

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010982526

Vehicle Information	Repair Information	Dealer Information
VIN: 1D4GP25R94E	Report#: SSV010982526	Zone/Cd: 66-60359
Model Year: 2004	Open Date: 10/29/2010	Name: GINN CHRYSLER JEEP DODGE, LLC
Make/Model: DODGE	Mileage: 41811	Address: 5190 HIGHWAY 278 NE
CARAVAN SE FWD	Warr Built Dt: 09/02/2003	COVINGTON, GA 300142652
RSKL52	Supplier RP: B1	Phone: 770 786-2271
Engine: EGA-3.3L V6 OHV Engine (Ser #:1212300975)		
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2133B8060)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH	INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)	
MDH: 090206		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:	HEADLIGHTS INOP. NO POWER TO BULBS. GROUND IS THERE P0441 IN PCM. RF AND LF WHEEL SPEED CIRCUIT AND SIGNAL FAULTS IN ABS. FRONT FOG INDICATOR OUTPUT OPEN IN BCM. (NOT EQUIPPED W/FOG LAMPS)
Service Action:	MARK, WHAT ARE YOU MISSING AT THE BULBS, POWERS OR GROUNDS MARK, DID YOU FIND ANY FAULT CODES IN THE VEHICLE. MARK, SOUNDS LIKE A POWER PROBLEM TO THE FCM. ADVISED TECH TO REPLACE THE IPM AND FCM AND RETEST. REPLACED IPM AND FCM
Correction:	

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010889283

Vehicle Information

VIN: 2C4GP54L24R [REDACTED]
Model Year: 2004
Make/Model: CHRYSLER
TOWN & COUNTRY TOURING FWD
RSYP53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1190302750)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2023B8129)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081312

Repair Information

Report#: SSV010889283
Open Date: 08/31/2010
Mileage: 65520
Warr Built Dt: 08/13/2003
Supplier RP: R1

Dealer Information

Zone/Cd: 66-45148
Name: JACKSONVILLE CHRYSLER JEEP DOD
Address: 11101 NURSERY FIELDS DRIVE
JACKSONVILLE, FL 32256
Phone: 904 493-0000

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:CC: HEADLIGHTS WILL NOT COME ON AND WASHER PUMP IS INOP AT TIMES.

Service Action:ADVISED TECH TO INSPECT THE WASHER PUMP OUTPUT WHEN ISSUE IS PRESENT TO DETERMINE WHAT IS MISSING. ADVISED TECH TO LOAD TEST POWERS AND
GROUNDS TO THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010752619

Vehicle Information	Repair Information	Dealer Information
VIN: 1D4GP24R14B	Report#: SSV010752619	Zone/Cd: 51-43377
Model Year: 2004	Open Date: 07/06/2010	Name: WES FINCH AUTO PLAZA INC
Make/Model: DODGE	Mileage: 30304	Address: 410 WEST STREET SOUTH
GRAND CARAVAN SE FWD	Warr Built Dt: 08/07/2003	GRINNELL, IA 50112
RSKL53	Supplier RP: B1	Phone: 641 236-3181
Engine: EGA-3.3L V6 OHV Engine (Ser #:1188300698)		
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1973B5393)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 080711		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 TURN SIGNALS WERE FLASHING LIKE A WIG WAG LAMP. THE TECH STATED HE THINKS MAY HAVE BEEN VTSS.

Service Action:ADVISED THE TECH THE CAR WAS NOT BUILT WITH VTSS. THE TECH SHOULD CHECK FRO HARNESS ISSUES. ALSO CHECK FRO FAULT CODES.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010542073

Vehicle Information	Repair Information	Dealer Information
VIN: 1D4GP24RX4E	Report#: SSV010542073	Zone/Cd: 32-39075
Model Year: 2004	Open Date: 04/01/2010	Name: BUHLER & BITTER INC
Make/Model: DODGE	Mileage: 51000	Address: 3290 HIGHWAY 35
GRAND CARAVAN SE FWD	Warr Built Dt: 12/09/2003	HAZLET, NJ 077301589
RSKL53	Supplier RP: B1	Phone: 732 264-5000
Engine: EGA-3.3L V6 OHV Engine (Ser #:1310301740)		
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3353B5264)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 120916		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE HEADLAMPS ARE INOP. TECH STATES THERE ARE NO CODES AND THERE IS NO POWER TO THE HEADLAMPS, FCM HAS BEEN REPLACED TWICE PREVIOUSLY FOR THIS CONCERN, FCM SEES THE REQUEST. CURRENTLY WORKING NOW , CANNOT DUPLICATE.

Service Action:ADVISED TECH SUSPECT A CONNECTION ISSUE BETWEEN THE IPM AND THE FCM, CHECK TERMINAL TENSION AND PIN CONTACT.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010300550

Vehicle Information	Repair Information	Dealer Information
VIN: 1D4GP24R54B	Report#: SSV010300550	Zone/Cd: 35-59663
Model Year: 2004	Open Date: 11/12/2009	Name: COURTESY MOTOR SALES INC
Make/Model: DODGE	Mileage: 76366	Address: 3100 PLEASANT VALLEY BLVD
GRAND CARAVAN SE FWD	Warr Built Dt: 08/12/2003	ALTOONA, PA 16602
RSKL53	Supplier RP: B1	Phone: 814 944-2076
Engine: EGA-3.3L V6 OHV Engine (Ser #:1191300683)		
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K1993B5226)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 081220		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 INTERIOR AND HEADLIGHTS FLICKER WHEN TAKING OFF FROM A STOP. CHARGING SYSTEM VOLTAGE TOO HIGH.

Service Action:ADVISED THE TECH TO CHECK ALL ENGINE AND BODY GROUNDS, ESPECIALLY G300 AND G301, AND VOLTAGE DROP BOTH BATTERY CABLES.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009866745

Vehicle Information	Repair Information	Dealer Information
VIN: 1D4GP45R14B	Report#: SSV009866745	Zone/Cd: 32-23043
Model Year: 2004	Open Date: 12/19/2008	Name: BOLLES MOTORS INC
Make/Model: CARAVAN SXT FWD RSKH52	Mileage: 71004 Warr Built Dt: 08/18/2003	Address: 84 WEST RD ELLINGTON, CT 060293722
Engine: EGA-3.3L V6 OHV Engine (Ser #:1211302048)	Supplier RP: B1	Phone: 860 875-2595
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2063B6956)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 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, RADIO AND ACCESSORIES CUT OUT AT TIMES WHILE DRIVING. TECH IS UNABLE TO DUPLICATE THE CONCERN BUT NOTED SEVERAL COMMUNICATION CODES SET. TECH HAS MADE NO REPAIRS AND NOTED NO FAULTS WERE FOUND DURING VISUAL INSPECTIONS.

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

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009405282

Vehicle Information

VIN: 2D4GP44L94R [REDACTED]
Model Year: 2004
Make/Model: DODGE
GRAND CARAVAN SXT FWD
RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1234300455)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2233B8060)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090612

Repair Information

Report#: SSV009405282
Open Date: 03/31/2008
Mileage: 58725
Warr Built Dt: 09/06/2003
Supplier RP: R1

Dealer Information

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS GO OUT AT NIGHT THE TECH CANT DUPLICATE THE CONCERN.

Service Action:TRANSFER TO DRIVE THE CUST HAS A COMPLAINT THAT IT THE WILL STALL AS WELL. THE SERVICE MANAGER WANTS THE DRB SET UP TO RECORD THE EVENT WHILE HE DRIVES IT. \n I WALKED TED THRU SETTING UP A TEMPLATE AND LOADING IT TO THE DRB. TECH STATES HE HAS REPLACED THE PCM, BCM AND REPAIRED THE GROUND BEHIND THE GLOVE BOX FOR THIS CONCERN AND IS STILL UNABLE TO DUPLICATE REOCCURRING CONCERN. TECH IS ASKING FOR INFORMATION AS TO CO PILOT USEAGE. ADVISED TECH TO VIEW TSB18-029-05. ADVISED TO LOAD TEST ALL POWERS AND GROUNDS TO THE CLUSTER AND THE BCM , ALSO TRY HARD WIRING THE PCI BUS , BETWEEN THE TWO MODULES. THE TECH CANT HOOK UP THE COPILOT. TECH IS HAVING PROBLEM PROGRAMMING COPILOT.\n\nSTAR IS SENDING INSTRUCTION MANUAL FOR COPILOT TO TECHS PARTS MANAGER BRYAN REYNOLDS. ADVISED THE TECH THAT THERE IS A ISSUE WITH THE SOFTWARE AS OF TODAY AND TO PRESS THE FEED BACK TAB AND ADVISED OF CONCERN. ADVISE TECH WILL NEED TO CALL THE TECH TOOLS HOT LINE FOR HELP WITH THIS ISSUE.1-800-374-4040

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009437297

Vehicle Information

VIN: 2C4GP44R34R [REDACTED]

Model Year: 2004

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RSYH53

Engine: EGA-3.3L V6 OHV Engine (Ser #:1247301047)

Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2263B5281)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 100117

Repair Information

Report#: SSV009437297

Open Date: 03/25/2008

Mileage: 80323

Warr Built Dt: 10/01/2003

Supplier RP: R1

Dealer Information

Zone/Cd: 35-68305

Name: THREE RIVERS CHRYSLER JEEP DOD

Address: 2633 W LIBERTY AVE

PITTSBURGH, PA 152163407

Phone: 412 343-1200

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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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:BRIAN STATES THIS CUST CLAIMS THERE HEADLAMPS GO ON AND OFF DURING THE NIGHT. TECH STATES THERE ARE NO CODES.

Service Action:STAR ADVISED BRIAN TO A POSSIBLE IPM/FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009343829

Vehicle Information

VIN: 2D4GP44L64R

Model Year: 2004

Make/Model: DODGE

GRAND CARAVAN SXT FWD

RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1273302623)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2743A1960)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 100611

Repair Information

Report#: SSV009343829

Open Date: 01/23/2008

Mileage: 66282

Warr Built Dt: 10/06/2003

Supplier RP: R1

Dealer Information

Zone/Cd: 42-55483

Name: PALMER DODGE INC

Address: 4545 EAST 96TH STREET

INDIANAPOLIS, IN 46240

Phone: INACTIVE

317 846-5555

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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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 GO OUT WHILE DRIVING. THE TECH CANNOT DUPLACATE. INTERMITTENT THE HEAD LAMPS WILL NOT TURN OFF.

Service Action:ADVSIED THE TECH TO DUPLACATE THE CONDITION. AND PERFORM DIAGNOSTICS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009319266

Vehicle Information

VIN: 2D8GP44L74R [REDACTED]

Model Year: 2004

Make/Model: DODGE

GRAND CARAVAN SXT FWD

RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1273302068)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2723B7854)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 100603

Repair Information

Report#: SSV009319266

Open Date: 01/09/2008

Mileage: 22200

Warr Built Dt: 10/06/2003

Supplier RP: R1

Dealer Information

Zone/Cd: 35-60151

Name: JOE HOLLAND CHRYSLER, LLC

Address: 131 MACCORKLE AVENUE

S. CHARLESTON, WV 25303

Phone: INACTIVE

304 744-3401

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS ARE INOP. THE TECH HAS REPLACED THE HEAD LAMP SWITCH.

Service Action:THE TECH NEEDS TO CHECK THE HEAD LAMP DRIVER FROM THE IPM WITH THE FCM REMOVED IF GOOD REPLACE THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009078223

Vehicle Information

VIN: 1D4GP24R34E [REDACTED]
Model Year: 2004
Make/Model: DODGE
GRAND CARAVAN SE FWD
RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1211302542)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2033B7954)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 081920

Repair Information

Report#: SSV009078223
Open Date: 09/19/2007
Mileage: 79531
Warr Built Dt: 08/19/2003
Supplier RP: B1

Dealer Information

Zone/Cd: 35-06922
Name: POMOCO CHRYSLER JEEP DODGE
Address: 12629 JEFFERSON AVE
NEWPORT NEWS, VA 236024405
Phone: 757 833-8001

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:INTERMIT THE HEADLAMPS ARE INOP, PDC, FCM HAVE BEEN REPLACED WITH NO CHANGE, NO DTC S
Service Action:ADVISED TO VERIFY CONNECTIONS AT THE C1 CONNECTOR OF THE IPM
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008627459

Vehicle Information

VIN: 1C4GP45R14 [REDACTED]
Model Year: 2004
Make/Model: CHRYSLER
TOWN & COUNTRY FWD
RSYH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1295301715)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K3083B6325)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 111119

Repair Information

Report#: SSV008627459
Open Date: 12/29/2006
Mileage: 21539
Warr Built Dt: 11/11/2003
Supplier RP: B1

Dealer Information

Zone/Cd: 74-68499
Name: HIBBING CHRYSLER CENTER LLC
Address: 1321 E 39TH ST
HIBBING, MN 557463674
Phone: 218 263-7700
218 263-4715

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEADLAMPS AND INTERIOR LAMPS FLICKER INTERMITTENTLY AFTER START UP AND WHEN USING POWER LOCKS OR POWER WINDOWS. TECH FOUND NO CODES SET AND HAS INSPECT BODY AND ENGINE GROUNDS. TECH HAS REPLACED GENERATOR, BATTERY, FCM AND IPM WITH NO CHANGE.

Service Action:ADVISED TECH TO RUN REDUNDANT POWER AND GROUNDS FROM THE BATTERY TO THE GENERATOR. PERFORM LOADED VOLTAGE DROP TO PCM POWER AND GROUNDS. DAVE STATES HE RAN POWER & GROUNDS TO THE GENERATOR AND REPLACED THE PCM, NO CHANGE.\r\n\r\nSTAR ADVISED DAVE TO RUN NEW FIELD CKT S FROM THE PCM TO THE GENERATOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV008568672

Vehicle Information

VIN: 1D4GP25R24B [REDACTED]

Model Year: 2004

Make/Model: DODGE

CARAVAN SE FWD

RSKL52

Engine: EGA-3.3L V6 OHV Engine (Ser #:1286304300)

Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2993B5653)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 110313

Repair Information

Report#: SSV008568672

Open Date: 11/14/2006

Mileage: 90978

Warr Built Dt: 11/03/2003

Supplier RP: B1

Dealer Information

Zone/Cd: 42-66662

Name: TOM AHL CHRYSLER, DODGE, JEEP

Address: 617 KING AVENUE

LIMA, OH 458051793

Phone: 419 227-0202

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:TECH STATES THE HEAD LAMPS WILL FLASH WHEN THE ENGINE RPM IS RAISED. TECH HAS REPLACE THE GENERATOR.

Service Action:ADVISED TECH TO TRY A KNOWN GOOD BATTERY. ALSO THE HEAD LAMP SWITCH CAN CAUSE THIS ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV008559538

Vehicle Information

VIN: 1D4GP45R14B[REDACTED]
Model Year: 2004
Make/Model:
CARAVAN SXT FWD
RSKH52
Engine: EGA-3.3L V6 OHV Engine (Ser #:1188300520)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K1973B5452)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 080709

Repair Information

Report#: SSV008559538
Open Date: 11/07/2006
Mileage: 14737
Warr Built Dt: 08/07/2003
Supplier RP: B1

Dealer Information

Zone/Cd: 66-45304
Name: LANDMARK AUTOMOTIVE, LLC
Address: 2131 N LOCUST AVE
LAWRENCEBURG, TN 384644455
Phone: INACTIVE
931 762-8828

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEADLAMPS AND DASH LIGHTING FLICKER BRIGHT AND DIM WHEN COMING TO A STOP. OWNER HAS REPLACED BATTERY BUT FAULT RETURNED. TECH CAN DUPLICATE THE CONCERN AND CALLED FOR SUGGESTIONS.

Service Action:ADVISED TECH TO SWAP BATTERY AND RETEST. SUSPECT GENERATOR IF NO CHANGE IS NOTED.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV008473565

Vehicle Information	Repair Information	Dealer Information
VIN: 2C8GP64L34R	Report#: SSV008473565	Zone/Cd: 42-60127
Model Year: 2004	Open Date: 09/14/2006	Name: URBANA CHRYSLER JEEP DODGE, IN
Make/Model: CHRYSLER	Mileage: 43972	Address: 953 NORTH MAIN STREET
TOWN & COUNTRY LIMITED FWD	Warr Built Dt: 08/26/2003	URBANA, OH 43078
RSYS53	Supplier RP: R1	Phone: INACTIVE
Engine: EGH-3.8L V6 OHV Engine (Ser #:1220301262)		937 652-2114
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2163B8335)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 082622		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:AUTO HEADLIGHTS ARE INTERMIT INOP, ANND INTERIOR LIGHTS INTERMIT DONT WORK, NO DTCS, AFTER PERFORMING A BCM FLASH THE RADIO WILL NOT DISPLAY ANYTHING OR CHANGE STATIONS UNTILL THE FUSE IS PULLED

Service Action:ADVISED TO CHECK THE OPERATION OF THE RADIO WITH THE BUS WIRE REMOVED FROM THE RADIO

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV008419705

Vehicle Information Repair Information Dealer Information

VIN: 2C8GP64L84R

Report#: SSV008419705

Zone/Cd: 74-66771

Model Year: 2004

Open Date: 08/11/2006

Name: GENE STEFFY CHRY-PLYM-DODGE-JE

Make/Model: CHRYSLER

Mileage: 20498

Address: 2545 EAST 23RD AVENUE SOUTH

TOWN & COUNTRY LIMITED FWD

Warr Built Dt: 10/17/2003

FREMONT, NE 680254712

RSYS53

Supplier RP: R1

Phone: 402 727-8550

Engine: EGH-3.8L V6 OHV Engine (Ser #:1283300458)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2793B7900)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 101702

Part Information

Part Number Part Description Quantity Cost/Unit Fail 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, OWNER NOTED PARK LAMPS REMAIN ON. DEALER REPLACED FCM BUT FAULT RETURNED. TECH NOTED TAPPING THE FCM CAN RETURN OPERATION .

Service Action:ADVISED TECH TO REPLACE IPM AND RETEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008466204

Vehicle Information

VIN: 2C4GP44R74R

Model Year: 2004

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RSYH53

Engine: EGA-3.3L V6 OHV Engine (Ser #:1322301266)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3073B7622)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 120420

Repair Information

Report#: SSV008466204

Open Date: 09/11/2006

Mileage: 32593

Warr Built Dt: 12/04/2003

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:TECH STATES THE HEAD LAMPS ARE FLICKERING.

Service Action: ADVISED TECH TO TRY A KNOWN GOOD HEAD LAMP SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV008456449

Vehicle Information	Repair Information	Dealer Information
VIN: 2D4GP74L24R	Report#: SSV008456449	Zone/Cd: 66-68275
Model Year: 2004	Open Date: 09/05/2006	Name: ROYSTON CHRY-PLYM-DODGE-JEEP I
Make/Model: DODGE	Mileage: 95445	Address: 910 WEST MORRIS BLVD
GRAND CARAVAN EX FWD	Warr Built Dt: 09/06/2003	MORRISTOWN, TN 37813
RSKX53	Supplier RP: R1	Phone: 423 587-2000
Engine: EGH-3.8L V6 OHV Engine (Ser #:1234300041)		
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2233B8054)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 090610		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: THW WIPERS ARE INOP, AT TIMES THE WIPERS WILL MOVE VERY SLOW, THE RADIO CUTS ON AND OFF, CLICKING IN THE IPM, THE HEADLAMPS WILL ALSO FLASH.
Service Action: ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS. TECH TO CHECK THE T751 CIRCUIT WHILE THE VEHICLE IS RUNNING, SHOULD HAVE VOLTAGE ONLY WHILE CRANKING.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008427198

Vehicle Information

VIN: 2D8GP44L54R

Model Year: 2004

Make/Model: DODGE

GRAND CARAVAN SXT FWD

RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1296302029)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3003B6681)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 111119

Repair Information

Report#: SSV008427198

Open Date: 08/16/2006

Mileage: 91655

Warr Built Dt: 11/11/2003

Supplier RP: R1

Dealer Information

Zone/Cd: 51-44124

Name: EXPRESSWAY DODGE INC

Address: 5531 E INDIANA

EVANSVILLE, IN 47715

Phone: 812 471-0532

Part Information

Part Number

Part Description

Quantity

Cost/Unit

Fail Cd

Retn Dt

** No Parts Information Available

Labor Information

LOP

LOP Description

Cost

Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment:THE HEAD LAMPS ARE INOP, THE FCM HAS BEEN REPLACED, NO CODES IN THE SYSTEM

Service Action:CHECK THE INTERNAL CIRCUITY IN THE IPM, REPLACE THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008367567

Vehicle Information

VIN: 2C8GP64L44R [REDACTED]
Model Year: 2004
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1329302068)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K3283B6260)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 120902

Repair Information

Report#: SSV008367567
Open Date: 07/11/2006
Mileage: 31113
Warr Built Dt: 12/09/2003
Supplier RP: R1

Dealer Information

Zone/Cd: 35-64067
Name: WILLIAMSBURG CHRYSLER JEEP DOD
Address: 3012 RICHMOND RD
WILLIAMSBURG, VA 231852001
Phone: 757 229-1050

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEADLIGHTS WILL COME ON AND OFF WHEN USING THE MAPLIGHTS IN THE OVERHEAD CONSOLE.

Service Action:ADVISED THE TECH TO CHECK G300 AND G301 GROUNDS. TECH TO LOAD TEST THE FEEDS TO THE OVERHEAD CONSOLE AND MAPLIGHTS.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV008290191

Vehicle Information

VIN: 1D4GP24R94B [REDACTED]
Model Year: 2004
Make/Model: DODGE
GRAND CARAVAN SE FWD
RSKL53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1311301943)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2963B7559)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 120907

Repair Information

Report#: SSV008290191
Open Date: 05/18/2006
Mileage: 35296
Warr Built Dt: 12/09/2003
Supplier RP: B1

Dealer Information

Zone/Cd: 35-44732
Name: CHARAPP CHRYSLER JEEP & DODGE
Address: 13251 STATE ROUTE 422
KITTANNING, PA 16201
Phone: INACTIVE
724 543-6537

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:DASH LIGHTS AND ODOMETER LIGHTS BLINK AT TIMES WHILE DRIVING - DLR HAS NOT DUPLICATED.. OWNER ALSO INDICATES THE HEAD LAMPS BLINK..AFTERMARKET
REMOTE SYSTEM.. DLR HAS ORDERED A HEAD LAMP SWITCH FOR THE VEHICLE.
Service Action:DLR TO CHECK THE G300 GRD - DLR TO CHECK THE BCM CONNECTIONS - FOR POWER AND GRD. DLR TO REMOVE THE AFTERMARKET REMOTE - POTENTIAL INTERFACE
ISSUE.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV008256825

Vehicle Information	Repair Information	Dealer Information
VIN: 2C4GP44RX4R	Report#: SSV008256825	Zone/Cd: 51-42282
Model Year: 2004	Open Date: 04/28/2006	Name: DAN PILSON AUTO CENTER INC
Make/Model: CHRYSLER	Mileage: 42557	Address: 2212 LAKE LAND BLVD
TOWN & COUNTRY LX FWD	Warr Built Dt: 08/13/2003	MATTOON, IL 619385928
RSYH53	Supplier RP: R1	Phone: 217 234-6461
Engine: EGA-3.3L V6 OHV Engine (Ser #:1192302762)		
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2023B6693)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 081320		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS WILL NOT OPERATE AT TIMES, TECH CAN NOT DUPLICATE THE CONDITION.

Service Action:TECH TO CHECK THE SWITCH INPUT TO THE BCM, IF OK REPLACE THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008116271

Vehicle Information

VIN: 2C4GP54L04R

Model Year: 2004

Make/Model: CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1323300430)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3083B6867)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 120320

Repair Information

Report#: SSV008116271

Open Date: 01/30/2006

Mileage: 45147

Warr Built Dt: 12/03/2003

Supplier RP: R1

Dealer Information

Zone/Cd: 32-65674

Name: EAST HILLS CHRYSLER JEEP DODGE

Address: 2300 NORTHERN BLVD

GREENVALE, NY 115481210

Phone: 516 621-9191

Part Information

Part Number

Part Description

Quantity

Cost/Unit

Fail Cd

Retn Dt

** No Parts Information Available

Labor Information

LOP

LOP Description

Cost

Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment:AUTO HEADLIGHTS TURN OFF AFTER DRIVING 45 MINUTES

Service Action:ANTHONY, NO HISTORY, IF JUST THE HEAD LIGHTS - CHECK THE POWER AND THE GRD LOCATIONS AT THE IPM.. CHECK FOR ANY WRG ISSUES. TRACK THE GRD BACK TO THE LOCATION FOR THE HEAD LAMPS. YOU MAY WANT TO REPLACE THE IPM AND THE HEAD LAMP SWITCH IF ALL OTHER AREAS APPEAR OK- WE SHOULD DUPLICATE BEFORE REPLACING..

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 263345792391

Vehicle Information

VIN: 1C8GP45R34 [REDACTED]

Model Year: 2004

Make/Model: CHRYSLER

TOWN & COUNTRY FWD

RSYH52

Engine: EGA-3.3L V6 OHV Engine (Ser #:1290300822)

Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2803B8127)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 111008

Repair Information

Report#: 263345792391

Open Date: 01/27/2006

Mileage: 28456

Warr Built Dt: 11/10/2003

Supplier RP: MD

Dealer Information

Zone/Cd: 42-26334

Name: SOUTHFIELD DODGE CHRYSLER JEEP

Address: 28100 TELEGRAPH ROAD

SOUTHFIELD, MI 48034

Phone: 248 354-2950

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04685711AA	SWITCH -MULTIFUNCTION	1	42.35	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 FLICKER ON/OFF WHILE DRIVING

Service Comment:INOP AT TIMES

Service Action:REPLACE MULIFUNCTION SWITCH

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV008062004

Vehicle Information

VIN: 2D4GP44L34R [REDACTED]
Model Year: 2004
Make/Model: DODGE
GRAND CARAVAN SXT FWD
RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1296301304)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K3003B6920)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 111117

Repair Information

Report#: SSV008062004
Open Date: 01/03/2006
Mileage: 24868
Warr Built Dt: 11/11/2003
Supplier RP: R1

Dealer Information

Zone/Cd: 42-41975
Name: JOE KIDD DODGE INC
Address: 1065 OHIO PIKE
CINCINNATI, OH 452452399
Phone: INACTIVE
513 752-1804

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:IN THE PCM AND MIC THERE ARE STORED CODES FOR MESSAGES NOT RECEIVED FROM EVERY MODULE ON THE VEHICLE. WHEN DRIVING AND HIT THE BRAKE PEDAL, THE HEADLAMPS, THE MIC WARNING LAMPS COME ON, THE FUEL GAUGE, THE TACH DROP TO 0, THE ODOMETER WILL TURN OFF. REMOVING FOOT FROM BRAKE PEDAL ALL INDICATOR LAMPS GO OUT, GAUGES START WORKING AND THE HEADLAMPS TURN OFF.

Service Action:THE TECH DID ABSOLUTELY NO DIAGNOSTICS PRIOR TO HIS CALL. I ASKED HIM IF THE CHMSL TURNS ON WHEN HE HITS THE BRAKE PEDAL DON T KNOW. DO THE BRAKE LAMPS TURN ON DON T KNOW. I HAD HIM WALK OUT TO THE SHOP CONNECT THE DRBIII HIT THE BRAKES AND ATTEMPT TO ACCESS THE BCM. NO RESPONSE AND WITH THE BRAKE PEDAL PUSHED THE VEHICLE WOULD NOT START. I ASKED HIM TO PERFORM THE DIAGNOSTIC TEST FOR PCM NO RESPONSE PCI AND SEE IF HE IS LOSING BUS, B+, IGNITION RUN OR GROUND. HE WANTED MORE SPECIFIC DETAIL ON WHAT IS CAUSING HIS PROBLEM. I AM NOT ABLE TO PROVIDE FURTHER DETAIL UNTIL HE PERFORMS BASIC DIAGNOSTIC TEST. PCI STILL GOES DOWN WITH BRAKE APPLIED. DISCONNECTED ALL ECUS TO NO AVAIL.\r\n\r\nINSPECT BODY HARNESS AROUND 2ND

POSITION SEAT WELL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV008062004

Vehicle Information

VIN: 2D4GP44L34R

Model Year: 2004

Make/Model: DODGE

GRAND CARAVAN SXT FWD

RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1296301304)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3003B6920)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 111117

Repair Information

Report#: SSV008062004

Open Date: 12/28/2005

Mileage: 24868

Warr Built Dt: 11/11/2003

Supplier RP: R1

Dealer Information

Zone/Cd: 42-41975

Name: JOE KIDD DODGE INC

Address: 1065 OHIO PIKE

CINCINNATI, OH 452452399

Phone: INACTIVE

513 752-1804

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: IN THE PCM AND MIC THERE ARE STORED CODES FOR MESSAGES NOT RECEIVED FROM EVERY MODULE ON THE VEHICLE. WHEN DRIVING AND HIT THE BRAKE PEDAL, THE HEADLAMPS, THE MIC WARNING LAMPS COME ON, THE FUEL GAUGE, THE TACH DROP TO 0, THE ODOMETER WILL TURN OFF. REMOVING FOOT FROM BRAKE PEDAL ALL INDICATOR LAMPS GO OUT, GAUGES START WORKING AND THE HEADLAMPS TURN OFF.

Service Action: THE TECH DID ABSOLUTELY NO DIAGNOSTICS PRIOR TO HIS CALL. I ASKED HIM IF THE CHMSL TURNS ON WHEN HE HITS THE BRAKE PEDAL DON T KNOW. DO THE BRAKE LAMPS TURN ON DON T KNOW. I HAD HIM WALK OUT TO THE SHOP CONNECT THE DRBIII HIT THE BRAKES AND ATTEMPT TO ACCESS THE BCM. NO RESPONSE AND WITH THE BRAKE PEDAL PUSHED THE VEHICLE WOULD NOT START. I ASKED HIM TO PERFORM THE DIAGNOSTIC TEST FOR PCM NO RESPONSE PCI AND SEE IF HE IS LOSING BUS, B+, IGNITION RUN OR GROUND. HE WANTED MORE SPECIFIC DETAIL ON WHAT IS CAUSING HIS PROBLEM. I AM NOT ABLE TO PROVIDE FURTHER DETAIL UNTIL HE PERFORMS BASIC DIAGNOSTIC TEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV004780489

Vehicle Information

VIN: 2C4GP54L54R [REDACTED]
Model Year: 2004
Make/Model: CHRYSLER
TOWN & COUNTRY TOURING FWD
RSYP53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1272302682)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2683B6539)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 100210

Repair Information

Report#: SSV004780489
Open Date: 12/16/2005
Mileage: 30000
Warr Built Dt: 10/02/2003
Supplier RP: R1

Dealer Information

Zone/Cd: 74-68983
Name: WHITE CHRYSLER DODGE JEEP
Address: 114 W 4TH STREET
MARYVILLE, MO 644681504
Phone: INACTIVE
660 582-3281

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEADLAMPS FLASH ON AND OFF WHEN TRACTION CONTROL ACTIVATES, WAS MOVING ABOUT 10 MPH. :TRL7:12/16/2005
Service Action:ELMER, YOU MAY NEED TO DUPLICATE THE CONCERN, IF IT CAN BE DUPLICATED THEN COMPARE TO AN IDENTICAL VEHICLE, MAY BE CHARACTERISTIC. :TRL7: 12/16/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV004766704

Vehicle InformationRepair InformationDealer Information

VIN: 1C4GP45R74B

Report#: SSV004766704

Zone/Cd: 51-67436

Model Year: 2004

Open Date: 12/05/2005

Name: BARRETH CHRYSLER CENTER INC

Make/Model: CHRYSLER

Mileage: 61621

Address: 5824 HIGHWAY 100

TOWN & COUNTRY FWD

Warr Built Dt: 10/23/2003

WASHINGTON, MO 63090

RSYH52

Supplier RP: B1

Phone: 636 239-6500

Engine: EGA-3.3L V6 OHV Engine (Ser #:1274300045)

636 390-9065

Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2543B7001)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 102311

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:CAME IN FOR THE WIPER BLADES WILL SPEED UP ON THERE OWN WITH THE HEAD LAMPS FLICKERING. :SMG5:12/05/2005

Service Action:DOES THIS HAPPEN AT THE SAME TIME , WE MAY HAVE A LOW BATTERY ,CHECK F OR A LOOSE GROUNDS :SMG5:12/05/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004726743

Vehicle Information

VIN: 2D4GP44L84R [REDACTED]

Model Year: 2004

Make/Model: DODGE

GRAND CARAVAN SXT FWD

RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1326300119)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K3233B7662)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 121202

Repair Information

Report#: SSV004726743

Open Date: 10/26/2005

Mileage: 32601

Warr Built Dt: 12/12/2003

Supplier RP: R1

Dealer Information

Zone/Cd: 35-23227

Name: NORCO AUTO GROUP

Address: 2148 EAST HIGH STREET

POTTSTOWN, PA 19464

Phone: INACTIVE

610 326-7055

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 DASH WARNING LAMPS FLICKER AND SO DO HEADLAMPS .NO CODES ARE ACTIVE AND UNABLE TO DUPLICATE. :RRM4:10/26/2005

Service Action:NEED A ACTIVE CODE TO DIAG-CHECK BASE OF BATTERY NEAR TRAY FOR POSSIBL E ACID ISSUES AND B PILLAR GROUNDS.BASE OF IPM FOR POSSIBLE WATER.

:RRM4:10/26/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV004726743

Vehicle Information

VIN: 2D4GP44L84R [REDACTED]
Model Year: 2004
Make/Model: DODGE
GRAND CARAVAN SXT FWD
RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1326300119)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K3233B7662)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 121202

Repair Information

Report#: SSV004726743
Open Date: 10/26/2005
Mileage: 32601
Warr Built Dt: 12/12/2003
Supplier RP: R1

Dealer Information

Zone/Cd: 35-23227
Name: NORCO AUTO GROUP
Address: 2148 EAST HIGH STREET
POTTSTOWN, PA 19464
Phone: INACTIVE
610 326-7055

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DASH WARNING LAMPS FLICKER AND SO DO HEADLAMPS .NO CODES ARE ACTIVE AND UNABLE TO DUPLICATE. :RRM4:10/26/2005
Service Action:NEED A ACTIVE CODE TO DIAG-CHECK BASE OF BATTERY NEAR TRAY FOR POSSIBL E ACID ISSUES AND B PILLAR GROUNDS.BASE OF IPM FOR POSSIBLE WATER.
:RRM4:10/26/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV004577447

Vehicle Information	Repair Information	Dealer Information
VIN: 1D4GP24RX4E	Report#: SSV004577447	Zone/Cd: 71-44428
Model Year: 2004	Open Date: 06/20/2005	Name: REDLANDS CHRY-JEEP-DODGE
Make/Model: DODGE	Mileage: 63541	Address: 500 W REDLANDS BLVD
GRAND CARAVAN SE FWD	Warr Built Dt: 10/13/2003	REDLANDS, CA 923738017
RSKL53	Supplier RP: B1	Phone: INACTIVE
Engine: EGA-3.3L V6 OHV Engine (Ser #:1267303383)		909 793-2141
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2733B5280)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 101321		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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. :RAH16:06/20/2005
Service Action: THE FCM BOLTS INTO THE IPM (PDC). THE FCM SENDS POWER OUT TO THE LOW A ND HIGH BEAM LAMPS, THE GROUND USED FOR THE LAMPS IS G300 LOCATED IN T HE LEFT B-PILLAR. IF THERE IS A SHORT ON THE LOW OR HIGH BEAM DRIVER C IRCUITS, THE FCM WILL TURN OFF THE POWER VIA AN INTERNAL CIRCUIT BREAK ER, USUALLY A CODE WILL SET IN THE FCM THOUGH. A LIKELY AREA OF CONCER N ARE GROUND G300, AND THE IPM CONNECTIONS MAY BE LOOSE, OR THE HARNES S UNDER THE BATTERY MAY HAVE BEEN CONTAMINATED WITH BATTERY ACID WHICH CAN ALSO CAUSE OTHER PROBLEMS (SEE CASE # 917412948). TRY TO DUPLICAT E THE PROBLEM, CHECK FOR ANY SHORTS OR OPENS ON THE CIRCUITS, SEE SECT ION 8W-50 OF THE MANUAL. HOWEVER THE PROBLEM WAS NOT THE FCM, ITS THE MATING PINS BETWEEN THE TWO (IPM & FCM). INSTEAD OF REPLACING THE IPM, THE DEALERS WERE ABLE TO TIGHTEN UP THE CONNECTIONS BY BENDING TH E MALE AND FEMALE PINS SLIGHTLY. MORE IMPORTANTLY ADD SOME SMALL WASHE RS TO THE 4 BOLTS BETWEEN THE FCM AND IPM THIS WILL ALLOW A LITTLE MOR E CLEARANCE, THIS IS A RARE

CONDITION BUT IF INDEED THE PROBLEM COMES

Correction:

QNA - Quality Narrative Analyzer Detail Report
Dealer Product Sampling Report#: 421843083471

Vehicle Information

VIN: 2C8GP64L04R [REDACTED]
Model Year: 2004
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1252300332)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2533B6355)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091611

Repair Information

Report#: 421843083471
Open Date: 06/24/2005
Mileage: 319
Warr Built Dt: 09/16/2003
Supplier RP: VB

Dealer Information

Zone/Cd: 70-42184
Name: TIMBERLINE CHRYSLER JEEP DODGE
Address: 2406 N E SANDY BLVD
PORTLAND, OR 972322399
Phone: INACTIVE
503 234-0771

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
L0009007QL	BULB -HEADLAMP	1	21.70	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THERE ARE NO LOW BEAM HEAD LIGHTS CUSTOMER STATES THERE ARE NO LOW BEAM HEAD LIGHTS
Service Comment:INSPECT LOW BEAM HEAD LIGHTS INSPECT LOW BEAM HEAD LIGHTS
Service Action:REPLACED BOTH HEADLIGHT BULBS. CHECK OK REPLACED BOTH HEADLIGHT BULBS. CHECK OK

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV004577447

Vehicle Information	Repair Information	Dealer Information
VIN: 1D4GP24RX4E	Report#: SSV004577447	Zone/Cd: 71-44428
Model Year: 2004	Open Date: 06/20/2005	Name: REDLANDS CHRY-JEEP-DODGE
Make/Model: DODGE	Mileage: 63541	Address: 500 W REDLANDS BLVD
GRAND CARAVAN SE FWD	Warr Built Dt: 10/13/2003	REDLANDS, CA 923738017
RSKL53	Supplier RP: B1	Phone: INACTIVE
Engine: EGA-3.3L V6 OHV Engine (Ser #:1267303383)		909 793-2141
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2733B5280)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 101321		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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. :RAH16:06/20/2005
Service Action: THE FCM BOLTS INTO THE IPM (PDC). THE FCM SENDS POWER OUT TO THE LOW A ND HIGH BEAM LAMPS, THE GROUND USED FOR THE LAMPS IS G300 LOCATED IN T HE LEFT B-PILLAR. IF THERE IS A SHORT ON THE LOW OR HIGH BEAM DRIVER C IRCUITS, THE FCM WILL TURN OFF THE POWER VIA AN INTERNAL CIRCUIT BREAK ER, USUALLY A CODE WILL SET IN THE FCM THOUGH. A LIKELY AREA OF CONCER N ARE GROUND G300, AND THE IPM CONNECTIONS MAY BE LOOSE, OR THE HARNES S UNDER THE BATTERY MAY HAVE BEEN CONTAMINATED WITH BATTERY ACID WHICH CAN ALSO CAUSE OTHER PROBLEMS (SEE CASE # 917412948). TRY TO DUPLICAT E THE PROBLEM, CHECK FOR ANY SHORTS OR OPENS ON THE CIRCUITS, SEE SECT ION 8W-50 OF THE MANUAL. HOWEVER THE PROBLEM WAS NOT THE FCM, ITS THE MATING PINS BETWEEN THE TWO (IPM & FCM). INSTEAD OF REPLACING THE IPM, THE DEALERS WERE ABLE TO TIGHTEN UP THE CONNECTIONS BY BENDING TH E MALE AND FEMALE PINS SLIGHTLY. MORE IMPORTANTLY ADD SOME SMALL WASHE RS TO THE 4 BOLTS BETWEEN THE FCM AND IPM THIS WILL ALLOW A LITTLE MOR E CLEARANCE, THIS IS A RARE

CONDITION BUT IF INDEED THE PROBLEM COMES

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004574677

Vehicle Information

VIN: 2D8GP44L74R [REDACTED]

Model Year: 2004

Make/Model: DODGE

GRAND CARAVAN SXT FWD

RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1272302721)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2723B7906)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 100319

Repair Information

Report#: SSV004574677

Open Date: 06/16/2005

Mileage: 9279

Warr Built Dt: 10/03/2003

Supplier RP: R1

Dealer Information

Zone/Cd: 66-44212

Name: MILLER-SUTHERLIN AUTOMOTIVE LL

Address: 901 MARTIN ST HWY 231 NORTH

PELL CITY, AL 35125

Phone: INACTIVE

205 338-2202

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 LIGHTS INOP AND THE WINDSHIELD WASHER INOP -- DLR HAD A HIGH BEAM SWITCH INPUT OPEN CODE.. CLEARED - COMES BACK..DLR HAS REPLACED THE M
UTIFUNCTION SWITCH - NO CHANGE. DLR CAN MONITOR THE INPUTS IN THE BCM -- BOTH CHANGE WHEN OPERATING THE SWITCH. NO CODES. :KS1:06/16/2005

Service Action: DLR TO VIEW SWITCH INPUT FOR THE ABOVE IN THE FCM - IF THERE - DLR TO CHECK THE POWERS AND THE GRDS TO THE FCM AND REPLACE AS NEEDED - IF NO INPUTS
TO THE FCM , DLR TO FLASH THE BCM AS A TEST AND OR REPLACE IT AS NEEDED. :KS1:06/16/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 669120452201

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R94R [REDACTED]
Model Year: 2004
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RSYH53
Engine: EGA-3.3L V6 OHV Engine (Ser #:1237302940)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2103B6725)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091216

Report#: 669120452201
Open Date: 03/23/2005
Mileage: 17840
Warr Built Dt: 09/12/2003
Supplier RP: TP

Zone/Cd: 74-66912
Name: ROSEVILLE CHRYSLER JEEP DODGE,
Address: 2805 HIGHWAY 35W NORTH
ROSEVILLE, MN 551131133
Phone: 651 633-3500

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
0ZL671DVAB	SWITCH -LIGHTING CONTROL	1	46.69	X	01/01/0001

Labor Information

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

Service Narrative Information

Customer Comment:CUST STATES WHILE DRIVING DASH LIGHTS & HEAD LIGHTS DIM HEADLAMP SWITCH

Service Comment:

Service Action:TEST AND REPLACE HEADLAMP SWITCH

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV004444216

Vehicle Information	Repair Information	Dealer Information
VIN: 1D4GP24R34E	Report#: SSV004444216	Zone/Cd: 51-65814
Model Year: 2004	Open Date: 02/08/2005	Name: AUDUBON CHRYSLER CENTER INC
Make/Model: DODGE	Mileage: 6063	Address: 2945 US 41 NORTH
GRAND CARAVAN SE FWD	Warr Built Dt: 09/10/2003	HENDERSON, KY 42420
RSKL53	Supplier RP: B1	Phone: 270 826-1270
Engine: EGA-3.3L V6 OHV Engine (Ser #:1224303796)		
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K2103B6944)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 091016		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: THE CUSTOMER STATES THAT THE HEADLAMPS FLICKER ON AND OFF INTERMITTENT LY. THE TECHNICIAN CANNOT DUPLICATE THE CONCERN. :PWV:02/08/2005
Service Action: SOME FLUCTUATION IN INTENSITY IS NORMAL. IF IT IS EXCESSIVE CHECK THE CHARGING SYSTEM VOLTAGE. ALSO VERIFY G300 & G301. :PWV:02/08/2005
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004433955

Vehicle Information

VIN: 1D4GP25R84B

Model Year: 2004

Make/Model: DODGE

CARAVAN SE FWD

RSKL52

Engine: EGA-3.3L V6 OHV Engine (Ser #:1307300185)

Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K3303B7717)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 120219

Repair Information

Report#: SSV004433955

Open Date: 01/28/2005

Mileage: 22960

Warr Built Dt: 12/02/2003

Supplier RP: B1

Dealer Information

Zone/Cd: 74-60062

Name: LITHIA CHRYSLER JEEP DODGE OF

Address: 5001 GRIZZLY CT

MISSOULA, MT 598088672

Phone: 406 721-5000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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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 FLICKER WHILE DRIVING.TECH CANNOT DUPLICATE. :RRM4:01/28/2 005

Service Action:MONITOR CHARGE RATE WHEN IT HAPPENS,SEE IF FANS ARE CYCLING ETC. :RR M4:01/28/2005

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV004291902

Vehicle Information	Repair Information	Dealer Information
VIN: 2D4GP44L04R	Report#: SSV004291902	Zone/Cd: 35-44749
Model Year: 2004	Open Date: 09/03/2004	Name: SHEEHY CHRYSLER JEEP DODGE
Make/Model: DODGE	Mileage: 2	Address: 5300 CRAIN HIGHWAY
GRAND CARAVAN SXT FWD	Warr Built Dt: 11/20/2003	UPPER MARLBORO, MD 207723120
RSKH53	Supplier RP: R1	Phone: INACTIVE
Engine: EGH-3.8L V6 OHV Engine (Ser #:1308302513)		301 627-5700
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K3103B6552)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 112018		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 RADIO AND THE DOME LIGHTS ...THE HEADLIGHTS AND THE A/C AND THE PO WER SEATS ARE INOP ...THE TECH HAS REPLACED THE BCM AND THE FCM ...THE DRB WILL NOT POWER UP HAS POWER AT PIN 16 BUT NO GROUND AT PIN 4 : JIP3:09/03/2004

Service Action:ADVISED THE TECH TO CHECK THE G300 GROUND IT IS THE SAME GROUND FOR TH E DLC AND THE FCM :JIP3:09/03/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report
Dealer Product Sampling Report#: 260251123951

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP44R34R [REDACTED]

Model Year: 2004

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RSYH53

Engine: EGA-3.3L V6 OHV Engine (Ser #:1237301477)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2113B5402)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 091206

Report#: 260251123951

Open Date: 08/03/2004

Mileage: 13918

Warr Built Dt: 09/12/2003

Supplier RP: T2

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
05144579AB	MODULE -FRONT CONTROL	1	294.77	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:CUSTOMMER STATES HEADLAMPS WORK ON HI BEAM ONLY PASSENGER SIDE INTERMITT CUSTOMMER STATES HEADLAMPS WORK ON HI BEAM ONLY PASSENGER SIDE INTERMITT

Service Comment:FAOUND AN INTERNAL FAULT IN THE IPM MODULE AND THE FRONT FAOUND AN INTERNAL FAULT IN THE IPM MODULE AND THE FRONT

Service Action:CONTROL MODULE. REPLACED AND RETESTED. CONTROL MODULE. REPLACED AND RETESTED.

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV004200510

Vehicle Information

VIN: 2D4GP44L64R [REDACTED]
Model Year: 2004
Make/Model: DODGE
GRAND CARAVAN SXT FWD
RSKH53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1251302236)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2513B7542)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091710

Repair Information

Report#: SSV004200510
Open Date: 06/11/2004
Mileage: 2000
Warr Built Dt: 09/17/2003
Supplier RP: R1

Dealer Information

Zone/Cd: 35-09835
Name: PHILIP C BAUSCHARD INC
Address: 170 SEAWARD AVE
BRADFORD, PA 16701
Phone: INACTIVE
814 362-5541

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:WHILE DRIVING AT NIGHT THE HEADLAMPS ARE DIMMING NOTICEABLY. CUSTOMER IS AFFRAID HE WILL LOSE HEADLAMPS. :DG19:06/11/2004

Service Action:IS CHARGING SYSTEM OUTPUT TOO LOW TEST AND REPAIR CHARGING SYSTEM, RE FER TO ELECTRICAL, WIRING INFORMATION. CHECK LIGHTING CIRCUIT Z343/Z3 44-
GROUND. TEST FOR VOLTAGE DROP ACROSS Z343/Z344-GROUND LOCATIONS. POSSIBLE HIGH RESISTANCE IN HEADLAMP CIRCUIT. RUN AMPERAGE DRAW TEST O N THE
HEADLAMP CIRCUIT. :DG19:06/11/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV004197470

Vehicle Information

VIN: 2C8GP64L54R [REDACTED]
Model Year: 2004
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RSYS53
Engine: EGH-3.8L V6 OHV Engine (Ser #:1216302276)
Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2093B8146)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081922

Repair Information

Report#: SSV004197470
Open Date: 06/09/2004
Mileage: 606
Warr Built Dt: 08/19/2003
Supplier RP: R1

Dealer Information

Zone/Cd: 74-53806
Name: CITY AUTO PLAZA
Address: 3151 E HWY 50
CANON CITY, CO 812122797
Phone: 719 275-2329

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 LAMPS, TAIL LAMPS FLASH. WILL DO THIS WITH THE HEADLAM P SWITCH ON OR OFF. HAS NO ACTIVE FAULT CODES IN THE FCM, BUT HAS TWO STORED
FAULTS FOR PARK LAMP OUTPUT 1 & 2 OPEN. :REC4:06/09/2004
Service Action:CHECK FOR SWITCH INPUT TO THE BCM, AND CHECK FOR HEADLAMP REQUEST IN T HE FCM. IF NO REQUEST IS BEING SEEN BY THE FCM, REPLACE IT. :REC4:0 6/09/2004
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004140583

Vehicle Information

VIN: 1D4GP24R04E [REDACTED]

Model Year: 2004

Make/Model: DODGE

GRAND CARAVAN SE FWD

RSKL53

Engine: EGA-3.3L V6 OHV Engine (Ser #:1259300143)

Transmission: DGL-4-Speed Automatic Transmission (Ser
#:K2613B5321)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 101317

Repair Information

Report#: SSV004140583

Open Date: 04/16/2004

Mileage: 2135

Warr Built Dt: 10/13/2003

Supplier RP: B1

Dealer Information

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
** No Parts Information Available					

Labor Information

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

Service Narrative Information

Customer Comment:WHEN THE WEATHER IS COLD THE HEAD LAMPS FLICKER :JLH125:04/16/2004

Service Action:CHECK THE CONNECTORS FOR BEING LOOSEAND G300-301 :JLH125:04/16/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004133020

Vehicle Information

VIN: 1D4GP45R34E [REDACTED]

Model Year: 2004

Make/Model: DODGE

CARAVAN SXT FWD

RSKH52

Engine: EGA-3.3L V6 OHV Engine (Ser #:1188301242)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1983B5455)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 080723

Repair Information

Report#: SSV004133020

Open Date: 04/08/2004

Mileage: 10568

Warr Built Dt: 08/07/2003

Supplier RP: B1

Dealer Information

Zone/Cd: 42-68790

Name: HAROLD ZEIGLER DODGE JEEP

Address: 1186 EAST M-89

PLAINWELL, MI 490801134

Phone: 269 685-5800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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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 DROP OUT AND THE RADIO LIGHTS AND CIGERETTE LIGHT IS NO T POWERED AT TIMES. THE CUSTOMER DOES HOOK UP A CB RADIO TO THE OUTLET .

:DAH18:04/08/2004

Service Action:THE DLR NEEDS TO CHECK THE FCM AND THE WIRING FROM THE CIGAR LIGHT TO THE IPM AND THE RADIO. :DAH18:04/08/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV004133161

Vehicle Information	Repair Information	Dealer Information
VIN: 2D4GT44L04R	Report#: SSV004133161	Zone/Cd: 35-09835
Model Year: 2004	Open Date: 04/08/2004	Name: PHILIP C BAUSCHARD INC
Make/Model: DODGE	Mileage: 3576	Address: 170 SEAWARD AVE
GRAND CARAVAN SXT	Warr Built Dt: 09/12/2003	BRADFORD, PA 16701
RSDH53	Supplier RP: R1	Phone: INACTIVE
Engine: EGH-3.8L V6 OHV Engine (Ser #:1247300495)		814 362-5541
Transmission: DGL-4-Speed Automatic Transmission (Ser #:K0293B6408)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 091218		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: WHILE DRIVING WITH HEADLIGHTS ON AT NIGHT, CUSTOMER CAN SEE HEADLIGHTS DIM AND BRIGHTEN. ALSO HEARS A DIFFERENCE IN HEATER BLOWER. :RKR:04 /08/2004
Service Action: WHAT HAPPENS IF YOU DISCONNECT THE BLOWER MOTOR AND DRIVE WITH THE HEA DLAMPS ON THIS COULD BE SOMETHING WRONG WITH THE IPM BUT LETS BE SUR E THAT ONE HIGH LOAD SYSTEM ISN T DRAGING THE OTHER DOWN OR CAUSING A POWER SURGE. :RKR:04/08/2004
Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 4R5731820402A

Vehicle Information

Repair Information

Dealer Information

VIN: 2D4GP74L44R [REDACTED]

Report#: 4R5731820402A

Zone/Cd: ZZ-19028

Model Year: 2004

Open Date: 02/28/2004

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 3900

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN EX FWD

Warr Built Dt: 10/23/2003

AUBURN HILLS, MI 48326-2757

RSKX53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1293301155)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2873B6969)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 102312

Service Narrative Information

Evaluator's Comment: HEADLAMPS DIM WHEN BRAKE IS APPLIED

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV004031313

Vehicle Information

VIN: 2C4GP54L24R

Model Year: 2004

Make/Model: CHRYSLER

TOWN & COUNTRY TOURING FWD

RSYP53

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

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

Plant: WINDSOR ASSEMBLY PLANT

MDH: 121001

Repair Information

Report#: SSV004031313

Open Date: 01/07/2004

Mileage: 625

Warr Built Dt: 12/10/2003

Supplier RP: R1

Dealer Information

Zone/Cd: 42-66989

Name: SHUMAN MOTOR SALES INC

Address: 1111 SOUTH COMMERCE

WALLED LAKE, MI 48390

Phone: 248 669-2010

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 CONCERN HEADLIGHTS GO OFF AT NIGHT AT TIMES WHILE DRIVING, WO RK OK ON MANUAL LIGHTS. DRB MODULE SCAN FOR CODES NONE PRESENT HAVE L
EFT IN AUTO MODE AND DROVE VEHICAL OK CHECKED CONNECTIONS AT BCM AND C LUSTER AND SWITCH ALL OK. LOOKING AT HEADLAMP SWITCH AS PROBABLE CAUSE .
:DG19:01/07/2004

Service Action:WE HAVE SEEN ISSUES WITH THE AUTO HEADLAMP SWITCH IN THE PAST. TRY A N EW SWITCH. :DG19:01/07/2004

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 4R5147400401A

Vehicle Information

Repair Information

Dealer Information

VIN: 2C4GP74L74R [REDACTED]

Report#: 4R5147400401A

Zone/Cd: ZZ-19028

Model Year: 2004

Open Date: 01/31/2004

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 7031

Address: 800 CHRYSLER DRIVE

TOWN & COUNTRY EX FWD

Warr Built Dt: 08/07/2003

AUBURN HILLS, MI 48326-2757

RSYX53

Supplier RP:

Phone:

Engine: EGH-3.8L V6 OHV Engine (Ser #:1179300138)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1693B6824)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 080712

Service Narrative Information

Evaluator's Comment: HAD A BROKEN GROUND WIRE WHILE ON TRIP TO NC. ON THE WAY BACK EVERY NOW AND THEN THE HEAD LIGHTS APPEARED TO DIM AND THEN COME BACK UP.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV003995541

Vehicle Information

VIN: 2D4GP44L54R [REDACTED]

Model Year: 2004

Make/Model: DODGE

GRAND CARAVAN SXT FWD

RSKH53

Engine: EGH-3.8L V6 OHV Engine (Ser #:1219303631)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K2233B8253)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 082714

Repair Information

Report#: SSV003995541

Open Date: 12/03/2003

Mileage: 6911

Warr Built Dt: 08/27/2003

Supplier RP: R1

Dealer Information

Zone/Cd: 51-42085

Name: DODGE CITY OF MILWAUKEE INC

Address: 4640 SOUTH 27TH STREET

MILWAUKEE, WI 532212199

Phone: INACTIVE

414 281-9100

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 CONCERN: HEADLAMPS DIMMES AT STOPS - ENGINE SURGES AT STOPS CONCERN DUPLICATED :YES WAS ANYTHING REPLACED : NO WHAT WAS CHE CKED

AND FOUND : WERE THE POWER AND GROUND CHECKED : :MJH95: 12/03/2003

Service Action:SENT DRIVABILITY :MJH95:12/03/2003 THE IDLE IS SURGING,AFTER A WARM RESTART,NO CODES, REC REFLASHING WITH TSB TO BE OUT SOON :FW66:12/ 03/2003

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 4B5020540312A

Vehicle Information

VIN: 1C8GP45R94B

Model Year: 2004

Make/Model: CHRYSLER

TOWN & COUNTRY FWD

RSYH52

Engine: EGA-3.3L V6 OHV Engine (Ser #:1188300816)

Transmission: DGL-4-Speed Automatic Transmission (Ser

#:K1983B6300)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 080806

Repair Information

Report#: 4B5020540312A

Open Date: 12/31/2003

Mileage: 6500

Warr Built Dt: 08/08/2003

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:HEADLIGHTS WERE DIMMING FOR SECONDS THEN COMING BACK ON. PROBLEM WAS LO OSE BATTERY CABLE.

Service Action:TIGHTENED UP BATTERY CABLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV011478113

Vehicle Information

VIN: 1D8HN54P98E [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1137800649)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1368D0407)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 052206

Repair Information

Report#: SSV011478113
Open Date: 06/30/2011
Mileage: 58549
Warr Built Dt: 05/22/2008
Supplier RP:

Dealer Information

Zone/Cd: 70-43931
Name: CHAPMAN'S LAS VEGAS DODGE
Address: 3175 E SAHARA AVE
LAS VEGAS, NV 891044302
Phone: 702 457-1061

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:WIPERS STAY ON, HEADLIGHTS FLICKER, ALL WARING LIGHT ON DASH ON, POWER LOCKS INOP, CLUSTER READS NO BUSS, RIGHT SLIDING DOOR INOP

Service Action:WIPERS STAY ON, HEADLIGHTS FLICKER, ALL WARING LIGHT ON DASH ON, POWER LOCKS INOP, CLUSTER READS NO BUSS, RIGHT SLIDING DOOR INOP DUPLICATED : YES -
KEY ON REPAIRS AND TESTS PERFORMED : REPLACED BATTERY AT FIRST VISIT, RIGHT SLIDING DOOR WILL NOT OPEN/UNLATCH NEED FURTHER ASSISTANCE WITH
OPENING SLIDING DOOR DUE TO POSSIBLE SLIDING DOOR HARNESS DAMAGED. TECHCONNECT SEARCH : NO BUSS ON CLUSTER *****\r\n
*****\r\nTYLER, DISCONNECT THE DOOR BEHIND THE B PILLAR AND SEE IF THE BUS COMES BACK UP, THEN REMOVE OR STOW THE SECOND
ROW SEAT AND SEE IF YOU CAN TRY TO REMOVE THE DOOR PANEL TO GAIN ACCESS TO THE DOOR, THEN IF YOU CAN GET THE PANEL OFF REMOVE THE GLASS AND TRY
TO RELEASE THE LATCH WITH A LONG PRY BAR THAT WAY, KEEP ME POSTED, THANKS.\r\n\r\nMARK T. CUSTOMER DECLINED FURTHER DIAG.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011287814

Vehicle Information

VIN: 1D8HN44H58B

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN HIGHLINE FWD

RTKH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1165700957)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2767B6281)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 101111

Repair Information

Report#: SSV011287814

Open Date: 06/21/2011

Mileage: 99651

Warr Built Dt: 10/11/2007

Supplier RP:

Dealer Information

Zone/Cd: 63-67470

Name: DON JOHNSON MOTORS INC

Address: 2101 CENTRAL BOULEVARD

BROWNSVILLE, TX 785208788

Phone: 956 546-2288

800 933-8655

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: THAT ALL WARNING LIGHTS ARE ILLUMINATING ON CLUSTER, THEY GO ON AND OFF WHILE DRIVING HEADLIGHTS WILL TURN OFF AND ON BY THEM SELVES WIPERS WILL DO THE SAME DRIVER DOOR MODUEL IS OFF LINE IGNNITION STATUS IS ON RUN WHILE THE CONCERN IS THEIR AND PASSENGER DOOR MODUEL GOSE OFF LINE AND BACK ON BUSS VOLTAGE TO MODUELS CAN THEY BE SEEN WITH THE WI TECH OR DO I NEED A SPECIAL TOOL I WENT TO DATA FOR DOOR MODUEL AND WAS NOT ABLE TO SEE THE BUSS VOLTAGE OR ANY DATA

Service Action: THAT ALL WARNING LIGHTS ARE ILLUMINATING ON CLUSTER, THEY GO ON AND OFF WHILE DRIVING HEADLIGHTS WILL TURN OFF AND ON BY THEM SELVES WIPERS WILL DO THE SAME DUPLICATED : YES - ALL THE TIME WHILE RUNNING REPAIRS AND TESTS PERFORMED : FOUND NO DTC TO GO BY, SWAPED OUT TIPM AND NO CHANGE HOWEVER DID ISOLATE PROBLEM AS SOON AS THE DOOR MODUELS ARE UN PLUGED ALL SYSTEMS WORKING OK TRACED THE BUS WIRES FROM DOOR MODUELS AND FOUND WHITE AND ORANGE WIRE ON PASSENGER SIDE MAKING CONTACT WITH BODY FIXED AND REPAIRD WIRE STILL NO HANGE TECHCONNECT SEARCH : ALL RIGHT ON DASH LIGHT

UP
JOEL, I WOULD MONITOR THE IGNITION POSITION WHEN THE CONCERN IS PRESENT. IF THE IGNITION POSITION IS CORRECT THEN MONITOR THE BUS VOLTAGE AT THE DDM AND NOTE IF IT CHANGES WHEN CONCERN IS PRESENT. THANKS, BRIAN
JOEL, I WOULD CHECK THE A-PILLAR CONNECTORS FOR ANY SIGNS OF CORROSION. IF THAT CHECKS GOOD THEN INSPECT THE DOOR HARNESSSES OR CHAFFING. THANKS, BRIAN
TWO BUS WIRERS SHORTING TO GROUND REPAIRD AS NESSASARY TO COR
RECT CONCERN ALSO FOUND LEFT HAND DOOR HARNESS DAM
AGED BEYOND REPAIR WHICH NEEDED REPLACEMENT RECHECKED WORK AFTER REPAIR AND RECHECKED OK AT THIS TIME

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV011384990

Vehicle Information

VIN: 2A8HR54P18R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1171701346)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2077D0510)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080903

Repair Information

Report#: SSV011384990
Open Date: 06/17/2011
Mileage: 51817
Warr Built Dt: 08/09/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-45259
Name: KUNES COUNTRY AUTO GROUP, INC.
Address: 200 W COMMERCIAL ST
MOUNT CARROLL, IL 610539759
Phone: 815 244-2555

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER SAID THEY LOST ALL LIGHTS HEAD LIGHTS AND INTERIOR LIGHTS WILL DRIVEING AT NIGHT

Service Action:CUSTOMER SAID THEY LOST ALL LIGHTS HEAD LIGHTS AND INTERIOR LIGHTS WILL DRIVEING AT NIGHT DUPLICATED : NO REPAIRS AND TESTS PERFORMED : CHECKED
OPERATION WORKING FINE CHECKED CODES HAD CODE B162F AND B162B STORED CLEARED CODES USE SCAN TOOL TURNED HEAD LIGHTS ON AND OFF CHECKED CODES
NO CODES DID A VISUAL INSPECTION OF WIRING LOOKS OF DTCS : B162F,B162B TECHCONNECT SEARCH : HEAD
LIGHTS\r\n*****\r\nPAST CASES INDICATE THE TIPM AS THE GENERAL CAUSE ON THIS ISSUE JAMES - BRIAN
REPLACED TIPM

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV011402225

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR54P58R	Report#: SSV011402225	Zone/Cd: 51-45214
Model Year: 2008	Open Date: 06/15/2011	Name: UBERSOX CHRYSLER, INC.
Make/Model: CHRYSLER	Mileage: 38416	Address: 1950 UBERSOX DRIVE
TOWN & COUNTRY LX FWD	Warr Built Dt: 05/13/2008	PLATTEVILLE, WI 538182609
RTYP53	Supplier RP:	Phone: 608 348-5111
Engine: EGL-3.8L V6 OHV Engine (Ser #:1134800333)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1278D0504)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 051314		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: WIPER COMMING ON INTERMITANTLY. HEADLIGHTS FLASH ON AND OFF. WARNING LIGHTSIN CLUSTER GOING ON AND OFF.
Service Action: CHARLES CALLED AND STATED THE BUS IS DOWN AND HAS CODES U0202,U0164,U0155,U0141,U0010. ADVISED CHARLES OF THE AREAS OF RUB THROUGH CONCERNS. ADVISED TO USE THE LOSS OF COM TEST ON WITECH TO HELP LOCATE THE CONCERN.PLEASE FEEL FREE TO CONTACT ME WITH ANY FURTHER QUESTIONS OR CONCERNS ON THIS VEHICLE. THANK YOU, CHRIS B. CHARLES CALLED AND STATED THE WHEN HE DISCONNECT THE REAR RIGHT DOOR MODULE THE CONCERNSTPPED. HE REPLACED THE MODULE AND THE CONCERN RETURNED. ADVISED TO SWAP IN A KNOWN GOOD CHAIN HARNESS AS A TEST THEN CHECK FOR THE CONCERN. SWAP IN A MODULE,SLIDING DOOR ,TRACK THEN CHECK FOR THE CONCERN.THANK YOU, CHRIS B. REPLACE PSD HARNESS
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV011250519

Vehicle Information

VIN: 2A8HR54PX8R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1234701870)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1997D0157)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091818

Repair Information

Report#: SSV011250519
Open Date: 05/19/2011
Mileage: 30290
Warr Built Dt: 09/18/2007
Supplier RP:

Dealer Information

Zone/Cd: 63-60312
Name: BRENNAN DODGE, LLC
Address: 1371 N SERVICE RD E
RUSTON, LA 712702918
Phone: 318 251-9874

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 OFF INTERMITTENTLY THE CUSTOMER COULD NOT BE REACHED, THE BATTER TO TIPM BATTERY FEED OHMED OUT AT .3, BATTERY TO ALTERNATOR .3, AND BATTERY TO STARTER .3. THERE IS NO AFTERMARKET EQUIPMENT INSTALLED. WE PUT THE STAR MOBILE IN FLIGHT RECORDER MODE, AND DRIVE VEHI LCE. THE ONLY VOLTAGE DROP (0.05 VOLTS) OCCURED AT THE HEADLAMP SWITCH. CUTOMER NEED VEHICLE BACK. THEY CALLED THIS MORNING SAYING IT WAS STILL DOING IT. WAITING ON CUSTOMER TO BRING VEHICLE BACK. I BELIEVE THE PROBLEM IS IN THE TIPM AND I AM WAITING FOR THE PART TO COME IN IT IS ON BACK ORDER

Service Action:HEADLIGHTS CUT OFF INTERMITTENTLY DUPLICATED : YES - DRIVING DOWN THE ROAD AT ANY SPEED AND ON ANY TYPE OF ROAD REPAIRS AND TESTS PERFORMED : REPLACED THE WIN MODULE. CONDITION GOT WORSE AND MORE OFTER. THERE ARE NO DTC S PRESENT TECHCONNECT SEARCH : HEADLIGHTS\WAYNE THERE ARE NO KNOWN ISSUES AT THIS TIME ON THIS VEHICLE OF THIS TYPE THAT WE ARE HAVING CONCERNS WITH. I WOULD CHECK THE GROUNDS TO THE HEADLAMPS JUST TO MAKE SURE. I WOULD CHECK THE POWER WIRING TO THE TIPM OR JB FROM THE BATTERY, I WOULD CHECK FOR HIGH RESISTANCE FROM THE BATTERY POSITIVE POST

TO THE BATTERY TERMINAL AT THE TIPM AND THE STARTER AND ALT. I WOULD CHECK FOR ANY AFTERMARKET GROUNDING ISSUES FROM ANY DEVICES INSTALLED, IF ANY. I WOULD CHECK WITH CUSTOMER TO SEE IF THERE ARE ANY OTHER NOTICABLE ISSUES OTHER THAN THE LAMPS THAT THEY MAY HAVE BUT DID NOT MENTION. CHECK OUT ALL RELATED AND REPORT BACK FINDINGS.. THANKS TOM T. HEADLIGHTS CUT OFF INTERMITTENTLY THE CUSTOMER COULD NOT BE REACHED, THE BATTER TO TIPM BATTERY FEED OHMED OUT AT .3, BATTERY TO ALTERNATOR .3, AND BATTERY TO STARTER .3. THERE IS NO AFTERMARKET EQUIPMENT INSTALLED. DUPLICATED : YES - DRIVING DOWN THE ROAD AT ANY SPEED AND ON ANY TYPE OF ROAD REPAIRS AND TESTS PERFORMED : REPLACED THE WIN MODULE. CONDITION GOT WORSE AND MORE OFTER. THERE ARE NO DTC S PRESENT TECHCONNECT SEARCH : HEADLIGHTS

WAYNE IF CHANGING THE WIN MODULE CAUSED THE CONDITION TO GET WORSE I WOULD CHECK THE POWER BATTERY SUPPLY TO THE WIN. WE WILL NEED TO CHECK THE CONDITION OUT WITH A STAR SCAN CONNECTED TO THE VEHICLE WHEN IT HAPPENS AND SEE IF WE CAN SEE WHAT DROPS OUT. KEEP ME POSTED. FOLLOW UP ON CASE, HAVE ANY DIAGNOSTICS BEEN PERFORMED AND IF SO WHERE THEY SUCCESSFUL IF VEHICLE IS REPAIRED PLEASE CLOSE OUT CASE. THANKS GREAT WAYNE , KEEP ME POSTED. POSSIBLE SWITCH REPLACEMENT NEEDED. WAYNE

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.

THANKS, CHRYSLER STAR CENTER. OK WAYNE LETS SEE WHAT HAPPENS WHEN IT COMES IN AND ITS INSTALLED. PLEASE KEEP ME POSTED. THANKS TOM T. CUTOMER DECIDED TO TRADE VEHICLE IN AND IT WAS SENT TO AUCTION BEFORE THE PART CAME IN. THE TIPM WAS ON BACK ORDER

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV011364402

Vehicle Information

VIN: 2A8HR64X68R
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1008850066)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K0448D6146)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022012

Repair Information

Report#: SSV011364402
Open Date: 05/05/2011
Mileage: 49642
Warr Built Dt: 02/20/2008
Supplier RP:

Dealer Information

Zone/Cd: 63-60099
Name: WESTPOINTE CHRYSLER JEEP DODGE
Address: 11001 W RENO AVE
YUKON, OK 730997524
Phone: 405 265-1400

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:SEAT MOVES BACK AND FORTH,WIPERS CYCLE,DASH LIGHTS COME ON,AND HEADLIGHTS FLICKER U0141 CODE WAS IN DMFR,HVAC,MSMD,PLGM,& SDARV. U0010 CODE WAS IN CCN & SDARV. U0155 WAS IN TIPM & PLGM. AND U 0011 IN VES 2.
VEHICLE ALSO SHOWS FLASHES AVAILABLE FOR PCM,PSDML,DMRL,PSDMR,DMRR,FSM,& PLGM, NONE OF WHICH STATE ANY BUS COMMUNICATION REPAIRS THANKS FOR YOUR HELP BUT WE ALREADY PRICED OUT A TIPM TO THE CUSTOMER AND SHE DECLINED SO I WAS TOLD WE WERE DONE, THANKS AGAIN, MAYBE NEXT TIME

Service Action:SEAT MOVES BACK AND FORTH,WIPERS CYCLE,DASH LIGHTS COME ON,AND HEADLIGHTS FLICKER DUPLICATED : YES - HAVE TO BE DRIVING, DIFFERENT SPEEDS,DIFFERENT FUNCTIONS,ONCE HITTING BRAKES,ONCE TURNING ON TURN SIGNAL,AND ONCE TURNING ON HEADLIGHTS REPAIRS AND TESTS PERFORMED :
CHECHED BUS WIRING AT SLIDING DOORS,UNDER FRONT SEATS,BETWEEN STOW AND GO SEATS,CONNECTOR AND PINS AT C318,AND HARNESS FROM TIPM TO C100;CK OK
TECHCONNECT SEARCH : U0141
DAVID, WHAT MODULES HAVE THE U0141 CODE IN THEM I WOULD ALSO CHECK THE DRIVERS SILL AREA, PASSENGER KICK PANEL,

NEAR THE POWER LIFTGATE MOTOR, AND NEAR THE THIRD ROW PASSENGER SEAT BELT RETRACTOR BRACKET. THANKS, BRIAN DAVID, BASED ON THESE FAULT CODES I WOULD FOCUS ON THE TIPM CONNECTORS AND THE PREVIOUS LOCATIONS FOR WIRING CONCERN. I WOULD ALSO PERFORM A LOSS OF COMM TEST UNDER THE UTILITIES TAB IN WITECH. THANKS, BRIAN DAVID, IF THE CUSTOMER RETURNS FEEL FREE TO REPORT BACK AS NECESSARY. IF NOT THEN PLEASE SUBMIT A CLOSE CASE REQUEST USING THE CLOSE CASE BUTTON IN DEALER CONNECT UNDER THE ADDITIONAL INFORMATION BOX. THANKS, BRIAN

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV011235313

Vehicle Information

VIN: 1D8HN54P58E [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1240700179)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2157D0501)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 091723

Repair Information

Report#: SSV011235313
Open Date: 04/20/2011
Mileage: 27690
Warr Built Dt: 09/17/2007
Supplier RP:

Dealer Information

Zone/Cd: 42-44766
Name: WETZEL CHRYSLER JEEP DODGE
Address: 4600 NATIONAL RD E
RICHMOND, IN 473743734
Phone: 765 966-7000
765 935-1133

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:FRONT HVAC BLOWER AND BOTH HEADLAMPS INOP. INTERMITTENTLY
Service Action:KEVIN, I WOULD PERFORM ALL OPEN RECALLS AND THEN NOTE IF THE CONCERN RETURNS. I WOULD ALSO START THE VEHICLE AND THEN TURN THE KEY TO CRANK AND
ASK THE CUSTOMER IF THAT IS WHAT THE CAR DOES. IF IT IS THEN LIKELY A WIN MODULE. THANKS, BRIAN PROBLEM WAS NEVER VERIFIED
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011313624

Vehicle Information

VIN: 2A8HR44H28R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1016800805)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K0248B6722)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 020617

Repair Information

Report#: SSV011313624

Open Date: 04/19/2011

Mileage: 46934

Warr Built Dt: 02/06/2008

Supplier RP:

Dealer Information

Zone/Cd: 32-60198

Name: TROIANO CHRYSLER JEEP DODGE

Address: 435 S MAIN ST

COLCHESTER, CT 064151427

Phone: 860 537-2331

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:LOSES SIGNALS HEADLAMPS WIPERS RADIO AND DASH LAMPS OK THANKS. WILL DO THANKS FOR THE HELP AND HOPE YOU HAVE A GOOD WEEKEND. AFTERNOON TIM, LOAD TESTED THE WIRING YOU REQUESTED. ALL PASSED. ORDERED A WIN MODULE. THANKS DON. MORNING TIM, INST NEW WIN AND PROGRAMED. ALL FUNCTIONS WORKING. SINCE CONCERN COULD NOT BE DUPLICATED, RETURNING VAN TO CUSTOMER. WILL LEAVE CASE OPEN FOR A WEEK TO GIVE CUSTOMER TIME FOR FEEDBACK. WILL LET YOU KNOW OUTCOME NEXT MONDAY. THANKS FOR YOUR HELP, HOPE YOU HAVE A GOOD WEEK. LOSES SIGNALS HEADLAMPS WIPERS RADIO AND DASH LAMPS OK THANKS. WILL DO THANKS FOR THE HELP AND HOPE YOU HAVE A GOOD WEEKEND. AFTERNOON TIM, LOAD TESTED THE WIRING YOU REQUESTED. ALL PASSED. ORDERED A WIN MODULE. THANKS DON. MORNIN TIM, INST NEW WIN AND PROGRAMED. ALL FUNCTIONS WORKING.SINCE CONCERN COULD NOT BE DUPLICATED, RETURNING VAN TO CUSTOMER. WILL LEAVE CASE OPEN FOR A WEEK TO GIVE CUSTOMER TIME FOR FEEDBACK. WILL LET YOU KNOW OUTCOME NEXT MONDAY. THANKS FOR YOUR HELP, HOPE YOU HAVE A GOOD WEEK. HI TIM, SORRY TOOK SO LONG TO GET BACK TO YOU. HAVENT HEARD FROM CUSTOMER ON THIS CONCERN, SO IM

ASSUMING ALL IS WELL.

Service Action: DUPLICATED : NO REPAIRS AND TESTS PERFORMED : NONE CANNOT DUPLICATE CUSTOMERS CONCERN. NO CODES ARE SET, ALL CONTROLLERS ARE UP TO DATE.

TECHCONNECT SEARCH : HEADLAMPS INTERMITTANT INOPERABLE REQUEST RECEIVED DON, RESEARCHING FURTHER - TIM P. DON, IN MY SEARCHING FOR THIS I AM NOT SEEING A KNOWN ISSUE. PRESENTLY I AM THINKING YOU MAY HAVE A WIN ISSUE WHERE IT MAY EVEN LOCK UP WITH NO CODES, LIKE A KEY BEING CYCLED OFF. I WOULD LOOK AT LOAD TESTING THE B+ FEED AND GROUND WITH A HEADLAMP BULB FOR 2 MINUTES WHILE WIGGLING THE WIRING AND CONNECTIONS. I WOULD ALSO VOLTAGE DROP THE F20 IGNITION CIRCUIT FROM THE WIN TO THE TIPM. IF ALL GOOD THEN I WOULD LOOK AT DOING THE \ LOSS OF COMMUNICATION\ TEST UNDER THE UTILITIES TAB OF WI-TECH. WHILE THIS IS RUNNING YOU COULD ALSO WIGGLE THE WIRING AND CONNECTIONS ALL OVER THE VEHICLE TO SEE IF IT WERE TO CAUSE THE ISSUE. IN THIS TEST THE SYSTEM WILL CONTINUOUSLY PING ALL MODULES. IF THERE IS A ISSUE WITH WIRING IT WILL SHOW UP. AS A SIDE NOTE WHEN PERFORMING THIS TEST AND YOU MOVE WIRING AROUND OR WIGGLE CONNECTIONS, PINCH SPLICES WITH YOUR FINGERS; HOLD YOUR PLACE FOR A SECOND OR TWO BEFORE MOVING OR WIGGLING AGAIN - TIM P. DON, HAVE A GOOD WEEKEND, SEND ME A RESPONSE ONCE YOU KNOW THE OUTCOME OR IF I CAN ASSIST YOU FURTHER - TIM P. THANKS FOR THE UPDATE DON, RESEND US A RESPONSE BACK ONCE THE OUTCOME IS KNOWN - TIM P. DON, THAT IS FINE SEND US A FEED BACK RESPONSE AT THAT TIME IN A WEEK ONCE YOU KNOW FOR SURE - TIM P. DON, NO PROBLEM ON THE TIME. IF NO FURTHER ASSISTANCE IS NEEDED ON THIS VEHICLE YOU WILL WANT TO CLOSE OUT THE CASE ON YOUR END, THANK YOU \u0096 TIM P. WIN REPLACEMENT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011278591

Vehicle Information

VIN: 2A8HR44H88R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1155700391)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2057A3159)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 080103

Repair Information

Report#: SSV011278591

Open Date: 04/05/2011

Mileage: 29653

Warr Built Dt: 08/01/2007

Supplier RP:

Dealer Information

Zone/Cd: 32-68822

Name: PINE BELT CHRYSLER JEEP, INC.

Address: 1400 ROUTE 88

LAKEWOOD, NJ 087014520

Phone: 732 901-3636

732 901-3600

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:AFTER DRIVING A WHILE, HEADLIGHTS AND DASH LIGHTS WILL TURN OFF ON THEIR OWN.

Service Action:AFTER DRIVING A WHILE, HEADLIGHTS AND DASH LIGHTS WILL TURN OFF ON THEIR OWN. DUPLICATED : YES - CAR MUST BE RUNNING FOR A WHILE, OR DRIVEN FOR A WHILE, WITH LIGHTS ON. REPAIRS AND TESTS PERFORMED : WIRING HAS BEEN CHECKED,ALTERNATER AND BATTERY REPLACED, TIPM REPLACED, HEADLAMP SWITCH REPLACED TSB APPLIED : NONE TECHCONNECT SEARCH : LIGHTS ADVISED TECH TO LOAD TEST THE G201 AND IF NO CONCERNS ARE FOUND TO LOOK TO REPLACEMENT OF CLUSTER FOR CONCERN. TECH TO REPLY BACK WITH FINDINGS. THANKS TOM T. JOHN 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. THANKS, CHRYSLER STAR CENTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV011273584

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54X28R	Report#: SSV011273584	Zone/Cd: 32-08767
Model Year: 2008	Open Date: 04/04/2011	Name: CAPITOL GARAGE INC
Make/Model: DODGE	Mileage: 79139	Address: 1520 WEST MAIN STREET
GRAND CARAVAN SXT FWD	Warr Built Dt: 12/05/2007	WILLIMANTIC, CT 062261988
RTKP53	Supplier RP:	Phone: 860 423-4516
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1316750029)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3167D0187)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 120501		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: ENGINE RADIO HEATER HEADLIGHTS SHUT OFF WHILE DRIVING NO START RIGHT AWAY WILL CLICK THEN WILL START
Service Action: ENGINE RADIO HEATER HEADLIGHTS SHUT OFF WHILE DRIVING NO START RIGHT AWAY WILL CLICK THEN WILL START DUPLICATED : NO REPAIRS AND TESTS PERFORMED : BATT TEST WIGGLE TEST ROAD TEST ALL GOOD CHECKED POWER AND GROUNDS ALL GOOD TSB APPLIED : NONE TECHCONNECT SEARCH : ENGINE RADIO HEADLIGHTS HEATER SHUT OFF JOSEPH I WOULD CHECK ALL RELATED WIRING TO THE IGNITINON SWITCH. CHECK AL CONNECTIONS AT THE BCM. PULL UP TIPM AND CHECK CONNECTIONS UNDER IT. REPORT BACK FINDINGS. THANKS TOM T. JUST A FOLLOW UP ON THE CASE. IF REPAIRED PLEASE CLOSE OUT OF CASE IN DEALER CONNECT. INCLUDE DETAILS IF ANY ALSO. THANKS TOM T. TIPM
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011264052

Vehicle Information

VIN: 1D8HN54P18B

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN PREMIUM FWD

RTKP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1140801165)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1348D2615)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 052107

Repair Information

Report#: SSV011264052

Open Date: 03/29/2011

Mileage: 29600

Warr Built Dt: 05/21/2008

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
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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 FLICKER OR STROBE AT IDLE

Service Action: JOHN, THERE ARE NO KNOWN ISSUES FOR THIS CONCERN. I WOULD PERFORM A LOADED VOLTAGE DROP TEST ON THE BATTERY CABLES. THERE SHOULD BE NO MORE THAN .5V DROP ON ANY CABLE. IF THAT ALL CHECKS GOOD THEN SWAP IN A KNOWN GOOD BATTERY AND RETEST. THANKS, BRIAN BATTERY

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011023459

Vehicle Information

VIN: 1D8HN54P28E [REDACTED]

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN PREMIUM FWD

RTKP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1269701210)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2387D5452)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 100508

Repair Information

Report#: SSV011023459

Open Date: 03/21/2011

Mileage: 25037

Warr Built Dt: 10/05/2007

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: WIPERS GO ON BY THEM SELF, HEAD LIGHTS FLASH & VEHICLE AT TIMES SHUTS OFF REMOVED COLUMN COVERS, WHERE THE STEERING GOES UP & DOWN FOUND WT/BL WIRE WICH IS THE CAN C BUS RUBBING AGAIST SHARP EDGE CAUSING BUS TO DROP I BELIVE THE CUSTOMER HAS TWO COMPLAINTS THE ONE WITH THE WIPERS GOING ON BYTHEMSELF & THE STALLING OUT. I DUPLICATED THE WIPERS GOING ON & LOOSING THE BUS. I DID NOT DUPLICATE THE STALLING. I WILL ASK FOR MORE INFO. TEST DROVE THE VEHICLE FOR 20 MILES & BUS DID NOT GO DOWN THE CODES WHERE LOST OF CAC C IN PCM AND OTHER LOSS OF COMMUNICATION CODES. THE CUSTOMER DIDNT NOTICE ANY PROBLEMS WHEN IT SHUTS OFF IT ONLY HAPPENS AT TIMES . THEY NEEDED THE VEHICLE SO THEY TOOK IT YESTERDAY. I LL LET YOU NOW IF IT COME BACK FOR THE SAME PROBLEM.

Service Action: DOCUMENT ALL STORED CODES. JOSE THE BUS WENT DOWN. IF VEHICLE STALLED LOOK AT ALL BATTERY TERMINALS AND POWER TO TIPM ALONG WITH GROUNDS FROM BATTERY TO ENGINE/CHASSIS. CHECK ALL WIRING UNDER STEERING COLUMN LOOK FOR ANY AFTER MARKET EQUIPMENT. WIPERD ON AND HEADLIGHTS ON INDICATE BUS

DOWN IN DEFAULT MODE. THE BIGGEST ISSUE IS DUPLICATION TO DIAGNOS. CAN BUS INCLUDING C CAN DROP OUT AND VEHICLE WILL NOT STALL OUT. IT WILL NOT CRANK
THOUGH. REVIEW ALL SYMPTOMS WITH CUSTOMER. WHEN STALLS SEE IF CUSTOMER NOTICES VEHICLE LOOSES ALL POWER LIGHTS EVERYTHING. LOSS OF BATTERY
POWER OR GROUND POSSIBLE AT PCM. HAS BUS GONE DOWN SINCE YOU REPAIRED WIRE AND WHAT ARE CODES SET JOSE I WOULD CLOSE THE CASE AT THIS POINT AS
VEHICLE NOT IN. FOR STALLING LOOK AT PCM FOR ANY CODES NEXT TIME IN FOR CONCERN. ALSO DOCUMENT ALL CODES. CLOSE CASE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011278593

Vehicle Information

VIN: 2A8HR44H88R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1155700391)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2057A3159)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 080103

Repair Information

Report#: SSV011278593

Open Date: 03/17/2011

Mileage: 29653

Warr Built Dt: 08/01/2007

Supplier RP:

Dealer Information

Zone/Cd: 32-68822

Name: PINE BELT CHRYSLER JEEP, INC.

Address: 1400 ROUTE 88

LAKEWOOD, NJ 087014520

Phone: 732 901-3636

732 901-3600

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:AFTER DRIVING A WHILE, HEADLIGHTS AND DASH LIGHTS WILL TURN OFF ON THEIR OWN.

Service Action:AFTER DRIVING A WHILE, HEADLIGHTS AND DASH LIGHTS WILL TURN OFF ON THEIR OWN. DUPLICATED : YES - CAR MUST BE RUNNING FOR A WHILE, OR DRIVEN FOR A WHILE, WITH LIGHTS ON. REPAIRS AND TESTS PERFORMED : WIRING HAS BEEN CHECKED,ALTERNATER AND BATTERY REPLACED, TIPM REPLACED, HEADLAMP SWITCH REPLACED TSB APPLIED : NONE TECHCONNECT SEARCH : LIGHTS\n\n\nADVISED TECH TO LOAD TEST THE G201 AND IF NO CONCERNS ARE FOUND TO LOOK TO REPLACEMENT OF CLUSTER FOR CONCERN. TECH TO REPLY BACK WITH FINDINGS. THANKS TOM T. REPLACED CCN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011030620

Vehicle Information

VIN: 2A8HR44H38R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1248701828)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2497A0704)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 091003

Repair Information

Report#: SSV011030620

Open Date: 03/11/2011

Mileage: 33628

Warr Built Dt: 09/10/2007

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			

Service Narrative Information

Customer Comment:LOW OR HIGH BEAM LAMPS FLICKER MOVING OR STATIONARY MOST NOTICEABLE AT BEGINNING OR WITH IN 3 MINUTES OF ACTUATIATING HEAD LAMPS WITH REMOTE OR
HEAD LAMP SWITCH

Service Action:ISIDRO, CHECK THE VOLTAGE AT THE HEAD LAMPS WHEN ISSUE IS PRESENT. ARE THE DTC S LISTED ACTIVE OR STORED. TECH WAS UNABLE TO DUPLICATE THIS ISSUE.
ALSO NOTE THE CAR HAS BEEN TRADED.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV011273594

Vehicle Information

VIN: 2A8HR54P68R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1128801140)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1218D2604)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 050809

Repair Information

Report#: SSV011273594
Open Date: 03/10/2011
Mileage: 73832
Warr Built Dt: 05/08/2008
Supplier RP:

Dealer Information

Zone/Cd: 42-44846
Name: WABASH VALLEY CHRYSLER LLC
Address: 1972 SOUTH WABASH STREET
WABASH, IN 469929971
Phone: 260 563-3156

Part Information

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

Labor Information

L OP	L OP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:ALL LIGHTS FLICKER AND WIPERS START ON THERE OWN AND HEAD LIGHTS ALSO FLICKER AND TAIL LIGHTS ALSO FLICKER ALL INTERIOR MODULES GO FROM ACTIVE TO NOT ACTIVE AT TIMES.TRANS WAS REBUILT AT OTHER DEALER.

Service Action:ALL LIGHTS FLICKER AND WIPERS START ON THERE OWN AND HEAD LIGHTS ALSO FLICKER AND TAIL LIGHTS ALSO FLICKER ALL INTERIOR MODULES GO FROM ACTIVE TO NOT ACTIVE AT TIMES.TRANS WAS REBUILT AT OTHER DEALER. DUPLICATED : YES - TURN IGNITION ON REPAIRS AND TESTS PERFORMED : USE GOOD TIPM TO TEST. DID NOT CHANGE ANY THING.CHECK ALL WIRING AT TIPM. ALL OK. TECHCONNECT SEARCH : ALL LIGHTS FLICKER AND WIPERS GO ON THERE OWN*****MATT, ARE THE MODULES CHANGING FROM ACTIVE TO INACTIVE WHEN THE LIGHT AND WIPER ISSUE IS PRESENT IF YES CHECK THE TOPOLOGY TO SEE WHICH MODULE IS STAYING RED (NOT FLASHING) WHEN THE ISSUE IS PRESENT. IF ONE MODULES IS STAYING RED LONGER THAN THE OTHERS PULL THE FUSE TO THE MODULE AND SEE IF THE ISSUE GOES AWAY. FOUND WIRING TO RGHT SLIDER DOOR GROUNDING OUT AT B PILLAR. REPLACE WIRING HARNESS.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV011227957

Vehicle Information

VIN: 2A8HR44H88R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYH53
Engine: EGV-3.3L V6 OHV Engine (Ser #:1155700391)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2057A3159)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080103

Repair Information

Report#: SSV011227957
Open Date: 02/22/2011
Mileage: 28953
Warr Built Dt: 08/01/2007
Supplier RP:

Dealer Information

Zone/Cd: 32-68822
Name: PINE BELT CHRYSLER JEEP, INC.
Address: 1400 ROUTE 88
LAKEWOOD, NJ 087014520
Phone: 732 901-3636
732 901-3600

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEAD LIGHTS GO OUT WHILE DRIVING AT NITE AND DASH LIGHTS FLICKER SINCE SWITCH WAS REPLACED.

Service Action:TECH HAS DUPLICATED CONCERN REPLACED HEADLAMP SWITCH NOW CUSTOMER COMPLAINT DASH RADIO AND HEADLAMPS FLICKER. BATTERY FAILED TEST AND REPLACED BATTERY AND ALT. NO CODES SET. VOLTAGE DROP BATTERY CABLES. CHECK ALL ENG/CHASSIS GROUNDS. TEST WITH ALL ELECTRICAL ON AND ENG RUNNING OBSERVE IF FLICKERS AS COOLING FANS ENGAGE. TECH STATES THAT HE CAN NOT DUPLICATE THE CONDITION AT THIS TIME. ADVISED TECH TO MEASURE THE RESISTANCE ON THE ENGINE TO BATTERY NEGATIVE CABLE AND BELL HOUSING. TECH TO CHECK OUT GROUND TO THE ALT HOUSING. ADVISED TECH THAT POSSIBLY AT NIGHT THE CUSTOMER HAS MANY ACCESSORIES ON AND WHEN DRIVING THE FULL FIELD OF ALT MAY CAUSE THE FLICKER CONDITIONS. TECH TO TRY TO DUPLICATE FOR FURTHER DIAGNOSTIC RECOMMENDATIONS.. TECH CALLED BACK STATING THAT HE WAS ABLE TO DUPLICATE THE CONDITION BRIEFLY ONE TIME WHILE OPERATING THE DIMMER SWITCH. TECH STATES THAT THE DIMMER SWITCH HAS BEEN REPLACED. TECH STATES THAT IN 2 DAYS OF HAVING THE VEHICLE AT THE SHOP HE CAN NOT

DUPLICATE AT WILL. TECH STATES THAT THE LAMPS ONLY BLINK ONE TIME WHEN IT HAPPENS. ADVISED TECH THAT WE WILL NEED A CONCERN THAT CAN BE DUPLICATED FOR SPECIFIC MODULE OR PART REPLACEMENT AFTER ALL WIRING HAS BEEN VERIFIED. TECH TO RELEASE VEHICLE TO CUSTOMER AND IF CONDITION BECOMES CONSTANT FURTHER DIAGNOSTICS CAN BE PERFORMED. TECH CALLED BACK STATING THAT HE WAS ABLE TO DUPLICATE THE CONDITION BRIEFLY ONE TIME WHILE OPERATING THE DIMMER SWITCH. TECH STATES THAT THE DIMMER SWITCH HAS BEEN REPLACED. TECH STATES THAT IN 2 DAYS OF HAVING THE VEHICLE AT THE SHOP HE CAN NOT DUPLICATE AT WILL. TECH STATES THAT THE LAMPS ONLY BLINK ONE TIME WHEN IT HAPPENS. ADVISED TECH THAT WE WILL NEED A CONCERN THAT CAN BE DUPLICATED FOR SPECIFIC MODULE OR PART REPLACEMENT AFTER ALL WIRING HAS BEEN VERIFIED. TECH TO RELEASE VEHICLE TO CUSTOMER AND IF CONDITION BECOMES CONSTANT FURTHER DIAGNOSTICS CAN BE PERFORMED. TECH CALLED BACK STATING THAT HE WAS ABLE TO DUPLICATE THE CONDITION BRIEFLY ONE TIME WHILE OPERATING THE DIMMER SWITCH. TECH STATES THAT THE DIMMER SWITCH HAS BEEN REPLACED. TECH STATES THAT IN 2 DAYS OF HAVING THE VEHICLE AT THE SHOP HE CAN NOT DUPLICATE AT WILL. TECH STATES THAT THE LAMPS ONLY BLINK ONE TIME WHEN IT HAPPENS. ADVISED TECH THAT WE WILL NEED A CONCERN THAT CAN BE DUPLICATED FOR SPECIFIC MODULE OR PART REPLACEMENT AFTER ALL WIRING HAS BEEN VERIFIED. TECH TO RELEASE VEHICLE TO CUSTOMER AND IF CONDITION BECOMES CONSTANT FURTHER DIAGNOSTICS CAN BE PERFORMED. FOLLOWING UP ON THIS CASE TO SEE IF FURTHER DIAGNOSTIC ASSISTANCE IS NEEDED. IF REPAIRED TO CLOSE CASE WITH DETAILS IF AVAILABLE. THANKS TOM T. FOLLOWING UP ON THIS CASE TO SEE IF FURTHER DIAGNOSTIC ASSISTANCE IS NEEDED. IF REPAIRED TO CLOSE CASE WITH DETAILS IF AVAILABLE. THANKS TOM T.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011156559

Vehicle Information

VIN: 2A8HR54PX8R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1155700943)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1907D0086)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 080205

Repair Information

Report#: SSV011156559

Open Date: 02/10/2011

Mileage: 48066

Warr Built Dt: 08/02/2007

Supplier RP:

Dealer Information

Zone/Cd: 32-44781

Name: DANBURY CHRYSLER JEEP DODGE

Address: 100B FEDERAL ROAD

DANBURY, CT 06810

Phone: 203 730-5737

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:C/S WHILE DRIVING ON HIGHWAY THE HEAD LIGHTS STARTED FLASHING ON AND OFF, WIPERS CAME ON ,HORN STARTED BLOWING AND A TICKING NOISE WAS COMING OUT OF CENTER OF DASH C/SPULLED OVERTOSIDE OF THE ROAD AND TURN VEHICLE OFF TO THE SIDE AND TURN VEHICLE OFF CONDITION CONTINUED RESTARTED VEHICLE NO CHANGE SHUT OFF VEHICLE AND RESTARTED THEN WENT BACK TO NORMAL

Service Action:DID THE VEHICLE STALL OUT IF SO CHECK ALL BATTERY AND IGNITION FEEDS TO THE PCM PER CODE P2533. WITH CUSTOMER COMPLAINT WHEN WIPERS CAME IT LOOKS LIKE LOSS OF BUS. DEFAULT WILL TURN WIPERS AND HEADLIGHTS ON. LOOK AT ALL GROUNDS FROM BATTERY TO ENGINE/CHASSIS. ARE THERE LOSS COMMUNICATION CODES SET IN ANY MODULES NO REPAIRS WERE DONE CUSTMER TOOK VEHICLE

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV011175705

Vehicle Information

VIN: 2A8HR64X58R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1003850124)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K0228D6251)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 021407

Repair Information

Report#: SSV011175705
Open Date: 01/19/2011
Mileage: 20477
Warr Built Dt: 02/14/2008
Supplier RP:

Dealer Information

Zone/Cd: 51-45445
Name: WICKSTROM CHRYSLER JEEP DODGE
Address: 660 W NORTHWEST HWY
BARRINGTON, IL 600102730
Phone: 847 381-8850

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:AFTER 2 MINUTES OF DRIVING, ALL DASH WARING LIGHTS COME ON, AT TTIMES WIPERS TURN ON, HEADLIGHTS COM ON OR FLASH, DASH WILL DISPLAY NO BUS, GAUGES STOP WORKING. I STARTED FROM THE FRONT AND WORKED MY MY TO THE BACK OF THE VAN, REMOVING ALL TRIM PANELS, SEATS,CARPET,ETC. I FOUND IN THE RIGHT REAR, WHERE THE WIRING HARNESS IS ROUTED OVER THE 3RD SEAT BELT RETRACTOR, THE BUS -, WT/OR, WIRE WAS RUBBING ON THE SMALL PIECE OF STEEL AT THE TOP PART OF THE RETRACTOR. I TRYED TO TAKE PICS, BUT CANT REALLY SEE VERY WELL. THE WIRE COATING WAS RUBBED THROUGH VERY SLIGHTLY AND COULD SEE 2 STRANDS OF COPPER THAT WOULD TOUCH AND GROUND THE BUS. I REPAIRED THE WIRE, AND REROUTED TO THE FRONT SIDE OF THE REAR HEATER BOX, BECAUSE NO MATTER HOW I CLIPPED THE HARNESS TO THE BODY IT STILL WAS TOUCHING THE RETRACTOR. I AM REASSEMBLING THE INTERIOR NOW AND WILL TEST DRIVE LATER TODAY.

Service Action:CALLED THE DEALER AND TALKED WITH JEFF. TECH STATES IT\u0092S VERY HARD TO DUPLICATE, IT\u0092S TEMP, SANATIVE. \u0092nADVISED TECH TO CHECK FOR CHAFFING

WIRES AT BOTH KICK PANELS, B-PILLARS, SUN VISOR, REAR LIFT GATE, BY THE SEAT BELT RETRACTOR 2ND ROW AND IN THE TRACK OR THE POWER SLIDING DOORS.

GREAT JOB JEFF, IF THIS DOES REPAIR THE CONCERN PLEASE CLOSE THE CASE IN DEALER CONNECT. IF YOU DO HAVE PICTURES OF JUST THE AREA WHERE OTHER TECH

HAVE TO LOOK, THIS WILL HELP OTHER TECH OUT. THANKS STEVE. REPAIRED BUS NEG CIRCUIT IN RIGHT REAR ABOVE 3RD ROW SEAT BELT RETRACTOR

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV011164526

Vehicle Information

VIN: 2D8HN54P98R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1222701203)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2267D2687)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082005

Repair Information

Report#: SSV011164526
Open Date: 01/17/2011
Mileage: 23984
Warr Built Dt: 08/20/2007
Supplier RP:

Dealer Information

Zone/Cd: 42-44766
Name: WETZEL CHRYSLER JEEP DODGE
Address: 4600 NATIONAL RD E
RICHMOND, IN 473743734
Phone: 765 966-7000
765 935-1133

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:BOTH HEADLAMPS AND HVAC BLOWER INOP. ONLY INTERMITTENTLY
Service Action:KEVIN, I WOULD MONITOR THE IGNITION POSITION AND WIGGLE THE KEY IN AN ATTEMPT TO DUPLICATE THE CONCERN. I WOULD ALSO INSPECT THE TIPM CONNECTORS
FOR ANY SIGN OF CORROSION. WAS NEVER ABLE TO VERIFY
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011130420

Vehicle Information

VIN: 1D8HN44H08E [REDACTED]

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN HIGHLINE FWD

RTKH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1235700812)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1837B6339)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 091222

Repair Information

Report#: SSV011130420

Open Date: 12/22/2010

Mileage: 11786

Warr Built Dt: 09/12/2007

Supplier RP:

Dealer Information

Zone/Cd: 42-68921

Name: YORK CHRYSLER DODGE JEEP INC

Address: 1765 S. STATE RD. 231

CRAWFORDSVILLE, IN 47933

Phone: 765 362-1600

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: EXTERIOR LIGHTS BLINKING AC CONTROL WOULD NOT WORK NO CODES

Service Action: THE SCM AND THE EMIC EACH PROVIDE A FAIL-SAFE FEATURE FOR THE HEADLAMPS, WHICH WILL CAUSE THE TIPM TO TURN THE LOW BEAM HEADLAMPS ON AUTOMATICALLY IF THERE IS NO INPUT AVAILABLE FROM THE HEADLAMP SWITCH OR THE MULTI-FUNCTION SWITCH. HERE S MY THOUGHT. IF YOU DISCONNECT THE SCM FIRST AND THE EXTERIOR LAMPS STOP BLINKING AND JUST GO TO ON, IT INDICATES A DEFECTIVE SCM. STILL FLASHING DISCONNECT THE CCN. IF THE BLINKING QUILTS BUT THE HEADLAMPS ARE ON IT IS A CCN PROBLEM, BUT, IF IT CONTINUES YOU HAVE A TIPM ISSUE. WHEN YOU FIND THE CAUSE OF THE BLINKING I AM THINKING THAT IT WILL CORRECT THE AC CONTROL ISSUE AS WELL. TIPM

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010970270

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54P88R	Report#: SSV010970270	Zone/Cd: 35-43232
Model Year: 2008	Open Date: 12/02/2010	Name: JEFF D'AMBROSIO CHRYSLER JEEP
Make/Model: DODGE	Mileage: 58709	Address: 1221 E LANCASTER AVE
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 07/31/2007	DOWNINGTOWN, PA 193355369
RTKP53	Supplier RP:	Phone: 610 269-9500
Engine: EGL-3.8L V6 OHV Engine (Ser #:1169700377)		610 269-7278
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1847D0515)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 073101		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:	HEADLIGHTS AND INTERIOR LIGHTS FLASH INTERMITTENTLY WHILE DRIVING. CAN BE DUPLICATED INTERMITTENTLY. PROBLEM WILL HAPPEN HAVING VEHICLE JUST SITTING WITH KEY IN RUN POSITION. TIPM AND WIN HAVE BEEN REPLACED. COULD A IGN. KEY BE A PROBLEM ALSO IN CONFIG REPORTS ITS SAYING SECRET KEY WAS NOT SENT TO PCM. I SENT THE CONFIG REPORT TO YOU. OK THANK YOU
Service Action:	JOSH YOU WILL NEED TO DUPLICATE TO DIAG. I SUSPECT THE TIPM BUT HARD TO PROVE IS IT CANT BE DUPLICATED. IF YOU REPLACED THE WIN AND SECRET KEY WONT TRANSFER, REPLACE THE KEY. . REPLACED THE CLUSTER ASSEMBLY
Correction:	

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011072602

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8HR64X88R

Report#: SSV011072602

Zone/Cd: 63-41798

Model Year: 2008

Open Date: 12/01/2010

Name: ALLEN SAMUELS DODGE CHRYSLER J

Make/Model: CHRYSLER

Mileage: 31999

Address: 7740 NE LOOP 820

TOWN & COUNTRY LIMITED FWD

Warr Built Dt: 02/18/2008

NORTH RICHLAND HILLS, TX 761808303

RTYS53

Supplier RP:

Phone: 817 589-2433

Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1011850066)

817 276-7700

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K0378D0040)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 021801

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:VEHICLE WILL NOT START AT TIMES AND WHEN IT DOES START TURN SIGNALS, CLUSTER AND HEADLAMPS DO NOT WORK TILL AFTER DRIVING A WHILE. NO CODES (ACTIVE OR STORED) AND UNABLE TO DUPLICATE CONCERN AT THIS TIME TO MONITOR MODULES. BATTERY TERMINALS GOOD AND POWER TO TIPM ALSO GOOD. GROUNDS ALSO GOOD.

Service Action:FIRST HAS THIS BEEN DUPLICATED ARE ANY CODES ACTIVE OR STORED IF NOT NEED TO FIRST DUPLICATE TO MONITER MODULES. IF DOES NOT CRANK NEED TO SEE IF IGNITION SWITCH STATE IS CHANGING IN TIPM AND WIN. BOTTOM LINE IS DUPLICATION ISSUE. CHECK ALL BATTERY TERMINALS POWER TO TIPM AND GROUNDS TO ENGINE/CHASSIS. THE ONLY THING AT THIS POINT IS CONNECTORS TO THE CLUSTER AND POSSIBLY MFS INTERMITTENT CONNECTION. NO CODES NO DIRECTION TO GO ONLY COVERING BASICS. UNABLE TO DUPLICATE GUEST CONCERN AT THIS TIME.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV011068002

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR64XX8R	Report#: SSV011068002	Zone/Cd: 51-23732
Model Year: 2008	Open Date: 11/30/2010	Name: LITTLE JESS MOTOR COMPANY
Make/Model: CHRYSLER	Mileage: 56245	Address: 3421 MAINE
TOWN & COUNTRY LIMITED FWD	Warr Built Dt: 08/09/2007	QUINCY, IL 623014440
RTYS53	Supplier RP:	Phone: 217 223-5950
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1190750197)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1937D0155)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 080916		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS GO OUT WHILE DRIVING
Service Action: YES THE DIAGNOSTIC TEST WILL BE THE SAME FOR HID AND HALOGEN LAMPS, ON HID LAMPS THERE IS STILL A LOW BEAM CONTROL CIRCUIT (12V CIRCUIT) FROM THE FCM TO THE BALLAST MODULE THAT CONTROLS THE HID S. THE CODES WILL NEED TO BE ACTIVE TO PERFORM DIAGNOSIS. IF CODES ARE STORED RUN A LOAD TEST ON THE LOW BEAM CONTROL CIRCUITS FROM THE FCM THROUGH THE IPM TO THE CONNECTOR AT THE BALLAST MODULES. ALSO REMOVE THE FCM AND LOAD TEST THE POWERS AND GROUND AT THE FCM CONNECTOR. REPLACED TIPM
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV011041677

Vehicle Information

VIN: 2D8HN54P38R
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1192701397)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1907D0724)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080220

Repair Information

Report#: SSV011041677
Open Date: 11/15/2010
Mileage: 41790
Warr Built Dt: 08/02/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-68976
Name: GUPTON MOTORS KY INC
Address: 1451 BOWLING GREEN RD
RUSSELLVILLE, KY 42276
Phone: 270 725-4100

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEADLIGHTS GO OFF AT TIMES USUALLY WHEN HITTING A BUMP IN ROAD,\r\n\r\nALSO AT TIMES WHEN GET IN VEHICLE AND TURN KEY NOTHING HAPPENS, B1808 IS THE ONLY CODE IN IT, I DIDNT THINK IT WAS RELEVANT TO HEAD LIGHTS\r\n\r\nI JUST DID RECALL K-14 TODAY JUST HAVENT RAN THE TICKET THROUGH YET

Service Action:DANIEL, ARE THERE ANY CODES IN THE VEHICLE I WOULD INSPECT THE TIPM CONNECTORS FOR IMPROPER PIN FIT. I WOULD ALSO PERFORM THE OPEN RECALL K14 AND RE-EVALUATE. DANIEL, I WOULD FOCUS IN THE TIPM AND TIPM CONNECTORS. I WOULD CHECK FOR ANY SIGNS OF WATER INTRUSION OR CORROSION. I WOULD ALSO VERIFY ALL TERMINALS ARE PROPERLY SECURE IN THE CONNECTOR. FOUND LOOSE ENGINE GROUND AND LOOSE STARTER CABLE AT STARTER

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010955190

Vehicle Information

VIN: 2D8HN54X88R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN SXT FWD
RTKP53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1302750330)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K3117D0506)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 111502

Repair Information

Report#: SSV010955190
Open Date: 10/26/2010
Mileage: 69783
Warr Built Dt: 11/15/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-45323
Name: STEW HANSEN DODGE CITY JEEP
Address: 12103 HICKMAN RD
URBANDALE, IA 503231801
Phone: 515 331-2900

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:INT HEADLAMPS FLICKER, DASH LAMPS FLICKER, CHIMES SOUND

Service Action:THE CHIME WARNING SYSTEM USES AN ELECTROMECHANICAL TRANSDUCER AND AN ELECTROMECHANICAL RELAY THAT ARE SOLDERED ONTO THE ELECTRONIC CIRCUIT BOARD INSIDE OF THE ELECTROMECHANICAL INSTRUMENT CLUSTER (EMIC). THE MULTIFUNCTION SWITCH SIGNAL PASSES THROUGH THE EMIC ON ITS WAY TO THE TIPM WHERE THE ULTIMATE FINAL CONRTOL OF THE HEADLAMPS TAKES PLACE SO IF YOU ADD THE FLICKERING \ DASH\ LAMPS AND HAVE ALREADY REPLACED THE HEADLAMP MULTIFUNCTION SWITCH. I THINK YOU NEED A NEW EMIC. ESIM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010991385

Vehicle Information

VIN: 1D8HN54P08E [REDACTED]

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN PREMIUM FWD

RTKP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1312700126)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K3327D5137)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 113010

Repair Information

Report#: SSV010991385

Open Date: 10/19/2010

Mileage: 58636

Warr Built Dt: 11/30/2007

Supplier RP:

Dealer Information

Zone/Cd: 66-60054

Name: JEFF SMITH CHRYSLER DODGE JEEP

Address: 100 IFFIE ROAD

PERRY, GA 31069

Phone: 478 988-8444

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 STARTING VAN SOMETIMES, NOT ALL FUNCTIONS INSIDE VAN WORK. STATES WHILE DRIVING VAN ALL ELCTRICAL GOES OUT INCLUDING HEADLAMPS, STATES AIRBAG LIGHT GOES ON/OFF DAILY

Service Action:U0141 SET IN THE WIN ONLY. TECH CAN T DUPLICATE. ADVISED TECH TO DUPLICATE, NOTE IGNITION SWITCH STATUS IN THE WIN, POSSIBLE WIN ISSUE. WITH MULTIPLE ATTEMPTS THE CONCERN COULD NEVER BE DUPLICATED WHILE THE VAN WAS AT THE SHOP, LOOKING AT ALL THAT GOES OUT AND ONLY ONE REPORTING NO COMM. WAS WIN MODULE. RECOMMENDED CUSTOMER TO REPLACE THE WIN MODULE. SHE SAID SHE WILL THINK ABOUT IT. I BELEIVE SHE IS CONTACTING CHRYSLER TO REQUEST ASSISTANCE...

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010985367

Vehicle Information	Repair Information	Dealer Information
VIN: 1D8HN44H88E	Report#: SSV010985367	Zone/Cd: 70-44984
Model Year: 2008	Open Date: 10/14/2010	Name: LITHIA CHRYSLER JEEP DODGE OF
Make/Model: DODGE	Mileage: 26744	Address: 9600 OLD SEWARD HIGHWAY
GRAND CARAVAN HIGHLINE FWD	Warr Built Dt: 09/17/2007	ANCHORAGE, AK 99515
RTKH53	Supplier RP:	Phone: 907 868-9300
Engine: EGV-3.3L V6 OHV Engine (Ser #:1241700706)		
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser #:K2537A0556)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 091712		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:	PARK LIGHTS INTERMITTANTLY FLICKER AND THE HEADLIGHTS GO OUT, THEN WILL COME BACK ON, ON THEIR OWN.
Service Action:	JAMES, I WOULD PERFORM OPEN RRT 09-045 AND WHILE IN THE PROCESS INSPECT THE TIPM AND PARK LAMP CONNECTORS FOR WATER INTRUSION. PERFORMED RRT, NO TROUBLES FOUND. ENDED UP FINDING A LOOSE CONNECTION FOR A PARK LIGHT OUTPUT ON THE BOTTOM OF THE TIPM.
Correction:	

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010970974

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54P98R	Report#: SSV010970974	Zone/Cd: 70-42180
Model Year: 2008	Open Date: 10/12/2010	Name: OAK HARBOR MOTORS INC
Make/Model: DODGE	Mileage: 37185	Address: 75 SE PIONEER WAY
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 11/21/2007	OAK HARBOR, WA 982773297
RTKP53	Supplier RP:	Phone: 360 675-5901
Engine: EGL-3.8L V6 OHV Engine (Ser #:1313702256)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3237D0067)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 112119		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 TRANSMISSION IN LIMP-HOME MODE. DASH LIGHTS, HEADLIGHTS AND HORN TURNING ON AND OFF WHILE DRIVING. IF THE VEHICLE STAYS RUNNING WHILE THE CONCERN HAPPENS, WOULD THAT ELIMINATE THE IGNITION SWITCH AS A POSSIBLE CAUSE IF SO HOW DO YOU TEST THE TIPM WHILE THE CONCERN IS NOT PRESENT
Service Action:	CORY, THIS IS AN ELECTRICAL ISSUE. THE IGNITION SWITCH IS A POSSIBLE CAUSE, AS WELL AS THE TIPM. CORY, THAT CAN BE HARD TO DETERMINE WHEN THE CONDITION IS INTERMITTENT. BUT BASED ON THE CODES YOU HAVE, AND PAST CASES. I WOULD REPLACE THE TIPM. REPLACE TIPM
Correction:	

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010976032

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8HR64X78R

Report#: SSV010976032

Zone/Cd: 42-44015

Model Year: 2008

Open Date: 10/08/2010

Name: TREADWAY CHRY-DODGE-JEEP INC

Make/Model: CHRYSLER

Mileage: 59221

Address: 10305 STATE ROUTE 224 W

TOWN & COUNTRY LIMITED FWD

Warr Built Dt: 12/11/2007

FINDLAY, OH 458401933

RTYS53

Supplier RP:

Phone: 419 423-1715

Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1319750019)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K3387D2728)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 121114

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 WARNING LIGHTS COME ON, HEADLIGHTS FLASH, WIPERS COME ON. WHEN YOU HIT THE PASS DOOR PANEL, EVERYTHING STARTS WORKING NORMALLY YES, I INSPECTED DOOR JAMB WIRING AND PANEL WIRING-NO PROBLEMS FOUND. WE HAVE ANOTHER PDM IN STOCK. SINCE THIS IS SUCH AN INTERMITTENT PROBLEM, I WILL JUST PUT ANOTHER ONE ON FOR AN INTERNAL SHORT TO TRY. THANKS

Service Action:CHRIS WHAT I WOULD CHECK FIRST IS THE PANEL WIRING AND BY REMOVING THE DOOR PANEL ON THE PASS SIDE, CHECK ALL CONNECTORS TO THE INSIDE MOLEX TO THE OUT SIDE FOR WATER OR OTHER CONCERNS. SOUNDS LIKE SOME WHERE IN THE DOOR EITHER THE PDM IS INTERNALLY SHORTED OR THERE IS A SHORT TO GROUND ON THE CAN BUS LINES FROM THE A PILLAR TO THE DOOR CONNECTOR. CHECK THE HARNESS LEADING TO THE DOOR JAMB FOR ANY WATER SIGNS. YOU MAY NEED TO SWAP THE PASS SIDE WITH THE DRIVERS SIDE MODULE AND SEE IF CONCERN CAN BE DUPLICATED. IF SO REPLACE AS NEEDED. PLEASE REPORT BACK FINDINGS FOR FURTHER DIAGNOSTIC RECOMMENDATIONS AS NEEDED. PLEASE RETURN A REPLY AS TO HOW THIS WORKS, THANKS. TOM T. PS BY TTHE WAY IF THIS CORRECTS THE

CONCERN PLEASE GO AHEAD AND CLOSE THE CASE OUT..THANKS AM TRYING A PASS. DOOR MODULE FOR A VERY INTERMITTENT IHS BUS FAILURE. THANKS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010967429

Vehicle Information

VIN: 2D8HN44H48R

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN HIGHLINE FWD

RTKH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1228700087)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1297B6949)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 082021

Repair Information

Report#: SSV010967429

Open Date: 10/07/2010

Mileage: 54995

Warr Built Dt: 08/20/2007

Supplier RP:

Dealer Information

Zone/Cd: 35-42958

Name: SCRANTON DODGE CHRYSLER JEEP

Address: 1146 WYOMING AVE

SCRANTON, PA 185092715

Phone: 717 346-1721

570 344-1261

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 ON AND OFF, BLINKING, AT TIMES HEADLIGHTS DO NOT WORK

Service Action:TECH STATES THE CUSTOMER STATES THE HEADLAMPS GO OUT AT TIMES, TECH CANNOT DUPLICATE CONCERN, NO CODES. ADVISED TECH MAY BE AN ISSUE WITH THE TIPM, WILL NEED TO DUPLICATE, CHECK AND ENSURE THE TIPM CONNECTORS ARE PUSHED IN ALL THE WAY. CHECKED CONNECTORS ON TIPM, OK, LET CAR RUN IN SHOP HEADLIGHTS WENT OUT, FOUND TIPM FAULTY, REPLACED TIPM, CHECKED, OK AT THIS TIME.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010915735

Vehicle Information

VIN: 2A8HR44H98R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1243701491)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1627A0141)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 092215

Repair Information

Report#: SSV010915735

Open Date: 09/13/2010

Mileage: 57684

Warr Built Dt: 09/22/2007

Supplier RP:

Dealer Information

Zone/Cd: 66-68275

Name: ROYSTON CHRY-PLYM-DODGE-JEEP I

Address: 910 WEST MORRIS BLVD

MORRISTOWN, TN 37813

Phone: 423 587-2000

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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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: HEATER AND A/C BLOWER TURN ON AND OFF WHILE DRIVING. ACTIVE DTCS IN TIPM B1637, B1633 ACTIVE. B10EC, B162F, B162B, P0693 STORED. HVAC HAD B113D STORED. TWISTING AND MOVING THE TIPM CAUSES HEADLAMPS TO TURN OFF AND ON, THE HVAC TO TURN OFF AND ON. TURN SIGNALS CYCLING. SIDE OF THE TIPM WAS EXTREEMLY HOT TO THE TOUCH

Service Action:RECOMMEND REPLACE TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010869676

Vehicle Information

VIN: 2A8HR54P38R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1309701201)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K3097D5294)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 110922

Repair Information

Report#: SSV010869676

Open Date: 09/03/2010

Mileage: 25160

Warr Built Dt: 11/09/2007

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: REPEAT COMPLAINTS OF HEADLAMPS GOING OFF WHILE DRIVING. ONLY HEADLAMPS WILL GO OFF. THEY WILL NOT COME BACK ON W/HEADLAMP SWITCH OPERATION OR ANY OTHER DRIVER INPUT. CUSTOMER HAS TO STOP VEHICLE, CYCLE ENGINE OFF AND ON THEN LIGHTS COME BACK ON. INTERMITTENT PROBLEM. DEALER HAS NEVER DUPLICATED. CUSTOMER HAS FILED A CAIR AND IS AFRAID TO DRIVE VEHICLE.

Service Action: ADVISED S/M THAT HE SHOULD CHECK POWERS AND GROUNDS TO TIPM, CCN AND OTHER MODULES. HE STATES THERE ARE NO CODES. ADVISED HIM THE TIPM DIRECTLY POWERS HEADLAMPS AND TO ALSO CHECK FOR LOOSE PINS ON CCN CONNECTOR. TIPM REPLACED A FEW DAYS AGO AND VEHICLE RETURNED TO THE CUSTOMER. S/M HAS NOT HEARD BACK FROM CUSTOMER. WE ARE ASSUMING VEHICLE IS FIXED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010899424

Vehicle Information

VIN: 2D8HN54P88R

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN PREMIUM FWD

RTKP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1169700377)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1847D0515)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 073101

Repair Information

Report#: SSV010899424

Open Date: 09/03/2010

Mileage: 58270

Warr Built Dt: 07/31/2007

Supplier RP:

Dealer Information

Zone/Cd: 35-43232

Name: JEFF D'AMBROSIO CHRYSLER JEEP

Address: 1221 E LANCASTER AVE

DOWNTOWN, PA 193355369

Phone: 610 269-9500

610 269-7278

Part Information

Part Number

Part Description

Quantity

Cost/Unit

Fail Cd

Retn Dt

** No Parts Information Available

Labor Information

LOP

LOP Description

Cost

Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment:INTERMITTANT POWER DOOR LOCKS,RADIO & WINDOWS ARE INOPERATIVE , HEADLAMPS FLASH ON AND OFF AT TIMES - NO CODES ALSO SLIDING DOORS STOP OPERATING LIKE SOMETHING IS IN THE WAY

Service Action: JIM PLEASE DUPLICATE THE CONCERN AND NOTE IGNITION SWITCH STATUS IN THE WIN. ALSO CHECK THE POWER SLIDING DOOR INHIBITS TO DETERMINE THE REASON THEY REVERSED WHEN OPENING.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010891413

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR64X88R	Report#: SSV010891413	Zone/Cd: 51-67657
Model Year: 2008	Open Date: 08/31/2010	Name: SAM LEMAN CHRYSLER JEEP DODGE
Make/Model: CHRYSLER	Mileage: 19433	Address: 1602 COMMERCE PKWY
TOWN & COUNTRY LIMITED FWD	Warr Built Dt: 08/09/2007	BLOOMINGTON, IL 617049608
RTYS53	Supplier RP:	Phone: 309 662-5000
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1191750048)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2097D0506)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 080923		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 FLICKER BY THEM SELVES. TECH STATES THAT THERE HID LAMPS. TECH HAS A B162F, B162B, B17BF, B17C4 CODES FOUND STORED. TECH CAN NOT DUPLICATE THE CUSTOMERS CONCERN AT THIS TIME. TECH STATES THAT THE WORK ORDER STATES THAT THE LAMPS FLICKER BUT DOES NOT STATE IF BOTH OR JUST ONE FLICKERS. TECH CALLING FOR ASSISTANCE.

Service Action:ADVISED THE TECH TO CHECK THE VOLTAGE OF THE CHARGING SYSTEM WHEN RUNNING. ADVISED TECH TO CHECK THE GROUNDS TO THE BALLAST FOR THE LAMPS. ADVISED THE TECH THAT THE TIPM MAY BE THE CONCERN. TECH TO CALL BACK FOR FURTHER ASSISTANCE AS NEEDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010231665

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8HN54P68R [REDACTED]

Report#: SSV010231665

Zone/Cd: 35-43026

Model Year: 2008

Open Date: 08/09/2010

Name: THOMPSON CHRYSLER DODGE JEEP

Make/Model: DODGE

Mileage: 32561

Address: 124 N POINT BLVD

GRAND CARAVAN PREMIUM FWD

Warr Built Dt: 08/15/2007

BALTIMORE, MD 212241819

RTKP53

Supplier RP:

Phone: 410 282-9600

Engine: EGL-3.8L V6 OHV Engine (Ser #:1221700408)

410 288-3100

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2087D0431)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081502

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: HEADLAMPS AND PARK LAMPS ARE FLASHING, WIPERS CYCLE AT TIMES WITH KEY OFF.

Service Action:ADVISED TECH TO DUPLICATE THE CONCERN. NOW HAVE 51110 ON ODOMETER, AND ALL OF THE CONDITIONS HAVE RETURNED FOR THE FIRST TIME. THIS TIME CODES WERE FOUND IN THE ABS MODULE. TIPM WAS FLASH PROGRAMMED. PREDICATED ON THE STORED FAULTS AND THE LENGTH OF TIME BETWEEN EVENTS WE ARE REPLACING THE STEERING ANGLE SENSOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010830947

Vehicle Information

VIN: 2D8HN54PX8R [REDACTED]

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN PREMIUM FWD

RTKP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1233700260)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2197D2545)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 083019

Repair Information

Report#: SSV010830947

Open Date: 08/06/2010

Mileage: 14985

Warr Built Dt: 08/30/2007

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: HEADLAMP GO OUT AFTER DRIVING. WHEN CUSTOMER BROUGHT IN THIS AM THEY WERE NOT WORKING, NOW THE TECH HAS IT AND THEY WORK ALL OF THE TIME. HAS
CODES B2394,B1633,B1637,B162B AND B162F, ALL STORED CODES. ANY IDEAS

Service Action: RUSSELL, NO KNOWN ISSUES, RECOMMENED TECH TO DUPLICATE AND NOTE POWERS AND GROUNDS TO THE FRONT HEADLAMPS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010786315

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR54P38R	Report#: SSV010786315	Zone/Cd: 51-68890
Model Year: 2008	Open Date: 07/22/2010	Name: KAYSER AUTOMOTIVE GROUP LLC
Make/Model: CHRYSLER	Mileage: 33238	Address: 1411 HIGHWAY 51 NORTH
TOWN & COUNTRY LX FWD	Warr Built Dt: 10/12/2007	STOUGHTON, WI 53589
RTYP53	Supplier RP:	Phone: 608 873-5621
Engine: EGL-3.8L V6 OHV Engine (Ser #:1271701653)		608 205-9400
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2757D2895)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 101222		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DASH LAMPS GOU TOUT, WIPERS WIPE, HEAD LAMPS FLICKER ON AND OFF. U0141, U0010, TECH FEELS A MODULE MAY BE CAUSING THIS.

Service Action:ADVISED TO UNPLUG MODULES AND NOTE IF THE BUS RETURNS. TECH STATES HE FOUND THE PASSENGER DOOR MODULE CAUSING HE NO COMMUNICATION. TECH STATES THE PASSENGER WINDOW WILL EXPRESS DOWN BUT WILL NOT EXPRESS UP. \r\n\r\nADVISED TECH THAT THIS IS NORMAL PER THE SALES CODES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010774249

Vehicle Information

VIN: 2A8HR44H88R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1264701644)

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

#:K2857B7576)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 101721

Repair Information

Report#: SSV010774249

Open Date: 07/14/2010

Mileage: 55785

Warr Built Dt: 10/17/2007

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

** No Parts Information Available

Labor Information

LOP

LOP Description

Cost

Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment:CC: THE HEADLIGHTS WENT OFF AND WILL NOT TURN ON. HAS SEVERAL CODES THAT ARE NOW STORED. THE TECH ERASED THE CODES AND NOW THE HEADLAMPS WORK.

Service Action: ADVISED THE TECH TO CHECK THE HEADLAMP WIRING FROM THE TIPM TO THE HEADLAMP BULBS, ESPECIALLY UNDERNEATH THE TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010749955

Vehicle Information

VIN: 2A8HR64X88R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LIMITED FWD

RTYS53

Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1109751245)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K1098D5302)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 042209

Repair Information

Report#: SSV010749955

Open Date: 07/02/2010

Mileage: 32204

Warr Built Dt: 04/22/2008

Supplier RP:

Dealer Information

Zone/Cd: 51-45016

Name: ANTIOCH CHRYSLER DODGE JEEP

Address: 105 ROUTE 173

ANTIOCH, IL 60002

Phone: 847 395-0200

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 HEADLAMPS ARE INOP INTERMITTENTLY, THEY WILL BE INOP FOR A WEEK AND THEN START WORKING. TECH STATES THERE ARE NO CODES AND THEY ARE CURRENTLY INOP, SWAPPED A SWITCH TO NO AVAIL.

Service Action:ADVISED TECH TO CHECK AND DETERMINE IF THE TIPM SEES THE SWITCH INPUT, SEE K27404998 , AND LOADTEST G101.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: 8R11894106

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8HR44HX8R [REDACTED]

Report#: 8R11894106

Zone/Cd: 32-44796

Model Year: 2008

Open Date: 04/20/2010

Name: CENTRAL CHRYSLER JEEP DODGE OF

Make/Model: CHRYSLER

Mileage: 0

Address: 191 NEW STATE HWY

TOWN & COUNTRY LX FWD

Warr Built Dt: 08/15/2007

RAYNHAM, MA 027671440

RTYH53

Supplier RP:

Phone: 508 823-0101

Engine: EGV-3.3L V6 OHV Engine (Ser #:1170700797)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1297B7506)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081513

Part Information

Part Number	Part 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: 02 (Detractor)

003. Concerns about reliability / dependability

I purchased my minivan in November of 2008 and within six months started having odd electrical problems, such as losing my entire dashboard lighting and headlights while driving. It took almost a month and countless trips to the dealership to find out that a main computer board was defective. I work from 3p to 3a and drive home in the dark ... I also have two small children... How safe do you think I feel driving this vehicle????? I am waiting to be able to trade it for another vehicle which I can only hope I will feel more secure in. I would not recommend someone else having the problems that I have had with this vehicle which is essentially brand new.

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

Score: 03 (Detractor)

F99. Other Features/Controls/Displays

Z13. Any mention of dealership Service experience After SALE

Mechanical and electrical problems, no support from dealership

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

Score: 02 (Detractor)

001. Negative/rude treatment by staff

I have had people be rude to me on various occasions at this dealership while trying to figure out the electrical problems.

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

01 - Yes

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

01 - Definitely Will Not

001. Too many problems with current or past vehicle

003. Unhappy with service or past dealings with current dealer

SURVEY COMPLETED 2010-04-21 01:16:16, CUSTOMER ID:708338747, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010524128

Vehicle Information	Repair Information	Dealer Information
VIN: 1D8HN54P88E	Report#: SSV010524128	Zone/Cd: 42-68960
Model Year: 2008	Open Date: 04/14/2010	Name: WESTGATE CHRYSLER JEEP DODGE I
Make/Model: DODGE	Mileage: 35108	Address: 2695 EAST MAIN STREET
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 11/06/2007	PLAINFIELD, IN 46168
RTKP53	Supplier RP:	Phone: 317 839-6554
Engine: EGL-3.8L V6 OHV Engine (Ser #:1298701544)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2917D2913)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 110600		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 INTERIOR LAMPS FLASH, ON/OFF, AND THE WIPERS SWIPE INTERMITTENTLY. TECH HAS DUPLICATED CONCERN BRIEFLY, NUMEROUS STORED CODES.

Service Action:ADVISED TECH ISSUES WITH WIRE CHAFFING UNDER THE SILL PLATES ALONG THE B PILLARS, HARNESS IS BEING PULLED OR IS CHAFFING. ALSO BASE OF C TRIM, ALSO CONFIRMED, SHORT AT THE RIGHT REAR QUARTER, THE HARNESS THAT RUNS BEHIND THE SEATBELT RETRACTOR, SHORTING ON THE RETRACTOR. TECH STATES IT IS THE WARNING LAMPS COME ON. ADVISED TO CHECK RIGHT A PILLAR CONNECTOR, UNDER REAR OF FRONT SEATS, BY THE SLIDING DOOR FRONT LOWER ROLLER, AND BY THE LIFTGATE DRIVE CHAIN. TECH INSPECT AND NO PROBLEM FOUND YET. ADVISED AT THIS POINT POSSIBLY REPLACE THE BODY HARNESS AND TEST. TECH REPLACED DMRR AND CONCERN GONE AT THIS TIME.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010519993

Vehicle Information

VIN: 2D8HN44H38R

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN HIGHLINE FWD

RTKH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1155700124)

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

#:K2067A0621)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 080106

Repair Information

Report#: SSV010519993

Open Date: 03/23/2010

Mileage: 91874

Warr Built Dt: 08/01/2007

Supplier RP:

Dealer Information

Zone/Cd: 35-42776

Name: BUCHANAN AUTO PARK INC

Address: 11194 BUCHANAN TRAIL E

WAYNESBORO, PA 172688893

Phone: 717 762-1107

Part Information

Part Number

Part Description

Quantity

Cost/Unit

Fail Cd

Retn Dt

** No Parts Information Available

Labor Information

LOP

LOP Description

Cost

Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment:CC HEADLAMPS INTERMITTENTLY FLICKER. TECH STATES THERE ARE CLUSTER LIGHTS. TECH STATES HE HAS HIGH BEAM BUT NO LOW BEAM. TECH STATES NO CODES. IN JUNE OF 08 THE CONTROL SWITCH AND TIPM WERE REPLACED AT 21253 MILES. CUSTOMER DRIVES WITH THE HIGH BEAMS ON. TECH STATES THE HIGH BEAM INDICATOR GOES OUT.

Service Action: SUGGESTED CHECKING THE SCM AND EMIC/CCN FOR THE INPUT REQUEST FOR THE HEAD LAMPS WHEN FOR LOW AND HIGH WHEN THE ISSUE IS PRESENT. MENTIONED PER WHAT THE TECH IS DESCRIBING IS INDICATING A CCN ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010512982

Vehicle Information

VIN: 2A8HR54P28R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1155701116)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1907D0738)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 080202

Repair Information

Report#: SSV010512982

Open Date: 03/19/2010

Mileage: 33713

Warr Built Dt: 08/02/2007

Supplier RP:

Dealer Information

Zone/Cd: 42-41943

Name: GANLEY CHRYSLER JEEP DODGE, IN

Address: 123 BROADWAY AVENUE

BEDFORD, OH 441462198

Phone: 440 232-2121

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 WHEN THE HEADLAMPS ARE TURNED ON , ONLY THE PARK LAMPS WILL COME ON, OTHER TIMES THE HEADLAMPS WILL GO OUT, OTHER TIMES THE INTERIOR LAMPS ARE INOP, AND THE DIMMER SWITCH WILL FLICKER. TECH STATES THERE IS A STORED CODE IN THE BCM, HEADLAMP SWITCH AND THE TIPM HAVE BOTH BEEN REPLACED, CANNOT DUPLICATE CONCERN.

Service Action:ADVISED TECH OF NO KNOWN ISSUES, MAY BE A CLUSTER ISSUE, TRY TO DUPLICATE CONCERN AND MONITOR THE SWITCH STATE IN THE CLUSTER, IF CORRECT, CHECK IT IN THE TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010508627

Vehicle Information

VIN: 2A8HR54P88R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1213700976)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2227D0058)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081512

Repair Information

Report#: SSV010508627

Open Date: 03/18/2010

Mileage: 22725

Warr Built Dt: 08/15/2007

Supplier RP:

Dealer Information

Zone/Cd: 66-67774

Name: PEPPERS CHRYSLER DODGE JEEP, I

Address: 2400 EAST WOOD STREET

PARIS, TN 38242

Phone: 731 642-5661

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: HEADLAMPS CUT OUT. TECH UNABLE TO DUPLICATE AND NO DTCS.

Service Action:ADVISED TO SWAP HEADLAMP SWITCH WITH A KNOWN. IF CONCERN STILL PRESENT THEN WILL NEED TO DUPLICATE AND MONITOR SWITCH IN TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010457313

Vehicle Information

VIN: 2D8HN54P48R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1282701332)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2857D2887)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101901

Repair Information

Report#: SSV010457313
Open Date: 02/24/2010
Mileage: 31718
Warr Built Dt: 10/19/2007
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			

Service Narrative Information

Customer Comment:CC WHEN STARTED WIPERS COME ON AND HORN SOUNDS. ALSO HEADLIGHTS WERE INOP INTERMITTENTLY. HAS NOT DUPLICATED.

Service Action:ADVISED TO CHECK TIPM CONNECTORS POWER AND GROUND TO TIPM. ADVISED TECH NO KNOWN CONCERNS. POSSIBLE INTERNAL TIPM CONCERN. WOULD VERIFY
CONDICTION FIRST.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010406440

Vehicle Information

VIN: 2A8HR54P28R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1170701293)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2087D0643)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081403

Repair Information

Report#: SSV010406440
Open Date: 02/03/2010
Mileage: 33745
Warr Built Dt: 08/14/2007
Supplier RP:

Dealer Information

Zone/Cd: 74-42430
Name: KELLY'S CHRY CENTER INC
Address: PO BOX 8/405 W THORPE AVE
ADA, MN 56510
Phone: 218 784-2002

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 BLOWER WILL SLOW SPEEDS DOWN WITHOUT TURNING KNOBS.NO CODES.

Service Action:STAR ADVISES TECH TO WATCH ALTERNATOR CHARGING VOLTAGE.IF IT GOES ABOVE 15.3V TIPM WILL CAUSE THIS.UNPLUG ALTERNATOR FIELD WIRE CONNECTOR AND DRIVE VEHICLE.IF BLOWER IS OK THEN REPLACE ALTERNATOR.IF CHARGING SYSTEM IS OK POSSIBLE CONTROL HEAD ISSUE. TECH STATES THAT THERE ARE B162B,B162F,B10EC FAULTS PRESENT. TECH STATES THAT THE HEAD LIGHTS WENT OUT AND THE BLOWER MOTOR SLEW DOWN. TECH STATES THAT THE CHARGING VOLTAGE DID NOT SPIKE. ADVISED TECH TO CHECK THE BULKHEAD CONNECTOR FOR WATER INTRUSION. ADVISED TECH TO CHECK INTERMIDEATE CONNECTORS FOR WATER INTRUSION ISSUES. ADVISED TECH POSSIBLE TIPM ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010404619

Vehicle Information

VIN: 2D8HN44H28R [REDACTED]

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN HIGHLINE FWD

RTKH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1116800369)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1148B6348)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 042519

Repair Information

Report#: SSV010404619

Open Date: 02/02/2010

Mileage: 13808

Warr Built Dt: 04/25/2008

Supplier RP:

Dealer Information

Zone/Cd: 32-45030

Name: SIMMONS ROCKWELL DODGE-CHRY-JE

Address: 7329 HAMMONSPORT ROAD

BATH, NY 14810

Phone: 607 776-8100

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:CLUSTER LIGHTING, HEADLAMPS AND TAIL LAMPS CUT OUT AT TIMES, CYCLING IGNITION RESTORES OPERAITON. TECH HAS BEEN UNABLE TO DUPLICATE THE CONCERN
AND NOTED NO CODES ARE SET. TECH HAS MADE NO REPAIRS AND CALLED TO REVIEW.

Service Action:ADVISED TECH TO REVIEW SET CONDTIONS AND ATTEMPT TO DUPLICATE. MONITOR HEADLAMP SWITCH PER LIKE CASES AND NOTE ERROR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010397717

Vehicle Information

VIN: 2A8HR44H18R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1222700514)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1917A1564)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081318

Repair Information

Report#: SSV010397717

Open Date: 01/29/2010

Mileage: 58321

Warr Built Dt: 08/13/2007

Supplier RP:

Dealer Information

Zone/Cd: 66-44825

Name: BACHMAN-BERNARD CHRYSLER DODGE

Address: 200 BACHMAN DRIVE

GREENEVILLE, TN 37745

Phone: 423 638-1193

423 639-4111

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, WIPER, AC AND POWER WINDOWS CUT OUT AT TIMES. TECH HAS BEEN UNABLE TO DUPLICATE THE CONCERN AND NOTED NO CODES ARE SET. TECH NOTED
NO REPAIRS HAVE BEEN MADE SO FAR AND CALLED TO REVIEW.

Service Action:ADVISED TECH NO KNOWN ISSUES OR UPDATES TO REPORT. ADVISED TO INSPECT AND MONITOR WIN AND IGNITION RUN INPUTS.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010363235

Vehicle Information

VIN: 1D8HN54P18E [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1260700940)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2577D0107)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 100920

Repair Information

Report#: SSV010363235
Open Date: 01/07/2010
Mileage: 16021
Warr Built Dt: 10/09/2007
Supplier RP:

Dealer Information

Zone/Cd: 35-05002
Name: FRANK C VIDEON INC
Address: 4951 W CHESTER PIKE
NEWTOWN SQUARE, PA 190732214
Phone: 610 356-4324
610 356-7000

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:MARK STATES THE HEADLAMPS GO OUT ON THEIR OWN EVEN IN MANUAL MODE. ALSO OTHER ACCESSORIES QUIT OPERATING. THERE ARE MANY COMMUNICATION ERROR
CODES WITH THE SAME U OR B CODE.
Service Action:STAR ADVISED MARK TO REPLACE THE TIPM.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010355415

Vehicle Information	Repair Information	Dealer Information
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VIN: 2D8HN44H38R	Report#: SSV010355415	Zone/Cd: 32-23043
Model Year: 2008	Open Date: 12/31/2009	Name: BOLLES MOTORS INC
Make/Model: DODGE	Mileage: 59326	Address: 84 WEST RD
GRAND CARAVAN HIGHLINE FWD	Warr Built Dt: 08/01/2007	ELLINGTON, CT 060293722
RTKH53	Supplier RP:	Phone: 860 875-2595
Engine: EGV-3.3L V6 OHV Engine (Ser #:1155700273)		
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser #:K2067A1251)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 080104		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 FLASHING ON & OFF WHILE DRIVING. ONLY WILL DO THIS AFTER 30 MINUTES OF DRIVING. THE INTERIOR WILL GO TO BRIGHTEST SETTING AND GO ON & OFF, BUT STATES THEY DO NOT HAPPEN AT THE SAME TIME. TECH MONITORED THE % STATUS OF THE INTERIOR SWITCH POSITION WHICH NEVER CHANGES WHEN THE INTERIOR LIGHTS FLASH.

Service Action:SUGGESTED CAREFULLY HEAT SOAKING SPECIFIC AREAS OF INTEREST WHEN THE VEHICLE IS COLDEST. TIPM, WIRING FROM TIPM TO THE HEAD LAMPS, THEN TIPM TO THE COWL.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010334537

Vehicle Information

VIN: 2A8HR54P28R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1303701083)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K3037D0374)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 110503

Repair Information

Report#: SSV010334537

Open Date: 12/11/2009

Mileage: 34802

Warr Built Dt: 11/05/2007

Supplier RP:

Dealer Information

Zone/Cd: 74-66947

Name: SWENSON MOTOR COMPANY

Address: EAST HIGHWAY #12

WILLMAR, MN 56201

Phone: 320 235-3434

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 TURN SIGNALS INOP AT TIMES. TECH IS UNABLE TO DUPLICATE THE CONCERN BUT NOTED STORED DTC S REAR WIPER PARK SWITCH AND B1955. TECH HAS MADE NO REPAIRS TO DATE AND CALLED TO REVIEW.

Service Action:ADVISED TECH NO KNOWN ISSUES OR UPDATES TO REPORT. ADVISED TO MONITOR HEADLAMP AND TURN SIGNAL SWITH INPUTS AND ATTEMPT TO DUPLICATE. REVIEW AND RECORD SET CONDITIONS WITH OWNER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010333779

Vehicle Information

VIN: 2A8HR44H68R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1173700251)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2257A2521)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081612

Repair Information

Report#: SSV010333779

Open Date: 12/10/2009

Mileage: 20703

Warr Built Dt: 08/16/2007

Supplier RP:

Dealer Information

Zone/Cd: 32-68860

Name: BERTERA METRO JEEP CHRYSLER IN

Address: 484 BOSTON RD

SPRINGFIELD, MA 011091227

Phone: 413 783-9911

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 JUST THE LOW BEAMS NOT WORKING INTERMITTENTLY. TIPM HAD 3 CODES ONE FOR THE WIPER PARK SWITCH, B162B, B162F

Service Action:I SUGGESTED ON CHECKING THE CONNECTORS TO THE TIPM AND WIRING FOR MOISTURE / W.W. SOLVENT FROM THE TIPM TO THE HEAD LAMPS.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010326205

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54P98R	Report#: SSV010326205	Zone/Cd: 35-44805
Model Year: 2008	Open Date: 12/04/2009	Name: BEAVER COUNTY DODGE CHRYSLER J
Make/Model: DODGE	Mileage: 34472	Address: 2761 CONSTITUTION BLVD
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 08/02/2007	BEAVER FALLS, PA 150101291
RTKP53	Supplier RP:	Phone: 724 847-7770
Engine: EGL-3.8L V6 OHV Engine (Ser #:1192701530)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1877D0396)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 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:CC: HEAD LAMPS INOP INTERMITTENTLY
TECH STATES THE CONCER HAS YET TO BE DUPLICATED. TECH STATES THERE ARE NO CODES PRESENT. TECH STATES THE CUSTOMER STATES THIS OCCURS ABOUT ONCE A WEEK. TECH STATES THE HEADLAMP SWITCH AND WIN HAVE BEEN REPLACED WITH NO CHANGE.

Service Action:ADVISE TECH TO DUPLICATE THE CONCERN. ADVISE TECH WHEN CONCERN IS PRESENT TO MONITOR THE SWITCH POSITION IN THE CCN. ADVISE TECH IF ALL OK TO SUSPECT.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010322156

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54P28R	Report#: SSV010322156	Zone/Cd: 51-43727
Model Year: 2008	Open Date: 12/02/2009	Name: LOVEGREEN CHRYSLER CENTER
Make/Model: DODGE	Mileage: 19264	Address: 1801 N ELSON
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 08/02/2007	KIRKSVILLE, MO 635014534
RTKP53	Supplier RP:	Phone: 660 665-2828
Engine: EGL-3.8L V6 OHV Engine (Ser #:1192701462)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1877D0281)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 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: CC DASH LIGHTS WILL BLINK. TECH STATES THEY ACTUALLY GO OUT, BACK LIGHTING, HEAD LIGHTS TAIL LIGHTS GO OUT. NO FAULTS.
Service Action: I SUGGESTED DUPLICATING AGAIN AND IF SO TO USE THE SCAN TOOL TO SEE IF IT WILL ID THE VEHICLE. IF NOT WOULD SUSPECT THE TIPM. TECH HAS REPLACED THE TIPM AND SWITCH WITH NO CHANGE. ADVISED TO MONITOR THE HEAD LAMP SWITCH STATUS
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010323357

Vehicle Information

VIN: 2A8HR64X38R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1018850155)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K3417D0025)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 021108

Repair Information

Report#: SSV010323357
Open Date: 12/02/2009
Mileage: 7434
Warr Built Dt: 02/11/2008
Supplier RP:

Dealer Information

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEAD LIGHTS ARE FLICKERING WHILE DRIVING GAUGES FALL TO ZERO CHECKED FOR GROUNDS, DID REFLASHES AND REPLACED PDC POWER DISTRIBUTION CENTER/TIPM
TOTALLY INTERGRATED POWER MODULE

Service Action:ED MONITOR THE TOPOLOGY SCREEN WHEN ISSUE IS PRESENT, SEE IF ANY MODULES ARE GOING IN ACTIVE ON THE BUS. IS THE HEADLAMP SWITCH ON WHEN FLICKER
ISSUE IS PRESENT OR ARE THEY COMING ON BY THEMSELVES/DEFAULT DO ANY OTHER LAMPS FLICKER IN THE VEHICLE

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010309802

Vehicle Information

VIN: 2A8HR54P68R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1157701188)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2307D0539)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 082712

Repair Information

Report#: SSV010309802

Open Date: 11/19/2009

Mileage: 32377

Warr Built Dt: 08/27/2007

Supplier RP:

Dealer Information

Zone/Cd: 74-42226

Name: PAPIK MOTORS INC

Address: 801 W COMMERCE DR

LUVERNE, MN 56156

Phone: 507 283-9171

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:TECH STATES HEAD LIGHTS GO OUT AT TIMES AND THERE ARE NO CODES.

Service Action:ADVISED THE TECH TO DUPLICATE THE CONCERN AND NOTE DATA IN THE CCN FOR SWITCH POSITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010307355

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54X08R	Report#: SSV010307355	Zone/Cd: 63-44860
Model Year: 2008	Open Date: 11/18/2009	Name: BLUE RIBBON CHRY-DODGE-JEEP IN
Make/Model: DODGE	Mileage: 39865	Address: 1703 SO KERR BLVD
GRAND CARAVAN SXT FWD	Warr Built Dt: 09/22/2007	SALLISAW, OK 74955
RTKP53	Supplier RP:	Phone: 918 775-5700
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1169750271)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2207D0473)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 092210		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 GOING OFF. NOT DUPLICATED OR VERIFIED. TIPM HAS STORED CODES :B162B, B162F, B17BF, & B129E. TECH WANTED TO KNOW IF WE HAD SEEN THIS BEFORE.

Service Action:I ADVISED THE TECHNICIAN AFTER CHECKING PAST CASES, THERE WERE SOME REPORTED SIMILAR INSTANCES. HOWEVER THERE WERE NO KNOWN CAUSES. IN PREVIOUS CASES THEY WERE ALSO SUSPECTING THE TIPM AS A POSSIBILITY.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010271304

Vehicle Information

VIN: 2A8HR64X98R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1338750167)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K0148D0294)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 021210

Repair Information

Report#: SSV010271304
Open Date: 11/06/2009
Mileage: 29937
Warr Built Dt: 02/12/2008
Supplier RP:

Dealer Information

Zone/Cd: 35-23246
Name: STETLER DODGE CHRYSLER JEEP
Address: 1405 ROOSEVELT AVE
YORK, PA 174042284
Phone: 717 764-8888

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC HEAD LIGHTS AND EXTERIOR LIGHTS ARE COMING ON AND OFF, THE MIRRORS ADJUSTING ON THERE OWN AND FOBIS WOULDNT WORK GOING DOWN THE ROAD. CODE IN THE TIPM IN THE INVERTER THAT WAS STORED. NOT ABLE TO DUPLICATE OR VERIFY THIS COMPLAINT. TECH STATING THE CUSTOMER IS TALKING BUY BACK BECAUSE OF PREVIOUS ISSUES. NO CODES BEING SET.

Service Action:MENTIONED SOME SOL CASES FOR DIFFERENT LIGHTS COMING ON. NOTIFIED NOTHING SPECIFIC. SUGGESTED DRIVING AND SEEING IF THE BUS IS GOING DOWN. I CALLED THE DEALER BACK TO DO A FOLLOW UP TECH STATED THEY WERE NOT ABLE TO FIX IT OR DUPLICATE THE ISSUE HAPPENING.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Customer Promoter Score Report#: 8R11875706

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54P48R	Report#: 8R11875706	Zone/Cd: 42-43664
Model Year: 2008	Open Date: 02/09/2010	Name: KINGS DODGE CHRYSLER JEEP
Make/Model: DODGE	Mileage: 0	Address: 4486 KINGSWATER DRIVE
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 08/25/2007	CINCINNATI, OH 45249
RTKP53	Supplier RP:	Phone: 513 683-3000
Engine: EGL-3.8L V6 OHV Engine (Ser #:1228701252)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2327D0378)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 082516		

Part Information

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

Labor Information

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

CPS Narrative Information

Narrative Information:	Q1. How willing are you to recommend DODGE to a friend or colleague? Score: 06 (Detractor) 003. Concerns about reliability / dependability 007. Negative experience / problems with CURRENT vehicle 992. Safety/Legal The dodge grand caravan I just got is full of problems. Thank god I got the bumper to bumper warranty. I've taken it in on multiple occasions and I still have problems. The fan on the a/c and heater only works when it wants to. The headlights go out at random times and that is extremely dangerous with my 4 kids in the car. The brakes don't last but a few months. I've already replaced them twice. The cencerson the automatic doors didn't work right when we got it and the tires were crap, they too have been replaced. The only reason you didn't get a zero was
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because I own a ram 1500 and it is and has been problem free. If I were to take this survey in a few weeks I would not have checked yes to still owning the van. I'm getting rid of it as soon as I can afford to do so.

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

Score: 00 (Detractor)

H28. Other AC

X65. Other Exterior Light Problem

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

Refer to my previous statement. It has been nothing but problems since got it.

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

Score: 10 (Promoter)

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

02 - No

003. Inconvenient location

097. Other

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

007. Unhappy with fuel efficiency of current vehicle

008. Depends on models available when I am ready to buy

009. Quality/Reliability

010. Dependability

SURVEY COMPLETED 2010-02-13 18:56:45, CUSTOMER ID:086094130, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

QNA - Quality Narrative Analyzer Detail Report
Customer Promoter Score Report#: 8R14050104

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8HN54X28R

Report#: 8R14050104

Zone/Cd: 35-60136

Model Year: 2008

Open Date: 10/22/2009

Name: FAIR OAKS CHRYSLER JEEP DODGE

Make/Model: DODGE

Mileage: 0

Address: 4170 AUTO PARK CIRCLE

GRAND CARAVAN SXT FWD

Warr Built Dt: 11/20/2007

CHANTILLY, VA 20151

RTKP53

Supplier RP:

Phone: 703 961-9900

Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1305750344)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K3187D2695)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 112015

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
L0000H13	HEADLAMP -HEADLAMP	2	23.43		
05026149AH	RECEIVER -WIRELESS IGNITION NODE	1	63.56	X	01/01/0001
5026149AH	RECEIVER -WIRELESS IGNITION NODE	1	63.56		

Labor Information

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

CPS Narrative Information

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

Score: 07 (Neutral)

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

Score: 06 (Detractor)

F28. Remote Keyless Entry-Broken/NW

A45. Other Radio problems/Radio doesn't work at all

P17. Numerous non-specific problems / already have problems

Well I've already had a few little issues with it. I've got a key fob that's gone out of it. That happened in a parking lot and I had no way of getting home that was a bad day. Just little nick picking things. I'm driving down the road and I try to turn off the radio and it won't turn off. I pound on the button and it won't turn off. I finally have to change channels three times and then come back to it and then it turns off. I don't know why it wouldn't turn off. I got a CD stuck in the CD player and then eventually it came out. Just little stuff like that, nuisance stuff. The car itself is a nice car. It rides good it handles good and it has good gas mileage. It does the thing that it needs to do.

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

Score: 02 (Detractor)

001. Negative/rude treatment by staff

007. Price/cost

I took the car in because I had headlights that kept going out. I had a headlight go out and I replaced the bulb because it's not worth driving all the way back to the dealership to put a head light bulb in. The owner's manual tells how to do it. So when I took it back in after both headlights went out again. They told me the reason it went out was my fault because I changed the headlight bulbs and it's my responsibility. They charged me \$100 for it and then they wanted to charge me \$250 to change the socket. I said no thank you and I left and I took it to another Chrysler Plymouth. They looked at it and said this is our problem we'll take care of it thank you very much and they did and they replaced the bulbs. They paid me back for the bulbs that I paid for. Fairfax Chrysler has lost a customer forever.

SURVEY COMPLETED 2009-10-31 12:48:06, CUSTOMER ID:701785546, RO:00092205, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010278493

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54PX8R	Report#: SSV010278493	Zone/Cd: 42-67230
Model Year: 2008	Open Date: 10/26/2009	Name: AURORA CHRYSLER-PLYMOUTH-DODGE
Make/Model: DODGE	Mileage: 61346	Address: 161 WEST GARFIELD ROAD
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 08/21/2007	AURORA, OH 442028859
RTKP53	Supplier RP:	Phone: 330 562-2600
Engine: EGL-3.8L V6 OHV Engine (Ser #:1227700420)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2297D2533)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 082115		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 KEEP CUTTING OUT. NO CODES, NOT DUPLICATED OR VERIFIED. A MULTIFUNCTION SWITCH WAS REPLACED WITH NO CHANGE.TECH WANTED TO KNOW IF WE HAD SEEN THIS BEFORE.\r\n\r\n\r\n\r\nI 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.
Service Action:	SUGGESTED ASKING IF ANY INTERIOR LIGHTS OR RADIO GOING ON AND OFF WITH THE HEADLIGHTS AS WELL. 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#: SSV010273697

Vehicle Information

VIN: 1D8HN54P88B

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN PREMIUM FWD

RTKP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1260700915)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2577D0118)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 100919

Repair Information

Report#: SSV010273697

Open Date: 10/21/2009

Mileage: 27919

Warr Built Dt: 10/09/2007

Supplier RP:

Dealer Information

Zone/Cd: 32-59022

Name: AMERICA C-D-J

Address: 9 POST ROAD

WESTERLY, RI 028912604

Phone: 401 596-2078

401 596-2077

Part Information

Part Number

Part Description

Quantity

Cost/Unit

Fail Cd

Retn Dt

** No Parts Information Available

Labor Information

LOP

LOP Description

Cost

Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment:CUSTOMER STATES THE HEADLAMPS GO OFF INTERMITTENTLY, THE PARKING LAMPS FLICKER, IF THE IGNITION IS CYCLED ALL IS WELL. TECH STATES HE IS ABLE TO DUPLICATE CONCERN IN THE STALL AND THERE ARE NUMEROUS STORED CODES, WITH CONCERN PRESENT THE TIPM DATA READS CORRECT AS FAR AS SWITCH POSITION.

Service Action: ADVISED TECH TO REPLACE THE TIPM AND REEVALUATE, IF A WIRING OR BULB ISSUE , CYCLING THE KEY WOULD NOT CHANGE ANYTHING.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010233694

Vehicle Information

VIN: 2D8HN54P48R [REDACTED]

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN PREMIUM FWD

RTKP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1213701240)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2127D2614)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081505

Repair Information

Report#: SSV010233694

Open Date: 10/07/2009

Mileage: 30682

Warr Built Dt: 08/15/2007

Supplier RP:

Dealer Information

Zone/Cd: 51-51808

Name: DEARTH MOTORS INC

Address: 520-8TH STREET

MONROE, WI 53566

Phone: 608 325-3181

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 GO OUT WHILE DRIVING AND USING THE HIGH BEAM. TECH FOUND U0161, B1633, B1637, P0693, B162F, B162B. C3 OF THE TIPM IS CLEAN AND GOOD. TECH CANT DUPLICATE.

Service Action:ADVISED TO DUPLICATE VEHICLE BACK IN FOR THE SAME CONCERN. ADVISED TECH NO KNOWN CONCERNS. POSSIBLE INTERNAL TIPM CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010252064

Vehicle Information

VIN: 2D8HN54P78R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1058801099)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K0328D0229)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022707

Repair Information

Report#: SSV010252064
Open Date: 10/02/2009
Mileage: 12000
Warr Built Dt: 02/27/2008
Supplier RP:

Dealer Information

Zone/Cd: 70-60403
Name: TOWN CHRYSLER JEEP DODGE
Address: 1001 N MILLER ST
WENATCHEE, WA 988011511
Phone: 509 888-9595

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 ALL WARNING LIGHTS ON NO COMMUNICATIONS , WIPERS AND HEADLAMPS ERRATIC OPERATION
Service Action:ADVISED TECH REVIEW START ON LINE CASE K21204125 , MONITOR CAN BUS VOLTAGE AND CHECK FOR SHORT TO GROUND ON THE CIRCUITS.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010242888

Vehicle Information

VIN: 2A8HR54P68R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1156702264)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2277D2771)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082208

Repair Information

Report#: SSV010242888
Open Date: 09/25/2009
Mileage: 18602
Warr Built Dt: 08/22/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-45268
Name: SCHILP DODGE CHRYSLER-JEEP, LL
Address: 1600 NORTH INDEPENDENCE
KENNETT, MO 63857
Phone: 573 888-4541

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: HEAD LAMPS FLASH ON AND OFFVnVnTECH STATES HE HAS NOT DUPLICATED THE CONCERN. TECH STATES HE HAS FOUND CODES FOR ALL LAMP DRIVER CIRCUITS LOW.
Service Action:ADVISE TECH TO TRACE THE L43, L44, L33, AND L34 CIRCUITS FOR A SHORT TO GROUND.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010235455

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR54P78R	Report#: SSV010235455	Zone/Cd: 66-42823
Model Year: 2008	Open Date: 09/21/2009	Name: WELFORD HARRIS INC
Make/Model: CHRYSLER	Mileage: 28636	Address: 1701 E 11TH ST
TOWN & COUNTRY LX FWD	Warr Built Dt: 11/22/2007	SILER CITY, NC 273442819
RTYP53	Supplier RP:	Phone: 919 742-5121
Engine: EGL-3.8L V6 OHV Engine (Ser #:1312700582)		919 742-4178
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3237D0241)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 112215		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER CONCERN IS WIPERS COME ON BY THEMSEVES,DASH LIGHTS AND HEADLAMPS FLASH.TECH STATES HE HAS NOT DUPLICATED.TECH HAS CODES P0883,P2533,P0691 STORED.

Service Action:ADVISED TECH TO VERIFY POWERS,GROUNDNS AND BUS VOLTAGES TO ALL MODULES.ADVISED TECH TO MONITOR ALL RELATED INPUTS.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010230704

Vehicle Information

VIN: 2A8HR54P58R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1222700870)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2217D0061)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 082317

Repair Information

Report#: SSV010230704

Open Date: 09/16/2009

Mileage: 31351

Warr Built Dt: 08/23/2007

Supplier RP:

Dealer Information

Zone/Cd: 32-45422

Name: CASTILONE CHRYSLER-DODGE-JEEP

Address: 306 W MAIN ST

BATAVIA, NY 140201308

Phone: 585 343-1780

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 GO OUT AT TIMES AND THERE ARE NO CODES.

Service Action:ADVISED THE TECH TO REPLACE THE TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010226104

Vehicle Information

VIN: 2A8HR54P68R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1022801184)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K0298D0245)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022114

Repair Information

Report#: SSV010226104
Open Date: 09/14/2009
Mileage: 29519
Warr Built Dt: 02/21/2008
Supplier RP:

Dealer Information

Zone/Cd: 32-42762
Name: BONNEVILLE & SON INC
Address: 625 HOOKSETT RD
MANCHESTER, NH 031042642
Phone: 603 627-7831
603 624-9280

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMERS CONCERN IS HEADLAMPS FLASHING LAMPS BLINKING. TECH HAS REPLACED THE TIPM BUT NOW CAN NOT EVEN COMMUNICATE WITH THE VEHICLE, POSSIBLE
INTERNAL CONCERN. TECH HAS A B2215 CODE IN THE TIPM.

Service Action:ADVISED THE TECH TO CHECK THE BUS VOLTAGE WITH A DVOM FOR CONCERNS. ADVISED THE TECH TO REPLACE AND PROGRAM THE TOTALLY INTEGRATED POWER
MODULE IN ACCORDANCE WITH THE SERVICE INFORMATION IF NO CONCERNS ARE FOUND WITH THE BUS. TECH HAS SAME CONCERN. ADVISED TO REVIEW SOL CASE
K40784018, K10350560, K42130213, K10511951.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010218026

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR54P18R	Report#: SSV010218026	Zone/Cd: 66-45148
Model Year: 2008	Open Date: 09/08/2009	Name: JACKSONVILLE CHRYSLER JEEP DOD
Make/Model: CHRYSLER	Mileage: 19600	Address: 11101 NURSERY FIELDS DRIVE
TOWN & COUNTRY LX FWD	Warr Built Dt: 08/15/2007	JACKSONVILLE, FL 32256
RTYP53	Supplier RP:	Phone: 904 493-0000
Engine: EGL-3.8L V6 OHV Engine (Ser #:1219700088)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2117D2596)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 081522		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: HEADLAMPS,HORN, WASHER PUMP AND DOOR LOCKS CYCLED ON THERE OWN. TIPM HAS STORED DTC S FOR. B162F,B162B,P0691. TECH STATES THE CUSTOMER WAS FULLING FUSES TRYING TO GET THE ISSUE TO STOP.

Service Action:ADVISED TECH NO KNOWN CONCERNS. ADVISED TO CHECK POWERS AND GROUNDS TO THE TIPM AND INSPECT THE CONNECTIONS.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010219614

Vehicle Information

VIN: 1D8HN54P38E [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1334701258)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K3387D2633)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 120612

Repair Information

Report#: SSV010219614
Open Date: 09/08/2009
Mileage: 22702
Warr Built Dt: 12/06/2007
Supplier RP:

Dealer Information

Zone/Cd: 63-63855
Name: HELMS MOTOR CO INC
Address: 694 EAST CHURCH ST
LEXINGTON, TN 38351
Phone: 731 968-2012

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 BLINK WHILE DRIVING IN LAST PHONE CALL WAS TOLD TO LOAD TEST POWERS AND GROUNDS TO CCN AND LOAD TEST MUX CIRCUIT FROM HEADLAMP SWITCH. ALL TESTED OK. USED VMETER AND FOUND CONSISTANT VOLT. IN EACH SWITCH POSTION ON MUX CIRCUIT TO CCN

Service Action:JOSH, PLEASE MONITOR THE HEADLAMP SWITCH MUX VOLTAGES WITH THE STARSCAN AND COMPARE IT TO A KNOWN GOOD VEHICLE WHEN THE COMPLAINT IS PRESENT. THE VOLTAGE SHOULD BE STEADY WHEN THE HEADLAMPS ARE ON. DO THE PARKING LIGHTS GO OUT TOO

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009423894

Vehicle Information

VIN: 2A8HR64X28R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1275750061)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2847D0005)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101807

Repair Information

Report#: SSV009423894
Open Date: 09/04/2009
Mileage: 7168
Warr Built Dt: 10/18/2007
Supplier RP:

Dealer Information

Zone/Cd: 63-44391
Name: INTERSTATE DODGE INC
Address: 701 CONSTITUTION DR
WEST MONROE, LA 712928067
Phone: 318 388-1270
318 387-2665

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 THE WARNING LAMPS ARE ON IN THE CCN AND ALL THE GAUGES ARE INOP, TECH RESET THE CCN, NOW EVERYTHING IS WORKING OK.

Service Action:TECH TO PERFORM A SCAN REPORT AND FORWARD TO STAR CENTER. IT COULD BE THAT THE INTERIOR BUS IS GOING DOWN CAUSING THE CONDITION. TECH TO CHECK THE C302 CONNECTOR AT THE PASSENGER SIDE A-PILLAR. VEHICLE IS BACK IN FOR THE SAME CONCERN. TECH STATES THE WARNING LAMPS, WIPERS AND HEADLAMPS ARE ALL CYCLING ON AND OFF. TECH STATES THE DMFR IS OFFLINE. HAD TECH PULL THE J5 FUSE AND ISSUE WENT AWAY. ADVISED TECH TO CHECK THE IHS BUS VOLTAGE AT THE DMFR.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010198938

Vehicle Information	Repair Information	Dealer Information
VIN: 1D8HN54P38E	Report#: SSV010198938	Zone/Cd: 63-63855
Model Year: 2008	Open Date: 09/04/2009	Name: HELMS MOTOR CO INC
Make/Model: DODGE	Mileage: 22201	Address: 694 EAST CHURCH ST
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 12/06/2007	LEXINGTON, TN 38351
RTKP53	Supplier RP:	Phone: 731 968-2012
Engine: EGL-3.8L V6 OHV Engine (Ser #:1334701258)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3387D2633)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 120612		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE HEADLAMPS GO ON AND OFF WHILE DRIVING. TECH STATES HE IS UNABLE TO DUPLICATE CONCERN, THE BCM , MULTIFUNCTION SWITCH AND HEADLAMP SWITCH HAVE BEEN REPLACED TO NO AVAIL.

Service Action:ADVISED TECH MONITOR THE MUX VOLTAGES IN THE CLUSTER AND THE LAMP REQUEST IN THE TIPM, MAY BE AN ISSUE WITH THE TIPM, WILL NEED TO DUPLICATE. TECH STATES WHILE WATCHING DATA STREAM HEAD LAMP SWITCH WILL SWITCH TO PARK LAMPS.\n\nADVISED TECH CHECK MUX VOLTAGE TO THE CLUSTER AND LOAD TEST POWER AND GROUNDS AT THE CLUSTER. CLUSTER/BCM HAS BEEN REPLACED. TECH STATES THE SWITCH INPUT TO THE CCN CHANGES WHEN ISSUE IS PRESENT. ADVISED TECH TO LOAD TEST POWERS AND GROUNDS TO THE CLUSTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010213284

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR54P48R	Report#: SSV010213284	Zone/Cd: 74-44744
Model Year: 2008	Open Date: 09/02/2009	Name: HUGHES AUTOMOTIVE INC
Make/Model: CHRYSLER	Mileage: 21655	Address: 3006 HIGHWAY BLVD
TOWN & COUNTRY LX FWD	Warr Built Dt: 08/20/2007	HIGGINSVILLE, MO 64037
RTYP53	Supplier RP:	Phone: 660 584-5000
Engine: EGL-3.8L V6 OHV Engine (Ser #:1191703459)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2267D2771)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 082014		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 NO HEAD LAMPS. TECH CAN T DUPLICATE BUT FOUND B162F, B162H.

Service Action:ADVISED NO KNOWN ISSUES, TECH TO DUPLICATE CONCERN. POSSIBLE TIPM ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV010214135

Vehicle Information

VIN: 2A8HR44H48R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1247702756)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1997A1988)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 091508

Repair Information

Report#: SSV010214135

Open Date: 09/02/2009

Mileage: 11280

Warr Built Dt: 09/15/2007

Supplier RP:

Dealer Information

Zone/Cd: 32-66623

Name: STEVENS CHRYSLER DODGE

Address: 739 BRIDGEPORT AVENUE

MILFORD, CT 064603132

Phone: INACTIVE

203 876-6485

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 HEADLIGHTS GO OUT AT TIMES AND THERE ARE TWO CODES STORED. TECH IS UNABLE TO DUPLICATE AT THIS TIME.

Service Action:ADVISED THE TECH TO INSPECT THE BEAM CKTS FOR SHORT TO GROUND AND IF PROBLEM FOUND, REPLACE THE TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010186064

Vehicle Information

VIN: 2D8HN54P98R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1236700270)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2367D2789)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082814

Repair Information

Report#: SSV010186064
Open Date: 08/13/2009
Mileage: 23994
Warr Built Dt: 08/28/2007
Supplier RP:

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:CUSTOMER CONCERN IS ALL DASH LIGHTS FLASH ON AN OFF,HEADLIGHTS INOP,WIPERS GO ON AND HORN SOUNDS.

Service Action:ADVISED TECH TO CHECK THE WIRING AT THE PARK BRAKE, AT THE LIFTGATE MOTOR. CHECK THE TIPM FOR FUSES INSTALLED COMPLETELY. CHECK THE GROUNDS AT THE B PILLARS.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010156805

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR44H48R	Report#: SSV010156805	Zone/Cd: 35-68627
Model Year: 2008	Open Date: 07/23/2009	Name: BARBERA'S AUTOLAND
Make/Model: CHRYSLER	Mileage: 47667	Address: 7810 ROOSEVELT BLVD
TOWN & COUNTRY LX FWD	Warr Built Dt: 09/14/2007	PHILADELPHIA, PA 191523805
RTYH53	Supplier RP:	Phone: INACTIVE
Engine: EGV-3.3L V6 OHV Engine (Ser #:1241700676)		215 333-3700
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser #:K2547A3305)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 091418		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: BLOWER MOTOR AND HEADLAMPS INOP AT TIMES. B10EC CODE STORED.
Service Action: WAIT UNTIL MORE RECURRENT.CK BLOWER FEED CIRCUIT, PINS, WIRES, GROUNDS AND CONNECTIONS, HARDWIRE BLOWER FEED FROM TIPM TO BLOWER MOTOR CONNECTOR.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010140506

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR54P38R	Report#: SSV010140506	Zone/Cd: 66-66204
Model Year: 2008	Open Date: 07/13/2009	Name: DOUGLAS COUNTY CHRYSLER DODGE
Make/Model: CHRYSLER	Mileage: 9722	Address: 1251 THORNTON ROAD
TOWN & COUNTRY LX FWD	Warr Built Dt: 06/25/2008	LITHIA SPRINGS, GA 301223226
RTYP53	Supplier RP:	Phone: 770 942-1102
Engine: EGL-3.8L V6 OHV Engine (Ser #:1172801032)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1688D0243)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 062515		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 FLASH INTERMITTENTLY ON THEIR OWN. HAS BEEN PULLED OVER BY POLICE...

Service Action:TECH FOUND THE IHS BUS IS INTERMITTENTLY GOING DOWN. TIPM, CCN, HAVE BEEN REPLACED WITH NO CHANGE. TRYING TH CATCH THE PROBLEM HAS BEEN DIFFICULT AND HARD TO PREDICT. RIGHT POWER SLIDING DOOR MODULE WAS NOTICED TO GO DOWN FIRST- LED TO INSPECTION OF THE WIRING AND MODULE CONNECTOR. WIRING WAS FOUND TO BE MIS ROUTED RESULTING IN A RUB THROUGH CONDITION. SINCE RIGHT POWER SLIDING DOOR HARNESS REPLACEMENT THE CONCERN HAS NOT DUPLICATED. UNSURE IF VEHICLE IS TOTALLY FIXED. RECOMMEND MONITORING BUS AND IF NEEDED USE STARMOBILE AS A DATA RECORDER.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010096532

Vehicle Information

VIN: 2A8HR54P18R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1192701550)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2007D0668)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 080222

Repair Information

Report#: SSV010096532

Open Date: 06/10/2009

Mileage: 20970

Warr Built Dt: 08/02/2007

Supplier RP:

Dealer Information

Zone/Cd: 51-44180

Name: UPTOWN CHRYSLER JEEP DODGE

Address: 1111 E COMMERCE BLVD

SLINGER, WI 530869027

Phone: 262 644-8400

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: THE HEADLIGHTS WILL FLASH ON AND OFF AND THE RADIO WILL GO LOW THEN LOUD BY ITESLF. THE TECH HAS REPLACED THE HEADLIGHT SWITCH AND THE IPM, STILL HAS THE SAME COCNCERN.

Service Action:ADVISED THE TECH TO CHECK THE NAVIGATION VOLUME, TECH TOP CHECK ALL ENGINE AND BODY GROUNDS. TECH TO CHECK THE HEADLAMP SWITCH INPUT AT THE TIME OF FAILURE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010050483

Vehicle Information	Repair Information	Dealer Information
VIN: 1D8HN54P48E	Report#: SSV010050483	Zone/Cd: 51-43490
Model Year: 2008	Open Date: 05/07/2009	Name: VAN HORN CHRYSLER DODGE JEEP R
Make/Model: DODGE	Mileage: 6139	Address: 3000 COUNTY HIGHWAY C
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 10/31/2007	PLYMOUTH, WI 53073
RTKP53	Supplier RP:	Phone: 920 893-6591
Engine: EGL-3.8L V6 OHV Engine (Ser #:1290700515)		920 449-5470
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2807D2095)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 103100		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 WILL FLASH, TACHOMETER WILL JUMP UP AND DOWN, LOW TIRE PRESSURE LAMP COMES ON AND THE WIPERS WILL COME ON BY THEMSELVES. TECH STATES HE IS UNABLE TO DUPLICATE CONCERN, NUMEROUS STORED CODES, TECH IS ASKING IF WE HAVE SEEN OTHER CASES OF THIS CONCERN.

Service Action:ADVISED TECH TO VIEW STAR ONLINE CASE K75583640, K41114814, AND K10745003.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010040578

Vehicle Information

VIN: 2A8HR64X68R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1257751279)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K0088D2749)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 013020

Repair Information

Report#: SSV010040578
Open Date: 04/30/2009
Mileage: 8209
Warr Built Dt: 01/30/2008
Supplier RP:

Dealer Information

Zone/Cd: 74-66787
Name: RHODEN AUTO CENTER INC
Address: 3400 SOUTH EXPRESSWAY
COUNCIL BLUFFS, IA 51501
Phone: INACTIVE
712 366-9400

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE GUAGES DROP OUT , WIPERS COME ON, AND THE HEADLAMPS GO OUT AT TIMES, ALSO NO BUS IS DISPLAYED ON THE CLUSTER. TECH STATES HE IS UNABLE TO DUPLICATE CONCERN AND THE TIPM HAS BEEN REPLACED TO NO AVAIL, STORED CODES AND THIS OCCURS EVERY 1500 MILES.

Service Action:ADVISED TECH TO FAX A SCAN REPORT FOR FURTHER ANALYSIS. CONTACT PHONE IS 712-366-7701. ADVISED TECH RECIEVED SCAN REPORT AND CANNOT DETERMINE ANYTHING FURTHER , ENTIRE CAN INTERIOR BUS IS GOING DOWN, ONLY TWO MODULES DID NOT SET FAULT CODES, THE REAR DOOR MODULES. ADVISED TECH THIS MAY BE THE SOURCE OF ISSUE, WILL NEED TO DUPLICATE, CHECK TERMINAL TENSION AND CONNECTIONS.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010024350

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR44H78R	Report#: SSV010024350	Zone/Cd: 71-24095
Model Year: 2008	Open Date: 04/16/2009	Name: BUERGE CHRYSLER JEEP DODGE RAM
Make/Model: CHRYSLER	Mileage: 23449	Address: 11750 SANTA MONICA BLVD
TOWN & COUNTRY LX FWD	Warr Built Dt: 09/24/2007	WEST LOS ANGELES, CA 900252844
RTYH53	Supplier RP:	Phone: 310 207-3161
Engine: EGV-3.3L V6 OHV Engine (Ser #:1254701510)		310 820-2631
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser		
#:K2637B6506)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 092423		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 BLINK ON AND OFF WHILE DRIVING CONCERN. TECH STATES THAT HE CAN NOT DUPLICATE THE CONCERN. TECH HAS NO CONCERNS.

Service Action:ADVISED THE TECH TO CHECK THE GROUNDS TO THE LAMPS FOR CONCERNS. TECH TO CHECK THE TIPM FOR INTERMINTENT CONNECTIONS CONCERNS. TECH TO CHECK FOR UPDATES TO THE TIPM. TECH TO TRY TO DUPLICATE FOR FRURTHER ASSISTANCE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010021601

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN44H38R	Report#: SSV010021601	Zone/Cd: 32-60227
Model Year: 2008	Open Date: 04/15/2009	Name: GARDEN CITY JEEP CHRYSLER DODG
Make/Model: DODGE	Mileage: 15291	Address: 283 N FRANKLIN ST
GRAND CARAVAN HIGHLINE FWD	Warr Built Dt: 01/28/2008	HEMPSTEAD, NY 115501310
RTKH53	Supplier RP:	Phone: 516 483-2700
Engine: EGV-3.3L V6 OHV Engine (Ser #:1004800708)		
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser #:K0088B6253)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 012801		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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, RADIO AND HEADLAMPS GO OUT. CUSTOMER WOULD JUST WAIT AND EVERYTHING COMES BACK. TECH STATES NO FAULT CODES AND IS UNABLE TO DUPLICATE.

Service Action:ADVISED TO DUPLICATE THE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009998075

Vehicle Information

VIN: 2A8HR44H58R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYH53
Engine: EGV-3.3L V6 OHV Engine (Ser #:1297701617)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2997B6647)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 110502

Repair Information

Report#: SSV009998075
Open Date: 03/26/2009
Mileage: 27099
Warr Built Dt: 11/05/2007
Supplier RP:

Dealer Information

Zone/Cd: 74-67370
Name: PLATTE VALLEY AUTO MART INC
Address: 4TH AND JEFFERSON
LEXINGTON, NE 68850
Phone: 308 324-5619

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 QUIT WHILE DRIVING NO CODES PRESENT, ARE THERE ANY KNOWN CONCERNS OR WERE SHOULD WE START
Service Action:WILL CLUSTER LIGHT ALSO MALFUNCTION AT THIS TIME ARE YOU ABLE TO DUPLICATE , IF SO USE THE SCANNER TO MONITOR A HEAD LIGHT REQUEST.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009992830

Vehicle Information

VIN: 2A8HR54P08R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1236700038)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2307D2536)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 082421

Repair Information

Report#: SSV009992830

Open Date: 03/24/2009

Mileage: 27907

Warr Built Dt: 08/24/2007

Supplier RP:

Dealer Information

Zone/Cd: 74-08704

Name: CORWIN CHRYSLER DODGE

Address: 301 38TH ST S

FARGO, ND 581031112

Phone: 701 282-5600

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:CC HEADLIGHTS WENT OUT ON LOW BEAM THEN HIGH BEAM WENT OUT 10 MINUTES LATER. NOW THEY ARE WORKING. NOT DUPLICATED. B162F & B162B STORED.

Service Action:I SUGGESTED ON CHECKING THE CONNECTORS TO THE TIPM AND WIRING FROM THE TIPM TO THE HEAD LAMPS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009988571

Vehicle Information

VIN: 2D8HN44H78R [REDACTED]

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN HIGHLINE FWD

RTKH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1155700453)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1867A3202)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 080102

Repair Information

Report#: SSV009988571

Open Date: 03/19/2009

Mileage: 5815

Warr Built Dt: 08/01/2007

Supplier RP:

Dealer Information

Zone/Cd: 66-42539

Name: BILL BRYAN CHRYSLER DODGE JEEP

Address: 3401 U.S. HIGHWAY 441/27

FRUITLAND PARK, FL 34731

Phone: 352 787-2223

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DROP OUT THERES STILL NO CODES BUT YOU CAN WATCH THE DASH LIGHTS AND THE HEAD LAMPS DROP OUT JUST FOR A SECOND. DID NOTICE THAT THE DOME LIGHTS ARE INOP WITH THE DOORS CLOSED AND YOU TRY TO TURN THEM ON WITH THE HEAD LAMP SWICH. SOMETIMES WHEN YOU PLAY WITH THE SWITCH YOU CAN GET THEM TO COME ON, WE DID TRY A KNOW GOOD SWITCH SAME THING. DOES THE WIRING GO THROUGH THE CLUSTER

Service Action: INTERIOR LAMPS AND HEAD LAMPS ARE RAN BY THE CLUSTER MONITOR A LAMP REQUEST DURING THIS EVENT IF A REQUEST IS PRESENT REPLACE THE CLUSTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009979482

Vehicle Information

VIN: 2A8HR44H78R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYH53
Engine: EGV-3.3L V6 OHV Engine (Ser #:1155700181)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2067A0681)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080223

Repair Information

Report#: SSV009979482
Open Date: 03/13/2009
Mileage: 3581
Warr Built Dt: 08/02/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-58364
Name: BRYDEN MOTORS INC
Address: 548 BROAD STREET
BELOIT, WI 535116398
Phone: 608 365-7705
608 364-3737

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:CC: WHEN THEY HIT BUMPS THE HEADLAMPS WILL GO OUT. TECH HAS VERIFIED BUT HAS DONE NO OTHER DIAG.

Service Action:ADVISED TO DUPLICATE CONCERN. ADVISED TO HOOK UP A TEST LAMP THE 1 OF THE DRIVER CIRCUITS AND THE STAR SCAN AND TRY TO DUPLICATE THE CONCERN TO
SEE IF THE REQUEST IS GOING DOWN OR THE TIPM IS BAD.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009970043

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54P58R	Report#: SSV009970043	Zone/Cd: 51-45239
Model Year: 2008	Open Date: 03/06/2009	Name: JACK PHELAN DODGE, LLC
Make/Model: DODGE	Mileage: 11774	Address: 7050 OGDEN AVE
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 08/01/2007	BERWYN, IL 604023653
RTKP53	Supplier RP:	Phone: INACTIVE
Engine: EGL-3.8L V6 OHV Engine (Ser #:1166701097)		708 484-1200
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K1927D0292)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 080106		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEADLIGHTS AND DASH LIGHTS FLICKER WHILE DRIVING PERFORMED ALL STAR CASE FILES FOUND INCLUDING SLIDE DOOR HARNESS REPLACEMENT THAT WAS SHORTED.

Service Action:JAKE, I WOULD RUN A VOLTAGE DROP TEST ON THE POSITIVE AND NEGATIVE BATTERY CABLES. IF THERE IS MORE THAN .5 REPLACE THE BATTERY CABLE. IF EVERYTHING CHECKS GOOD TEST THE OUTPUT OF THE ALTENATOR AND THE TEST THE BATTERY.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009959513

Vehicle Information

VIN: 2A8HR54P48R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1171801222)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K1698D5162)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 062303

Repair Information

Report#: SSV009959513

Open Date: 02/26/2009

Mileage: 6359

Warr Built Dt: 06/23/2008

Supplier RP:

Dealer Information

Zone/Cd: 42-60334

Name: CHAMPION CHRYSLER JEEP DODGE

Address: 6525 W SAGINAW HWY

LANSING, MI 489171109

Phone: 517 703-2300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS FLASH, WIPERS START, ALL INTERIOR LIGHTS ARE FLASHING. TECH HAS FOUND U0010 IN ALL INTERIOR MODULES.

Service Action:ADVISED TECH TO CHECK UNDER CARPET AT FRONT OF THE CHANNEL FOR/BETWEEN THE STOW AND GO SEATS FOR THE WIRE HARNESS BEING DAMAGED. ALSO REMOVE FRONT SEATS AND CHECK UNDER CARPET FOR WIRING HARNESS DAMAGE IN THE AREA OF WHERE THE REAR OF THE FRONT SEAT TRACKS WOULD CONTACT THE VEHICLE. CHECK WIRING FOR THE BUS CIRCUIT IN LOWER TRACK ON THE RIGHT DOOR FOR DAMAGE FROM THE FRONT ROLLER OF THE DOOR. CHECK THE WIRING HARNESS AT THE PASSENGER SLIDING DOOR TRACK ASSEMBLY AREA FOR RUB THROUGH. IT WAS FOUND THAT THE OR/WT WIRE FOR THE CAN INTERIOR HIGH SPEED BUS(+)D265 WAS SHORTING TO GROUND AND CAUSING THIS CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009905896

Vehicle Information

VIN: 2A8HR54P58R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1330700713)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K0078D6143)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 010909

Repair Information

Report#: SSV009905896

Open Date: 01/23/2009

Mileage: 8753

Warr Built Dt: 01/09/2008

Supplier RP:

Dealer Information

Zone/Cd: 70-60315

Name: RAIRDON'S CHRYSLER JEEP DODGE

Address: 1615 IOWA ST

BELLINGHAM, WA 982294706

Phone: 360 734-8810

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 AT TIMES THE WIPERS, THE HEADLAMPS, THE RADIO AND THE POWER DOOR LOCKS DO NOT WORK. LAST TIME IN TECH TESTED FOR A BATTERY GOING DEAD. TECH ORDERED A RADIO PER TSB 08-003-08 FOR THE BATTERY GOING DEAD. TECH CANNOT DUPLICATE THIS TIME BUT HE FOUND A CODE IN THE ABS AND SAS C2205. TECH DID THE DIAGNOSTICS AND ERASED THE CODE AND IT HAS NOT RETURNED. TECH IS THINKING ON UNPLUGGING THE RADIO ABD WAIT TO SEE IF THE SYMPTOMS SHOW.

Service Action:ADVISED TECH TO START WITH THE RADIO AND SEE WHAT HAPPENS. DLR HAS NO CODES. DLR HAS PULLED THE RADIO TO SEE IF THIS WAS THE FAILURE. DLR TO REPLACE THE WIN AND OR THE KEYS. DLR SAYS APPEAR AFTER STARTING.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009905364

Vehicle Information

VIN: 2A8HR64X98R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1169750081)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2437D0127)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090814

Repair Information

Report#: SSV009905364
Open Date: 01/21/2009
Mileage: 26789
Warr Built Dt: 09/08/2007
Supplier RP:

Dealer Information

Zone/Cd: 63-44881
Name: SOUTH POINT DODGE CHRYSLER JEE
Address: 5210 S I H 35
AUSTIN, TX 787452444
Phone: 512 443-9333

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THAT THE WINDSHIELD WIPER S WILL JUMP INTERMITTENTLY. IF YOU EXIT THE VEHICLE, LOCK THE DOORS, AND ALLOW IT TO TIME OUT, THE FRONT WIPERS WILL JUMP. THERE WERE CODES, THEY WERE ALL STORED AND NONE WERE COMMUNICATION CODES, ALL ERASED. ADDITIONALLY THE CUSTOMER STATES THAT THE HEATER WILL TURN OFF AT TIMES OR WON T TURN ON AT ALL. HEADLAMPS WILL NOT TURN ON AT TIMES OR WILL FLICKER WHILE DRIVING. WCM HAD C151D, C0B162F077, C1504. CCN HAD B117F. DMFR B1808. CMRR B250A. HVAC B10AF. TIPM HAD B1637. B162F, B162B, B10EC.

Service Action:OSKAR IS GOING TO ORDER NEW TIPM. INSTALL AND PERFORM RESTORE VEHICLE CONFIGURATION. TECH WILL CALL MY PRIVATE LINE TO LET ME KNOW IF THE WIPERS STILL JUMP.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009900505

Vehicle Information

VIN: 2D8HN54X38R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN SXT FWD
RTKP53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1162750016)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K3237D0251)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 112215

Repair Information

Report#: SSV009900505
Open Date: 01/19/2009
Mileage: 7669
Warr Built Dt: 11/22/2007
Supplier RP:

Dealer Information

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CC: THE WARNING LIGHTS WILL COME ON, RADIO GOES INOP, WIPERS ARE INOP, GAS GAUGES FLUCTUATES AND THE HEADLIGHTS WILL FLASH ON AND OFF. C205 AND C206 CONNECTORS.

Service Action:ADVISED THE TECH TO CHECK THE CAN B BUS WIRES AT THE POWER SLIDING DOOR MOTOR, HARNESS UNDER THE FRONT SEATS FOR CHAFED WIRES, HARNESS BY THE PARKING BRAKE MECHANISM, C332, C302, AND BY THE B PILLARS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009899419

Vehicle Information

VIN: 2A8HR54P18R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1283701639)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2807D0456)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 101917

Repair Information

Report#: SSV009899419

Open Date: 01/16/2009

Mileage: 16844

Warr Built Dt: 10/19/2007

Supplier RP:

Dealer Information

Zone/Cd: 66-68426

Name: THOMSON MOTOR CENTRE

Address: 2158 WASHINGTON RD NE

THOMSON, GA 30824

Phone: 706 597-0062

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 ALL THE CLUSTER LIGHTS ARE ON THE HEADLIGHTS TURN OFF WHILE DRIVING. LAST TIME IN TECH HAS A U0011 CODE ACTIVE. EVERYTHING SHOWS ACTIVE ON THE TOPOLOGY. TECH DID EVERY STAR ONLINE CASE THAT APPLIED.

Service Action:ADVISED TECH TO CHECK THE C335 AND THE GROUNDS ON THE LF STRUT TOWER. OTHER WISE THOSE STAR ONLINE CASES COVER ALL OUR CURRENT ISSUES.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009893018

Vehicle Information

VIN: 2D8HN54P28R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1176701170)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2327D2534)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082907

Repair Information

Report#: SSV009893018
Open Date: 01/13/2009
Mileage: 17677
Warr Built Dt: 08/29/2007
Supplier RP:

Dealer Information

Zone/Cd: 66-44726
Name: SCOTT EVANS CHRY-PLYM-DOD-JEEP
Address: 2208 BANKHEAD HWY
CARROLLTON, GA 301165829
Phone: 770 834-5050

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 AT TIMES THE TURNSIGNALS, HEADLAMPS, & RADIO ARE INOP. HAS MANY B & U CODES.

Service Action:ASK THE CUSTOMER IF THIS IS HAPPENING AFTER STARTING THE VEHICLE AND CORRECTS WHEN RESTARTED. IF SO REPLACE THE WIN MODULE. THE IGN SWITCH PART OF THE WIN MODULE IS NOT RETURNING THE KEY TO THE RUN POSITION AFTER LEAVING THE CRANK POSITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009877507

Vehicle Information

VIN: 1D8HN54P28E [REDACTED]

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN PREMIUM FWD

RTKP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1121800749)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1168D2510)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 050212

Repair Information

Report#: SSV009877507

Open Date: 01/02/2009

Mileage: 27062

Warr Built Dt: 05/02/2008

Supplier RP:

Dealer Information

Zone/Cd: 35-26762

Name: CRANBERRY CHRYSLER DODGE JEEP

Address: 21145 ROUTE 19

CRANBERRY TWP, PA 160665803

Phone: 724 452-4040

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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: CUSTOMER STATES ALL THE WARNING LIGHTS ARE FLASHING ON AND OFF WIPERS, HEADLIGHTS,ETC. HAS STORED FAULTS FOR
U0141,U0010,B2394,U0203,U0202,B19DB,U0155

Service Action:ADIVISED TECH TO MONITOR THE TOPOLOGY AND SEE WHICH MODULE ARE INACTIVE ON THE BUS WHEN ISSUE IS PRESENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009876694

Vehicle Information

VIN: 2A8HR44H58R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYH53
Engine: EGV-3.3L V6 OHV Engine (Ser #:1004800151)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K0028B6381)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 011117

Repair Information

Report#: SSV009876694
Open Date: 12/31/2008
Mileage: 15266
Warr Built Dt: 01/11/2008
Supplier RP:

Dealer Information

Zone/Cd: 71-24097
Name: TUTTLE-CLICK CHRYSLER JEEP DOD
Address: 40 AUTO CENTER DRIVE
IRVINE, CA 926182827
Phone: 949 581-5911
949 472-7400

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:TECH STATES THAT THE CUSTOMER STATES THAT AT TIMES WHEN THE VEHICLE IS STARTED THE WIPERS WIPE A COUPLE OF TIMES, THE HEADLAMPS FLASH AND THE CLUSTER LIGHTS UP. TECH CALLING FOR ASSISTANCE. TECH CAN NOT DUPLICATE THE CONCERN AT THIS TIME.

Service Action:ADVISED THE TECH TO CHECK THE TIPM FOR UPDATES AND IF NEEDED TO RECONFIGURE AND TRY TO DUPLICATE THE CONCERN. POSSIBLE INTERNAL TIPM CONCERN. TECH TO CALL BACK FOR FURTHER ASSISTANCE AS NEEDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009876787

Vehicle Information	Repair Information	Dealer Information
VIN: 1D8HN54P78E	Report#: SSV009876787	Zone/Cd: 66-42002
Model Year: 2008	Open Date: 12/31/2008	Name: ALLEY'S CHRYSLER DODGE WORLD
Make/Model: DODGE	Mileage: 8900	Address: 2761 E STONE DR
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 12/10/2007	KINGSPORT, TN 376605860
RTKP53	Supplier RP:	Phone: INACTIVE
Engine: EGL-3.8L V6 OHV Engine (Ser #:1324700359)		423 288-6000
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K3397D5191)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 121006		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:BEEPING NOISE,LAMPS ON CLUSTER FLASH AT TIMES, HEADLAMPS FLASH, MANY CONCERNS WITH FCM COMMUNICATION CONERNS.. TECH HAS REPLACED THE FCM AND BOUT A WEEK LATER VEHICLE IS BACK FOR SAME CONDITION. TECH STATES THAT THE VEHICLE WILL BE SITTING RUNING AND ALL OF A SUDDEN THE CLUSTER WILL START DINGING AND MOST MODULES ON THE VEHICLE WILL DROP OFF. THIRD ROW VES SYSTEM CODES. TECH CALLING FOR ASSISTANCE.

Service Action:ADVISED THE TECH TO DISCONNECT THE THIRD ROW VES DISPLAY AND SEE IF HE CAN DUPLICATE THE CONCERN. TECH TO CALL BACK FOR FURTHER ASSISTANCE AS NEEDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009870397

Vehicle Information

VIN: 2D8HN54PX8
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1169700527)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1927D0659)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080301

Repair Information

Report#: SSV009870397
Open Date: 12/23/2008
Mileage: 8989
Warr Built Dt: 08/03/2007
Supplier RP:

Dealer Information

Zone/Cd: 32-44224
Name: JOLLY JOHN AUTO CITY
Address: ROUTE 1, 824 PORTLAND RD
SACO, ME 040729801
Phone: INACTIVE
207 282-4101

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER COMPLAINING OF THE HEADLIGHTS WILL START FLICKERING. TECH STATES THAT THE TIPM WAS REPLACED AND THE HEADLIGHT SWITCH HAS BEEN REPLACED. TECH STATES THAT HE NEVER GOT THE ISSUE TO HAPPEN WHILE THE SCAN TOOL WAS HOOKED UP TO THE VEHICLE.

Service Action:ADVISED TECH TO POSSIBLY DATA RECORD THE ISSUE AND MONITOR THE HEALIGHT SWITCH INPUT TO THE CCN.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009866414

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR54P08R	Report#: SSV009866414	Zone/Cd: 32-67439
Model Year: 2008	Open Date: 12/19/2008	Name: ROYAL CHRYSLER, JEEP, DODGE &
Make/Model: CHRYSLER	Mileage: 14969	Address: 6464 STATE HIGHWAY 23
TOWN & COUNTRY LX FWD	Warr Built Dt: 02/27/2008	ONEONTA, NY 138206552
RTYP53	Supplier RP:	Phone: 607 432-9331
Engine: EGL-3.8L V6 OHV Engine (Ser #:1058801350)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0328D0436)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 022712		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 SAYING THAT THE HEADLAMPS AND CLUSTER LIGHTS WENT OUT WHILE DRIVING. NO CODES IN THE SYSTEM EXCEPT FOR A PASSENGER DOOR MODULE STORED CODE, B1678.
Service Action: TECH WILL CHECK AND SEE IF THERE IS A UPDATED PART NUMBER FOR THE TIPM. TECH CALLED BACK WITH THE REST OF THE STORY. HE TALKED TO THE CUSTOMER AND THE CONCERN OCCURES WHEN STARTING THE VEHICLE THE ENGINE STARTS AND RUNS BUT NONE ON THE EQUIPMENT WORKS, LIKE THE RADIO, SEATED SEATS, LIGHTS, FAN, ETC. NEED TO REPLACE THE WIN MODULE AND MAKE SURE THE CUSTOMER IS NOT USING A HEAVY KEY RING.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009865941

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR64X28R	Report#: SSV009865941	Zone/Cd: 63-68521
Model Year: 2008	Open Date: 12/18/2008	Name: BERT OGDEN HARLINGEN MOTORS IN
Make/Model: CHRYSLER	Mileage: 28155	Address: 602 W JACKSON
TOWN & COUNTRY LIMITED FWD	Warr Built Dt: 10/20/2007	HARLINGEN, TX 785506467
RTYS53	Supplier RP:	Phone: INACTIVE
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1256750400)		956 423-1685
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2807D1252)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 102007		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:WITH KEY ON, THE GAUGES FLICKER, WIPERS COME ON AND HEAD LIGHTS FLICKER. TECH SAID HE HAD TRIED TO DISCONNECT MODULES ONE AT A TIME AND NO CHANGE.

Service Action:ADVISED TECH TO CHECK THE KNOWN CONNECTORS AND AREA S OF REPORTED WIRING CONCERNS.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009858143

Vehicle InformationRepair InformationDealer Information

VIN: 2D8HN54P88R
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:103580093%)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0238D3124)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 021420

Report#: SSV009858143
Open Date: 12/12/2008
Mileage: 16422
Warr Built Dt: 02/14/2008
Supplier RP:

Zone/Cd: 70-59577
Name: LARSON CHRYSLER JEEP DODGE
Address: 2001 N MERIDIAN
PUYALLUP, WA 983713303
Phone: 253 845-1725

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE KEY ONCE IT IS TURNED ON THE WIPERS WIPE THE CLUSTER FLASHES THE HEAD LAMPS FLASH OFF AND ON .

Service Action:TECH WILL NEED TO CHECK THE 8-WAY CONNECTOR AT THE LEFT SIDE C POST NEAR THE AV JACKS .THE IGNITION SWITCH IS SHOWING THE CORRECT KEY STATE .

Correction:

QNA - Quality Narrative Analyzer Detail Report
Customer Promoter Score Report#: 8R69006404

Vehicle Information

VIN: 2A8HR64X38R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1017850362)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K0048D0339)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 013107

Repair Information

Report#: 8R69006404
Open Date: 02/02/2009
Mileage: 0
Warr Built Dt: 01/31/2008
Supplier RP:

Dealer Information

Zone/Cd: 35-23192
Name: FAMILY CHRY-JEEP
Address: ROUTE 1 AT ROUTE 202
CHADDS FORD, PA 19317
Phone: INACTIVE
610 558-3400

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04602581AD	MODULE -SEAT MEMORY	1	131.25	X	01/01/0001
CH4602581-AD	MODULE -SEAT MEMORY	1	131.25		
05064189AH	RECEIVER -SATELLITE	1	730.80	X	01/01/0001

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
Not likely. I would have to say zero. Too many problems. I only had the car a month and had tons of problems with it already.

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

Score: 03 (Detractor)

I12. Inst Panel/Dash-Broken/Damaged

F10. Windshield Wipers/Washer-Broken/NW

S99. Other Seat

The overall build. I don't think it's... I don't like the way it's... It has a lot of nice features on it, but the seats had a problem and it affected the whole car. It was electric seats. What happened is the module went. When I went to start the car the next day, after the seat broke, my windshield wipers went on, my headlights were flashing, my dashboard was flashing. I had to drive to the dealer like that. I've never had a car do that before.

Q3. Please rate your satisfaction with your experience at FAMILY CHRY-JEEP on a scale of 0 to 10.

Score: 99 (Refused/Left Blank)

Q7. Would you be interested in leaving dealer a message?

02 - No

SURVEY COMPLETED 2009-02-05 18:48:18, CUSTOMER ID:137004420, RO:00167439, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009855812

Vehicle Information

VIN: 2A8HR44H08R[REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYH53
Engine: EGV-3.3L V6 OHV Engine (Ser #:1173700008)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1917A0231)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080222

Repair Information

Report#: SSV009855812
Open Date: 12/11/2008
Mileage: 21856
Warr Built Dt: 08/02/2007
Supplier RP:

Dealer Information

Zone/Cd: 74-66787
Name: RHODEN AUTO CENTER INC
Address: 3400 SOUTH EXPRESSWAY
COUNCIL BLUFFS, IA 51501
Phone: INACTIVE
712 366-9400

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:MARK STATES THE HEADLAMPS CUT OUT WHILE DRIVING. TECH STATES HE S REPLACED THE HEADLAMP SWITCH.
Service Action:STAR ADVISED MARK TO A POSSIBLE CLUSTER.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009853858

Vehicle Information	Repair Information	Dealer Information
VIN: 1D8HN11H88B[REDACTED]	Report#: SSV009853858	Zone/Cd: 71-61667
Model Year: 2008	Open Date: 12/10/2008	Name: COLE CHRYSLER DODGE JEEP
Make/Model: DODGE	Mileage: 1510	Address: 3550 BROAD STREET
GRAND CARAVAN C/V FWD	Warr Built Dt: 06/05/2008	SAN LUIS OBISPO, CA 93401
RTKE53	Supplier RP:	Phone: 805 543-7321
Engine: EGV-3.3L V6 OHV Engine (Ser #:1154801787)		
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser #:K1488B6551)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 060506		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 HEAD LAMPS GO OUT AND THE TAIL LAMPS WILL GO OUT .

Service Action:THERE ARE NOT FAULT CODES . WE NEED TO SEE IF WE MAY HAVE TO MUCH PLAY IN THE IGNITION SWITCH ..

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009841525

Vehicle Information

VIN: 2A8HR54P88R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1282701361)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2827D2826)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 102005

Repair Information

Report#: SSV009841525

Open Date: 12/09/2008

Mileage: 13721

Warr Built Dt: 10/20/2007

Supplier RP:

Dealer Information

Zone/Cd: 32-44618

Name: DRIVERS VILLAGE, INC.

Address: 5885 E CIRCLE DR

CICERO, NY 130398604

Phone: 315 699-3846

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:LOST HEADLIGHTS & TURN SIGNALS WHILE DRIVING. WOULDNT COME BACK ON. CUSTOMER SAYS THAT THE TURN SIGNAL INDICATORS ON THE CLUSTER WERE FLASHING RAPIDLY WHEN TURNED ON.. VEHICLE WAS TOWED TO THE DEALERSHIP. LIGHTS ARE WORKING FINE AND CANT DUPLICATE.

Service Action:TECH WILL REPLACE THE TIPM. 13963 MILES. DEALER REPLACED THE TIPM. VEHICLE BACK WITH SAME CONCERN, HEAD LAMPS/PARK LAMPS INOP. TECH SAID SAME CODES RESETTNG FOR LAMPS CIRCUIT.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009851511

Vehicle Information

VIN: 2A8HR54P68R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1250702043)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2677D2505)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 100203

Repair Information

Report#: SSV009851511

Open Date: 12/09/2008

Mileage: 23526

Warr Built Dt: 10/02/2007

Supplier RP:

Dealer Information

Zone/Cd: 42-23446

Name: DUNNING MOTOR SALES INC

Address: 9102 SOUTHGATE ROAD

CAMBRIDGE, OH 437259113

Phone: 740 439-4465

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:STALLS,HEADLIGHTS FLICJER CK CODES,P0884,P0882,U1000 IN WCM,U0121, TEST DROVE OK, IS IN BODY SHOP FOR MINOR DEER HIT ON RIGHT FRONT.INSPECT WIREING
APPEARS OK.

Service Action:INTERMITTENT POWER AND GROUND CIRCUITS NEED TO BE CHECKED .CHECK THE CAN BUS CONNECTION.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009849528

Vehicle Information

VIN: 2D8HN54P98R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1152702856)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1867D0381)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 071110

Repair Information

Report#: SSV009849528
Open Date: 12/08/2008
Mileage: 13792
Warr Built Dt: 07/11/2007
Supplier RP:

Dealer Information

Zone/Cd: 42-58742
Name: MEADE DODGE CHRYSLER JEEP, INC
Address: 18001 MACK AVE
DETROIT, MI 482241475
Phone: INACTIVE
313 884-7210

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 SAYS WIPERS - HEADLAMPS ARE FLASHING - DOORS UNLOCK AND LOCK - NO VOLTAGE CODES OR OTHERS

Service Action:DLR INDICATES THE BATTERY CABLES WERE LOOSE - APPEAR TO HAVE HAD WRENCHES ON THE TERMINALS. DLR TO RESET THE VEHICLE AND ASK QUESTIONS IF THE VEHICLE WAS JUMPED.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009745920

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54PX8R	Report#: SSV009745920	Zone/Cd: 35-60059
Model Year: 2008	Open Date: 12/04/2008	Name: TRI STAR DCJ HUNTINGDON INC
Make/Model: DODGE	Mileage: 7800	Address: 9492 WILLIAM PENN HWY
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 08/15/2007	HUNTINGDON, PA 166527167
RTKP53	Supplier RP:	Phone: INACTIVE
Engine: EGL-3.8L V6 OHV Engine (Ser #:1209700016)		814 643-1940
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2127D2512)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 081508		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 GOING OUT A TIME CUSTOMER STATES, AND PARK LIGHTS AND DRIVING LIGHTS STILL SEEM TO BE ON. TODD SAID THERE IS NO CODES IN THE VEHICLE.

Service Action:ADVISED WOULD CHECK THE CONNECTIONS AT THE TIPM. CHECK HEAD LIGHT INPUT TO TIPM. 9061 MILES. CUSTOMER STATES THE BLOWER MOTOR DROPS OUT AND SURGES AT TIMES. TECH SAID THERE IS A STORED CODE OF B10EC. TECH SAID THEY HAVE NOT DUPLICATED THE HEAD LIGHT ISSUE, AND DEALER DID DRIVE VEHICLE EXTENSIVELY. \nADVISED WOULD CHECK C7 CIRCUIT WIRING AND CONNECTORS AND ALSO THE Z905 CIRCUIT FOR RESISTANCE, CORROSION ON CONNECTORS.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009827893

Vehicle Information	Repair Information	Dealer Information
VIN: 1D8HN54P88E	Report#: SSV009827893	Zone/Cd: 32-25009
Model Year: 2008	Open Date: 12/04/2008	Name: ALBANY DODGE INC
Make/Model: DODGE	Mileage: 21846	Address: 770 CENTRAL AVE
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 10/15/2007	ALBANY, NY 122061600
RTKP53	Supplier RP:	Phone: 518 438-8461
Engine: EGL-3.8L V6 OHV Engine (Ser #:1264701224)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2697D0056)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 101516		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: HEADLAMPS INTERMITTENTLY INOP. CODES B162F B162B BOTH IN THE TIPM.
Service Action: RECOMMEND REPLACING THE TIPM. DLR HAS REPLACED THE TIPM. INTERMITTENTLY THE VEHICLE DOES NOT START AND THE POWER SLIDING DOOR DOES NOT WORK. DLR HAS 2 STORED CODES - C2205 - U0001.. DLR CANNOT DUPLICATE THE SLIDING DOOR ISSUE - DLR TO REPLACE THE WIN IN AN ATTEMPT TO RESOLVE. SINCE THE TIPM WAS REPLACED FOR THE HEAD LAMP INOP CONDITION THE VEHICLE HAS A NO CRANK FIRST START IN THE MORNING. TECH WILL SEE IF HE CAN FIND THE OLD TIPM AND SEE IF IT STILL HAS THE NO CRANK CONDITION. TIPM CORRECTED THE HEADLAMP CONCERN BUT THAT TURNED INTO B1A28, U1197 ARE FOUND IN THE WCM AND THE ORIGINAL VIN IN THE PCM IS MISSING. I EXPLAINED THAT A MISSING VIN IN THE PCM REQUIRES A NEW PCM BUT I AM NOT SURE WHY WE LOST THAT VIN IN THE FIRST PLACE. SECONDLY. THE FIRST ATTEMPT TO START THIS ENGINE AFTER AN OVERNIGHT SOAK RESULTS IN A NO CRANK CONDITION. CYCLE THE FOBK OFF THEN MAKE A SECOND START ATTEMPT AND IT ALWAYS STARTS AND RUNS. THE ENGINE SHOULD NOT BE ABLE TO START AND RUN WITHOUT COMPLETE AND MATCHING VINS IN THE

PCM. TECH WILL CALL BACK WHEN HE GETS THE NEW PCM. SINCE THE TIPM WAS REPLACED FOR A HEADLIGHT ISSUE NOW THIS CONDITION EXIST WHERE THE FIRST START ATTEMPT IN THE MORNING THE IT WILL NOT CRANK, BUT ON THE SECOND KEY CYCLE ATTEMPT IT WILL START AND THEN IT WILL START THE REST OF THE DAY. THE CONDITION WILL START ALL OVER AGAIN THE NEXT DAY. THE TIPM HAS BEEN REPLACED 2 TIME, THE WIN 1 TIME AND THE PCM 1 TIME (FOR A VIN MISMATCH ISSUE). TECH CALLED BACK, PCM HAS BEEN REPLACED AND THE VEHICLE DOES THE SAME THING. CALLED SUKWINDER S AT ENGINEERING AND LEFT MESSAGE. CALLED TECH BACK. SPOKE TO SUKHWINDER AND ALAN TO TRY TO PIN. SUKHWINDER WANTED BACKGROUND. THE VEHICLE CAME IN THREE WEEKS AGO FOR THE HEADLAMP ISSUE AND THE TIPM WAS REPLACED. THE OWNER RETURNED SEVERAL DAYS LATER WITH THE NO CRANK FIRST THING IN THE MORNING ISSUE. YOU HAD CLUSTER LAMPS AND FUEL PUMP. SECOND CRANK RESULTS IN THE ENGINE STARTING. SINCE THEN THE WIN AND THE TIPM HAS BEEN REPLACED AGAIN. VINS IN THE PCM DID NOT MATCH SO WE REPLACED THE PCM. THIS MORNING ON FIRST CRANK THE VEHICLE DID NOT CRANK, ENGINE STARTED ON SECOND ATTEMPT AND STALLED AND THE SECURITY LAMP FLASHED ONCE. ON THIRD ATTEMPT THE VEHICLE STARTED. WE BELIEVE THAT THE FOBK IS GOOD. I PROVIDED THE TECH WITH THE INFORMATION REQUIRED TO TAKE A VEHICLE SCAN REPORT AND ASKED HIM TO CALL ME WHEN IT HAS BEEN SENT.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009843664

Vehicle Information

VIN: 1D8HN54P88E [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1290700823)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2927D2619)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 102609

Repair Information

Report#: SSV009843664
Open Date: 12/04/2008
Mileage: 12169
Warr Built Dt: 10/26/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-42282
Name: DAN PILSON AUTO CENTER INC
Address: 2212 LAKE LAND BLVD
MATTOON, IL 619385928
Phone: 217 234-6461

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:OWNER COMPLAINS THAT THE HEAD LAMPS FLASH - ALL CLUSTER WARNING LIGHTS ON - WIPERS COME ON.. DLR HAS NO AFTER MARKET EQUIPMENT ON THE VEHICLE.
U0204,U0155,U0164,U0010,U0141,U0203
Service Action:DLR TO USE THE CAN C BUS WIRING MAP. LOOK AT THE CODES ON THE VEHICLE - USE THE CONNECTORS AND THE MODULES TO LOCATE THE GENERAL FAILED AREA. CALL
BACK AS NEEDED. TECH IS STILL HAVING THE SAME CONDITION. TECH TO CHECK THE DRIVERS DOOR MODULE FOR LOOSE CONNECTION AND PINS.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009842865

Vehicle Information

VIN: 2D8HN54X48R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN SXT FWD
RTKP53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1276750285)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2727D2850)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101119

Repair Information

Report#: SSV009842865
Open Date: 12/02/2008
Mileage: 9605
Warr Built Dt: 10/11/2007
Supplier RP:

Dealer Information

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:ONE DAY THE HEADLAMPS, HIGH AND LOW BEAM. CODES B1637, B1633, B162F, AND B162B FOUND IN THE TIPM. THE NEXT DAY THEY WENT STORED AND THE LIGHTS
WORKED FINE AND HAVE WORKED FINE EVER SINCE.
Service Action:RECOMMEND REPLACEMENT OF THE TIPM.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009840271

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54P28R	Report#: SSV009840271	Zone/Cd: 32-66940
Model Year: 2008	Open Date: 12/01/2008	Name: PAMBY CHRYSLER JEEP DODGE
Make/Model: DODGE	Mileage: 5100	Address: 665 DANBURY RD
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 08/23/2007	RIDGEFIELD, CT 068772715
RTKP53	Supplier RP:	Phone: 203 438-6231
Engine: EGL-3.8L V6 OHV Engine (Ser #:1165700654)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2287D2719)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 082301		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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: AT NIGHT WITH HEADLIGHTS ON- HEADLIGHTS TURN OFF. JOE FOUND B162F, B162B. HAS TESTED LAMP CIRCUITS FROM TIPM TO HEADLAMP.

Service Action:RECOMMEND MAKING SURE THE VEHICLE HAS FACTORY BULBS. NOT AFTERMARKET OR THE FANCY BLUE HEADLAMPS.. THESE BULBS DRAW MORE AMPERAGE AND THE TIPM WILL BELIEVE THERE IS A SHORT AND TURN OFF THE HIGH SIDE DRIVER. IF ALL IS OK- POSSIBLE TIPM ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009837953

Vehicle Information

VIN: 2A8HR54P28R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1102800593)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K0958D0176)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 041120

Repair Information

Report#: SSV009837953

Open Date: 11/26/2008

Mileage: 10

Warr Built Dt: 04/11/2008

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
** No Parts Information Available					

Labor Information

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

Service Narrative Information

Customer Comment:NO VOLTAGE TO VEHICLE ANYWHERE. NO HEADLAMPS DOME LAMPS NO STARTER NO DASH ILLUMINATION

Service Action:LOYD, WILL THE STARMOBILE EVEN ID THE VEHICLE IF SO DOES IT SHOW THE YEAR MODEL AND VIN CAN WE GET MORE DETAILS OF NO VOLTAGE ON THE VEHICLE NO
VOLTAGE AT THE BATTERY, TIPM AND/OR DATA LINK CONNECTOR

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009835520

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR64X48R	Report#: SSV009835520	Zone/Cd: 51-41527
Model Year: 2008	Open Date: 11/25/2008	Name: DAVE CROFT MOTORS INC
Make/Model: CHRYSLER	Mileage: 18170	Address: 901 N BLUFF RD
TOWN & COUNTRY LIMITED FWD	Warr Built Dt: 10/25/2007	COLLINSVILLE, IL 622345900
RTYS53	Supplier RP:	Phone: INACTIVE
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1172750014)		618 344-0202
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2727D0391)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 102506		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 LIGHTS TURN ON AND OFF, WIPERS TURN ON AND OFF, HEADLAMPS TURN ON AND OFF. MULTIPLE TIPM REPLACEMENTS. CONNECTORS C205 AND 206 ARE PROPERLY CONNECTED. PERFORMED REMOTE DIAGNOSTIC SESSION AND I WATCHED AS THE IHS BUS DID THE CHRISTMAS TREE BLINKING LAMP ROUTINE. WE CROSSED C205 AND C206 THE LIGHTS WERE STILL FLASHING AND THEN QUIT. I HAD HIM PERFORM A VEHICLE SCAN REPORT AND SEND IT TO DCX.

Service Action:RICKS CELL PHONE IS 618-410-6489 AFTER REVIEW OF THE VEHICLE SCAN REPORT IT APPEARS THAT THERE IS A PROBLEM WITH THE CCN. CALLED TECH BACK AND ASKED HIM TO TAKE A VOLTAGE READING OF THE IHS BUS AS WELL AS TOTAL PARALLEL BUS RESISTANCE. TECH TOLD ME THAT THE VEHICLE HAS NOT ACTED UP SINCE WE RAN OUR INITIAL DIAGNOSTICS.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009836072

Vehicle Information

VIN: 2A8HR64X68R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1151750183)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1927D0054)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080201

Repair Information

Report#: SSV009836072
Open Date: 11/25/2008
Mileage: 24868
Warr Built Dt: 08/02/2007
Supplier RP:

Dealer Information

Zone/Cd: 42-66592
Name: ALEX MONTGOMERY MT WASHINGTON
Address: 9000 HIGHWAY 44 EAST
MT WASHINGTON, KY 400477309
Phone: INACTIVE
502 955-6800

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 LAMPS AND DASH LAMPS THAT SHUT OFF WHILE DRIVING.. NO CODES..DLR CANNOT DUPLICATE.
Service Action:DLR TO TEST THE WIN MODULE AND REPLACE THE UNIT AS NEEDED.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009833853

Vehicle InformationRepair InformationDealer Information

VIN: 1D8HN54P68E

Report#: SSV009833853

Zone/Cd: 32-57765

Model Year: 2008

Open Date: 11/24/2008

Name: FREEHOLD DODGE INC

Make/Model: DODGE

Mileage: 12082

Address: SOUTH STREET AT RT9

GRAND CARAVAN PREMIUM FWD

Warr Built Dt: 11/30/2007

FREEHOLD, NJ 07728

RTKP53

Supplier RP:

Phone: 908 462-2299

Engine: EGL-3.8L V6 OHV Engine (Ser #:1312700259)

732 462-1600

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K3327D5146)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 113011

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 HEAD LAMPS FLICKER WHILE DRIVING AND THE RER RADIO DOES THE SAME THINK. TECH HAS NOT BEEN ABLE TO DUPLICATE THE CONDITION.

Service Action:TECH TO MONITOR THE VOLTAGE AT THE BATTERY TO SEE IF THE CONTROL VOLTAGE IS STAYING STEADY. THERE ARE NO KNOWN ISSUES FOR THIS CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009803879

Vehicle Information

VIN: 2A8HR54P48R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1172802501)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1708D2866)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 062309

Repair Information

Report#: SSV009803879

Open Date: 11/20/2008

Mileage: 2626

Warr Built Dt: 06/23/2008

Supplier RP:

Dealer Information

Zone/Cd: 42-68405

Name: CROWN CHRYSLER JEEP DODGE

Address: 6350 PERIMETER LOOP RD

DUBLIN, OH 430173206

Phone: 614 761-2360

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:WIPERS AND RADIO STOP WORKING WHILE DRIVEING .

Service Action:VEHICLE IS NOT IN THE SHOP TECH WILL CALL BACK WHEN IT IS . 2600 MILES. HEADLAMPS FLICKER, WIPERS SWAP THEM SELF WHILE DRIVING. CAN INTERIOR BUS
ISSUE.\n\nADVISED TECH TO CHECK CONNECTORS AND AREA OF KNOWN WIRING ISSUES. TECH IS STILL HAVING THE SAME CONCERN, TECH TO CHECK THE CONNECTOR AT
THE DRIVERS DOOR MODULE FOR LOOSE CONNECTION OR PUSH OUT PINS IN THE CONNECTOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009823733

Vehicle Information	Repair Information	Dealer Information
VIN: 1D8HN44H78B	Report#: SSV009823733	Zone/Cd: 74-45143
Model Year: 2008	Open Date: 11/17/2008	Name: FORT MORGAN AUTO CENTER INC.
Make/Model: DODGE	Mileage: 20844	Address: 1010 WEST PLATTE AVE.
GRAND CARAVAN HIGHLINE FWD	Warr Built Dt: 11/07/2007	FORT MORGAN, CO 807012950
RTKH53	Supplier RP:	Phone: INACTIVE
Engine: EGV-3.3L V6 OHV Engine (Ser #:1275700911)		970 867-2432
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser #:K1367B5621)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 110708		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEAD LIGHTS FLICKER AND GAUGES FLICKER AND WIPERS COME. TECH SAID VEHICLE SHOWS A LOT OF COMMUNICATION CODES. TECH SAID HE HAS ONLY DELICATE IT ONE TIME.

Service Action:ADVISED TECH TO CHECK THE KNOWN AREAS OF CONCERN WITH BUS CONNECTORS AND WIRING, AND REVIEWED THOSE AREAS WITH TECH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009820172

Vehicle Information

VIN: 2A8HR54P58R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1323702307)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K3097D2588)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 120602

Repair Information

Report#: SSV009820172

Open Date: 11/12/2008

Mileage: 7480

Warr Built Dt: 12/06/2007

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: REPAIR HEADLIGHTS AND TAIL LIGHTS WENT OUT\r\n\r\nTECH STATES HE HAS YET TO DUPLICATE THE CONCERN. TECH STATES THE CUSTOMER STATES THE CONCERN HAPPENED WHEN IN AUTO MODE.

Service Action:ADVISE TECH TO MONITOR THE SWITCH INPUTS IN THE TIPM. ADVISE TECH IF THE INPUT STAYS CONSTANT TO SUSPECT THE TIPM AND IF NOT SUSPECT THE SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009817262

Vehicle Information

VIN: 2A8HR64X48R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1016850036)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K0438D6031)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022008

Repair Information

Report#: SSV009817262
Open Date: 11/11/2008
Mileage: 13988
Warr Built Dt: 02/20/2008
Supplier RP:

Dealer Information

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:TURN SIGNALS, CLUSTER, RADIO, HEADLAMPS, POWER SEAT, INOP WHILE DRIVING. HAPPENS WITHIN FIRST MILE OR SO FROM HOME THEN THEY ALL RETURN, AND ARE OK.
SEAMS TO BE MOSTLY IN AM. CAN NOT DUPLICATE. NO CODES. BEEN IN 3 TIMES COMPLAINING.

Service Action:YOU MAY WANT TO CHECK WITH THE OWNER TO SEE HOW MANY KEYS ARE ON THERE KEY RING .IF ONLY A COUPLE KEYS THEN I WOULD REPLACE THE WIN MODULE .IF
MORE THEN A COUPLE KEYS REDUCE THE AMOUNT THAT IS ON THE KEY RING .

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009800750

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR64X98R	Report#: SSV009800750	Zone/Cd: 42-43781
Model Year: 2008	Open Date: 10/30/2008	Name: LIBERTY DODGE CHRYSLER JEEP
Make/Model: CHRYSLER	Mileage: 17503	Address: 12895 WORTHINGTON RD SW
TOWN & COUNTRY LIMITED FWD	Warr Built Dt: 02/05/2008	PATASKALA, OH 430629726
RTYS53	Supplier RP:	Phone: INACTIVE
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1017850387)		740 967-8015
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0148D2905)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 020511		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 TURN SIGNAL AND HEADLIGHTS DO NOT WORK 50% OF TIME. U0184, B162C, P129E, U0159 STORED CODES. TIPM WAS REPLACED FOR SIMILAR CONCERN ON PREVIOUS VISIT. TECH IS UNABLE TO DUPLICATE CONDITIONS OR CODES.

Service Action:RECOMMEND CHECK C335, CHECK HARNESS AT TRANS MOUNT. CHECK TIPM CONNECTOR TERMINAL TENSION. DUPLICATE CONCERN. TECH IS CALLING BACK ON THE SAME CONCERN. TECH TO REPLACE THE MULTI-FUNCTION SWITCH TO CORRECT THE CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009758112

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR54P28R	Report#: SSV009758112	Zone/Cd: 42-43528
Model Year: 2008	Open Date: 10/17/2008	Name: VILLAGE CHRYSLER PLYMOUTH DODG
Make/Model: CHRYSLER	Mileage: 19418	Address: 784 WOOSTER RD
TOWN & COUNTRY LX FWD	Warr Built Dt: 08/22/2007	MILLERSBURG, OH 446541000
RTYP53	Supplier RP:	Phone: 330 674-2055
Engine: EGL-3.8L V6 OHV Engine (Ser #:1226702855)		330 674-2249
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2297D0102)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 082213		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 ALL THE DASH LIGHTS COME ON AT TIMES - HVAC WORKS. IHS DOWN - 11 CODES .. CCN-U0010 DDMFL U0141 DMFR U0141 - HVAC U0010 , PLGM U0141, PARKTRONICS U0010, RADIO U0011, U0141, U0010 - TIPM U0010 - U0155..

Service Action:DLR TO USE THE SOL INFO TO HELP TRACK THE COMPLAINT DOCUMENTED FAILURES - DLR TO VIEW THE BUS RELATED DOCS FOR IDENTIFICATION OF NEW AREAS OF CONCERN - CALL BACK AS NEEDED. TECH DRIVE THE VEHICLE HOME AND HE COULD DUPLICATE. ONE TIME THE RADIO CUT OUT, U0011 AND U0010 SEEM TO SET THE MOST. WHILE DRIVING WITH THE HEADLIGHTS ON, THE HEADLIGHTS FLICKERED AND THEY SHUT OFF. WIPERS TURN ON THE WARNING LIGHTS ALL COME ON AND THE GAUGES LOCK UP WHEN THE CONDITION HAPPENS. \r\nADVISED TECH TO CHECK THE G300, G301, AND G302. THEN INSPECT THE CONNECTORS IN THE PASSENGER KICK PANEL AND A-PILLAR, INSPECT THE CONNECTORS IN BOTH B-PILLARS. ALSO SEE IF THE UGDO WORKS WHEN THE VEHICLE ACTS UP. IF ALL THAT IS OK, THEN MONITOR THE TOPOLOGY SCREEN WHEN THE VEHICLE ACTS UP, WHAT HE WANTS TO LOOK FOR IS MODULES FLASHING FROM BLUE TO RED AND LOOK FOR THE MODULE THAT IS STEADY RED. IF

THERE IS A MODULE THAT IS STEADY RED, UNPLUG IT AND SEE IF THE BUS COMES BACK UP.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009787033

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR54PX8R	Report#: SSV009787033	Zone/Cd: 35-44530
Model Year: 2008	Open Date: 10/17/2008	Name: DIEHL CHRYSLER JEEP DODGE
Make/Model: CHRYSLER	Mileage: 17727	Address: 258 PITTSBURGH RD
TOWN & COUNTRY LX FWD	Warr Built Dt: 08/23/2007	BUTLER, PA 160023952
RTYP53	Supplier RP:	Phone: 724 282-8898
Engine: EGL-3.8L V6 OHV Engine (Ser #:1226703174)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2307D0192)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 082305		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLIGHTS GO OUT AT TIME, TECH CAN NOT DUPLICATE. B162B, B162F STORED CODES

Service Action:RECOMMEND CHECK HARNESS FROM TIPM TO HEADLIGHTS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009774602

Vehicle Information

VIN: 2D8HN44H48R

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN HIGHLINE FWD

RTKH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1297701628)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2997B6568)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 103118

Repair Information

Report#: SSV009774602

Open Date: 10/13/2008

Mileage: 18815

Warr Built Dt: 10/31/2007

Supplier RP:

Dealer Information

Zone/Cd: 66-26355

Name: EMPIRE CHRYSLER DODGE JEEP

Address: 2000 W US HIGHWAY 421

WILKESBORO, NC 286978637

Phone: 336 667-2886

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS WILL TURN ON AND OFF WHILE DRIVING, TECH HAS BEEN ABLE TO DUPLICATE THE CONDITION. THE HEAD LAMPS SWITCH HAS BEEN REPLACED FOR THIS CONDITION BUT IT DID NOT REPAIR THE CONDITION.

Service Action:TECH TO CHECK THE MUX INPUT TO THE CCN FROM THE HEADLAMP SWITCH TO SEE IF THE VOLTAGE IS CHANGING.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009771062

Vehicle Information

VIN: 2D8HN54P58R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1249703009)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2507D0341)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 091303

Repair Information

Report#: SSV009771062
Open Date: 10/10/2008
Mileage: 21307
Warr Built Dt: 09/13/2007
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:CAME IN FOR THE HEAD LAMPS STOP WORKING ,BLOWER STOP WORKING VEHICLE CUTS OFF WITH THE ENGINE STALLING .
Service Action:TECH WILL NEED TO CHECK THE IGNITION SWITH , CHECK CONNECTIONS AT THE BOTTOM OF THE TIPM WE MAY HAVE A TIPM .
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009771289

Vehicle Information

VIN: 2D8HN54P38R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1225700453)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2297D2913)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082713

Repair Information

Report#: SSV009771289
Open Date: 10/10/2008
Mileage: 12301
Warr Built Dt: 08/27/2007
Supplier RP:

Dealer Information

Zone/Cd: 32-66850
Name: ROBERT GREEN CHRYSLER DODGE JE
Address: EXIT 107 RTE 17E
MONTICELLO, NY 12701
Phone: 845 794-6161

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:OWNER COMPLAINS THAT THE HEAD LAMPS THAT ARE FLASHING ON AND OFF. ORIGINAL TECH NOT IN AT THIS TIME. DLR HAS REPLACED THE TIPM. NEW TIPM WILL NOT DO ANYTHING.

Service Action:DLR TO INSTALL THE ORIGINAL ONE TO VALIDATE THE CONNECTIONS AND THE RESPONSE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009759440

Vehicle Information

VIN: 2D8HN54P08R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1213701101)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1947D0384)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081401

Repair Information

Report#: SSV009759440
Open Date: 10/06/2008
Mileage: 15000
Warr Built Dt: 08/14/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-68165
Name: DON MILLER CHRYSLER-JEEP INC
Address: 5339 WAYNE TERRACE
MADISON, WI 537186384
Phone: INACTIVE
608 242-6800

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:LOW BEAM HEADLAMPS GO OUT WHILE DRIVING,HI BEAMS USUALLY STAY WORKING. HAVE REPLACED BOTH CONNECTORS AT HEADLIGHTS.

Service Action:DAVID, RECOMMEND TO CHECK FOR POWER OUT FROM THE TIPM WHE NTHIS HAPPENS, THE LOWBEAMS ARE THEIR OWN CIRCUITS FROM THE HIGHBEAMS. CHECK TIPM C#
PINS 11 AND 3. IF THERE IS NO POWER AND THERE ARE NO DTC S SETTING, THEN REPLACE THE TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009735654

Vehicle Information

VIN: 1D8HN44HX8E[REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN HIGHLINE FWD
RTKH53
Engine: EGV-3.3L V6 OHV Engine (Ser #:1221701259)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2397B5074)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 090508

Repair Information

Report#: SSV009735654
Open Date: 09/25/2008
Mileage: 7749
Warr Built Dt: 09/05/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-42977
Name: WILDE CHRYSLER JEEP DODGE
Address: 1710 HIGHWAY 164 S
WAUKESHA, WI 531863937
Phone: 800 903-2434
262 544-5400

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:STALLING CONDITION. WHILE DRIVING THE HEADLAMPS TURN OFF AND THE VEHICLE DIES. ADDITIONALLY THE BLOWER WILL NOT CHANGE SPEEDS. TIPM B162F, B162B, U0121, B10EC, C107D. WIN U0100, U0121, PCM P0884, SAS C2205.

Service Action:TECH NEEDS TO REPLACE THE TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009724890

Vehicle Information Repair Information Dealer Information

VIN: 2D8HN54P98R

Report#: SSV009724890

Zone/Cd: 51-44124

Model Year: 2008

Open Date: 09/22/2008

Name: EXPRESSWAY DODGE INC

Make/Model: DODGE

Mileage: 9513

Address: 5531 E INDIANA

GRAND CARAVAN PREMIUM FWD

Warr Built Dt: 09/11/2007

EVANSVILLE, IN 47715

RTKP53

Supplier RP:

Phone: 812 471-0532

Engine: EGL-3.8L V6 OHV Engine (Ser #:1249702338)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K2207D0259)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 091110

Part Information

Part Number Part Description Quantity Cost/Unit Fail 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 INOP, HEADLIGHTS INOP. MULTIPLE LOSS OF COMM CODES. TECH IS UNABLE TO DUPLICATE.

Service Action:RECOMMEND CHECK FOR SPREAD TERMINALS ON C332

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009721385

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54P88R	Report#: SSV009721385	Zone/Cd: 42-60144
Model Year: 2008	Open Date: 09/19/2008	Name: MANN CHRYSLER-DODGE-JEEP OF
Make/Model: DODGE	Mileage: 17680	Address: 1815 IRVINE RD.
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 10/10/2007	RICHMOND, KY 40475
RTKP53	Supplier RP:	Phone: 859 625-1422
Engine: EGL-3.8L V6 OHV Engine (Ser #:1267700859)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2717D0413)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 101011		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 INTERMITTENTLY HAS THE HEADLIGHTS FLASHING AND THE WIPERS SWIPING. CLUSTER WARNING LIGHTS ARE ON.

Service Action:TECH WILL CONTINUE TO SEARCH FOR BUS WIRING CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009718405

Vehicle Information

VIN: 2D8HN54P58R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1166701097)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1927D0292)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080106

Repair Information

Report#: SSV009718405
Open Date: 09/18/2008
Mileage: 8100
Warr Built Dt: 08/01/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-45239
Name: JACK PHELAN DODGE, LLC
Address: 7050 OGDEN AVE
BERWYN, IL 604023653
Phone: INACTIVE
708 484-1200

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES WHILE DRIVING THE HEAD LIGHTS WENT OUT, INTERIOR LIGHTS COME ON AND. TECH SAID THERE WAS STORED CODES U0010 AND U0155.
Service Action:ADVISED SOUNDS LIKE A POSSIBLE BUS ISSUE. WOULD CHECK BUS CIRCUIT CONNECTIONS, REVIEWED CONNECTIONS WITH TECH.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009719924

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54P98R	Report#: SSV009719924	Zone/Cd: 32-54885
Model Year: 2008	Open Date: 09/18/2008	Name: SCOTIA MOTORS INC
Make/Model: DODGE	Mileage: 11317	Address: 110 MOHAWK AVE
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 08/29/2007	SCOTIA, NY 123022292
RTKP53	Supplier RP:	Phone: INACTIVE
Engine: EGL-3.8L V6 OHV Engine (Ser #:1225700287)		518 374-6274
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2347D0358)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 082904		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 ON LOW BEAMS, FLICKER AND GO OUT. NO CODES.

Service Action:RECOMMEND MONITOR HEADLIGHT SWITCH INPUT TO CCN

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009711617

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54P58R	Report#: SSV009711617	Zone/Cd: 32-42884
Model Year: 2008	Open Date: 09/17/2008	Name: WALKER CHRYSLER PLYMOUTH DODGE
Make/Model: DODGE	Mileage: 5880	Address: FEDERAL ROAD
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 08/15/2007	KEZAR FALLS, ME 04047
RTKP53	Supplier RP:	Phone: INACTIVE
Engine: EGL-3.8L V6 OHV Engine (Ser #:1218701139)		207 625-3342
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2227D0060)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 081512		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES HEADLAMPS WILL FLASH ON AND OFF WHILE DRIVING. THE TECH STATES CODES B1637, B1633, B162B, B162F. THE TECH HAS NOT DUPLICATED THE ISSUE. THE TECH HAS RAN THE DIAGNOSTICS FOR THIS ISSUE. THE TECH HAS CHECKED THE WIRING AND STATES THE TIPM WILL NOT SET A DTC IF THE HEADLAMP BULBS ARE DISCONNECTED.

Service Action:SUGGEST THE TECH REPLACE THE TIPM. THE TECH STATES THERE ARE NO SERVICE PROCEDURE FOR THE INSTALL OF A TIPM. WALKED THE TECH TROUGH TO THE INTALLATION PORTION OF THE TECHCONNECT.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009714761

Vehicle Information

VIN: 2D8HN54P08R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1158700260)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2307D2535)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082712

Repair Information

Report#: SSV009714761
Open Date: 09/17/2008
Mileage: 10934
Warr Built Dt: 08/27/2007
Supplier RP:

Dealer Information

Zone/Cd: 42-43100
Name: RIVERSIDE AUTO & TRUCK SALES O
Address: NORTH U S 2
IRON MOUNTAIN, MI 49801
Phone: 906 774-2120

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THIRD TIME IN FOR SIMILAR CONDITIONS. VERY INTERMITTENT CONCERN. CUSTOMER SAYS THAT THE VEHICLE WILL DIEOUT ON THE ROAD. HEADLIGHTS WILL GO OFF AND ON. SHE SHUTS IT OFF AND RESTARTS IT AND ALL IS WELL. TECH REPLACED THE WIN MODULE ON THE LAST VISIT AT 8,360 MILES.

Service Action:FIRST, SECOND & THIRD TIME IN HAD BASICALLY THE SAME STORED CODES SET. PROBLEM LOOKS TO BE WITH THE VOLTAGE TO THE PCM/TCM & LOSS OF BUS. TECH WILL CHECK ALL POWER AND GROUND CIRCUITS TO THE PCM/TCM. COULD BE TIPM RELATED.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009705819

Vehicle Information

VIN: 2D8HN54X28R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN SXT FWD
RTKP53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1288750090)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2617D3082)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102307

Repair Information

Report#: SSV009705819
Open Date: 09/12/2008
Mileage: 10562
Warr Built Dt: 10/23/2007
Supplier RP:

Dealer Information

Zone/Cd: 63-68484
Name: MAXWELL CHRYSLER JEEP DODGE
Address: 13401 FM 620
AUSTIN, TX 787171020
Phone: INACTIVE
512 219-3634

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:COLD STARTS ALL WARNING LIGHTS COME ON, WIPERS RUN, HEADLIGHTS FLASH, SPEEDOMETER AND TACH BOUNCE. STOPS AFTER 10 MIN OF DRIVING INTERIOR BUS PERFORMANCE OFF DTC IN MULTIPLE MODULES.

Service Action:CHECK THE IHS BUS CONNECTIONS AT RIGHT A-PILLAR C332, C206 & C205 CONNECTORS ON DASH BRACE TO THE LEFT OF THE STEERING COLUMN. THEN CHECK WIRING AT FRONT OF POWER LIFTGATE MOTOR IN LEFT REAR D-PILLAR AREA FOR CHAFING ON MOTOR LINKAGE. CHECK BODY HARNESS WIRING RUNNING FROM BOTH B-PILLARS TO CENTER OF VEHICLE BETWEEN REAR OF FRONT SEATS AND IN FRONT OF STOW AND GO 2ND ROW SEATING WELLS FOR DAMAGE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009691301

Vehicle Information

VIN: 2A8HR64XX8R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1016850202)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K0318D0174)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 022807

Repair Information

Report#: SSV009691301
Open Date: 09/08/2008
Mileage: 187
Warr Built Dt: 02/28/2008
Supplier RP:

Dealer Information

Zone/Cd: 32-68392
Name: PORT JEFF CHRY JEEP INC
Address: 5130 NESCONSET HWY
PORT JEFFERSON STATION, NY 117761395
Phone: 631 474-4949
631 474-3939

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:LEFT SIDE AGAR LIGHT AND DONE LIGHT ON. WHILE DRIVING HEAD LIGHTS WHEN OFF AND DOME LIGHTS ON. B2500, B2504 U0010 ARE ACTIVE AND A BUNCH OF STORED
CODES. LEFT SLIDING DOOR LATCH SHOWS OPEN ALL THE TIME ON SCAN TOOL.
Service Action:ADVISED TECH WOULD CHECK THE LATCH AND THEN CHECK THE LATCH SWITCH SENSE CIRCUIT. ALSO CHECK CAN IHS BUS, SEE IF ANY SHARE WIRING CONNECTOR.
CHECK WIRING HARNESS IN LOWER TRACK AND IN DOOR FOR SHORTS.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009681227

Vehicle Information

VIN: 2A8HR64X28R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1198750178)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2217D2727)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081513

Repair Information

Report#: SSV009681227
Open Date: 09/03/2008
Mileage: 9210
Warr Built Dt: 08/15/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-41060
Name: TURPIN MOTORS INC
Address: 1024 SOUTH CHICAGO ST
GENESEO, IL 612541868
Phone: 309 944-6454

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEAD LIGHTS WILL GO OUT. HAS CODES B1637,B1633,B162F,B162B,P129E. RESET CODES LIGHTS WILL COME BACK ON AND LAST FOR A WEEK OR TWO.
Service Action:P129E-INVERTER CONTROL CIRCUIT OVERCURRENT WnRUN TEST FOR THE P129E.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009681295

Vehicle Information

VIN: 2A8HR54P08R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1303701492)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K3037D0465)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 110511

Repair Information

Report#: SSV009681295

Open Date: 09/03/2008

Mileage: 7346

Warr Built Dt: 11/05/2007

Supplier RP:

Dealer Information

Zone/Cd: 42-66159

Name: BILL GADDIS CHRY-PLY INC

Address: 1717 N WHEELING AVE

MUNCIE, IN 473031667

Phone: 765 289-2361

Part Information

Part Number

Part Description

Quantity

Cost/Unit

Fail Cd

Retn Dt

** No Parts Information Available

Labor Information

LOP

LOP Description

Cost

Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment:HEADLAMPS TURN OFF WHILE DRIVING,DASH LAMPS AND PARK LAMPS STAY ON HAS DTCS B1633,B1637,B162F,B162B,HAVE CHECKED WIRING,CONNECTORS,TIPM SEES HEADLAMP SWITCH POSITION,PARK LAMPS AND FOG LAMPS WORK OK

Service Action:CHECK FOR SPREAD TERMINALS ON THE TIPM CONNECTOR FEEDING THE HEADLAMPS. IF NO WIRING PROBLEMS ARE FOUND BETWEEN THE TIPM AND HEADLAMPS, REPLACE THE TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009668054

Vehicle Information	Repair Information	Dealer Information
VIN: 1D8HN54P18E	Report#: SSV009668054	Zone/Cd: 42-65033
Model Year: 2008	Open Date: 08/28/2008	Name: KEY CHRYSLER JEEP DODGE INC
Make/Model: DODGE	Mileage: 9329	Address: 2020 N DETROIT STREET
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 09/27/2007	XENIA, OH 453851299
RTKP53	Supplier RP:	Phone: 937 372-4451
Engine: EGL-3.8L V6 OHV Engine (Ser #:1255702945)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2607D0660)		
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH		
MDH: 092720		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:WIPERS ON ALL THE TIME AND THE HEADLAMPS AND TURN SIGNALS DO NOT WORK. CODES U1149,U0208,U0161.\r\nTECH SAID THAT THE WIRING DOES NOT MATCH THE VEHICLE S. THE LIN BUS IS NOT WT/DG, THE LIN BUS IS WT/DG AT THE CCN BUT AT THE MULTI FUNCTION SWITCH THE COLOR IS CHANGED ON THE C1/3 LG/VT, AND ON THE C2/2 LG/OR.

Service Action:TECH TO CHECK THE RESISTANCE OF THE BUS WIRE BETWEEN THE CCN AND THE MULTI-FUNCTION SWITCH. TECH CALLED TO REPORTED HE HAS PULLED THE HARNESS FROM THE VEHICLE AND TRACED D506 FROM EACH LEG OF S206 AND FOUND NONE OF THE WIRING FOR D506 CONNECTS TO THE SCM IN ANY WAY. \r\n\r\nADVISED TECH TO TRACE SUSPECT D506 FOR A SHORT. RE-INSTALL HARNESS AND REPLACE THE MULTI-FUNCTION. CALLED TECH TO REVIEW WIRING TO SCM AND NOTED CONNECTOR SCM C1 IS THE 4 PIN CONNECTED TO THE BACK OF THE \ MULTIFUNCTION SWITCH\ BUT THE SCHEMATICS LABLE AS THE SCCM. TECH AGREED TO TRACE D506 FOR OPENS. TECH ASKED HOW TO GET PAD FOR ALL REPAIRS SO FAR, I SUGGESTED DEALER REVIEW CASE DETAILS WITH THE DM FOR COVERAGES. THE DLR STILL HAS THE SAME CONCERN

AND CODES. THE WIRING FROM THE CLUSTER TO THE COMPONENTS HAVE BEEN CHECKED. THE DLR REPLACED THE MULTIFUNCTION SWITCH. NO CHANGE. THE DLR IS GETTING LESS THAN .5V OUT OF THE LIN BUS ON THE CLUSTER. THE DLR WAS CHECKING AT C2 PIN 19. --THE DLR SHOULD HAVE 8 -11V COMING OUT OF THE CLUSTER WHICH STILL POINTS TO THE CLUSTER. I WENT CHECK FOR OTHER POSSIBLE CONCERNS AND CALLER WAS NO LONGER THERE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009673781

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54P78R	Report#: SSV009673781	Zone/Cd: 42-45202
Model Year: 2008	Open Date: 08/28/2008	Name: RUSHVILLE CHRYSLER JEEP DODGE,
Make/Model: DODGE	Mileage: 8379	Address: 253 BUENA VISTA AVE
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 09/06/2007	RUSHVILLE, IN 46173
RTKP53	Supplier RP:	Phone: 765 932-2447
Engine: EGL-3.8L V6 OHV Engine (Ser #:1176701214)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2277D0453)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 090621		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEADLAMPS WENT OUT WHILE DRIVING. B162F, B162B STORED. DIAGNOSTICS WERE DONE.. THE CODES WERE ERASED. THE RESISTANCE WAS CHECKED TO BULBS. NO WIRING CONCERNS.

Service Action:THE CONCERN WOULD BE WITH THE TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009668843

Vehicle InformationRepair InformationDealer Information

VIN: 2A8HR64X28R

Report#: SSV009668843

Zone/Cd: 35-66479

Model Year: 2008

Open Date: 08/26/2008

Name: BERGEY'S CHRYSLER JEEP DODGE

Make/Model: CHRYSLER

Mileage: 14086

Address: 408 HARLEYSVILLE PIKE

TOWN & COUNTRY LIMITED FWD

Warr Built Dt: 10/11/2007

SOUDERTON, PA 189642141

RTYS53

Supplier RP:

Phone: 215 721-3490

Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1260750157)

215 721-3470

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2707D2854)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 101109

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:HEADLIGHTS WILL DROP OUT FOR APROX 4 SECONDS WHILE DRIVING. HAS TWO CODES.

Service Action:ASKED TECH TO DO THE DIAGNOSTICS AND CHECK THE CIRCUITS FOR PIN PUSH OUTS, ETC.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009597169

Vehicle Information

VIN: 2A8HR44H98R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1219701551)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2267A3310)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 082009

Repair Information

Report#: SSV009597169

Open Date: 08/20/2008

Mileage: 1405

Warr Built Dt: 08/20/2007

Supplier RP:

Dealer Information

Zone/Cd: 32-68860

Name: BERTERA METRO JEEP CHRYSLER IN

Address: 484 BOSTON RD

SPRINGFIELD, MA 011091227

Phone: 413 783-9911

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 TURN THE KEY ON VEHICLE RUNNING AND NOTHING IN SIDE OF THE VEHICLE WILL WORK AT TIMES SUCH AS THE RADIO, POWER DOOR LOCKS POWER WINDOWS ,
HEAD LAMPS AND TURN SIGNALS NO ACTIVE OR STORED FAULT CODES

Service Action:WE NEED TO VIEW THE IOD FUSE AND MAKE SURE IT IS SEATED ALL OF THE WAY INTO ITS HOLDER . TECH IS UNABLE TO GET THE CONCERN TO HAPPEN . WE MAY HAVE A
FAULTY TIPM . OWNER SAYS AT TIME THE VEHICLE WILL NOT UNLOCK WITH THE FOBS.. DLR TO REPLACE THE WIN AND A TIPM.. CANT DUPLICATE - OWNER NEEDS FIXED -
REPLACE BOTH.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009658241

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR54P28R	Report#: SSV009658241	Zone/Cd: 42-64077
Model Year: 2008	Open Date: 08/18/2008	Name: ROSEVILLE CHRYSLER DODGE JEEP
Make/Model: CHRYSLER	Mileage: 6902	Address: 25800 GRATIOT AVE
TOWN & COUNTRY LX FWD	Warr Built Dt: 08/28/2007	ROSEVILLE, MI 480664480
RTYP53	Supplier RP:	Phone: 586 859-2575
Engine: EGL-3.8L V6 OHV Engine (Ser #:1236700196)		586 859-2500
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2347D0124)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 082820		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEADLIGHTS INOP INTERMITTENTLY B162F, B162B, STORED.

Service Action:RECOMMEND CHECK HARNESS AT RADIATOR CORE SUPPORT.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009654590

Vehicle Information

VIN: 2D8HN44H58R

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN HIGHLINE FWD

RTKH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1008800575)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K0078B6754)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 020118

Repair Information

Report#: SSV009654590

Open Date: 08/15/2008

Mileage: 38124

Warr Built Dt: 02/01/2008

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
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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 GOING DOWN THE ROAD THE HEADLIGHTS GO OUT, THERE ARE NO TURN SIGNALS AND THE DASH GOES COMPLETELY DEAD. THERE ARE NO CODES. THIS IS AN INTERMITTENT CONCERN.

Service Action: THE DLR NEEDS TO CHECK THE CONNETION OF THE WIN AND THE GROUNDS. IF GOOD THEN REPLACE THE CLUSTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009655086

Vehicle Information

VIN: 2A8HR44H08R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYH53
Engine: EGV-3.3L V6 OHV Engine (Ser #:1155700269)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2067A0726)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080106

Repair Information

Report#: SSV009655086
Open Date: 08/15/2008
Mileage: 4031
Warr Built Dt: 08/01/2007
Supplier RP:

Dealer Information

Zone/Cd: 66-42590
Name: FARRIS MOTORS INC
Address: 1340 S WESLEYAN BLVD
ROCKY MOUNT, NC 278034505
Phone: 252 446-7278
252 977-1340

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 HEAD LIGHTS TURN OFF AND FLICKER AT TIMES. DLR HAS REPLACED THE TIPM. DLR THEN RESTORED THE VEHICLE CONFIG. - TECH INSTALLED THE OLD MODULE AND IT WORKS THE SAME.

Service Action:DLR TO TRACK THE SWITCH INPUT TO THE CCN, THEN TRACKED THE BUSSED INPUT TO THE FCM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009650820

Vehicle Information

VIN: 1D8HN54P08B

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN PREMIUM FWD

RTKP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1140800850)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1358D0107)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 052009

Repair Information

Report#: SSV009650820

Open Date: 08/13/2008

Mileage: 2000

Warr Built Dt: 05/20/2008

Supplier RP:

Dealer Information

Zone/Cd: 35-23468

Name: HILLVIEW MOTORS INC

Address: 5309 ROUTE 30

GREENSBURG, PA 156016958

Phone: 724 836-2550

724 834-8440

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: NO TURN SIGNALS, WIPERS, OR HEAD LIGHTS. CODE U1149. DEALER TECH FOUND A PARTS TECH TIP TO CALL TWO ENGINEERS BEFORE ORDERING MULTI FUNCTION SWITCH. DEALER HAD UNPLUGGED SWITCH AND PLUGGED IT BACK IN AND IT WORKS NOW. DEALER HAS NOT GOTTEN A CALL BACK FROM AN ENGINEER YET.

Service Action: ADVISED PAUL IF NOW ITS FINE, MIGHT TRY AND GET IT TO ACT UP AGAIN OR TRY AND ORDER THE SWITCH IF POSSIBLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009650868

Vehicle Information

VIN: 2D8HN44H08R[REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN HIGHLINE FWD
RTKH53
Engine: EGV-3.3L V6 OHV Engine (Ser #:1158700044)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1497A1602)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 070519

Repair Information

Report#: SSV009650868
Open Date: 08/13/2008
Mileage: 8974
Warr Built Dt: 07/05/2007
Supplier RP:

Dealer Information

Zone/Cd: 63-45369
Name: COWBOY CHRYSLER DODGE JEEP
Address: 1305 HIGHWAY 96 BYP
SILSBEE, TX 776566407
Phone: 409 385-3796

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:REAR WIPER AND HEADLIGHTS INOP INTERMITTENTLY, TECH IS UNABLE TO DUPLICATE CONCERN.

Service Action:RECOMMEND CHECK FOR CHAFFED HARNESS ON STEERING COLUMN. TECH DID NOT SEE HARNESS ISSUE, ADVISED ON POSSIBLE LOCATION. TECH TO PERFORM VEHICLE
SCAN REPORT. TECH STATES SLAPPED TIPM AND CONCERN WOULD RETURN, RECOMMEND CHECK TIPM CONNECTORS FOR PIN TERMINAL TENSION.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009644297

Vehicle Information

VIN: 2A8HR64X88R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1158750374)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2127D2552)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 081506

Repair Information

Report#: SSV009644297
Open Date: 08/08/2008
Mileage: 8038
Warr Built Dt: 08/15/2007
Supplier RP:

Dealer Information

Zone/Cd: 35-43232
Name: JEFF D'AMBROSIO CHRYSLER JEEP
Address: 1221 E LANCASTER AVE
DOWNTOWN, PA 193355369
Phone: 610 269-9500
610 269-7278

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEADLAMPS WILL GO OUT WHILE DRIVING AND THERE ARE CODES FOR: B162B LEFT LOW BEAM CONTROL CIRCUIT LOW AND B162F RIGHT LOW BEAM CONTROL CIRCUIT LOW.

Service Action:TECH TO CHECK FOR A SHORT TO GROUND ON THE WIRING FROM THE TIPM TO THE HEADLAMPS, IF OK REPLACE THE TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: 8R687080808A116

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8HR54P58R

Report#: 8R687080808A116

Zone/Cd: ZZ-19028

Model Year: 2008

Open Date: 08/06/2008

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 9292

Address: 800 CHRYSLER DRIVE

TOWN & COUNTRY LX FWD

Warr Built Dt: 03/25/2008

AUBURN HILLS, MI 48326-2757

RTYP53

Supplier RP:

Phone:

Engine: EGL-3.8L V6 OHV Engine (Ser #:1082800281)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K0678D2764)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 032511

Service Narrative Information

Evaluator's Comment: 116 Audio/Entertainment/Navigation, Other audio/entertainment. INTERMITTENT PROBLEMS WITH ELECTRONICS - RADIO, SATELLITE AND BACKUP CAMERA. THE ELECONTRICS WILL SHUT OFF. RECENTLY, I EXPERIENCED A PROBLEM WHERE THE BLINKERS AND HEADLIGHTS WOULDN T WORK.

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009623321

Vehicle Information

VIN: 2A8HR54P78R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1214702632)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2297D2591)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 082411

Repair Information

Report#: SSV009623321

Open Date: 07/25/2008

Mileage: 7204

Warr Built Dt: 08/24/2007

Supplier RP:

Dealer Information

Zone/Cd: 42-44254

Name: BOB CALDWELL CHRYSLER JEEP DOD

Address: 1888 MORSE RD

COLUMBUS, OH 432296604

Phone: 614 888-2331

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:OWNER COMPLAINS THAT THE BLOWER IS INOP AT TIMES. NO CODES. HEAD LAMPS FLICKER..

Service Action:DLR TO TRACK THE POWER SUPPLY FROM THE TIPM AND TO THE ATC HEAD AND CONNECTIONS AT THE BLOWER MOTOR - TRACK THE POWER AND THE GRD. CALL BACK AS
NEEDED.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009602623

Vehicle InformationRepair InformationDealer Information

VIN: 2A8HR54P78R

Report#: SSV009602623

Zone/Cd: 51-68149

Model Year: 2008

Open Date: 07/17/2008

Name: MCGINLEY INC

Make/Model: CHRYSLER

Mileage: 3

Address: 7 SHAMROCK BLVD

TOWN & COUNTRY LX FWD

Warr Built Dt: 06/16/2008

HIGHLAND, IL 62249

RTYP53

Supplier RP:

Phone: 618 654-2277

Engine: EGL-3.8L V6 OHV Engine (Ser #:1166801149)

618 654-4566

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1598D0395)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 061605

Part Information

Part NumberPart DescriptionQuantityCost/UnitFail CdRetn Dt

** No Parts Information Available

Labor Information

L O P L O P DescriptionCostFail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment:TECH STATES THE INTERIOR LIGHTS DASH LIGHTS WIPERS WILL CLUSTER ALL PHANTOM ACTIVATION ON MOST SYSTEMS HEADLIGHTS WILL PULSE WINDOWS.

Service Action:ADVISED TECH TO LOAD TEST POWER AND GROUNDS FIRST OF ALL INTERIOR SYSTEMS,CONNECTIONS AND BUS SYSTEMS. WIPER WIPE BY THEM SELF AND CLUSTER
WARNING LIGHTS COME ON. CAN IHS BUS IS GOING DOWN. \nADVISED TECH TO CHECK THE IHS BUS CONNECTIONS AT THE TWO CONNECTORS AT THE STEERING
COLUMN BRACKET AND RIGHT A-PILLAR. WOULD CHECK BUS TERMINATION RESISTANCE AND BUS VOLTAGE WHEN CONCERN HAPPENS.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009606484

Vehicle Information

VIN: 1D8HN54P08E [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1269701999)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2347D2624)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 100521

Repair Information

Report#: SSV009606484
Open Date: 07/15/2008
Mileage: 5890
Warr Built Dt: 10/05/2007
Supplier RP:

Dealer Information

Zone/Cd: 32-26327
Name: DISCH CHRYSLER DODGE JEEP
Address: 57 WARD AVE
MOOSUP, CT 06354
Phone: INACTIVE
860 564-4035

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 WENT OFF WHILE DRIVING. CUSTOMER HAS TO HOLD THE HEAD LIGHT SWITCH ON HIGH BEAM FLASH. CUSTOMER ALL SO SAID THEN THE HIGH BEAMS WENT OFF AND CUSTOMER NOTICES THE HVAC BLOWER MOTOR WAS NOT WORKING. TECH SAID THERE WAS A STORED CODE B2394, PASS TO FLASH/OPTIONAL HORN CIRCUIT STUCK IN THE CCN. TECH SAID THE CODE DOES NOT SHOW UP IN TECH CONNECT.

Service Action:ADVISED TECH CUSTOMER COULD HAVE SET CODE POSSIBLY. COULD NOT FIND CODE DIAGNOSTICS. ADVISED TECH WOULD FILL OUT FEEBACK FORM ON DEALER CONNECT. WILL INQUIRE ABOUT CODE DIAGNOSTICS. WOULD CHECK THE MULTI FUNCTION SWITCH AND INPUT TO CLUSTER ON THE LIN BUS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009599512

Vehicle Information

VIN: 2A8HR44H98R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1228700099)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1727A1608)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 090709

Repair Information

Report#: SSV009599512

Open Date: 07/10/2008

Mileage: 4005

Warr Built Dt: 09/07/2007

Supplier RP:

Dealer Information

Zone/Cd: 32-67231

Name: PETER KOCH CHRYSLER-DODGE-JEEP

Address: 201-207 FALL STREET

SENECA FALLS, NY 13148

Phone: INACTIVE

315 568-2981

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
-----	-----------------	------	---------

** No Labor Information Available

Service Narrative Information

Customer Comment:CAME IN FOR THE NO HEAD LAMPS BLOWER STAYS ON AFTER THE KEY WAS REMOVED

Service Action:CHECK FOR A LOSS OF BUS CONNECTIONS AT THE ABS CONTROLLER .

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009592259

Vehicle Information

VIN: 2A8HR54P28R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1239700869)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2127D0238)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090709

Repair Information

Report#: SSV009592259
Open Date: 07/07/2008
Mileage: 17029
Warr Built Dt: 09/07/2007
Supplier RP:

Dealer Information

Zone/Cd: 66-65074
Name: HAYES CHRY-DODGE-JEEP INC
Address: 719 W PIKE ST
LAWRENCEVILLE, GA 300454305
Phone: 770 963-5251

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:INTERMITTENT OPERATION OF THE BLOWER MOTOR AND THE HEADLAMPS. CODES LISTED BELOW.
Service Action:ADVISED TECH TO REPLACE THE TIPM.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009561296

Vehicle Information

VIN: 2A8HR54P28R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1304700072)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2967D2854)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 110600

Repair Information

Report#: SSV009561296

Open Date: 06/24/2008

Mileage: 6902

Warr Built Dt: 11/06/2007

Supplier RP:

Dealer Information

Zone/Cd: 74-61619

Name: MARMIE MOTORS INCORPORATED

Address: 1724 10TH ST

GREAT BEND, KS 675304505

Phone: 620 792-2571

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 WERE FLASHING, WIPERS COMING ON.

Service Action:INTERIOR BUS. PLEASE SEE STAR-ON-LINE CASES K75583640, K41114814, AND K10745003 . CHECK BUS CONNECTIONS AT THE DOOR MODULES FOR A SPREAD PIN

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009574697

Vehicle Information

VIN: 2A8HR64X48R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1166750342)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2887D2865)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102408

Repair Information

Report#: SSV009574697
Open Date: 06/24/2008
Mileage: 12000
Warr Built Dt: 10/24/2007
Supplier RP:

Dealer Information

Zone/Cd: 35-42780
Name: AUTO WORLD BIG STN GAP IN
Address: 721 EAST FIFTH ST NORTH
BIG STONE GAP, VA 242191023
Phone: 276 523-4667

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:WIPERS WORK WITH SWITCH OFF, DRIVER POWER SEAT MOVES BY ITSELF, GAUGES QUIT WORKING, ALL LIGHTS COME ON IN INSTRUMENT CLUSTER, ALARMS DING, HEADLIGHTS WOULD CUT OFF 3-5 SECONDS AT A TIME WHILE DRIVING REPLACED TIPM, PASS FRONT DOOR MODULE AND REPLACED PASS SIDE SLIDING DOOR TRACK AND WIRING HARNESS PER ONLINE CASE K75583640. AT LAST VISIT, SEVERAL CODES FOR U0010 AND U0011. CUSTOMER STILL COMPLAINING OF ELECTRICAL PROBLEMS. NO FURTHER UPDATES OR STAR ONLINE CASES

Service Action:MIRANDA, PLEASE PERFORM A SCAN REPORT AND SEND IT IN TO OUR OFFICE. CERTAINLY INTERMITTENT BUS FAILURES CAN BE DIFFICULT TO TRACK. MAIN BUS WIRES RUN THROUGHOUT THE VEHICLE. VIEW C332 - TRACK THE HARNESS AT THE POWER LIFGATE FOR ANY ROUTING ISSUES. ANY ADDED EQUIPEMENT FOLLOW TSB 08-17-06 FOR SCAN REPORT INFO. MIRANDA, UPLOAD TO DCX - ONCE A COPY ON THE STAR SCAN SELECT MORE OPTIONS AND UPLOAD TO DCX - TSB 08-017-06 PROVIDES THE DETAILS - ANY OTHER CONCERNS LET ME KNOW. RECEIVED THE SCAN REPORT -335/ ACTIVE MEMORY SEAT MODULE NON RESPONSIVE CODES. DLR TO TRACK THE POWER AND THE

GRD TO THE MEMORY MODULE, TRACK THE CONNECTIONS AND THE BUS AT THE MODULE - REPLACE AS NEEDED. SAM IS THE TECH WORKING ON THE VEHICLE. PROBLEM IS APPARANT AT THIS TIME.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009573122

Vehicle Information

VIN: 2A8HR64X08R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1162750251)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2757D2830)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101309

Repair Information

Report#: SSV009573122
Open Date: 06/23/2008
Mileage: 9951
Warr Built Dt: 10/13/2007
Supplier RP:

Dealer Information

Zone/Cd: 66-41383
Name: ORLANDO DODGE CHRYSLER JEEP
Address: 4101 W COLONIAL DR
ORLANDO, FL 328088122
Phone: 407 299-1120

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER CONCERN: CUSTOMER STATES THAT WHILE DRIVING THE HEADLAMPS WENT OFF AND ALL THE GAUGE LIGHTS CAME ON AND THE A/C STOPPED BLOWING

Service Action:THE TECHNICIAN REPLACED THE TIPM AND RECONFIGURED IT FOR THE VEHICLE. \n\nDETAIL: THE VEHICLE CAME IN WITH THE ABOVE DTCS. THE TECHNICIAN CHECKED THE GROUND AND POWER TERMINALS TO THE TIPM, FOR LOOSE CONNECTIONS AND BOTH WERE FINE. AFTER DRIVING THE VEHICLE THE TECHNICIAN WAS ABLE TO DUPLICATE THE ISSUE AGAIN WHILE JUST DRIVING DOWN THE ROAD AT 45 MPH. IT ONLY HAPPENED FOR A SECOND AND THEN EVERYTHING CAME BACK ALIVE. THE TIPM WAS REPLACED AND WE COULD NOT DUPLICATE THE ISSUE AGAIN. I SUSPECT THAT THE TIPM HAS AN INTERNAL OPEN CIRCUIT THAT IS CAUSING THE POWER AND COMMUNICATION DROP OUTS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Dealer Product Sampling Report#: 413832448821

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8HR64X08R

Report#: 413832448821

Zone/Cd: 66-41383

Model Year: 2008

Open Date: 06/16/2008

Name: ORLANDO DODGE CHRYSLER JEEP

Make/Model: CHRYSLER

Mileage: 9951

Address: 4101 W COLONIAL DR

TOWN & COUNTRY LIMITED FWD

Warr Built Dt: 10/13/2007

ORLANDO, FL 328088122

RTYS53

Supplier RP:

Phone: 407 299-1120

Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1162750251)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K2757D2830)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 101309

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
56049720AT	MODULE -TOTALLY INTEGRATED POWER	1	340.20	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 WHILE DRIVING HEADLAMPS WENT OFF , ALL THE GAUGE LIGHTS CAME O

Service Comment:INTERNAL FAULT IN TIPM.

Service Action:REPLACED TIPM. PERFORMED VEHICLE RECONFIGURATION. ROAD TEST.

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009550616

Vehicle Information

VIN: 2A8HR54P18R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1271702026)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2827D2707)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 101300

Repair Information

Report#: SSV009550616
Open Date: 06/09/2008
Mileage: 3060
Warr Built Dt: 10/13/2007
Supplier RP:

Dealer Information

Zone/Cd: 66-60155
Name: EGOLF OF BREVARD, LLC
Address: 1161 ASHEVILLE HWY
BREVARD, NC 28712
Phone: 828 883-9733

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 LOOSES COMMUNICATION WITH INTERIOR BUS. VEHICLE HAS A FAULT CODE OF U0010 CAN INTERIOR BUS. WIPERS STAY ON WHEN THE VEHICLE IS ON,
HEADLAMPS FLASH.
Service Action:SEE STAR-ON-LINE CASES: K75583640, K41114814, AND K10745003.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009427909

Vehicle Information

VIN: 1D8HN54P08E
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1309701094)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K3067D2526)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 111923

Repair Information

Report#: SSV009427909
Open Date: 06/04/2008
Mileage: 3350
Warr Built Dt: 11/19/2007
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:SOLD VEHICLE. HEADLAMPS FLASHING, WIPERS INTERMITTENTLY WIP, CLUSTER ILLUMINATION IS FLASHING AND THE AIRBAG LAMP IS ON. TECH TOOK A VEHICLE SCAN REPORT AND SENT THE CUSTOMER ON HER WAY SINCE THE VEHICLE WASN T PRESENTING A PROBLEM AT THIS TIME.

Service Action:REVIEWING SCAN REPORT. FOLLOWING REVIEW OF THE VEHICLE SCAN REPORT THE TIPM IS THE MOST LIKELY CAUSE OF THE PROBLEM. THE HEADLAMPS AND WIPERS ARE CONTROLLED BY THE TIPM AND THERE ARE 11 CODES EITHER IN THE MODULE ITSELF OR IN OTHER MODULES. I ASKED THE TECH TO TAKE A JUMPER WIRE, FIND AN INTERIOR CAN MODULE, LOCATE ONE OF THE INTERIOR CAN BUS WIRES AND SHORT THAT CIRCUIT TO GROUND. SEE IF IT CAUSES THE HEADLAMPS TO FLASH OR STAY ON. SEE IF IT CAUSE THE WIPERS TO WIPE INTERMITTENTLY OR STAY ON. I THINK THEY BOTH TURN ON AND STAY ON MAKING THE TIPM THE ROOT CAUSE OF THE FLASHING, INTERMITTENT MANNER IN WHICH THE TWO SYSTEMS OPERATE. TECH IS STILL HAVING THE SAME CONCERN, TECH TO CHECK AND SEE WHAT MODULES ARE ACTIVE ON THE BUS AND WHICH MODULES ARE NOT ACTIVE. IT COULD BE A MODULE ISSUE OR A SHORTED WIRE ON THE BUS PULLING THE BUS DOWN. .

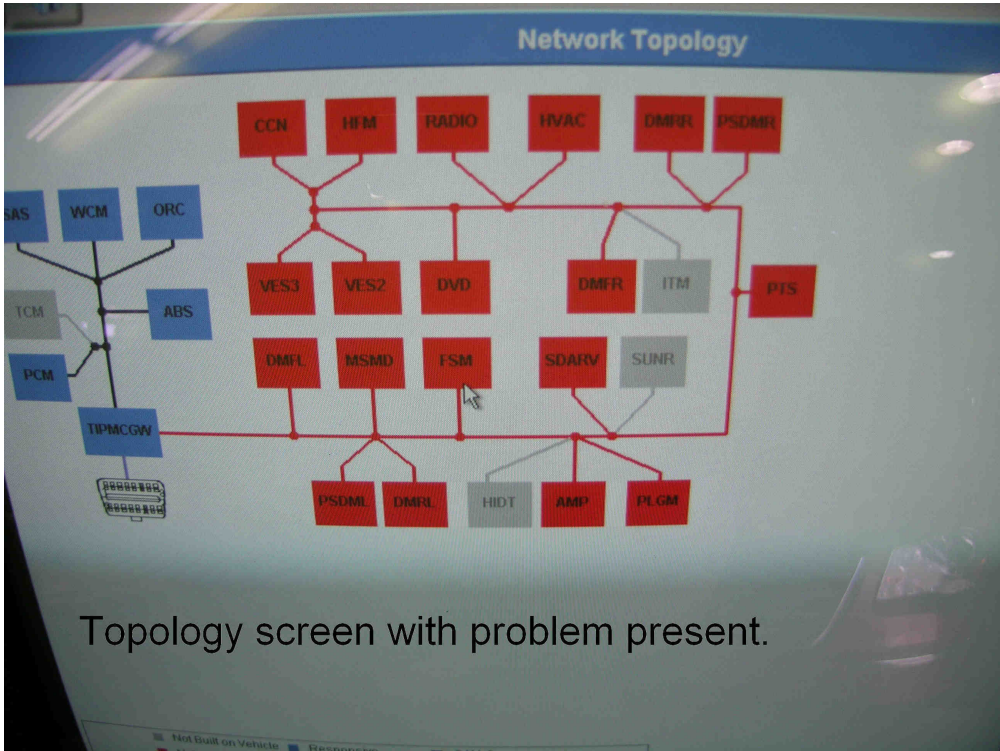
Correction:

Zone Technical Advisor Report



Issue Number: RT5303TM2110801
Business Group: Great Lakes Business Center
Location: Technical Advisor
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Muthig, Tom
Phone: +1 513 200 9800
Created On: 07/29/2008

Images: 4



Topology screen with problem present.

<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>
RT	8R	7824	010715	68956	EGQ 1254 7512 02	DG2 K316 7D52 92	Y

CONCERN #1
Customer Concern:

Dash lights all come on, head lights turn on and off by themselves, driver seat moves by itself, dash guages work then don't work.

Root Cause:

Folding Seat Module corrupting the IHS bus.

Repair Action:

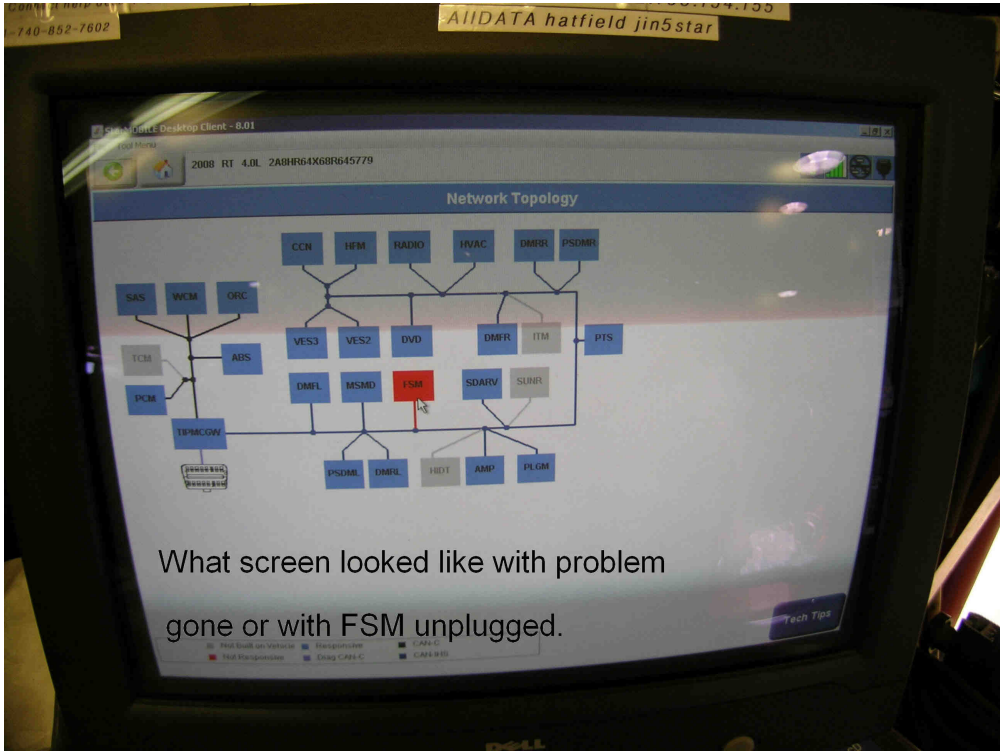
Star Mobile used for network topology. TA noticed that all the modules on the IHS were in red when the problem occurred. At times the problem would stop and some of the modules would turn to BLUE. After watching for a while it was noted that the FSM would never turn Blue. TA had tech unplug the FSM connector at

Zone Technical Advisor Report



Issue Number: RT5303TM2110801
Business Group: Great Lakes Business Center
Location: Technical Advisor
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Muthig, Tom
Phone: +1 513 200 9800
Created On: 07/29/2008

Images: 4



<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>
RT	8R[REDACTED]	7824	010715	68956	EGQ 1254 7512 02	DG2 K316 7D52 92	Y

bottom of third seat and the symptoms all went away. After one minute the FSM was plugged back in and immediately all the symptoms came back and all the modules turned red on network topology.

TSB Group: 08 Repair Successful: Y



Issue Number: RT5303TM2110801
Business Group: Great Lakes Business Center
Location: Technical Advisor
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Muthig, Tom
Phone: +1 513 200 9800
Created On: 07/29/2008

Images: 4

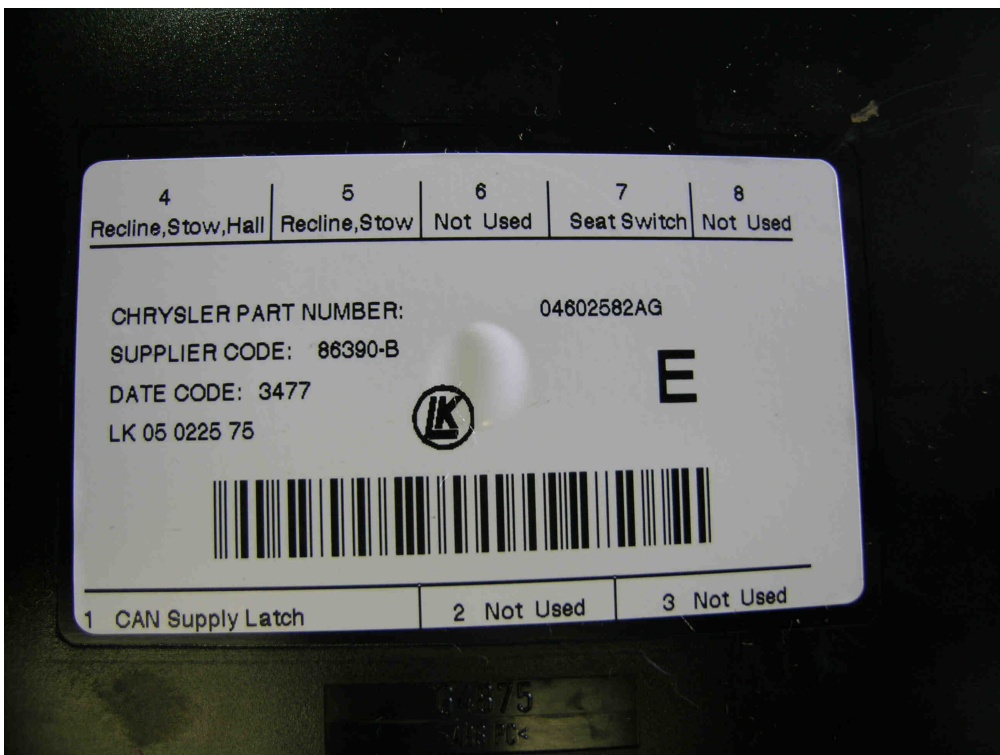


<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
RT	8R[REDACTED]	7824	010715	68956	EGQ 1254 7512 02	DG2 K316 7D52 92	Y



Issue Number: RT5303TM2110801
Business Group: Great Lakes Business Center
Location: Technical Advisor
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Muthig, Tom
Phone: +1 513 200 9800
Created On: 07/29/2008

Images: 4



<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>
RT	8R	7824	010715	68956	EGQ 1254 7512 02	DG2 K316 7D52 92	Y

Zone Technical Advisor Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
04602582AG	MODULE -SEAT ADJUSTER	1	0.00		01/01/0001

Field Engineer Analysis Report

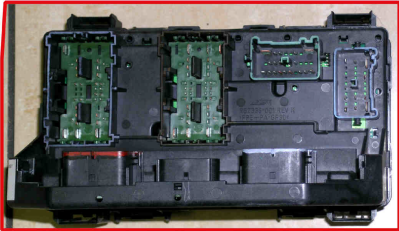


Issue Number: RT2530JM1690801
Business Group: PQRC Field Engineer
Location: Orlando
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Marchica, Joe
Phone: + 1 407 299 1120 X1054
Created On: 06/17/2008

Images: 1



Continental TEMIC
56049720AR
Asm Date : 10-02-2007
64489Y



08 RT
VIN 8R

CONCERN #1

Customer Concern:

Customer states that while driving the headlamps went off and all the gauge lights came on and the A/C stopped blowing.

Root Cause:

The TIPM has an intermittent internal open circuit issue.
DTCs: In the TIPM: B1633, B1637, B162F, B162B, P0691, B2287

P/N: 56049720AB
LOP: 08890101
Cost of repair: \$234.23

<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>
RT	8R	9951	101309	41383	EGQ 1162 7502 51	DG2 K275 7D28 30	Y

Field Engineer Analysis Report



Keywords:supplierquality
CSA audit level: L-10

Repair Action:

The technician replaced the TIPM and reconfigured it for the vehicle.

Detail: The vehicle came in with the above DTCs. The technician checked the ground and power terminals to the TIPM, for loose connections and both were fine. After driving the vehicle the technician was able to duplicate the issue again while just driving down the road at 45 mph. It only happened for a second and then everything came back alive. The TIPM was replaced and we could not duplicate the issue again. I suspect that the TIPM has an internal open circuit that is causing the power and communication drop outs.

TSB Group: 08

Repair Successful: Y

Issue Number: RT2530JM1690801
Business Group: PQRC Field Engineer
Location: Orlando
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Marchica, Joe
Phone: + 1 407 299 1120 X1054
Created On: 06/17/2008

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>
RT	8R[REDACTED]	9951	101309	41383	EGQ 1162 7502 51	DG2 K275 7D28 30	Y

Field Engineer Analysis Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
56049720AB		1	0.00		
56049720AR	MODULE -TOTALLY INTEGRATED POWER	1	0.00		01/01/0001

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009531762

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR64X68R	Report#: SSV009531762	Zone/Cd: 32-26450
Model Year: 2008	Open Date: 06/04/2008	Name: BAY RIDGE CHRYSLER JEEP DODGE,
Make/Model: CHRYSLER	Mileage: 1214	Address: 6502 5TH AVE
TOWN & COUNTRY LIMITED FWD	Warr Built Dt: 03/11/2008	BROOKLYN, NY 112204915
RTYS53	Supplier RP:	Phone: INACTIVE
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1053850381)		718 439-7100
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K0538D6261)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 031117		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 THE LAMPS ARE COMING ON THE CLUSTER BY THEMSELVES. TECH STATES THAT THE HEADLAMPS AND CLUSTER ALL GOING ON AND OFF AT TIMES. TECH WAS ABLE TO DUPLICATE ONE TIME. TECH STATES THAT HE WAS NOT ABLE TO SHUT OFF THE RADIO WHEN HE PARKED THE VEHICLE. TECH CALLING FOR ASSISTANCE.

Service Action:ADVISED THE TECH TO CHECK THIS SOL K45222221 CASE THAT RECOMENDS THE TECH TO REPLACE THE SECTION OF HARNESS THAT RUNS BETWEEN THE ABS CONTROLLER AND CONNECTORS C335 AND C334. ANOTHER TECH WORKING ON THE VEHICLE. GAVE HIM INFORMATION FROM BELOW. ALSO ASKED HIM TO CHECK THE C104 & C105 CONNECTORS ALONG WITH THE TIPM C4 CONNECTOR.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009538718

Vehicle Information

VIN: 2A8HR64X98R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LIMITED FWD

RTYS53

Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1284750228)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2857D2943)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 101902

Repair Information

Report#: SSV009538718

Open Date: 06/04/2008

Mileage: 3988

Warr Built Dt: 10/19/2007

Supplier RP:

Dealer Information

Zone/Cd: 70-67407

Name: PAINTERS SUN CTRY CHR INC

Address: 1600 SOUTH HILTON DR

ST GEORGE, UT 847706763

Phone: INACTIVE

435 673-1600

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE ELECTRICAL SYSTEM FLASHES ON AND OFF, CLUSTER WARNING LIGHTS AND HEADLIGHTS FLASH ON AND OFF. THE TECH INSPECTED AND FOUND SEVERAL COMMUNICATION CODES, THEY KEEP SWITCHING FOR STORED TO ACTIVE. TECH REPLACED THE TIPM AND RAN A RESTORE VEHICLE CONFIGURATION AND IT STILL ACTS UP. TECH NOTICED IF HE SLAMS ONE OF THE DOORS HE CAN DUPLICATE.

Service Action:FAXED TECH A SHEET FROM THE RT ELECTRONIC SYSTEM TRAINING MANUAL OF THE BODY HARNESS LAY OUT AND ADVISED TO CHECK THE GROUNDS AND THE CONNECOTRS SHOWN ON THE SHEET. FAULTS COME AND GO. TECH FEELS IT MAY BE AN ISSUE WITH THE AMPLIFIER. SUGGESTED TECH UNHOOK THE AMPLIFIER AND SEE IF THE CONDITION GOES AWAY. IF NOT HE MAY WANT TO PERFORM A SCAN REPORT WHEN THE CODES ARE ACTIVE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009495643

Vehicle Information

Repair Information

Dealer Information

VIN: 2A8HR44H28R

Report#: SSV009495643

Zone/Cd: 51-66804

Model Year: 2008

Open Date: 05/01/2008

Name: MANCARI'S CHRYSLER JEEP DODGE,

Make/Model: CHRYSLER

Mileage: 10773

Address: 4630 WEST 95TH STREET

TOWN & COUNTRY LX FWD

Warr Built Dt: 08/20/2007

OAK LAWN, IL 604532514

RTYH53

Supplier RP:

Phone: 708 423-0910

Engine: EGV-3.3L V6 OHV Engine (Ser #:1190701085)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1297B6530)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 082005

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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, ABS/ESP LIGHT COMES ON, THEY LOSE THE BLOWER MOTOR AND IT GOES INTO LIMP-IN ---PCM P0571, P0884, ABS C107C, C2205, U0126, SAS C22050,,
WCM C121, C100 TIPM 0121, B162F, B100E, B162D, C010D, P069C ----TIPM RELAY IS BUZZING. THE TRAC LIGHT IS NOT COMING ON. THE DLR HAS CHECKED THE GROUNDS AND
THEY ARE GOOD. PART OF THE CENTER WIRING TO STOWING HAVE BEEN WRIGGLED AND THE DLR DOES NOT DUPLICATE THE CONCERN.

Service Action:THE DLR NEEDS TO CHECK THE SHIFTER AND CONNECTIONS AT THE WIN MODULE FOR ISSUES. ALSO CHECK THE CONNECTIONS AT THE TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009430489

Vehicle Information

VIN: 2A8HR54P58R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1192701614)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2007D0008)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080300

Repair Information

Report#: SSV009430489
Open Date: 04/22/2008
Mileage: 7008
Warr Built Dt: 08/03/2007
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:HEADLAMPS WILL NOT STAY ON. WHILE DRIVING THE CUSTOMER STATED THAT THE HEADLAMPS SUDDENLY GO OUT. IF YOU TURN THEM TO AUTO MODE THE LAMPS COME ON AND STAY ON. TECH CAN ACTUATE THE LIGHTS AND THEY COME ON JUST FINE.

Service Action:TECH IS GOING TO ORDER A NEW SWITCH. WHEN THE SWITCH COMES IN HE WILL LOAD TEST THE L900, L307 AND M9 CIRCUITS BETWEEN THE CCN AND THE SWITCH. IF OK HE WILL INSTALL THE SECOND NEW SWITCH. VEHICLE IS BACK. HEADLAMP SWITCH WAS REPLACED. TECH STATES WHEN THE CONDITION OCCURS, THE PARK LAMPS AND INSTRUMENT PANEL ILLUMINATION CONTINUE TO FUNCTION.\n\nADVISED TECH TO MONITOR THE HEADLAMP SWITCH INPUT IN THE CCN AND THE TIPM TO TRY AND ISOLATE WHICH COMPONENT IS AT FAULT. TECH GOT THE CONDITION TO HAPPEN THE LIGHTS WENT OFF WHILE DRIVING. IN THE CCN TECH SAW THAT THE HEADLAMP SWITCH STATUS CHANGED FROM ON TO OFF.\n\nTECH TO CHECK WIRING TO THE CCN FROM THE HEADLAMP SWITCH AND ALSO CHECK THE TIPM. WITH THE HEADLAMP SWITCH SEEING A CHAMNGE FROM HEADLIGHTS TO PARK LIGHTS WITH NO MOVEMENT OF THE SWITCH TECH NEEDS TO CHECK THE VOLTAGE CHANGE WHEN IT HAPPENS ON THE

SENSE WIRE FROM THE SWITCH TO THE CCN, MAY BE A CHANGE IN POWER FEED OR GROUND AT THE SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009370336

Vehicle Information

VIN: 2D8HN54P28R[REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1192701462)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1877D0281)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080222

Repair Information

Report#: SSV009370336
Open Date: 04/16/2008
Mileage: 4973
Warr Built Dt: 08/02/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-43727
Name: LOVEGREEN CHRYSLER CENTER
Address: 1801 N ELSON
KIRKSVILLE, MO 635014534
Phone: 660 665-2828

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE EXTERIOR AND INTERIOR LIGHTING, ALONG WITH THE RADIO DISPLAY, GOES ON AND OFF AT TIMES. TECH CANNOT DUPLICATE, BUT FEELS THEY ARE JUST NOTICING THE SLIGHT FLICKER THAT TAKES PLACE. NO AFTERMARKET EQUIPMENT. CHARGING SYSTEM CHECKS FINE.

Service Action:ADVISED TECH TO CHECK GROUNDS IN THE B PILLARS. CHECK BATTERY CABLE GROUNDING POINT. TRY TO DUPLICATE. TECH CAN NOT DUPLICATE THIS CONCERN AT THIS TIME BUT IS ASKING FOR ANY RELATED ISSUES. ADVISED THE TECH THAT PER CASES FOUND THAT THERE WERE ISSUES WITH THE TIPM BEING REPLACED FOR CONCERNS. TECH ADVISED TO DUPLICATE WITH TIPM IN MIND. ALSO TO CHECK HEADLAMPS FOR MOISTURE. THE DLR SAYS THAT THE HEADLIGHTS FLASH AT TIMES. THE SWITCH HAS BEEN REPLACED. THERE ARE NO CODES. --POSSIBLE ISSUE WITH THE CLUSTER. DLR HAS DUPLICATED - DLR HAS REPLACED THE HEAD LAMP SWITCH AND THE TIPM. DLR TO MONITOR THE INPUT INTO THE 1ST MODULE - TRACK FOR THE DIRECT INPUT - MAY THE SCM - IF NOT THE CLUSTER- TECH WAS THINKING THE CLUSTER. TRACK FOR WHAT IS CAUSING THE VARIANCE AND REPLACE AS NEEDED. DLR INDICATED NO CHANGE IN THE CLUSTER DATA - STATE POSITION OR VOLTAGE, WHILE

MONITORING

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009459715

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54P18R	Report#: SSV009459715	Zone/Cd: 71-43064
Model Year: 2008	Open Date: 04/11/2008	Name: WINDWARD DODGE CHRYSLER JEEP
Make/Model: DODGE	Mileage: 6172	Address: 46-177 KAHUHIPA ST
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 08/15/2007	KANEOHE, HI 96744
RTKP53	Supplier RP:	Phone: 808 233-6000
Engine: EGL-3.8L V6 OHV Engine (Ser #:1213701074)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2127D0521)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 081505		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 & TAIL LIGHTS WILL GO OFF WHILE DRIVING. CUSTOMER ALSO SAYS THAT THE RADIO WILL ALSO GO OFF WHILE DRIVING.

Service Action:TECH HASN T CHECKED FOR CODES YET. IF THE BUS IS GOING DOWN YOU WILL HAVE CODES TO TELL YOU WHAT BUS IS HAVING ROBLEMS. TAKE THE WIRING DIAGRAM FOR THE BUS AND CHECK THE CONNECTORS & WIGGLE TEST THE WIRING. THE VEHICLE IS BACK WITH THE SAME CONDITION. TECH TO CHECK THE WIRING FROM THE TIPM TO THE HEADLAMPS FOR A SHORT TO GROUND IT COULD BE A TIPM ISSUE OR A WIRING ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009447163

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR44H38R	Report#: SSV009447163	Zone/Cd: 42-68271
Model Year: 2008	Open Date: 04/09/2008	Name: MARINE CHRYSLER
Make/Model: CHRYSLER	Mileage: 6839	Address: 429 EAST COLUMBIA STREET
TOWN & COUNTRY LX FWD	Warr Built Dt: 08/02/2007	SPRINGFIELD, OH 45503
RTYH53	Supplier RP:	Phone: INACTIVE
Engine: EGV-3.3L V6 OHV Engine (Ser #:1172701669)		937 325-7091
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser #:K2067A0720)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 080220		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEAD LIGHTS FLICKER AND THEN GO OUT. TECH SAID NO CODE AND CAN NOT DUPLICATE. TECH IS MONITORING THE SWITCH SIGNAL AND HEAD LAMP. TECH DOES NOT HAVE ANY OTHER INFO FROM CUSTOMER.

Service Action:ADVISED TECH THAT REVIEWING CASES, THERE HAS BEEN SOME POSSIBLE TIPM ISSUES AND SWITCH/LIN BUS ISSUE THAT COULD EFFECT HEADLAMPS. NO KNOWN CONCERNS WITH HEADLIGHT FLICKER. TECH WILL CHECK AND SEE IF THE SWITCH WAS REPLACED LAST TIME IN.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009446418

Vehicle Information

VIN: 2A8HR54P08R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1070800006)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K0508D2717)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 031019

Repair Information

Report#: SSV009446418

Open Date: 03/31/2008

Mileage: 885

Warr Built Dt: 03/10/2008

Supplier RP:

Dealer Information

Zone/Cd: 42-42050

Name: GLENBROOK DODGE CHRYSLER JEEP

Address: 100 W COLISEUM BLVD

FORT WAYNE, IN 468051006

Phone: 260 484-1533

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:INOP HEADLIGHTS. READ NO SWITCH SIGNAL AT THE TIPM.

Service Action:THE SWITCH ON THE DASH USES THE CNN TO SEND THE MESSAGE TO THE TIPM. TECH HAS REPLACED THE SWITCH. HE WILL TRY A CCN.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009389528

Vehicle Information

VIN: 2D8HN54P58R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1192701610)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2007D0632)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080223

Repair Information

Report#: SSV009389528
Open Date: 03/27/2008
Mileage: 6775
Warr Built Dt: 08/02/2007
Supplier RP:

Dealer Information

Zone/Cd: 42-44254
Name: BOB CALDWELL CHRYSLER JEEP DOD
Address: 1888 MORSE RD
COLUMBUS, OH 432296604
Phone: 614 888-2331

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:THE HEADLIGHTS GO OUT WHILE DRIVING. NO STORED CODES. NOTHING AFTERMARKET ON THE VEHICLE.

Service Action:THE DLR NEEDS TO REPLACE THE TIPM. TECH STATES HE HAS REPLACED THE TIPM AND THE HEADLAMP SWITCH, WITH NO CHANGE.ADVISED TECH TO CHECK GROUNDS G100 AND G102. CHECK THE GROUNDS IN THE LEFT AND RIGHT B PILLARS. CHECK THE CONNECTOR JUST ABOVE THE LEFT BRACKET OF THE STEERING COLUMN FOR POOR PIN FIT. CHECKED ALL GROUNDS. FOUND THAT LIGHTS WOULD FLASH WHEN MULTI-FUNCTION SWITCH IS USED SOMETIMES.
TRY A NEW MULTI-FUNCTION SWITCH. TECH INSTALLED NEW MULTIFUNCTION SWITCH AND BEFORE THAT A TIPM, AND HEADLAMP SWITCH WERE REPLACED. IT TOOK CARE OF THE WIPER PROBLEM BUT THE HEADLAMPS WENT FROM LIGHT TO DIM AND CYCLED FOR QUITE SOME TIME WHEN THE SERVICE MANAGER DROVE THE VEHICLE HOME LAST NIGHT. NO CODES. RECOMMEND REPLACEMENT OF THE CCN AND EXTENSIVE ROAD TEST. (THERE SHOULD BE A BETTER WAY OF DIAGNOSING THIS TYPE OF PROBLEM). TECH HAS MY PRIVATE LINE AND WILL CALL BACK WITH THE RESULTS OF THE ROAD TEST. CALLED TECH BACK. WENT THROUGH MY NOTES AND FOUND A QNA CASE

([HTTP://AQIP01.INTRA.DAIMLERCHRYSLER.COM/QNA/RESULTDETAIL.DO](http://AQIP01.INTRA.DAIMLERCHRYSLER.COM/QNA/RESULTDETAIL.DO) SYSKEY 8148545&D CAG) THAT DAVE HUMMEL SENT IN WHERE THE G101 GROUND STUD HAD BEEN CROSS THREADED. CALLED TECH BACK TO MAKE SURE HE CHECKED G101.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009438624

Vehicle InformationRepair InformationDealer Information

VIN: 2D8HN44H78R	Report#: SSV009438624	Zone/Cd: 74-44788
Model Year: 2008	Open Date: 03/25/2008	Name: KARI DODGE CHRYSLER JEEP
Make/Model: DODGE	Mileage: 1	Address: 1177 US HIGHWAY 2 E
GRAND CARAVAN HIGHLINE FWD	Warr Built Dt: 08/01/2007	KALISPELL, MT 599013226
RTKH53	Supplier RP:	Phone: INACTIVE
Engine: EGV-3.3L V6 OHV Engine (Ser #:1169701561)		406 755-6555
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser		
#:K2067A0844)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 080105		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:OWNER STATES: HEADLIGHTS TURN OFF INTERMITTENTLY. TECH VERIFIED CCN SHOWS SWITCH STATE DOES CHANGE. SWAPPED A KNOWN GOOD SWITCH WITH NO CHANGE.

Service Action:ADVISED THE HEADLAMP SWITCH IS A MUX CIRCUIT MONITORED BY THE CCN. IF THE CCN IS SHOWING A CHANGE IN STATE WITH THE KNOWN GOOD HEADLAMP SWITCH- INSPECT CONNECTIONS TO THE CCN. IF PINS ARE NOT DAMAGED- SUGGEST REPLACEMENT OF THE CLUSTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009436438

Vehicle Information

VIN: 2A8HR44H38R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYH53
Engine: EGV-3.3L V6 OHV Engine (Ser #:1159700220)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2407A0395)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 090506

Repair Information

Report#: SSV009436438
Open Date: 03/24/2008
Mileage: 6680
Warr Built Dt: 09/05/2007
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	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

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

Service Narrative Information

Customer Comment:THE HEAD LAMPS WILL GO OUT WHILE DIVING.
Service Action:THE TECH NEEDS TO REPLACE THE TIPM.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009426167

Vehicle Information

VIN: 2A8HR54P48R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1157701222)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2307D0458)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 082712

Repair Information

Report#: SSV009426167

Open Date: 03/17/2008

Mileage: 3941

Warr Built Dt: 08/27/2007

Supplier RP:

Dealer Information

Zone/Cd: 32-44791

Name: TRANSITOWNE DODGE CHRYSLER JEE

Address: 3160 TRANSIT RD

WEST SENECA, NY 142242577

Phone: 716 668-3700

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES WHILE DRIVING THE HEADLIGHTS SHUT OFF. THE HIGHBEAMS STILL WORK AS ALL THE OTHER LIGHTS WORK TOO. TECH TESTED AND IT LOOKS LIKE THE TIPM IS THE CONCERN.

Service Action:ADVISED TECH TO REPLACE THE TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009415732

Vehicle Information

VIN: 2D8HN54P28R [REDACTED]

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN PREMIUM FWD

RTKP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1218701143)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2257D0121)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081512

Repair Information

Report#: SSV009415732

Open Date: 03/10/2008

Mileage: 6526

Warr Built Dt: 08/15/2007

Supplier RP:

Dealer Information

Zone/Cd: 32-68284

Name: SALVADORE CHRYSLER DODGE

Address: 442 W BROADWAY

GARDNER, MA 014403110

Phone: 978 630-2200

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CUSTOMER STATES THE HEAT CUT OUT, BAS/ESP LIGHTS ON, HEAD LIGHTS CUT OUT. NICOLE SAID THIS HAPPENED ON A RAINY DAY FOR THE CUSTOMER. THERE WERE
CODES IN SEVERAL MODULES. DEALER CAN NOT DUPLICATE THE CONCERN. NICOLE CALLED TO THE PHONE.

Service Action:REVIEWED THE CODES WITH THE TECH. ADVISED TECH WOULD CHECK THE CONNECTORS AT TIPM, PCM. CHECK CAN C BUS RESISTANCE.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009407850

Vehicle Information

VIN: 2D8HN44H78R

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN HIGHLINE FWD

RTKH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1155700271)

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

#:K2067A0608)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 080106

Repair Information

Report#: SSV009407850

Open Date: 03/05/2008

Mileage: 3349

Warr Built Dt: 08/01/2007

Supplier RP:

Dealer Information

Zone/Cd: 32-42561

Name: BERLIN CITY'S DODGE-JEEP-CHRY

Address: 485 MAIN ST ROUTE 16

GORHAM, NH 03581

Phone: 603 752-6644

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 STOP WORKING. THE PARK LIGHTS SOMETIMES THEY STAY ON. THE HEADLAMP SWITCH WAS REPLACED AND THE TIPM. THERE ARE NO CODES.

Service Action:THE DLR NEEDS TO CHECK THE GROUNDS AT THE CLUSTER AND C335. IF NO CONCERN THERE THEN THE DLR MAY HAVE AN ISSUE WITH THE CLUSTER. THE HEADLAMP SWITCH MUX VOLTAGE IS FROM THE CLUSTER.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009404628

Vehicle Information

Repair Information

Dealer Information

VIN: 2D8HN54P28R [REDACTED]

Report#: SSV009404628

Zone/Cd: 71-43012

Model Year: 2008

Open Date: 03/03/2008

Name: CERRITOS DODGE INC

Make/Model: DODGE

Mileage: 451

Address: 18803 STUDEBAKER RD

GRAND CARAVAN PREMIUM FWD

Warr Built Dt: 08/16/2007

CERRITOS, CA 907035332

RTKP53

Supplier RP:

Phone: 562 402-5848

Engine: EGL-3.8L V6 OHV Engine (Ser #:1225700084)

562 402-5335

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2227D0260)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081603

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 SHUT OFF. TECH SAID THERE IS NO CODES AND TECH CAN NOT DUPLICATE. TECH SAID HE CHECKED THE IOD FUSE AND WHEN HE
DID THE TIPM MADE A NOISE.

Service Action:ADVISED TECH IF YOU CAN DUPLICATE THE CONCERN, WOULD CHECK CNN IS GETTING THE HEADLAMP SWITCH INPUT AND TIPM IS GETTING HEADLAMP ON REQUEST.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009402178

Vehicle Information

VIN: 2A8HR44HX8R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYH53

Engine: EGV-3.3L V6 OHV Engine (Ser #:1276702574)

Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1667A0467)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 101701

Repair Information

Report#: SSV009402178

Open Date: 02/29/2008

Mileage: 4751

Warr Built Dt: 10/17/2007

Supplier RP:

Dealer Information

Zone/Cd: 70-60370

Name: TATE BRANCH DODGE CHRYSLER JEE

Address: 4123 N LOVINGTON HWY

HOBBS, NM 882401021

Phone: 505 392-4641

575 392-4641

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 POWER WINDOWS, THE HEATER AND A/C DOES NOT WORK. THE HEADLIGHTS FLICKER AND THE RADIO IS NOT WORKING. WHEN THIS HAPPENS THE HORN HONKS WHEN TURNING LEFT AND THE WIPERS ARE SWIPING. TECH REPLACED THE MFS TO FIX THE WIPERS.

Service Action:I FAXED TECH I DIAGRAM OF WHAT CONNECTORS AND GROUNDS TO CHECK.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009391499

Vehicle InformationRepair InformationDealer Information

VIN: 2A8HR44H28R	Report#: SSV009391499	Zone/Cd: 42-38622
Model Year: 2008	Open Date: 02/22/2008	Name: NAYLOR MOTOR SALES INC
Make/Model: CHRYSLER	Mileage: 12760	Address: 2060 W STADIUM BLVD
TOWN & COUNTRY LX FWD	Warr Built Dt: 08/02/2007	ANN ARBOR, MI 481034558
RTYH53	Supplier RP:	Phone: INACTIVE
Engine: EGV-3.3L V6 OHV Engine (Ser #:1156700408)		734 662-3175
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser		
#:K2067A0630)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 080201		

Part Information

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

Labor Information

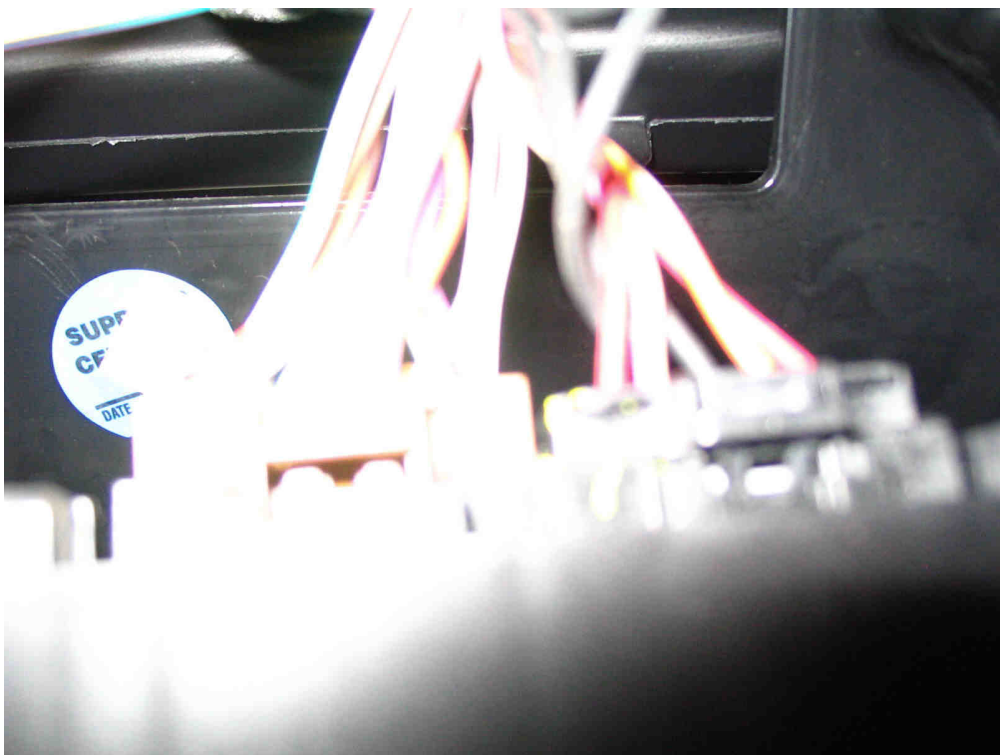
LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

Customer Comment:HEAD LAMPS INTERMITTENTLY WILL TURN OFF. REPLACED THE FCM AND HEAD LAMP SWITCH. NO FAULT CODES. HAVE NOT DUPLICATED CONCERN.

Service Action:NEED TO DUPLICATE CONDITION AND SEE IF THE CCN OR TIPM IS LOSING THE HEAD LAMP SWITCH SIGNAL.

Correction:



Issue Number: RT5303TM1210802
Business Group: Great Lakes Business Center
Location: Technical Advisor
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Muthig, Tom
Phone: +1 513 200 9800
Created On: 04/30/2008

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>
RT	8R [REDACTED]	7771	080220	68271	EGV 1172 7016 69	DFF K206 7A07 20	

CONCERN #1

Customer Concern:

Customer states the headlights flicker and sometimes go out completely.

Root Cause:

Loose connector at instrument cluster, brown in color.

Repair Action:

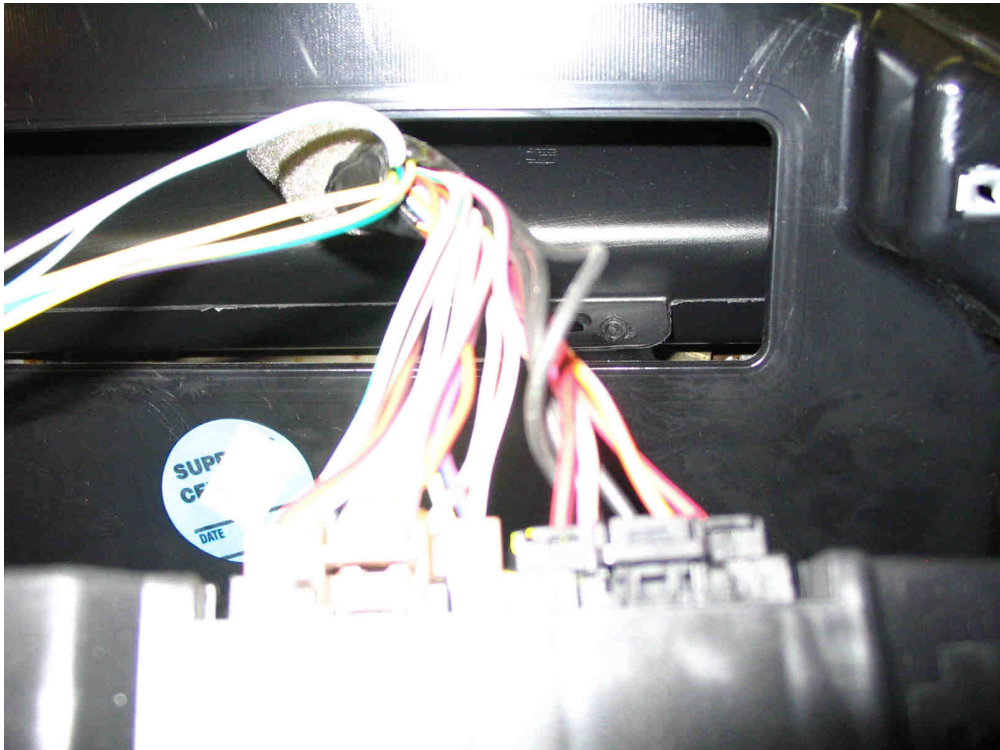
TA informed service manger to get vehicle in and check for the brown connector not fully seated. Tech pulled back cluster and saw the left connector not fully seated. Tech pushed on connector and it snapped into place.

Zone Technical Advisor Report



Issue Number: RT5303TM1210802
Business Group: Great Lakes Business Center
Location: Technical Advisor
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Muthig, Tom
Phone: +1 513 200 9800
Created On: 04/30/2008

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>
RT	8R [REDACTED]	7771	080220	68271	EGV 1172 7016 69	DFF K206 7A07 20	

TSB Group: 08

Repair Successful: Y

Zone Technical Advisor Report



Part Information

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

Issue Number: RT7016SM780801
Business Group: PQRC Field Engineer
Location: Phoenix
Issue Type: Non-Powertrain
Category: Pre-Delivery Quality
Reported By: Mirka, Steve
Phone: +1 602 336 1529
Created On: 03/18/2008

Images: 3



<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
RT	8R[REDACTED]	4	021406	08625	EGV 1024 8023 45	DFF K031 8B69 71	Y

CONCERN #1
Customer Concern:

The windshield wipers, instrument panel warning lights and headlamps would flash on and off intermittently approximately every 20 to 25 seconds.

Root Cause:

The Totally Integrated Power Module(TIPM) was the problem.

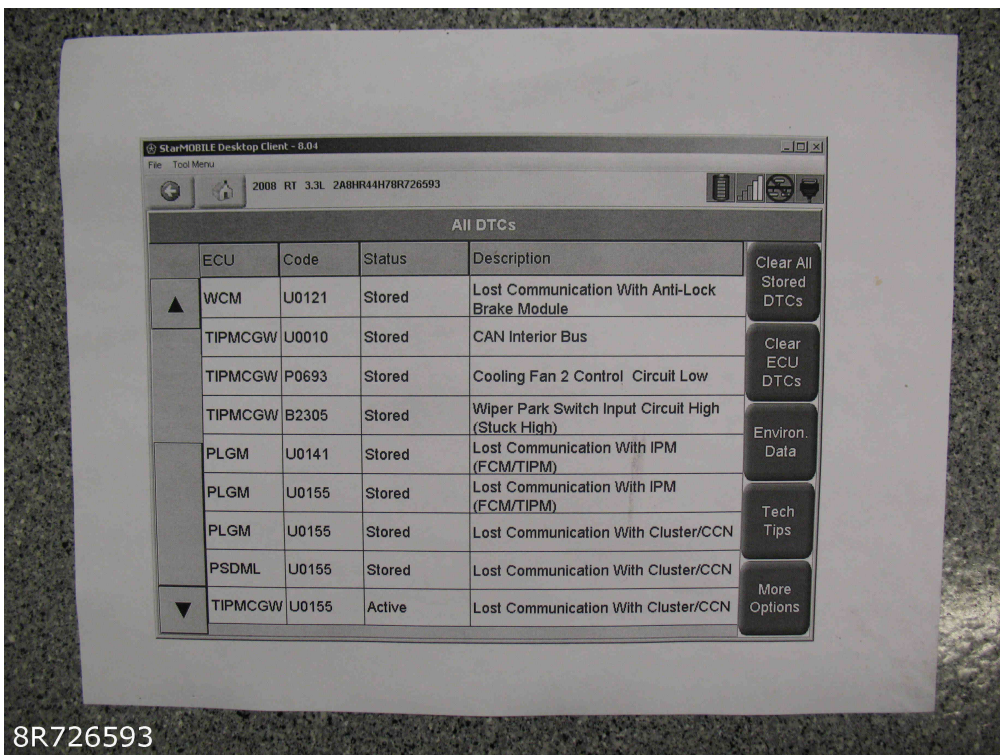
Details: The diagnostic trouble codes that were displayed on the StarScan tool are shown on the two attached images. First, the technician first inspected all fuses and relays. He then disconnected separately all modules including door module, overhead console module, instrument cluster, multi-function switch and clockspring. The problem still remained. Then, the kick panels and A-pillar covers were removed to inspect for pinched wires. None were found. Finally, he replaced the TIPM which corrected the problem.

Field Engineer Analysis Report



Issue Number: RT7016SM780801
Business Group: PQRC Field Engineer
Location: Phoenix
Issue Type: Non-Powertrain
Category: Pre-Delivery Quality
Reported By: Mirka, Steve
Phone: +1 602 336 1529
Created On: 03/18/2008

Images: 3



8R726593

Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
RT	8R[REDACTED]	4	021406	08625	EGV 1024 8023 45	DFF K031 8B69 71	Y

LABOR OPERATION: 08890102 Replace Totally Integrated Power Module(TIPM)
KEYWORDS: SupplierQuality PartReturn DesignIssue
PARTS: 56049720AT Totally Integrated Power Module(TIPM)
COST OF REPAIR: \$452.80
CUSTOMER SATISFACTION: L20

Repair Action:

The TIPM was replaced and the new one was reconfigured. The original was returned to the Quality Engineering Center.

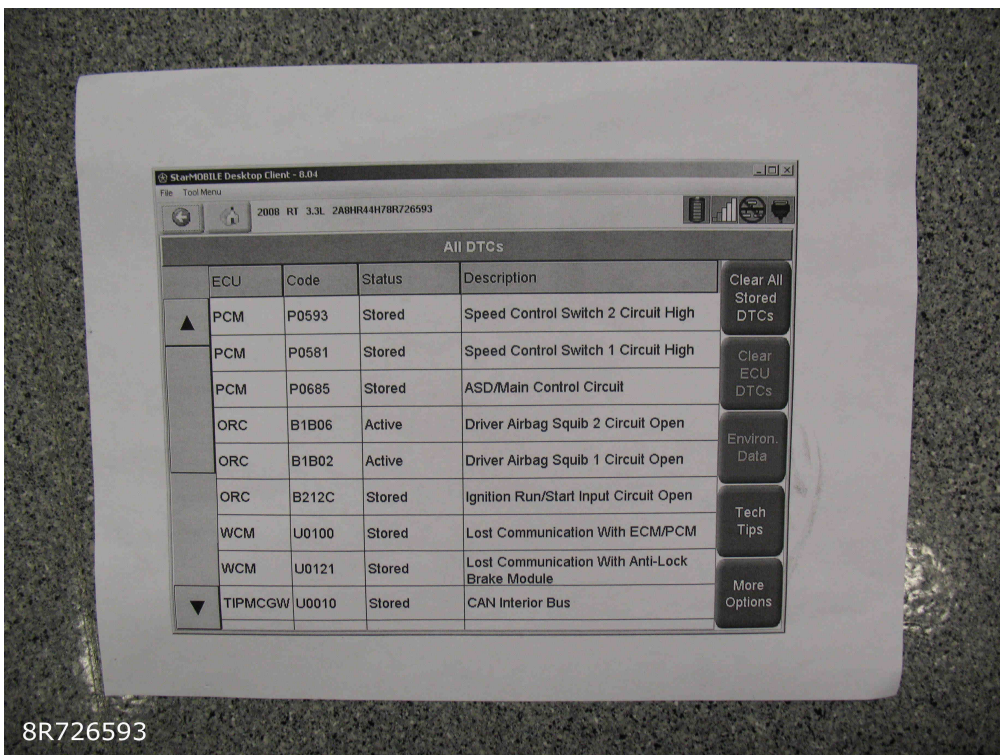
TSB Group: 08 Repair Successful: Y

Field Engineer Analysis Report



Issue Number: RT7016SM780801
Business Group: PQRC Field Engineer
Location: Phoenix
Issue Type: Non-Powertrain
Category: Pre-Delivery Quality
Reported By: Mirka, Steve
Phone: +1 602 336 1529
Created On: 03/18/2008

Images: 3



8R726593

<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>
RT	8R[REDACTED]	4	021406	08625	EGV 1024 8023 45	DFF K031 8B69 71	Y

Field Engineer Analysis Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
56049720AT	MODULE -TOTALLY INTEGRATED POWER	1	0.00		01/01/0001
56049720AT	MODULE -TOTALLY INTEGRATED POWER	1	0.00		

Zone Technical Advisor Report



CONCERN #1

Customer Concern:

Owner states that intermittently the headlamps do not work and the horn is inop.

Root Cause:

Dealer found the G101 ground loose. The nut had been crossthreaded and would not tighten.

Repair Action:

Dealer repaired the threads on the ground stud and re-installed the nut.

TSB Group: 08

Repair Successful: Y

Issue Number: RT1178DH580801
Business Group: Midwest Business Center
Location: Technical Advisor
Issue Type: Non-Powertrain
Category: Pre-Delivery Quality
Reported By: Hummel, Dave
Phone: +1 630 724 2323
Created On: 02/27/2008

Images: 0

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
RT	8R[REDACTED]	7554	090508	45323	EGV 1163 7010 94	DFF K239 7B52 39	

Zone Technical Advisor Report



Part Information

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

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009382090

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR44H38R	Report#: SSV009382090	Zone/Cd: 51-45323
Model Year: 2008	Open Date: 02/18/2008	Name: STEW HANSEN DODGE CITY JEEP
Make/Model: CHRYSLER	Mileage: 7554	Address: 12103 HICKMAN RD
TOWN & COUNTRY LX FWD	Warr Built Dt: 09/05/2007	URBANDALE, IA 503231801
RTYH53	Supplier RP:	Phone: 515 331-2900
Engine: EGV-3.3L V6 OHV Engine (Ser #:1163701094)		
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser #:K2397B5239)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 090508		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 LOW BEAM HEADLAMPS,TIPM SHOWS ON
Service Action:	IF THE CCN AND TIPM KNOW THE LOW BEAMS SHOULD BE ON, AND YOU HAVE CONFIRMED THERE ARE NO PROBLEMS WITH WIRING TO THE LAMPS OR THE GROUND FEEDS, THEN THE TIPM IS SUSPECT.
Correction:	

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009383986

Vehicle Information

VIN: 2A8HR64X98R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1170759380)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2527D8098)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 092016

Repair Information

Report#: SSV009383986
Open Date: 02/18/2008
Mileage: 3652
Warr Built Dt: 09/20/2007
Supplier RP:

Dealer Information

Zone/Cd: 71-66229
Name: HARBOR CHRY-PLY SALES INC
Address: 6660 AUTO CENTER DR
VENTURA, CA 930037211
Phone: INACTIVE
805 656-4030

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:WITH HEAD LIGHTS ON THE INTERIOR LIGHTS WILL FLICKER AND HEADLIGHTS WILL CUT OUT. DEALER CAN NOT DUPLICATE.
Service Action:NO HISTORY OF HEAD LIGHTS GOING OUT. NEED TO DUPLICATE CONCERN.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009369690

Vehicle Information

VIN: 1D8HN54P78E [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1274700103)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2707D3161)
Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH
MDH: 101611

Repair Information

Report#: SSV009369690
Open Date: 02/08/2008
Mileage: 3634
Warr Built Dt: 10/16/2007
Supplier RP:

Dealer Information

Zone/Cd: 66-44569
Name: SAVANNAH DODGE INC
Address: 7011 ABERCORN EXTENSION
SAVANNAH, GA 31406
Phone: INACTIVE
912 352-4747

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:B10EC , BLOWER MOTOR OVER CURRENT , ALSO HEADLAMPS WILL SHUT OFF INTM. TECH REPLACED CONTROL HEAD ,AFTER CHECKING WIRING
Service Action:ONLY PART LEFT IS THE TIPM
Correction:

QNA - Quality Narrative Analyzer Detail Report
Lease Car Evaluations Report#: 8R104948802A075

Vehicle Information

VIN: 2D8HN44H38R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN HIGHLINE FWD
RTKH53
Engine: EGV-3.3L V6 OHV Engine (Ser #:1151702818)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1497B5290)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062823

Repair Information

Report#: 8R104948802A075
Open Date: 02/08/2008
Mileage: 7200
Warr Built Dt: 06/28/2007
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:075 Interior, Instrument Panel/Dashboard-Lights Not Working. INTSTRUMENT PANEL,RADIO AND HEATER LIGHTS FLICKER WHEN VEHICLE IS MOVING. INTERIOR OVERHEAD LIGHTS
DON T WORK WHEN VEHICLE IS COLD
Service Action:
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009358926

Vehicle Information

VIN: 2A8HR44HX8R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LX FWD
RTYH53
Engine: EGV-3.3L V6 OHV Engine (Ser #:1155700025)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K2067A0724)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 073004

Repair Information

Report#: SSV009358926
Open Date: 02/01/2008
Mileage: 12371
Warr Built Dt: 07/30/2007
Supplier RP:

Dealer Information

Zone/Cd: 74-66613
Name: QUALITY MTRS OF INDEP INC
Address: 2022 W MAIN ST
INDEPENDENCE, KS 67301
Phone: 620 331-6090

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:CAME IN FOR NO FRONT HEAD LAMPS OR BLINKERS , HAD TURNED
Service Action:BOTH HORNS AND BOTH TURN SIGNALS HAD NOT BEEN WORKING . TECH WILL NEED TO REPLACE THE TIPM .
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009353870

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR44H38R1[REDACTED]	Report#: SSV009353870	Zone/Cd: 66-60340
Model Year: 2008	Open Date: 01/30/2008	Name: CAROLINA CHRYSLER JEEP DODGE,
Make/Model: CHRYSLER	Mileage: 2845	Address: 891 HIGHWAY 1 S
TOWN & COUNTRY LX FWD	Warr Built Dt: 08/02/2007	LUGOFF, SC 290789436
RTYH53	Supplier RP:	Phone: INACTIVE
Engine: EGV-3.3L V6 OHV Engine (Ser #:1169700971)		803 438-9160
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser		
#:K2067A0854)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 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:CAME IN FOR THE HEAD LAMPS GO OUT WHILE DRIVING . NEW SWITCH , TECH HAS NOT BEEN ABLE TO GET THE LAMPS TO WORK . NO CASE ON STAR ON LINE .THIS IS THE SECOND TIME IN FOR THIS FAILURE .

Service Action:TECH WILL NEED TO CHECK THE VOLTAGE FROM THE CLUSTER FOR THE SWITCH . WILL NEED TO CHECK THE GROUND OFF OF PINFIVE OF THE SWITCH .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009347822

Vehicle Information

VIN: 2A8HR54P68R [REDACTED]

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1158700398)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2587D0202)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 092601

Repair Information

Report#: SSV009347822

Open Date: 01/25/2008

Mileage: 5069

Warr Built Dt: 09/26/2007

Supplier RP:

Dealer Information

Zone/Cd: 66-68680

Name: PHILLIPS CHRYSLER JEEP INC

Address: 3440 SOUTH PINE AVENUE

OCALA, FL 34471

Phone: 352 732-7577

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:HEAD LIGHTS GOES OUT BY THEM SELF. TECH SAID NO CODES AND HE CAN NOT DUPLICATE THE CONCERN.

Service Action:ADVISED TECH WOULD CHECK THE G101 GROUND CIRCUIT.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009338534

Vehicle Information

VIN: 2D8HN44H48R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN HIGHLINE FWD
RTKH53
Engine: EGV-3.3L V6 OHV Engine (Ser #:1222700062)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1317B7857)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 082305

Repair Information

Report#: SSV009338534
Open Date: 01/24/2008
Mileage: 3151
Warr Built Dt: 08/23/2007
Supplier RP:

Dealer Information

Zone/Cd: 71-45189
Name: DCH CHRYSLER JEEP DODGE OF
Address: 26845 YNEZ RD
TEMECULA, CA 925914695
Phone: 951 676-0010

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 FLICKER, THEN GOES OUT, AND THE VEHICLE STALLS OUT.

Service Action:ADVISED THE TECH TO CHECK C335 AND THE GROUND ON THE TRANS SIDE COVER. TECH TO DUPLICATE THE COMPLAINT. VEHICLE STALLED AND THE HEAD LIGHTS
WOULD NOT COME BACK ON. \r\nTRY A TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Fast Feedback Report#: 8B100070801B272

Vehicle Information

Repair Information

Dealer Information

VIN: 1D8HN54P18E [REDACTED]

Report#: 8B100070801B272

Zone/Cd: ZZ-19028

Model Year: 2008

Open Date: 01/25/2008

Name: CHRYSLER CORPORATION

Make/Model: DODGE

Mileage: 6100

Address: 800 CHRYSLER DRIVE

GRAND CARAVAN PREMIUM FWD

Warr Built Dt: 07/02/2007

AUBURN HILLS, MI 48326-2757

RTKP53

Supplier RP:

Phone:

Engine: EGL-3.8L V6 OHV Engine (Ser #:1151701310)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K0407B5853)

Plant: ST. LOUIS ASSEMBLY PLANT II - SOUTH

MDH: 070207

Service Narrative Information

Evaluator's Comment:272 Exterior, Other Vehicle Exterior. HEADLAMPS DIM WHEN BOTH FRONT WINDOW SWITCHES ARE PULLED UP (STALL). ALSO, A HIGH PITCH SOUND IS EMITTED.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009321703

Vehicle Information

VIN: 2A8HR64X28R [REDACTED]
Model Year: 2008
Make/Model: CHRYSLER
TOWN & COUNTRY LIMITED FWD
RTYS53
Engine: EGQ-4.0L V6 SOHC Engine (Ser #:1291750267)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2927D0435)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 102908

Repair Information

Report#: SSV009321703
Open Date: 01/10/2008
Mileage: 20
Warr Built Dt: 10/29/2007
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:U0011,U0141, U0186, INTERMITTENT PLUS MANY OTHER CODES, HEADLIGHTS, CLUSTER, WIPERS, RADIO, ALL WORK GHOST LIKE AS THEY WISH, VEHICLE HAS TO BE RUNNING, THEN IT GOES BACK TO RUNNING NORMAL, FIRST TIME HAPPENED WAS MOVING SHIFTER INTO PARK, SECOND TIME OPENED DR FT DOOR AND APPROX 10 SEC LATER IT STARTED AND WENT FOR SEVERAL MUNUTES (WITH ME) HAD PREV PROBLEM ANOTHER VEHICLE IN RT KICK PANEL TO DOOR HARNESS (REPLACED BODY HARNESS) ANOTHER LOCAL DEALER HAD 2 PROBLEMS BEHIND RADIO AND THINKING WE HAD A POSSIBLE PROBLEM IN THE LT KICK PANEL AREA I TOOK ALL 3 AREAS AND LT FT DOOR PANEL APART AND WIGGLE/BENT ALL WIRING IN THOSE AREAS AND COULD NOT DUPLICATE PROBLEM AGAIN SEVERAL HOURS LATER IT DID IT 1 MORE TIME FOR ABOUT 5 SEC AND BY THE TIME I GOT BACK TO THE CAR IT WAS NOT DOING IT ANY MORE, HAVE RUN FOR OVER 4 HOURS AND DRIVEN OVER OUR SPEED BUMP AREAS SEVERAL TIMES I HATE TO TURN A VEHICLE LIKE THIS LOOSE ANY IDEAS

Service Action:RICHARD, THERE HAVE BEEN A FEW INSTANCES WHERE THE UCONNECT MODULE WAS TAKING DOWN THE BUS. BUT I NOTICE THIS VEHICLE HAS AN REN RADIO WITHOUT

UCONNECT. SO WHAT YOU CAN TRY IS WHEN THE VEHICLE IS ACTING UP, UNPLUG ONE MODULE AT A TIME TO SEE WHEN THE BUS OPERATE NORMALLY.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009322427

Vehicle Information

VIN: 2D8HN54P18R [REDACTED]

Model Year: 2008

Make/Model: DODGE

GRAND CARAVAN PREMIUM FWD

RTKP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1213701217)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K2087D0183)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081507

Repair Information

Report#: SSV009322427

Open Date: 01/10/2008

Mileage: 2785

Warr Built Dt: 08/15/2007

Supplier RP:

Dealer Information

Zone/Cd: 66-42310

Name: GULF COAST DODGE INC

Address: 15565 S TAMiami TRAIL

FT MYERS, FL 33908

Phone: INACTIVE
239 482-2200

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:INTERMITTENTLY THE HEADLIGHTS WILL TURN OFF, FAULT CODES B162B, B162F, B1633, B1637 STORED.

Service Action:SUGGESTED TECH REPLACE THE TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009322520

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR54P08R	Report#: SSV009322520	Zone/Cd: 32-68671
Model Year: 2008	Open Date: 01/10/2008	Name: CARBONE CHRYSLER DODGE JEEP
Make/Model: CHRYSLER	Mileage: 4753	Address: ROUTE 12
TOWN & COUNTRY LX FWD	Warr Built Dt: 08/28/2007	BOONVILLE, NY 13309
RTYP53	Supplier RP:	Phone: INACTIVE
Engine: EGL-3.8L V6 OHV Engine (Ser #:1227700317)		315 942-4305
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2357D2583)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 082803		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:HEADLAMP LOW BEAMS AND FOG LAMPS ARE INOPERATIVE. FAULT CODES B16F9, B16FD, B162C AND B1630. TECH WANTS TO KNOW IF THERE IS A COMMON GROUND FOR THE HEADLAMPS AND THE FOG LIGHTS.

Service Action:THE G101 GROUND IN THE LEFT ENGINE COMPARTMENT NEAR THE TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009318303

Vehicle Information

VIN: 2D8HN54P88R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1152700637)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1927D0390)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080105

Repair Information

Report#: SSV009318303
Open Date: 01/08/2008
Mileage: 6179
Warr Built Dt: 08/01/2007
Supplier RP:

Dealer Information

Zone/Cd: 63-26201
Name: RANDALL NOE CHRYSLER DODGE INC
Address: 1608 WEST MOORE
TERRELL, TX 75160
Phone: 972 524-3775

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 HEADLIGHTS WILL GO OFF WHILE DRIVING, THE CLUSTER LIGHTS WILL FLICKER. NO FAULT CODES.
Service Action:SUGGESTED TECH TRY TO DUPLICATE THE CONCERN.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009312646

Vehicle Information	Repair Information	Dealer Information
VIN: 2D8HN54P48R	Report#: SSV009312646	Zone/Cd: 71-26784
Model Year: 2008	Open Date: 01/04/2008	Name: BAY BRIDGE CHRYSLER JEEP DODGE
Make/Model: DODGE	Mileage: 1799	Address: 2735 BROADWAY
GRAND CARAVAN PREMIUM FWD	Warr Built Dt: 10/29/2007	OAKLAND, CA 946123109
RTKP53	Supplier RP:	Phone: INACTIVE
Engine: EGL-3.8L V6 OHV Engine (Ser #:1290700337)		510 588-2000
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2927D2817)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 102913		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 HEAD LAMPS AND DASH LAMPS FLASH WHILE DRIVING.WE HAVE A ACTIVE FAULT CODE U0204.U0204-LOST COMMUNICATION WITH DOOR MODULE FRONT RIGHT . SECOND TIME IN FOR THIS CONCERN.

Service Action:WHEN THE TECH PULLED ON THE DOOR HARNESS IN THE RIGHT FRONT DOOR THE LAMPS STOPPED FLASHING . CHECK PIN CONNECTIONS AND IF ALL IS GOOD REPLACE THE DOOR HARNESS.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009247551

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR44H68R	Report#: SSV009247551	Zone/Cd: 66-45321
Model Year: 2008	Open Date: 01/02/2008	Name: ATLANTIC CHRYSLER JEEP DODGE
Make/Model: CHRYSLER	Mileage: 3714	Address: 1420 HIGHWAY 701 N
TOWN & COUNTRY LX FWD	Warr Built Dt: 06/27/2007	LORIS, SC 295698634
RTYH53	Supplier RP:	Phone: 843 756-3325
Engine: EGV-3.3L V6 OHV Engine (Ser #:1151702803)		
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser #:K1497B5369)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 062713		

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: WHILE DRIVING ALL THE INTERIOR LIGHTS, TURN SIGNALS, AND HEADLIGHTS WENT OUT. NO CODES SET. CAN NOT DUPLICATE.
Service Action: NEED TO DUPLICATE. MAY WANT TO CHECK THE CONNECTORS AT THE TIPM. DLR HAS NOT DUPLICATED ONCE AGAIN - DLR HAS THE SAME COMPLAINT AS ABOVE -- DLR TO TRY TO DUPLICATE WITH THE KEY - AND DOUBLE CHECK ALL THE FUSES. ONCE AGAIN NO FAULTS AT ALL .. NEED MORE DATA, HAVE THE OWNER DOCUMENT ALL TIMES OF THE FAILURE.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009299187

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR54P08R	Report#: SSV009299187	Zone/Cd: 42-43869
Model Year: 2008	Open Date: 12/20/2007	Name: FREEDOM DODGE-CHRY-JEEP
Make/Model: CHRYSLER	Mileage: 2000	Address: 1560 NEW CIRCLE ROAD
TOWN & COUNTRY LX FWD	Warr Built Dt: 09/26/2007	LEXINGTON, KY 405091043
RTYP53	Supplier RP:	Phone: 859 268-3000
Engine: EGL-3.8L V6 OHV Engine (Ser #:1260700982)		
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2647D0325)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 092619		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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: WHILE DRIVING ELECTRICAL ITEMS SHUT OFF- HEADLIGHTS, INTERIOR ITEMS. TECH HAS NOT DUPLICATED AND OWNER IS NOT HAPPY WITH MULTIPLE TIMES HAVING HEAD LIGHTS SHUT OFF... HAS STORED FAULTS FOR BLOWER CONTROL HIGH AND TURN SIGNALS HIGH...

Service Action:ADVISED WITH OUT MORE COMPLEX FAULTS- WILL NEED TO DUPLICATE AND SEE WHAT IS ACTIVE ON THE BUS. MAKE SURE KEY POSITION IS DISPLAYING CORRECTLY...

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009275344

Vehicle Information	Repair Information	Dealer Information
VIN: 2A8HR54PX8R	Report#: SSV009275344	Zone/Cd: 66-07421
Model Year: 2008	Open Date: 12/19/2007	Name: PALM CHRYSLER
Make/Model: CHRYSLER	Mileage: 292	Address: 3535 N MAIN ST
TOWN & COUNTRY LX FWD	Warr Built Dt: 10/13/2007	GAINESVILLE, FL 326092305
RTYP53	Supplier RP:	Phone: INACTIVE
Engine: EGL-3.8L V6 OHV Engine (Ser #:1278700472)		352 372-2561
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser #:K2817D2564)		
Plant: WINDSOR ASSEMBLY PLANT		
MDH: 101318		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 LIGHTS AND GAUGES ARE JUMPING - TACH BOUNCES WHILE RUNNING. THE DASH LIGHTS DIM - HEAD LAMPS FLASH ON AND OFF- WINDOWS INOP.

Service Action:DLR INDICATES INTERMITTENT - GETS A U0010- U0148 CODE AND OTHERS THAT GO IN AND OUT WHILE MONITORING. DLR TO TRACK THE C332 CONNECTIONS - MOVE THE COLUMN AND THE NEAR HARNESS - CHECK THE PARKING BRAKE ASSM AREA - TRACK THE WIN MODULE CONNTIONS AND TAP ON IT - TRACK HEADLINER HARNESS AND MOVE TO CHECK. CALL BACK AS NEEDED. TECH IS TRYING TO FIND OUT WHAT THE SMALL TWO WAY CONNECTOR IN THE TOP OF THE STEERING COLUMN GOES TO. LOOKS LIKE IT MUST BE THE BUS WIRES TO THE STEERING CONTROL MODULE. CALLED BACK AND AT TIMES ALL INTERIOR HIGH SPEED BUS GOES DOWN SO ADVISED TO CHECK CONNECTIONS AT STEERING COLUMN BRACKET AND RT A PILLAR.WIGGLE TEST HARNESSES IN THESE AREAS,CAR NOW HAS 1980 MILES ON IT.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009277268

Vehicle InformationRepair InformationDealer Information

VIN: 2D8HN44H78R

Report#: SSV009277268

Zone/Cd: 32-60287

Model Year: 2008

Open Date: 12/06/2007

Name: BRUNSWICK CHRYSLER JEEP DODGE

Make/Model: DODGE

Mileage: 662

Address: 2060 US HIGHWAY 130

GRAND CARAVAN HIGHLINE FWD

Warr Built Dt: 07/31/2007

MONMOUTH JUNCTION, NJ 088523060

RTKH53

Supplier RP:

Phone: INACTIVE

Engine: EGV-3.3L V6 OHV Engine (Ser #:1155700409)

732 940-1100

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

#:K1917A1796)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 073103

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:HEADLIGHTS GO OUT AND FLICKER. HEADLIGHT SWITCH HAS BEEN REPLACED. NO CODES TECH STATES. AUTOHEADLAMP FLICKERS ON DATA DISPLAY ON CCN AND TIPM, VEHICLE DOES NOT HAVE AUTOHEADLAMPS. TECH HAS RECONFIGURED VEHICLE.

Service Action:RECOMMEND CHECK HEADLIGHT MUX CIRCUIT VOLTAGE. CHECK IP GROUND

Correction:

Field Engineer Analysis Report



Issue Number: RT8323AV220801
Business Group: PQRC Field Engineer
Location: St Louis
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Vitullo, Angelo
Phone: +1 618 344 9982
Created On: 01/22/2008

Images: 10



The headliner includes the Interior CAN wires to the DVD monitors. The entire headliner must be ordered. The harness is not melt glued to the headliner.

<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>
RT	8R	1615	082209	41527	EGL 1226 7029 68	DG2 K229 7D03 84	Y

CONCERN #1

Customer Concern:

The vehicle intermittently loses the Interior High Speed CAN bus, (IHS Bus) The Door Locks, Windows, lamps, wipers, sliding doors, power liftgate, radio, HVAC, Cluster, etc. appear to enter default mode. The customer complaints are: All modules on the IHS Bus become inoperative; the headlights flash, the wipers run, the HVAC is inoperable. This concern has been unsuccessfully addressed on two prior occasions. The customer is poised to initiate lemon law litigation.

The vehicle has exhibited the intermittent condition condition 4 times since new. During this current visit to the dealer, the vehicle is in failure mode which is helpful for diagnostics. Attached images chronicle the diagnostic steps taken until the condition reversed itself and never reoccurred during this visit.

Root Cause:

Keyword: ElectCOC, PartReturn, Design Issue, PlantProcess, RepairProcedure

Field Engineer Analysis Report



Issue Number: RT8323AV220801
Business Group: PQRC Field Engineer
Location: St Louis
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Vitullo, Angelo
Phone: +1 618 344 9982
Created On: 01/22/2008

Images: 10

U0141 (DMFL, DMFR, SDARV, PTS)	<input checked="" type="checkbox"/>	0	4
U0155 Lost Communication With Cluster/CCN	<input checked="" type="checkbox"/>	7	0
U0159 Lost Communication With Parking Assist Control Module	<input checked="" type="checkbox"/>	0	1
U0164 Lost Communication With HVAC Control Module	<input checked="" type="checkbox"/>	3	0
U0184 Lost Communication With Radio	<input checked="" type="checkbox"/>	4	0
U0187 Lost Communication With DVD Player	<input checked="" type="checkbox"/>	3	0
U0196 Lost Communication With Vehicle Entertainment Control Module - First Row	<input checked="" type="checkbox"/>	4	0
U0197 Lost Communication With Hands Free Phone Module	<input checked="" type="checkbox"/>	3	0
U0201 Lost Communication With Left Rear Door Module	<input checked="" type="checkbox"/>	0	1
U0202 Lost Communication With Right Rear Door Module	<input checked="" type="checkbox"/>	0	1
U0203 Lost Communication With Door Module Front Left	<input checked="" type="checkbox"/>	0	1
U0204 Lost Communication With Door Module Front Right	<input checked="" type="checkbox"/>	0	1
U0230 Lost Communication With Power Liftgate Module	<input checked="" type="checkbox"/>	0	1
U0249 Lost Communication With Vehicle Entertainment Control Module - Last Row	<input checked="" type="checkbox"/>	4	0

These are the codes which logged when the interior CAN BUS exhibits problems. The radio, windows, locks, power doors, lighting, cluster, wipers and HVAC become inoperative or in default mode (energized).

All of the Non-com codes involve the interior CAN BUS which does not operate on single wire mode nor does it possess tolerance for faults.

Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
RT	8R [REDACTED]	1615	082209	41527	EGL 1226 7029 68	DG2 K229 7D03 84	Y

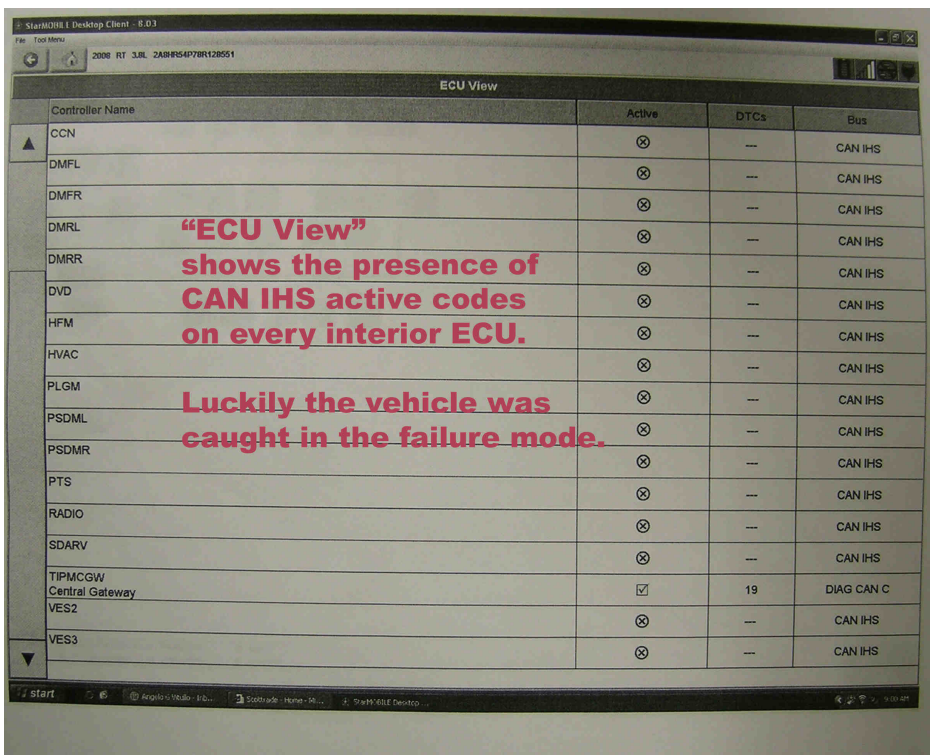
Part Numbers:
Headliner containing wiring harness 1JK371W1AA
Harness from DVD monitor to Headliner harness: 4868876AC
Forward DVD monitor in overhead panel: 1CM01DW1AH
CSA LEVEL: L20
LABOR OPERATIONS: 08908301 HARNESS (FAIL CODE 14)
08200303 DVD MONITOR (FORWARD UNIT ON OVERHEAD)
HEADLINER CONTAINING WIRING HARNESS 23204502 or 08200309
RO# 320786
Time in shop: About 2 weeks.

Field Engineer Analysis Report



Issue Number: RT8323AV220801
Business Group: PQRC Field Engineer
Location: St Louis
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Vitullo, Angelo
Phone: +1 618 344 9982
Created On: 01/22/2008

Images: 10



<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>
RT	8R [REDACTED]	1615	082209	41527	EGL 1226 7029 68	DG2 K229 7D03 84	Y

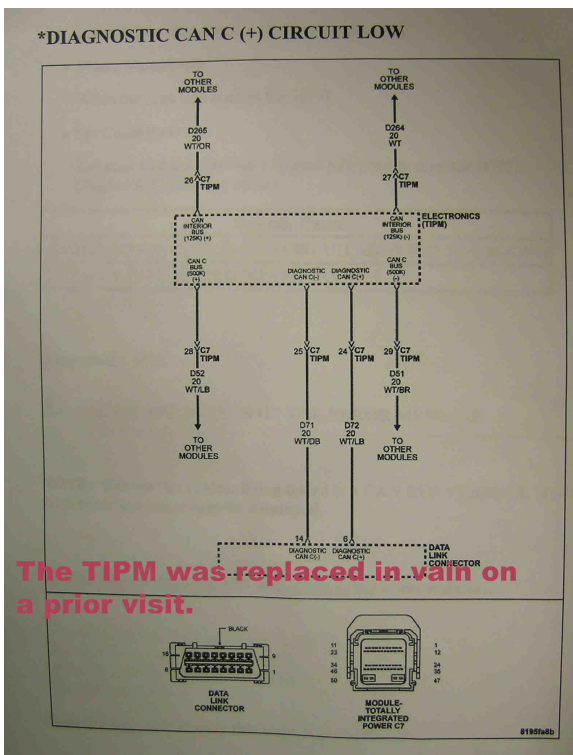
Repair Action:

A prior CAGRIS report, RT8323AV70802, WAS SUBMITTED for this vehicle which addressed the same problem. This vehicle received a new TIPM module in vain and also there was a check of connector C332 located at Right 'A' Pillar Area which also did not fix the vehicle. C332 contains interior high speed CAN bus wires. C318 was also examined.

As the vehicle arrived in the service department exhibiting the condition, the tech pulled all trouble codes (attached images) which dealt with non-communication with all modules on the IHS CAN bus. Next we scoped both bus leads and observed a problem with IHS CAN (-) which appeared to exhibit low amplitude as if there was something dragging down the signal or there was a resistive short. Next all modules were systematically disconnected to no avail while monitoring, with an ohmmeter, IHS CAN (-) to chassis ground which displayed a troublesome 16 ohms. Finally the tech began to disconnect the overhead display which contains the DVD monitor on the bus. When disconnecting the connector at the headliner the tech noticed the ohmmeter display to change to a higher, normal value. Also

Issue Number: RT8323AV220801
Business Group: PQRC Field Engineer
Location: St Louis
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Vitullo, Angelo
Phone: +1 618 344 9982
Created On: 01/22/2008

Images: 10



Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
RT	8 [REDACTED]	1615	082209	41527	EGL 1226 7029 68	DG2 K229 7D03 84	Y

when the tech folded down the forward DVD monitor he noticed erratic and rapidly changing values on the ohmmeter. At this time the condition disappeared never to return during the repair. With nothing but this information to act upon the decision was made to replace the DVD monitor (which is on the bus), and the two wiring harnesses between the 'A' Pillar and the DVD monitor, one of which is hot melt glued to the headliner requiring the replacement of the entire headliner assembly.

The vehicle has been driven 400 miles with no occurrences and finally was returned to the customer. This was the third customer visit for this condition.

The writer is sending the Headliner wiring harness (removed from headliner) 1JK371W1AA, the Harness from DVD monitor to Headliner harness: 4868876AC and the Forward DVD monitor in overhead panel: 1CM01DW1AH to QEC for analysis. Sending to the attention of James Mercier JKM5.

Field Engineer Analysis Report



Issue Number: RT8323AV220801
Business Group: PQRC Field Engineer
Location: St Louis
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Vitullo, Angelo
Phone: +1 618 344 9982
Created On: 01/22/2008

Images: 10

The DVOM measurement guidelines in the service manuals have been problematic with technicians.

Service information Page 3 of 4

(-)	0 V	V	V	0 V	0.5V	Voltage	Less 0.75 V
CAN-H (+)	0 V	2.4 - 2.5 V	2.6 - 3.5 V	0.02 V	0 V	Battery Voltage Less 0.75 V	Battery Voltage
CAN-Interior Bus Circuits	Key-Off (Bus Asleep)	Key-On (Bus Active)	CAN-L Short to Ground	CAN-H Short to Ground	CAN-L Short to Battery	CAN-H Short to Battery	CAN-H Short to CAN-L
CAN-L (-)	0.0 V	1.3 - 2.3 V	0 V	0.3 - 0.5 V	Battery Voltage Less 0.75 V	Battery Voltage Less 0.75 V	2.45 V
CAN-H (+)	0.0 V	2.6 - 3.5 V	0.02 V	0 V	Battery Voltage Less 0.75 V	Battery Voltage Less 0.75 V	2.45 V

Notes

All measurements taken between node ground and CAN terminal with a standard DVOM.

DVOM will display average network voltage.

Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
RT	8R	1615	082209	41527	EGL 1226 7029 68	DG2 K229 7D03 84	Y

TSB Group: 08

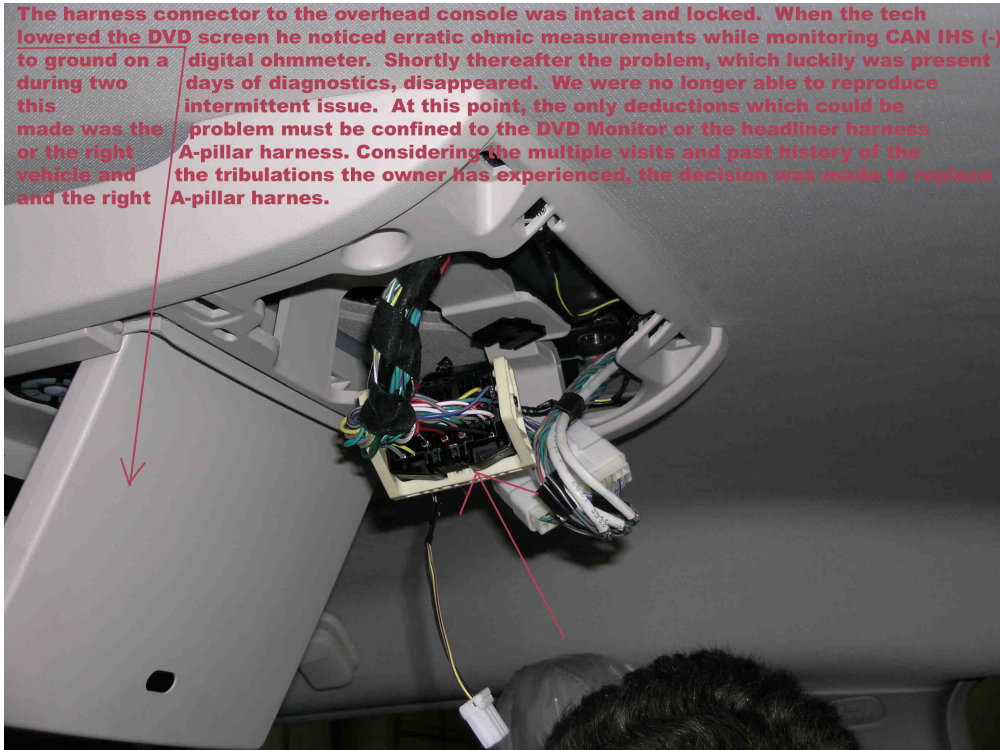
Repair Successful: N

Field Engineer Analysis Report



Issue Number: RT8323AV220801
Business Group: PQRC Field Engineer
Location: St Louis
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Vitullo, Angelo
Phone: +1 618 344 9982
Created On: 01/22/2008

Images: 10



<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>
RT	8R	1615	082209	41527	EGL 1226 7029 68	DG2 K229 7D03 84	Y

Field Engineer Analysis Report



Issue Number: RT8323AV220801
Business Group: PQRC Field Engineer
Location: St Louis
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Vitullo, Angelo
Phone: +1 618 344 9982
Created On: 01/22/2008

Images: 10



The A-Pillar harness connector reportedly has known issues with terminal retention. This possibility was addressed on a prior customer visit along with the erroneous replacement of the TIPM.

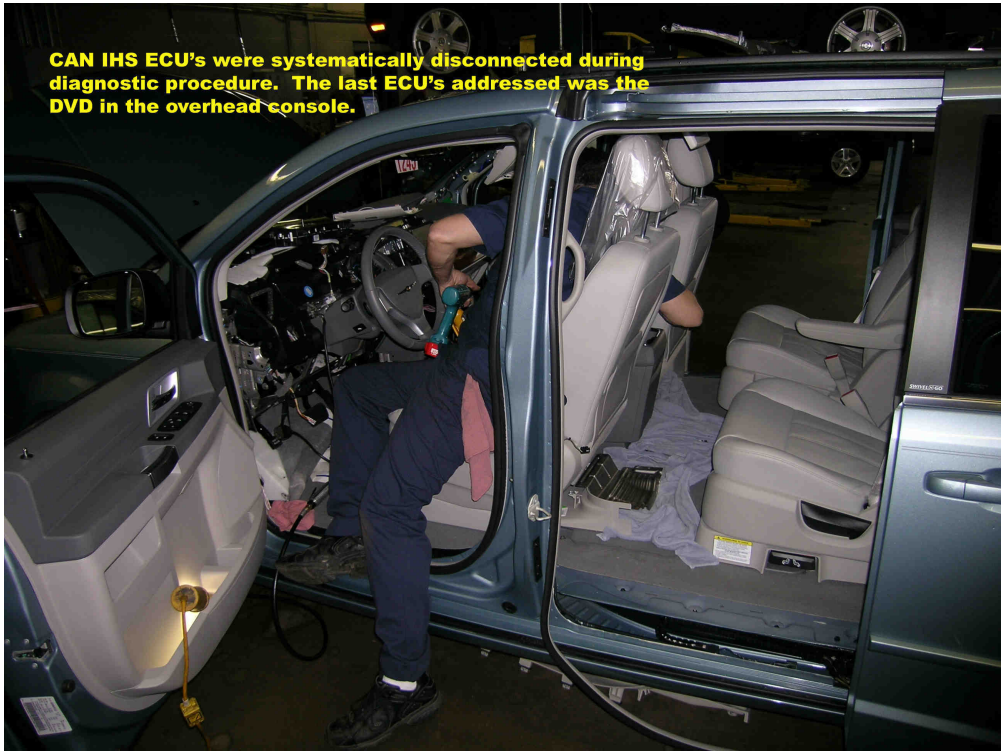
<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
RT	8R [REDACTED]	1615	082209	41527	EGL 1226 7029 68	DG2 K229 7D03 84	Y

Field Engineer Analysis Report



Issue Number: RT8323AV220801
Business Group: PQRC Field Engineer
Location: St Louis
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Vitullo, Angelo
Phone: +1 618 344 9982
Created On: 01/22/2008

Images: 10



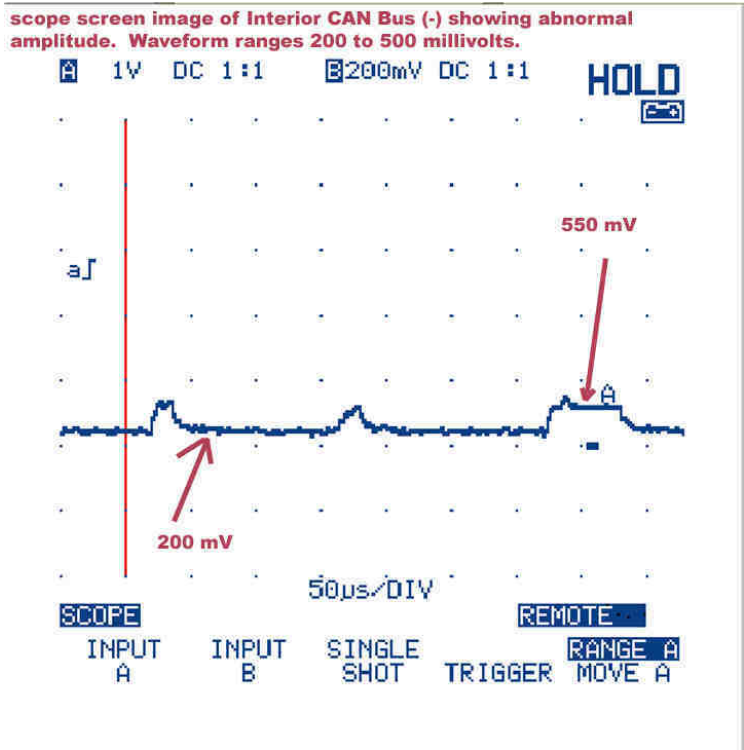
<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
RT	8R [REDACTED]	1615	082209	41527	EGL 1226 7029 68	DG2 K229 7D03 84	Y

Field Engineer Analysis Report



Issue Number: RT8323AV220801
Business Group: PQRC Field Engineer
Location: St Louis
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Vitullo, Angelo
Phone: +1 618 344 9982
Created On: 01/22/2008

Images: 10



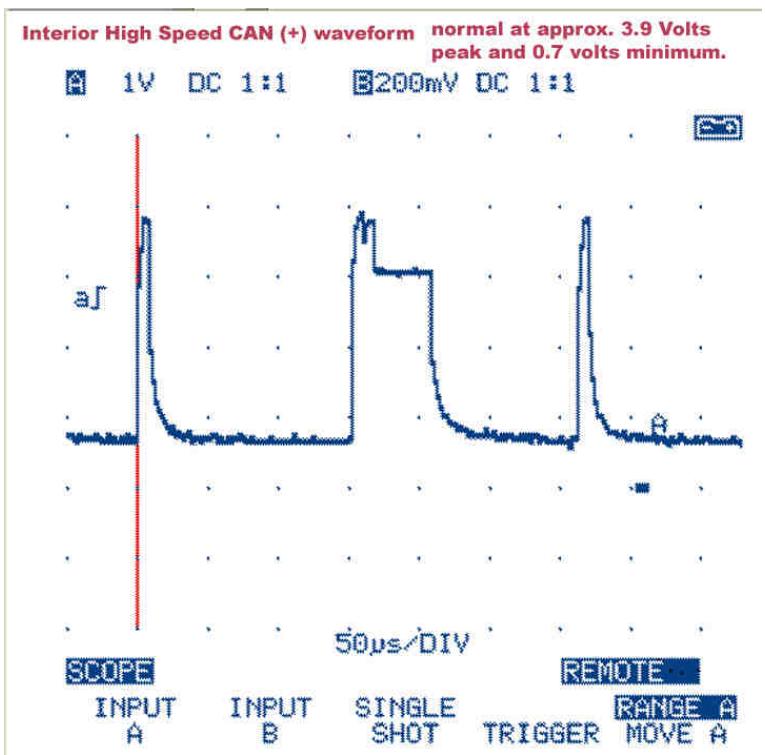
<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
RT	8R1[REDACTED]	1615	082209	41527	EGL 1226 7029 68	DG2 K229 7D03 84	Y

Field Engineer Analysis Report



Issue Number: RT8323AV220801
Business Group: PQRC Field Engineer
Location: St Louis
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Vitullo, Angelo
Phone: +1 618 344 9982
Created On: 01/22/2008

Images: 10



Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
RT	8R	1615	082209	41527	EGL 1226 7029 68	DG2 K229 7D03 84	Y

Field Engineer Analysis Report

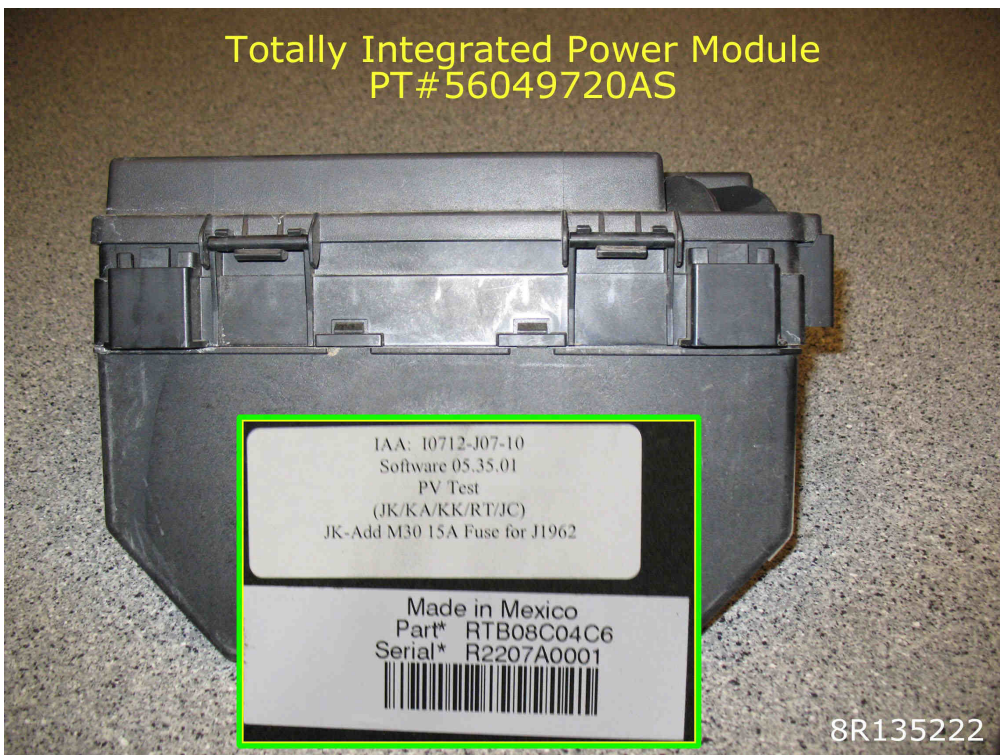


Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
4868876AC	WIRING -OVERHEAD CONSOLE	1	0.00		01/01/0001
4868876AC	WIRING -OVERHEAD CONSOLE	1	0.00		
1CM01DW1AH	MONITOR -MEDIA SYSTEM	1	0.00		01/01/0001
1CM01DW1AH	MONITOR -MEDIA SYSTEM	1	0.00		
1JK371W1AA	HEADLINER-NONE	1	0.00		01/01/0001
1JK371W1AA	HEADLINER-NONE	1	0.00		

Issue Number: RT7016SM150801
Business Group: PQRC Field Engineer
Location: Phoenix
Issue Type: Non-Powertrain
Category: Pre-Delivery Quality
Reported By: Mirka, Steve
Phone: +1 602 336 1529
Created On: 01/15/2008

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>
RT	8R[REDACTED]	14719	082509	08625	EGV 1220 7010 33	DFF K134 7B55 15	Y

CONCERN #1

Customer Concern:

The customer complaint was that the headlamps were flashing. When the technician tested the vehicle he found that only the high beams on the headamps would work.

Root Cause:

The Totally Integrated Power Module(TIPM) was the cause of the headlamp malfunction. Faults codes were displayed on the StarScan Tool:
B1628-Left low beam control circuit low
B1626-Right low beam control circuit low

Field Engineer Analysis Report



LABOR OPERATION: Not Available
KEYWORDS: PartReturn DesignIssue SupplierQuality
PARTS: 56049720AS Totally Integrated Power Module(TIPM)
COST OF REPAIR: \$420(part only)
CUSTOMER SATISFACTION: L20

Issue Number: RT7016SM150801
Business Group: PQRC Field Engineer
Location: Phoenix
Issue Type: Non-Powertrain
Category: Pre-Delivery Quality
Reported By: Mirka, Steve
Phone: +1 602 336 1529
Created On: 01/15/2008

Images: 1

Repair Action:

The TIPM was replaced and the original was returned to the Quality Engineering Center.

TSB Group: 08 Repair Successful: Y

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
RT	8R[REDACTED]	14719	082509	08625	EGV 1220 7010 33	DFF K134 7B55 15	Y

Field Engineer Analysis Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
56049720AS	MODULE -TOTALLY INTEGRATED POWER	1	0.00		01/01/0001
56049720AS	MODULE -TOTALLY INTEGRATED POWER	1	0.00		

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009253652

Vehicle Information

VIN: 2D8HN54P78R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1152702256)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1797D0356)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 070617

Repair Information

Report#: SSV009253652
Open Date: 11/20/2007
Mileage: 2926
Warr Built Dt: 07/06/2007
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:HEAD LIGHTS FLASH AND THEN GO OUT AND THE RADIO LIGHTING AND DASH LIGHTS FLASH AND GO OUT AT SAME TIME. ANOTHER DEALER REPLACED A BATTERY. TECH SAID THERE IS LIKE 35 CODES STORED IN IT, CHARLES SAID IT MIGHT BE FROM OTHER DEALER CHECK FOR CONCERN. TECH SAID ONLY ACTIVE CODE IS A B210D. U0010 WAS ONE OF THE STORED CODES. CUSTOMER STATES THIS STARTED ACTING UP AFTER DEALER INSTALLED A U-CONNECT KIT. TECH CLEARED THE CODES AND THEY HAVE NOT RETURNED AND TECH CAN NOT DUPLICATE THE CONCERN.

Service Action:ADVISED MIGHT PULL RADIO OUT AND CHECK WIRING AT BACK OF RADIO. CHECK THE BUS AT RADIO.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009230391

Vehicle Information

VIN: 2D8HN54P18R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1192701488)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1907D0600)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 080214

Repair Information

Report#: SSV009230391
Open Date: 11/02/2007
Mileage: 2534
Warr Built Dt: 08/02/2007
Supplier RP:

Dealer Information

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment:VEHICLE NOT AT DEALER, DRIVING HEADLIGHTS GO OUT CLUSTER BLACKS OUT. NO CODES. TECH IS UNABLE TO DUPLICATE CONCERN.
Service Action:RECOMMEND CHECK POWERS AND GROUNDS TO TIPM. CHECK ENGINE GROUND.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV009192652

Vehicle Information

VIN: 2A8HR54PX8R

Model Year: 2008

Make/Model: CHRYSLER

TOWN & COUNTRY LX FWD

RTYP53

Engine: EGL-3.8L V6 OHV Engine (Ser #:1170701792)

Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser

#:K2087D0060)

Plant: WINDSOR ASSEMBLY PLANT

MDH: 081305

Repair Information

Report#: SSV009192652

Open Date: 10/23/2007

Mileage: 124

Warr Built Dt: 08/13/2007

Supplier RP:

Dealer Information

Zone/Cd: 51-36277

Name: LARRY ROESCH CHRYSLER-JEEP-DOD

Address: 200 W GRAND AVE

ELMHURST, IL 601261136

Phone: 630 834-8000

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd
-----	-----------------	------	---------

** No Labor Information Available

Service Narrative Information

Customer Comment:INTERMITTENT BUS PROBLEMS. WHEN THIS OCCURS, THE WIPERS AND HEADLIGHTS CYCLE ON AND OFF TOGETHER. MOST BUS DEPENDENT FEATURES ARE INOP.

MULTIPLE STORED BUS CODES WERE PRESENT. ERASED THE CODES THE PROBLEMS HAVE NOT RETURNED.

Service Action:SEE STAR ONLINE SOLUTION #K10745003.\r\n\r\nADVISED TECH OF THE FOLLOWING FROM LOTUS NOTES:\r\n\r\nCHECK THE MAIN WIRING HARNESS FASTENED TO THE TRANSMISSION FILLER TUBE WITH A TIE STRAP. THE FIXED POSITION OF THAT HARNESS CAUSES IT TO CONTACT THE EXHAUST PIPE, MELTING WIRES AND RESULT IN A SHORT TO GROUND ON ONE OR MORE CIRCUITS THAT ARE DEPENDANT ON WHICH WIRES ARE UNFORTUNATE ENOUGH TO FALL INTO THAT PLACE IN THAT HARNESS. DLR TO HAS MULTIPLE CODES - DLR HAS NOT PROVIDED ONE - DLR TECH SAID THEY CHECKED ALL THE PREVIOUS AREAS THAT WERE SUGGESTED - DLR HAS NOT LOCATED ANY FAILURES - DLR TO PROVIDE A SCAN REPORT WITH THE CODES THAT ARE COMING UP AT THE TIME OF THE FAILURE..

Correction:

QNA - Quality Narrative Analyzer Detail Report
Lease Car Evaluations Report#: 8R101718710A179

Vehicle Information

VIN: 2D8HN44H48R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN HIGHLINE FWD
RTKH53
Engine: EGV-3.3L V6 OHV Engine (Ser #:1151750243)
Transmission: DFF-4-Speed Automatic VLP Transmissi (Ser
#:K1567A2737)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062801

Repair Information

Report#: 8R101718710A179
Open Date: 10/18/2007
Mileage: 3600
Warr Built Dt: 06/28/2007
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:179 Other, Features, Accessories & Controls Problems. THERE WERE TWO INCIDENTS (TWO PEOPLE) WHERE THE IGNITION KEY WAS TURNED ALL THE WAY TO THE RUN POSITION AND THE ENGINE WOULD START AND RUN AS NORMAL. HOWEVER, ALMOST ALL OTHER ELECTRICAL FUNCTIONS WERE NOT OPERABLE INCLUDING WIPERS, HEADLAMPS, TURN SIGNALS, HORN, RADIO, AND HAZARD FLASHERS. THIS SITUATION WAS NOT APPARENT UNTIL THE VEHICLE WAS DRIVEN A

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report
Lease Car Evaluations Report#: 8R101880710A186

Vehicle Information

VIN: 2D8HN54P68R [REDACTED]
Model Year: 2008
Make/Model: DODGE
GRAND CARAVAN PREMIUM FWD
RTKP53
Engine: EGL-3.8L V6 OHV Engine (Ser #:1152700664)
Transmission: DG2-6-Speed Automatic 62TE Transmiss (Ser
#:K1737D0425)
Plant: WINDSOR ASSEMBLY PLANT
MDH: 062902

Repair Information

Report#: 8R101880710A186
Open Date: 10/01/2007
Mileage: 2850
Warr Built Dt: 06/29/2007
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: 186 Other, Interior. FOLLOWING VEHICLE START UP -- ALL ELECTRICAL COMPONENTS WERE INOPERATIVE INCLUDING RADIO, POWER WINDOWS, HEADLAMPS, WIPERS, ETC.
ENGINE STILL OPERATED. ALL COMPONENTS LATER RESUMED OPERATION AND HAVE HAD NO PROBLEMS SINCE.
Service Action:
Correction: