE/FLICKER AT NIGHT.

**Service Action:**ADVISED TECH TO MONITOR BATTERY VOLTAGE AT THE BATTERY AND THE CLUSTER. ADVISED TO VOLTAGE DROP CABLES AND CHECK THE CHARGING SYSTEM FOR  
INFLUENCE ON THE CONDITION.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009820545**

Vehicle Information

**VIN:** 1D4GP24R57B [REDACTED]  
**Model Year:** 2007  
**Make/Model:** DODGE  
GRAND CARAVAN SE FWD  
RSKL53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1213601281)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K1986B6311)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 082518

Repair Information

**Report#:** SSV009820545  
**Open Date:** 11/13/2008  
**Mileage:** 21516  
**Warr Built Dt:** 08/25/2006  
**Supplier RP:**

Dealer Information

**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
** No Parts Information Available					

Labor Information

I OP	I OP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

**Customer Comment:**CUSTOMER STATES THE RIGHT FRONT WINDOW IS INOP AT TIMES, HEADLAMPS GO BRIGHT TO DIM AT TIMES, THERE IS A START AND STALL AT TIMES. TECH STATES HE FOUND NO CODES STORED, AND HE FOUND THE I.O.D. FUSE BLOWN, AND THERE IS NO POWER TO THE ACCESSORY OUTLET IN THE FRONT. TECH STATES HE IS UNABLE TO DUPLICATE ANY OF THE ABOVE CONCERN ECEPT THE OUTLET BEING INOP. I.O.D. HAS BEEN REPLACED. TECH STATES WITH THE IOD REMOVED ALL FUNCTIONS STILL OPERATE.

**Service Action:**ADVISED TECH MOST LIKELY AN ISSUE WITH THE IPM, CHECK FOR VOLTAGE ON C9 PIN 4 COMMING OUT OF IPM , IF NO VOLTAGE , THEN REPLACE THE IPM.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009799965

Vehicle Information

**VIN:** 2D4GP44L17R [REDACTED]  
**Model Year:** 2007  
**Make/Model:** DODGE  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1080701056)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K0557B6467)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 041620

Repair Information

**Report#:** SSV009799965  
**Open Date:** 10/28/2008  
**Mileage:** 21795  
**Warr Built Dt:** 04/16/2007  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 42-66262  
**Name:** SUBURBAN CHRYSLER JEEP DODGE  
**Address:** 24315 HAGGERTY  
NOVI, MI 48375  
**Phone:** 248 476-7900

Part Information

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

Labor Information

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

Service Narrative Information

**Customer Comment:**HEAD LAMPS AND DASH LAMPS DIM WHEN A/C COMPRESSOR CYCLES, CONDITION ALSO OCCURES WHEN SLOWING DOWN AND TRANS DOWN SHIFTS.

**Service Action:**KIRK, PLEASE CHECK G300, G301 GROUNDS (LOCATED AT THE LEFT AND RIGHT LOWER B PILLARS,) THE GROUND STUD LOCATED UNDER THE BATTERY TRAY ON THE  
FRAME RAIL, AND PERFORM A VOLTAGE DROP ON THE BATTERY CABLES.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009789487**

Vehicle Information

**VIN:** 2D4GP44L87R [REDACTED]

**Model Year:** 2007

**Make/Model:** DODGE

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1219600176)

**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K2156B6599)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 081015

Repair Information

**Report#:** SSV009789487

**Open Date:** 10/21/2008

**Mileage:** 35904

**Warr Built Dt:** 08/10/2006

**Supplier RP:**

Dealer Information

**Zone/Cd:** 42-08331

**Name:** ERWIN CHRY-DODGE-JEEP INC

**Address:** 2775 S COUNTY ROAD 25A

TROY, OH 45373

**Phone:** 937 335-5696

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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,INTERIOR LIGHTS AND DASH LIGHTS FLICKER AT TIMES. CHECK FOR CODES NONE CHECK FOR TSBS NONE.

**Service Action:**DAVID, INSPECT THE BATTERY GROUNDS, VOLTAGE DROP THE BATTERY CABLES AND INSPECT THE BATTERY CONNECTIONS. IF OK SWAP BATTERIES FROM A KNOWN  
GOOD VEHICLE AND NOTE IF PROBLEM IS STILL PRESENT

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009742780

Vehicle Information

**VIN:** 2D4GP44L17R[REDACTED]  
**Model Year:** 2007  
**Make/Model:** DODGE  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1187601200)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K2086A1492)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 080415

Repair Information

**Report#:** SSV009742780  
**Open Date:** 09/29/2008  
**Mileage:** 40936  
**Warr Built Dt:** 08/04/2006  
**Supplier RP:**

Dealer Information

**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:**CC MIL ON, HEAD LIGHTS FLASHED ON AND OFF, POWER SLIDING DOOR RT NEVER WORKS (NO FAULTS EITHER) & LFT IS INTERMITTENT. ABOUT EVERY 5 MINUTES WILL HAPPEN. TECH REPAIRED A WIRE IN RT SLIDING DOOR - NO CHANGE. BCM WILL SHOW SOMETIMES 1 OF 1 FAULTS OR 1 OF 10 FAULTS AND CLEAR. FCM AND BCM HAVE BEEN REPLACED. G300 & 301 GROUNDS WERE CHECKED. \n17925632 IS A # THE DLR WAS GIVEN. TECH FOUND A FAULT THAT COMES UP NOW AND THEN PCI BUS SHORTED GROUND. TECH STATED HE CHECKED THE POWERS AND GROUNDS TO THE RT PWR SLIDING DOOR.

**Service Action:**I SUGGESTED BASED UPON THE INFORMATION GIVEN BY THE TECH TO CHECK THE PCI BUS WIRES. I ALSO RECOMMENDED TO CHECK TO MAKE SURE THE CORRECT BCM WAS INSTALLED.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009668816

Vehicle Information

**VIN:** 2D4GP44L27R [REDACTED]  
**Model Year:** 2007  
**Make/Model:** DODGE  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1100700225)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K3546A3063)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 041321

Repair Information

**Report#:** SSV009668816  
**Open Date:** 08/26/2008  
**Mileage:** 21619  
**Warr Built Dt:** 04/13/2007  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 66-65571  
**Name:** L & M MOTORS INC  
**Address:** 1001 S WHITE STREET  
ATHENS, TN 37303  
**Phone:** 423 745-8773

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 AT TIMES WHILE DRIVING. TECH IS UNABLE TO DUPLICATE THE CONCERN AND REPORTED NO CODES SET. TECH HAS MADE NO REPAIRS AND CALLED TO REVIEW.

**Service Action:**ADVISED TECH TO MONITOR HEADLAMP SWITCH STATE AND ATTEMPT TO DUPLICATE.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009357802

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L47R	<b>Report#:</b> SSV009357802	<b>Zone/Cd:</b> 66-42243
<b>Model Year:</b> 2007	<b>Open Date:</b> 06/13/2008	<b>Name:</b> DAYTONA DODGE CHRYSLER JEEP
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 8664	<b>Address:</b> 1450 N TOMOKA FARMS RD
GRAND CARAVAN SXT FWD	<b>Warr Built Dt:</b> 09/19/2006	DAYTONA BEACH, FL 321247606
RSKH53	<b>Supplier RP:</b>	<b>Phone:</b> 386 274-0571
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1255601341)		
<b>Transmission:</b> DFF-4-Speed Automatic VLP Transmissi (Ser #:K2576B6524)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 091918		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 AND DASH LIGHT FLICKING AT TIMES. TRANS SHIFT ERRATIC. TECH SAID HE REPLACED THE HEAD LIGHT SWITCH. TECH FOUND TCM AND RADIO HAD LOSS OF COM WITH BCM. TECH SAID HE REPLACED THE BCM. TECH SAID HE CHECKED THE G101, G300 GROUND AND THE MAJOR GROUNDS. TECH SAID HE DID A PCM UPDATE. TECH SAID AFTER 15 MINS OF RUNNING THE LIGHTS START TO FLICKER AND TECH NOTICE GAUGES DROPPING OUT AND ENGINE RUNNING ROUGH AS WELL. TECH SAID HE NOTICED THE VOLTAGE JUMPING AT TIMES FROM 12-15VOLTS.

**Service Action:**ADVISED WOULD CHECK THE K20 CIRCUIT FROM PCM TO THE GENERATOR. IF OK, POSSIBLE GENERATOR OR PCM ISSUE. TECH STATES VEHICLE RETURNED TODAY TO HAVE A PREVIOUSLY ORDERED CLUSTER INSTALLED AND THE CONCERN IS STILL PRESENT. TECH STATES HE HAS AN AUDIO OUTPUT CODE AS WELL AS A P0300 CODE STORED.\r\n\r\nADVISE TECH TO PERFORM A VOLTAGE DROP TEST ON THE BATTERY CABLES. ADVISE TECH TO TEST THE CHARGING SYSTEM AND ALSO MONITOR THE SYSTEM VOLTAGE WITH THE CONCERN PRESENT. ADVISE TECH TO CALL BACK AS NEEDED. CABLES ARE OK, MONITORED THE OUT PUT 14.10 IN FCM, 14.30 AT THE



BATTERY POST. NO SIGNIFICANT VOLTAGE DROPS\r\nISSUE IS PRIMARILY IN THE CLUSTER LIGHTING DROPPED TO 13.88 WHEN ACTING UP. ODOMETER START FLICKERING.\r\nP1684 BATTERY DISCONNECTED IN THE LAST 50 STARTS\r\nRECIRC OVER CURRENT IN HVAC, BATTERY VOLTAGE OUT OF RANGE IN ABS, AUDIO MESSAGE NOT RECEIVED IN THE BCM\r\nIPM WAS ALSO REPLACED AT SOME POINT.\r\nTECH USED A FLUKE 88 USED AT THE BATTERY FOUND WHEN CHECKING AC VOLTS THE ISSUE OF FLICKERING STARTS .52 AND THEN IT WILL SHUT DOWN AROUND 2.42 VOLTS. THE ALTERNATOR HAS NOT BEEN CHANGED. I ADVISED THE DLR TO CHANGE THE ALTERNATOR. TECH STATES THE LGHTS FLICKER AND HE FEELS THE BUS MAY BE GOING DOWN AT TIMES. ADVISED THE TECH TO TRY UNPLUGGING MODULES ONE AT A TIME UNTIL THE PROBLEM GOES AWAY. TECH STATES THE VOLTAGE ON THE B+ AND THE IGNITION VOLTAGE TO THE RADIO JUMPS TO 15.96 VOLTS WHEN THE CONCERN IS PRESENT. TECH STATES THE BATTERY VOLTAGE AT THE BATTERY DOES NOT FLUCTUATE.\r\n\r\nADVISE TECH TO CHECK THE VOLTAGE OUTPUT OF THE ALTERNATOR AND IF FLUCTUATING TO TRACE THE RETURN FOR A SHORT.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009419675

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A8GP64L07R	<b>Report#:</b> SSV009419675	<b>Zone/Cd:</b> 35-43309
<b>Model Year:</b> 2007	<b>Open Date:</b> 03/12/2008	<b>Name:</b> CHRYSLER DODGE JEEP OF WHITE
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 12277	<b>Address:</b> 1234 LONG RUN RD
TOWN & COUNTRY LIMITED FWD	<b>Warr Built Dt:</b> 08/17/2006	MCKEESPORT, PA 151312035
RSYS53	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1223600555)		412 672-9155
<b>Transmission:</b> DFF-4-Speed Automatic VLP Transmissi (Ser		
#:K2066B6712)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 081722		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> THE HEAD LAMPS WILL BLINK ON AND OFF WHILE DRIVING AND THE CLUSTER WILL DROP OUT.
<b>Service Action:</b> THERE ARE NO KNOWN ISSUES FOR THIS CONCERN. IT COULD BE A BCM OR A FCM ISSUE, TECH TO CHECK THE CONNECTIONS AT THE BCM AND THE FCM TO CORRECT THIS CONDITION.
<b>Correction:</b>

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009408411

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44LX7R	<b>Report#:</b> SSV009408411	<b>Zone/Cd:</b> 32-64156
<b>Model Year:</b> 2007	<b>Open Date:</b> 03/05/2008	<b>Name:</b> BESSEY MOTOR SALES INC
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 6903	<b>Address:</b> 209 MAIN ST
GRAND CARAVAN SXT FWD	<b>Warr Built Dt:</b> 07/23/2006	SOUTH PARIS, ME 042811621
RSKH53	<b>Supplier RP:</b>	<b>Phone:</b> 207 743-6518
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1175600809)		207 743-6341
<b>Transmission:</b> DFF-4-Speed Automatic VLP Transmissi (Ser #:K1796B6794)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 072322		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b> CUSTOMER STATES HEAD LITES FLICKER INTT. FCM FOR LOSS OF COMUNICATION
<b>Service Action:</b> RANDY, ARE THE HEADLAMPS FLICKERING ON / OFF , OR BRIGHT DIM IF BRIGHT DIM , THIS MAY BE A NORMAL CONDITION, SOME FLUCTUATION IS NORMAL, UNDER HEAVY LOADS., SUGGEST COMPARRING TO AN IDENTICAL VEHICLE.CHECK HEADLAMP SWITCH INPUT SEE IF IT IS DROPPING OFF, ALSO IN THE FCM. LOAD TEST G300 AND ENSURE THE VEHICLE HEADLAMPS HAVE NO AFTERMARKET BULBS , AS THE FCM MONITORS THE VOLTAGE ON THESE CIRCUITS AND MAY SET A CODE AND SHUT OFF DRIVER IS BULBS ARE INCORRECT.
<b>Correction:</b>

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009404537

### Vehicle Information

**VIN:** 2D8GP44L57R [REDACTED]

**Model Year:** 2007

**Make/Model:** DODGE

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1080701302)

**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K0747B8090)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 032401

### Repair Information

**Report#:** SSV009404537

**Open Date:** 03/03/2008

**Mileage:** 4897

**Warr Built Dt:** 03/24/2007

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 35-44347

**Name:** BILLY BENDER CHRYSLER JEEP DOD

**Address:** RT 53 WINCHESTER RD

CUMBERLAND, MD 21502

**Phone:** 301 729-4890

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 WITH THE HEADLIGHTS DIMMING AS ACCESSORIES ARE USED. VEHICLE IS EQUIPPED WITH EVERYTHING. TECH CHECKED GROUNDS, BATTERY CONDITION, CHARGING SYSTEM. ALL CHECKS OUT NORMAL.

**Service Action:**VEHICLE WAS PURCHASED IN AUGUST, THEY ARE ON THE LOW SIDE OF MILES DRIVEN PER YEAR. MAY BE DRIVING IT SHORT RUNS WITHOUT LETTING THE BATTERY CHARGE BACK UP. AT IDLE IT IS NORMAL TO SEE THE LIGHTS DIM WITH THE HEATED SEATS.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009384184

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44LX7R	<b>Report#:</b> SSV009384184	<b>Zone/Cd:</b> 32-64156
<b>Model Year:</b> 2007	<b>Open Date:</b> 02/19/2008	<b>Name:</b> BESSEY MOTOR SALES INC
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 6231	<b>Address:</b> 209 MAIN ST
GRAND CARAVAN SXT FWD	<b>Warr Built Dt:</b> 07/23/2006	SOUTH PARIS, ME 042811621
RSKH53	<b>Supplier RP:</b>	<b>Phone:</b> 207 743-6518
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1175600809)		207 743-6341
<b>Transmission:</b> DFF-4-Speed Automatic VLP Transmissi (Ser #:K1796B6794)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 072322		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 OUT, TECH IS UNABLE TO DUPLICATE CONCERN. NO CODES IN VEHICLE.

**Service Action:**RECOMMEND DUPLICATE CONCERN. TECH STATES THIS IS NOT ACCEPTABLE FOR CUSTOMER SATISFACTION. RECOMMEND CONTACT ZONE BUSINESS CENTER.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009379530

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 2A4GP54L57R [REDACTED]

**Report#:** SSV009379530

**Zone/Cd:** 51-66517

**Model Year:** 2007

**Open Date:** 02/14/2008

**Name:** DES MOINES CHRYSLER

**Make/Model:** CHRYSLER

**Mileage:** 15770

**Address:** 4410 MERLE HAY ROAD

TOWN & COUNTRY TOURING FWD

**Warr Built Dt:** 09/25/2006

DES MOINES, IA 50310

RSYP53

**Supplier RP:**

**Phone:** INACTIVE

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1261600092)

515 270-8100

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

#:K2626B7513)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 092515

### 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: LIGHTS FLICKER. TECH VERIFIED PANNEL LAMP AND HEAD LIGHTS VARY IN INTENSITY.

**Service Action:**RECOMMEND TESTING THE BATTERY FIRST. OR INSTALL A KNOWN GOOD BATTERY AND RETEST.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009358438

Vehicle Information

**VIN:** 2D4GP44L27R [REDACTED]  
**Model Year:** 2007  
**Make/Model:** DODGE  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1248600595)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K2416B7848)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 090709

Repair Information

**Report#:** SSV009358438  
**Open Date:** 02/01/2008  
**Mileage:** 5840  
**Warr Built Dt:** 09/07/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 35-62780  
**Name:** BRANDYWINE CHRYSLER JEEP DODGE  
**Address:** 3807 KIRKWOOD HWY  
WILMINGTON, DE 198085107  
**Phone:** 302 998-0458  
302 998-2271

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 ,DASH LAMPS DOME LAMPS GO OFF WHILE DRIVING . BCM WAS FLASHED AND A NEW FCM WAS REPLACED

**Service Action:**THIS IS THE 3RD TECH WORKING ON THIS VEHICLE AND NO ONE HAS BEEN ABLE TO EXPERIENCE THE LAMPS FLASHING AT ANY TIME .TECH WILL SEE IF THE VEHICLE SITS FOR A LENGTH OF TIME , IT MAY BE THE BATTERY IS NOT FULLY CHARGED AND WHEN YOU PUT THE VEHICLE UNDER A LOAD

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009357540**

Vehicle Information

**VIN:** 2A8GP64L37R [REDACTED]  
**Model Year:** 2007  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LIMITED FWD  
RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1228600556)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K2296A2675)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 082207

Repair Information

**Report#:** SSV009357540  
**Open Date:** 01/31/2008  
**Mileage:** 13777  
**Warr Built Dt:** 08/22/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 35-45121  
**Name:** I G BURTON CHRYSLER DODGE JEEP  
**Address:** 20578 SUSSEX HIGHWAY  
SEAFORD, DE 19973  
**Phone:** INACTIVE  
302 629-2800

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:**FLICKERING DASH LIGHT & HEADLIGHTS.  
**Service Action:**TECH TO CHECK THE G301, G302 & G303 GROUNDS.  
**Correction:**



QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009357802

Vehicle Information

**VIN:** 2D4GP44L47R [REDACTED]  
**Model Year:** 2007  
**Make/Model:** DODGE  
GRAND CARAVAN SXT FWD  
RSKH53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1255601341)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K2576B6524)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 091918

Repair Information

**Report#:** SSV009357802  
**Open Date:** 01/31/2008  
**Mileage:** 8664  
**Warr Built Dt:** 09/19/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 66-68888  
**Name:** NEW SMYRNA CHRYSLER JEEP DODGE  
**Address:** 1300 N DIXIE FWY  
NEW SMYRNA BEACH, FL 321686008  
**Phone:** 386 424-1300

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 AND DASH LIGHT FLICKING AT TIMES. TRANS SHIFT ERRATIC. TECH SAID HE REPLACED THE HEAD LIGHT SWITCH. TECH FOUND TCM AND RADIO HAD LOSS OF COM WITH BCM. TECH SAID HE REPLACED THE BCM. TECH SAID HE CHECKED THE G101, G300 GROUND AND THE MAJOR GROUNDS. TECH SAID HE DID A PCM UPDATE. TECH SAID AFTER 15 MINS OF RUNNING THE LIGHTS START TO FLICKER AND TECH NOTICE GAUGES DROPPING OUT AND ENGINE RUNNING ROUGH AS WELL. TECH SAID HE NOTICED THE VOLTAGE JUMPING AT TIMES FROM 12-15VOLTS.

**Service Action:**ADVISED WOULD CHECK THE K20 CIRCUIT FROM PCM TO THE GENERATOR. IF OK, POSSIBLE GENERATOR OR PCM ISSUE.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009317963

### Vehicle Information

**VIN:** 2D4GP44L47R [REDACTED]

**Model Year:** 2007

**Make/Model:** DODGE

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1341602887)

**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K3386A3192)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 121117

### Repair Information

**Report#:** SSV009317963

**Open Date:** 01/08/2008

**Mileage:** 9634

**Warr Built Dt:** 12/11/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 51-68568

**Name:** S & L MOTORS

**Address:** 2298 HIGHWAY 32

PULASKI, WI 54162

**Phone:** 920 865-8000

### 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 AND DASH LIGHTS FLICKER WITH HEADLIGHTS ON.

**Service Action:**RECOMMEND COMPARE TO LIKE UNIT.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009307821

Vehicle Information

**VIN:** 2A4GP54L37R [REDACTED]  
**Model Year:** 2007  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1347602844)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K3486A2838)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 121911

Repair Information

**Report#:** SSV009307821  
**Open Date:** 01/02/2008  
**Mileage:** 4791  
**Warr Built Dt:** 12/19/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 74-65454  
**Name:** BLOOMINGTON CHRYSLER JEEP DODG  
**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:**DASH LIGHTS, HEATER CONTROL LIGHTS FLICKER, HEAD LIGHTS. NO FAULT CODES. VOLTAGE IS NOT FLUCTUATING.  
**Service Action:**TECH WILL CHECK THE G300 GROUND.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009270790

Vehicle Information

**VIN:** 2A4GP44R17R [REDACTED]  
**Model Year:** 2007  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LX FWD  
RSYH53  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1212602135)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K2016B6300)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 081615

Repair Information

**Report#:** SSV009270790  
**Open Date:** 12/04/2007  
**Mileage:** 20614  
**Warr Built Dt:** 08/16/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 71-45170  
**Name:** SUNNYVALE CHRYSLER JEEP DODGE  
**Address:** 1095 WEST EL CAMINO REAL  
SUNNYVALE, CA 940871030  
**Phone:** INACTIVE  
408 738-0400

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:**HEADLIGHTS FLICKER, NO CODES, TECH IS UNABLE TO DUPLICATE.

**Service Action:**RECOMMEND DUPLICATE CONCERN. HEADLAMPS GO INOP FOR 5-10 SECONDS. DAVID SAID THERE WAS A CODE LEFT AND RIGHT SIDE PARK LAMP FUSE OUTAGE. TECH CAN NOT FIND IN DIAGNOSTICS. \n\nADVISED TECH MIGHT TRY AND MOTOR HEAD LAMP SWITCH OUTPUT AND SEE IF IT CHANGES. IF NOT, IT MIGHT BE A CONCERN FROM THE FCM OUT TO THE LAMPS.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009272826**

Vehicle Information

**VIN:** 2A8GP64L97R [REDACTED]  
**Model Year:** 2007  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY LIMITED FWD  
RSYS53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1297602471)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K2446B7007)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 112518

Repair Information

**Report#:** SSV009272826  
**Open Date:** 12/04/2007  
**Mileage:** 4015  
**Warr Built Dt:** 11/25/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 66-68738  
**Name:** CARL GREGORY CHRYSLER JEEP DOD  
**Address:** 3700 BRISTOL HWY  
JOHNSON CITY, TN 376011376  
**Phone:** 423 282-3011

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 WHILE DRIVING AND SOME TIME THE LAMPS WILL GO OUT WHILE DRIVING.  
**Service Action:**TECH TO REPLACE THE HEADLAMPS SWITCH FOR THE LAMPS GOING OUT, THE FLICKERING IS NORMAL.  
**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV009260540**

Vehicle Information

**VIN:** 1D4GP25R17B [REDACTED]  
**Model Year:** 2007  
**Make/Model:** DODGE  
CARAVAN SE FWD  
RSKL52  
**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1052700122)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K0517A1928)  
**Plant:** ST. LOUIS ASSEMBLY PLANT II - SOUTH  
**MDH:** 022608

Repair Information

**Report#:** SSV009260540  
**Open Date:** 11/27/2007  
**Mileage:** 6291  
**Warr Built Dt:** 02/26/2007  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 74-43299  
**Name:** WHITE BEAR DODGE INC  
**Address:** 3430 HIGHWAY 61 NORTH  
WHITE BEAR LAKE, MN 551105248  
**Phone:** INACTIVE  
651 482-6100

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 SAYS THAT HEADLIGHTS WILL FLICKER AND GO OUT FOR A MOMENT WHILE DRIVING.  
**Service Action:**NO KNOW CONCERN. TECH TO CHECK WIRING TO THE LIGHTS AND ALL CONNECTIONS. IF HE CAN DUPLICATE WE NEED TO MONITOR THE BCM TO FCM SIGNAL.  
**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV009088867

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D4GP44L47R	<b>Report#:</b> SSV009088867	<b>Zone/Cd:</b> 42-45244
<b>Model Year:</b> 2007	<b>Open Date:</b> 09/25/2007	<b>Name:</b> HALL CHRYSLER, JEEP, DODGE OF
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 8106	<b>Address:</b> 15123 NORTH RD
GRAND CARAVAN SXT FWD	<b>Warr Built Dt:</b> 11/17/2006	FENTON, MI 484301385
RSKH53	<b>Supplier RP:</b>	<b>Phone:</b> 810 714-3300
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1292602329)		
<b>Transmission:</b> DFF-4-Speed Automatic VLP Transmissi (Ser #:K3186B7855)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 111710		

Part Information

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

Labor Information

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

Service Narrative Information

<b>Customer Comment:</b>	OWNER STATES THAT WHEN THE HEADLIGHTS ARE TURNED ON THEY DO NOT COME OR THEY FLICKER AT TIMES. THE TECH HAS REPLACED THE FCM PREVIOUSLY FOR THIS CONCERN. THERE IS A STORED FAULT CODE OF FCM MESSAGES NOT RECEIVED (THIS FAULT IS PRESENT FOR THE 2ND TIME). S FAULT IS PRESENT FOR THE 2ND TIME).
<b>Service Action:</b>	SUGGESTED TECH CHECK THE FCM AND BCM CONNECTORS, IF OK REPLACE THE BCM. FCM WAS REPLACED SEPTEMBER 4TH OF THIS YEAR (05144579AC). TECHNICIAN WILL CHECK G300 GROUND AS WELL AS IPM / C1 CONNECTOR PINS 5 FOR THE Z344 CIRCUIT A 16 GAUGE BK/TN GROUND AND 13 FOR Z343 CIRCUIT A 18 GAUGE BK/LG RCUIT A 16 GAUGE BK/TN GROUND AND 13 FOR Z343 CIRCUIT A 18 GAUGE BK/LG GROUND ALSO CHECK OUTPUTS AT PIN 4 (L43 18WT/DB LEFT LOW BEAM DRIVER), PGROUND ALSO CHECK OUTPUTS AT PIN 4 (L43 18WT/DB LEFT LOW BEAM DRIVER), PIN 8 (L33 18WT/LG LEFT HIGH BEAM DRIVER) AND PIN 10 (L44 16WT/TN RIGHT LIN 8 (L33 18WT/LG LEFT HIGH BEAM DRIVER) AND PIN 10 (L44 16WT/TN RIGHT LOW BEAM DRIVER) AND PIN 6 (L34 16WT/GY RIGHT HIGH BEAM DRIVER) AS WELL AOW BEAM DRIVER) AND PIN 6 (L34 16WT/GY RIGHT HIGH BEAM DRIVER) AS WELL AS SWITCH. LOST COMM WITH FCM CODES REPEATED WITH NEW FCM. TECH TO INSPECS SWITCH. LOST COMM WITH FCM CODES REPEATED WITH NEW FCM. TECH TO INSPECT TERMINALS, AND IPM T TERMINALS, AND IPM
<b>Correction:</b>	

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009043419

### Vehicle Information

**VIN:** 2D4GP44L37R [REDACTED]

**Model Year:** 2007

**Make/Model:** DODGE

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1314601072)

**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K2196A2711)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 120813

### Repair Information

**Report#:** SSV009043419

**Open Date:** 08/30/2007

**Mileage:** 4721

**Warr Built Dt:** 12/08/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 63-43928

**Name:** ARCHER DODGE INC

**Address:** 12053 SOUTHWEST FREEWAY

STAFFORD, TX 77477

**Phone:** INACTIVE

281 530-7500

### Part Information

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

### Labor Information

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

### Service Narrative Information

**Customer Comment:**CUSTOMER SAID AT NIGHT, WHEN HE SLOWS DOWN THE HEAD LIGHTS DIMM. TECH THINKS IT MIGHT BE NORMAL, BUT WANTED TO CHECK WITH STAR.

**Service Action:**ADVISED TECH TO CHECK THE CHARGING SYSTEM AND COMPARE TO A LIKE VEHICLE UNDER SAME CONDITIONS.

**Correction:**



**QNA - Quality Narrative Analyzer Detail Report**  
**Dealer Product Sampling Report#: 656362837381**

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2A4GP54LX7R	<b>Report#:</b> 656362837381	<b>Zone/Cd:</b> 74-65636
<b>Model Year:</b> 2007	<b>Open Date:</b> 07/26/2007	<b>Name:</b> COON RAPIDS CHRYSLER JEEP, INC
<b>Make/Model:</b> CHRYSLER	<b>Mileage:</b> 231	<b>Address:</b> 10541 WOODCREST DRIVE
TOWN & COUNTRY TOURING FWD	<b>Warr Built Dt:</b> 04/19/2007	COON RAPIDS, MN 554333968
RSYP53	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1108700961)		763 421-8000
<b>Transmission:</b> DFF-4-Speed Automatic VLP Transmissi (Ser #:K1067B8253)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 041918		

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
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\*\* No Labor Information Available

Service Narrative Information

**Customer Comment:**HEADLAMPS INOP

**Service Comment:**VERIFIED CONCERN, FOUND HEADLAMP SWITCH FAILED

**Service Action:**REPLACED HEADLAMP SWITCH AND RETEST OK NOW

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008981794

### Vehicle Information

**VIN:** 1A4GJ45R77E [REDACTED]

**Model Year:** 2007

**Make/Model:** CHRYSLER

TOWN & COUNTRY FWD

RSYH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1202600855)

**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K2556B7706)

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

**MDH:** 100912

### Repair Information

**Report#:** SSV008981794

**Open Date:** 07/26/2007

**Mileage:** 871

**Warr Built Dt:** 10/09/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 42-68960

**Name:** WESTGATE CHRYSLER JEEP DODGE I

**Address:** 2695 EAST MAIN STREET

PLAINFIELD, IN 46168

**Phone:** 317 839-6554

### 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 AT TIMES THE HEADLIGHTS WILL NOT COME ON AND IF THE HEADLIGHTS ARE ON THEY WILL GO OFF AND WILL NOT COME BACK ON. NO FAULT  
CODES.

**Service Action:**SUGGESTED TECH TRY TO DUPLICATE, POSSIBLE HEADLLAMP SWITCH.

**Correction:**

QNA - Quality Narrative Analyzer Detail Report  
Vehicle Problem Tracking Report#: SSV008973483

Vehicle Information

**VIN:** 2A4GP54L67R [REDACTED]  
**Model Year:** 2007  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1085701651)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K3526B6427)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 032708

Repair Information

**Report#:** SSV008973483  
**Open Date:** 07/23/2007  
**Mileage:** 2295  
**Warr Built Dt:** 03/27/2007  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 51-67436  
**Name:** BARRETH CHRYSLER CENTER INC  
**Address:** 5824 HIGHWAY 100  
WASHINGTON, MO 63090  
**Phone:** 636 239-6500  
636 390-9065

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 OFF BY THEMSELVES SOMETIMES. CODES: FRONT FOG LAMP RELAY OPEN, FCM MESSAGE NOT RECEIVED, LOOPBACK FAILURE.  
TECH CHECKED STAR ONLINE ABOUT A CONCERN WITH THE HEADLAMP SWITCH WITH VEHICLES BUILT BEFORE 08/31/06.  
**Service Action:**NO KNOWN CONCERNS BEYOND THE STAR ONLINE CASE. ADVISED TO TRY AND DUPLICATE AND SEE IF THE FCM MESSAGE CODE GOES ACTIVE.  
**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008887228**

Vehicle Information

**VIN:** 2A4GP54L07R[REDACTED]  
**Model Year:** 2007  
**Make/Model:** CHRYSLER  
TOWN & COUNTRY TOURING FWD  
RSYP53  
**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1303600339)  
**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K3126A3235)  
**Plant:** WINDSOR ASSEMBLY PLANT  
**MDH:** 111617

Repair Information

**Report#:** SSV008887228  
**Open Date:** 06/01/2007  
**Mileage:** 6861  
**Warr Built Dt:** 11/16/2006  
**Supplier RP:**

Dealer Information

**Zone/Cd:** 42-68852  
**Name:** ADRIAN DODGE-CHRY-PLYM-JEEP  
**Address:** 1211 EAST US 223  
ADRIAN, MI 49221  
**Phone:** 517 263-9390  
517 266-5906

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 IP PANEL LIGHTS FLICKERING.  
**Service Action:**REPLACED ALTERNATOR. REGULATOR.\r\nORDER NUMBER : 1785\*\* DET\r\nFLASH TO 05187658AC.  
**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008614599

### Vehicle Information

**VIN:** 2A4GP64L17R [REDACTED]

**Model Year:** 2007

**Make/Model:** CHRYSLER

TOWN & COUNTRY LIMITED FWD

RSYS53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1289600205)

**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K3006B6546)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 110113

### Repair Information

**Report#:** SSV008614599

**Open Date:** 01/25/2007

**Mileage:** 495

**Warr Built Dt:** 11/01/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 42-99970

**Name:** DC & FC TEST DEALER

**Address:** 800 CHRYSLER DR.

AUBURN HILLS, MI 48326

**Phone:** 810 497-0543

248 740-1541

### 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:**WHILE DRIVING THE THE CLUSTER LIGHTS AND HEADLIGHTS WILL FLICKER.

**Service Action:**CHECKED FOR DTC S AND THERE WERE NONE, AND WAS DISAPPOINTED THAT THIS IS STILL HAPPENING SINCE 2002 MODEL YEAR AND THAT I STILL DON T HAVE AN ANSWER FOR A KNOWN FIX. SEVERE CLUSTER ILLUMINATION FLICKER, HAVE ALREADY SOLICITED INPUT FROM NTTC, WILL SOLICIT INPUT FROM ENGINEERING AND PERFORM INVESTIGATION AT STAR CENTER GARAGE.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008678673

### Vehicle Information

**VIN:** 2D4GP44L87R [REDACTED]

**Model Year:** 2007

**Make/Model:** DODGE

GRAND CARAVAN SXT FWD

RSKH53

**Engine:** EGH-3.8L V6 OHV Engine (Ser #:1236600404)

**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K2366B7663)

**Plant:** WINDSOR ASSEMBLY PLANT

**MDH:** 083018

### Repair Information

**Report#:** SSV008678673

**Open Date:** 01/25/2007

**Mileage:** 950

**Warr Built Dt:** 08/30/2006

**Supplier RP:**

### Dealer Information

**Zone/Cd:** 70-68939

**Name:** LITHIA CHRYLER JEEP DODGE OF

**Address:** 2929 POLE LINE RD

POCATELLO, ID 832016115

**Phone:** 208 232-9300

208 232-3322

### 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 WHEN RUNNING RADIO, WIPERS, HEADLAMPS, HEATER AND DVD, THE LIGHTS AND HEATER WILL DIE DOWN. HAVE NOT BEEN ABLE TO VERIFY.

**Service Action:**TRENT , PLEASE CHECK G300 AND G301 GROUNDS. SOME SLIGHT DIMMING IS NORMAL DUE TO AN EXCESSIVE LOAD.

**Correction:**

**QNA - Quality Narrative Analyzer Detail Report**  
**Vehicle Problem Tracking Report#: SSV008660969**

Vehicle Information

**VIN:** 1D4GP45R97B [REDACTED]

**Model Year:** 2007

**Make/Model:** DODGE

CARAVAN SXT FWD

RSKH52

**Engine:** EGA-3.3L V6 OHV Engine (Ser #:1303601014)

**Transmission:** DFF-4-Speed Automatic VLP Transmissi (Ser  
#:K2786A2860)

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

**MDH:** 110221

Repair Information

**Report#:** SSV008660969

**Open Date:** 01/16/2007

**Mileage:** 343

**Warr Built Dt:** 11/02/2006

**Supplier RP:**

Dealer Information

**Zone/Cd:** 35-43877

**Name:** HONDRO 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			

Service Narrative Information

**Customer Comment:**HEADLIGHTS DIMM, TURN AND BRAKE LIGHTS INOP. TECH STATES CAN SEE INPUTS TO BCM FOR BRAKE AND TURN WITH SCAN TOOL. TECH STATES CHECKED  
POWERS/GROUNDS/TERMINALS/CONN FOR EACH CIRCUIT. TECH STATES NO CODES FOUND.

**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#: SSV008598052

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> 2D8GP44L97R	<b>Report#:</b> SSV008598052	<b>Zone/Cd:</b> 35-42246
<b>Model Year:</b> 2007	<b>Open Date:</b> 12/04/2006	<b>Name:</b> DOMINION CAR COMPANY
<b>Make/Model:</b> DODGE	<b>Mileage:</b> 3006	<b>Address:</b> 1259 EAST MAIN STREET
GRAND CARAVAN SXT FWD	<b>Warr Built Dt:</b> 10/04/2006	SALEM, VA 241534415
RSKH53	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE
<b>Engine:</b> EGH-3.8L V6 OHV Engine (Ser #:1271600664)		540 387-0202
<b>Transmission:</b> DFF-4-Speed Automatic VLP Transmissi (Ser #:K2716B7578)		
<b>Plant:</b> WINDSOR ASSEMBLY PLANT		
<b>MDH:</b> 100418		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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. DAYTIME LIGHTS GO ON AND OFF ALSO; AFTER TAKING KEY OUT OF THE IGNITION, CHIMES SOUND OFF LIKE KEYS ARE STILL IN THE IGNITION. NO CODES, NO TSBS, CHECKED PREVIOUSLY, BANGED ON THE DASH AND CAUSED THE PROBLEM TO HAPPEN; REPLACE THE HEADLIGHT SWITCH AND IT SEEMED TO TAKE CARE OF THE PROBLEM, CUSTOMER DROVE 600 MILES AND IT STARTED ACTING UP AGAIN.

**Service Action:**RECOMMEND CHECK CONNECTOR C201, CHECK CONNECTORS ON FCM/IPM FOR SPREAD TERMINALS, CHECK GROUNDS G300 AND G301

**Correction:**