

PE12-032

CHRYSLER

1/9/2013

ENCLOSURE 4 LEGAL
CLAIM

FIELD REPORT PAGE 14,
ENCLOSURE 7 PAGE 172

PE12-032

CHRYSLER

1/9/2013

ENCLOSURE 4

Legal Claims

MATTER #	1231353
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	21178071
DATE OF INCIDENT	N/A
DATE OF NOTICE	7/30/11
MODEL/MODEL YEAR	2011 JEEP PATRIOT FWD SPORT UTILITY 4-DOOR
VIN	1J4NT1GA9BD [REDACTED]
MILEAGE	298
OWNER	MRS [REDACTED]
COURT	None
DOCKET #	None
ALLEGED DEFECT DESCRIPTION	Engine Stall The owner alleges that her vehicle stalls out while turning or slowing down to stop on two occasions.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	Dealer could not duplicate the concern. Dealer reported that the anti-lock brake model was replaced after a vehicle inspection and the owner later informed the dealer that the vehicle was running good.

MATTER #	1225506
FILE TYPE	Legal Claim
FILE NAME	MISS [REDACTED]
CAIR #	21381782
DATE OF INCIDENT	N/A
DATE OF NOTICE	9/23/11
MODEL/MODEL YEAR	2011 JEEP PATRIOT 4X4 SPORT UTILITY 4-DOOR
VIN	1J4NF1GB0BD [REDACTED]
MILEAGE	2500
OWNER	MISS [REDACTED]
COURT	None
DOCKET #	None
ALLEGED DEFECT DESCRIPTION	Engine stall; difficult to start. The owner alleges that her vehicle is difficult to start and stalls randomly.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	Dealer was unable to duplicate the stalling condition.

MATTER #	1226440
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	21619693
DATE OF INCIDENT	N/A
DATE OF NOTICE	12/1/11
MODEL/MODEL YEAR	2011 JEEP PATRIOT FWD SPORT UTILITY 4-DOOR
VIN	1J4NT1GA0BD [REDACTED]
MILEAGE	6265
OWNER	MR. [REDACTED]
COURT	None
DOCKET #	None
ALLEGED DEFECT DESCRIPTION	Engine Stall The owner alleges that while travelling in heavy stop and go traffic he attempted to come to a stop when his engine stalled and his brakes failed, causing him to rear-end the vehicle in front of his vehicle.
CRASH	Yes
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	An inspection revealed ¹ the brakes to be functioning properly and the owner's complaint could not be verified.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

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SPECIAL INVESTIGATIONS

June 4, 2012

VIA CERTIFIED MAIL

Chrysler Group, LLC
Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

RE: [REDACTED] v. Chrysler Group LLC

Vehicle: 2011 Jeep Patriot
VIN: 1J4NT1GA9BD [REDACTED]
Our File No.: F120106JHA

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the federal Magnuson-Moss Warranty Act and/or the Florida Lemon Law with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

You are hereby notified that any settlement made with our client must include compensation for all statutory and other relief available to a consumer. If you settle directly with our client and do not make arrangements for payment of all damages, fees, and costs, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. You are hereby notified that these defects and non-conformities include, but are not limited to:

1. Defective engine as evidenced by the vehicle intermittently stalling while turning and slowing down;
2. Defective steering and/or suspension system as evidenced by the defective steering column rivets;
3. Defective brakes as evidenced by the vehicle's inability to stop when applying brakes;
4. All additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of your written warranty

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Although it is my client's contention that you have already been provided with sufficient opportunities to repair the subject vehicle by the tendering of the vehicle to your dealers as directed in your warranty, if you are interested in performing further repairs to the vehicle, please contact me to make appropriate arrangements to do so. If I do not hear from you within ten (10) days I will presume you are uninterested in performing any further repairs to the vehicle.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Unless you repurchase my client's vehicle and return all payments made by my client on the vehicle, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the

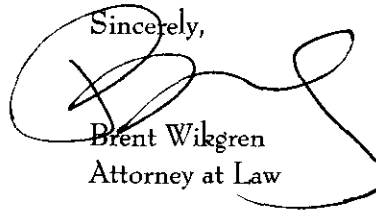
June 4, 2012

car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, please contact me. If this matter is not resolved within ten (10) days from the date of this letter, you are hereby put on notice that a lawsuit will be filed.

Sincerely,

A handwritten signature in black ink, appearing to read "Brent Wikgren", is written over the typed name. The signature is stylized and somewhat cursive.

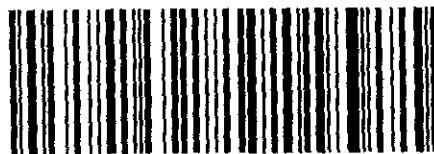
Brent Wikgren
Attorney at Law

BW/df

cc: [REDACTED]

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October 7, 2011

Chrysler Group, LLC
Attn: Legal Department
PO Box 21-8004
Auburn Hills, MI 48321

RECEIVED

OCT 11 2011

SPECIAL INVESTIGATIONS

RE: [REDACTED] v. Chrysler Group LLC

Vehicle: 2011 Jeep Patriot

VIN: 1J4NF1GB0BD [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective transmission as evidenced by long hesitation when shifting out of first gear;
2. Defective engine as evidenced by difficulty starting vehicle and vehicle stalling;
3. Defective body and trim as evidenced by vibration from the passenger side visor area; and
4. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

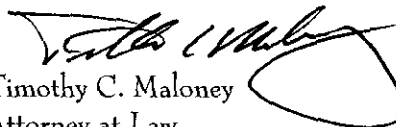
If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

October 7, 2011

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,



Timothy C. Maloney
Attorney at Law

TCM/tcm

CC: [REDACTED]

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Chrysler Group LLC
Customer Assistance Center
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Auburn Hills MI 48321-8004

PE12-032

CHRYSLER

1/9/2013

ENCLOSURE 4

Field Report Summary

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012645717

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GB2BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1168120091)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q1541M0605)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 062314

Report#: SSV012645717
Open Date: 12/30/2012
Mileage: 12405
Warr Built Dt: 06/23/2011
Supplier RP:

Zone/Cd: 71-06333
Name: MCCUNE CHRYSLER JEEP DODGE
Address: 2340 NATIONAL CITY BLVD
 NATIONAL CITY, CA 919506508
Phone: 619 477-1101

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: INTERMITTENT STALL AND VEHICLE LOOSES POWER
Service Action: DANIEL NO KNOWN COMMON ISSUES OR REPORTED CASES FOR THIS CONCERN ADVISE NEED TO DUPLICATE THE CONCERN. CUSTOMER DID NOT HAVE TIME LEFT WITH VEHICLE
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012745424

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJPBA0CD [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1090220132)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q0812M1271)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 040519

Report#: SSV012745424
Open Date: 11/13/2012
Mileage: 2686
Warr Built Dt: 04/05/2012
Supplier RP:

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: ENGINE DIES AT OR COMING TO A STOP FLUID LEVEL IS GOOD, 40MM AT 160 DEGREES

Service Action: GEORGE, ENSURE THAT THE TRANSMISSION FLUID LEVEL IS CORRECT. IF IT IS LOW THE TCC MAY NOT DISENGAGE AND CAN CAUSE THIS TYPE OF CONCERN. GEORGE, IT WILL BE NECESSARY TO DUPLICATE THIS CONCERN. WHEN THE CONCERN OCCUR MAKE A RECORDING OF THE EVENT. LOOK FOR ANY ERRATIC OR DROPPED OUT READINGS. UNABLE TO DUPLICATE CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012714136

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GB7BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1018110264)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q0541M0672)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 031417

Report#: SSV012714136
Open Date: 11/11/2012
Mileage: 20706
Warr Built Dt: 03/14/2011
Supplier RP:

Zone/Cd: 66-41650
Name: NATIONAL DODGE CHRYSLER JEEP R
Address: 2223 N MARINE BLVD
 JACKSONVILLE, NC 28546
Phone: 910 347-3777

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: VEHICLE STALLS AND CUTS OFF WHILE DRIVING AND AT STOP LIGHT
Service Action: KRISTOPHER , I WANT YOU TO VERIFY THE STALLING CONCERN BEFORE ATTEMPTING TO REPAIR . POSSIBLE FUEL TRANSFER ISSUE SIDE TO SIDE AND THE VEHICLE MAY BE RUNNING OUT OF FUEL . CHECK AND INSPECT THE CHARCOAL CANISTER FOR EVIDENCE OF RAW FUEL . MAKE SURE THE PCM IS UP TO DATE . CHECK THE ENGINE HARNESS FOR A RUB THRU UNDER THE ENGINE COVER . THANKS DARRIN . NO PROBLEM FOUND
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012746533

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA5BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1274020192)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q2670M0210)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 100508

Report#: SSV012746533
Open Date: 11/11/2012
Mileage: 22019
Warr Built Dt: 10/05/2010
Supplier RP:

Zone/Cd: 66-26118
Name: KEFFER CHRYSLER JEEP DODGE
Address: 8214 E INDEPENDENCE BLVD
 CHARLOTTE, NC 282277777
Phone: 704 532-1050

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: INTERMITTENT STALL IN SLOW TURNS.

Service Action: JOHN NO KNOWN COMMON ISSUES FOR THIS CONCERN ADVISE INSPECT CANNISTER/LINES FOR SIGNS OF FUEL AND PURGE FOR STICKING. VERY INTERMITTENT.
 REPLACED PURGE SOLENOID AND CUSTOMER WILL LET ME KNOW IF IT OCCURS AGAIN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012534433

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJRFB9CD [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 PATRIOT LATITUDE 4X4
 MKJM74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1322110484)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q3111Q0243)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 112200

Report#: SSV012534433
Open Date: 11/08/2012
Mileage: 13240
Warr Built Dt: 11/22/2011
Supplier RP:

Zone/Cd: 66-68479
Name: NABER CHRY-DODGE-JEEP INC
Address: 5660 MAIN STREET
 SHALLOTTE, NC 28470
Phone: 910 754-2811

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATS VEHICLE DIES WHILE DRIVING!! PULLED OFF ROAD RESTARTED VEHICLE DROVE 1 MILE AND VEHICLE SHUT OFF AGAIN!! RESTARTED NOW VEHICLE DRIVES NORMALLY. I DROVE THE VEHICLE AND RUN SCAN NO CODES AGAIN! DO YOU HAVE ANY IDEA OF THIS GOING ON WITH ANY OTHER PATRIOT WITH A 2.4

Service Action: ROBERT MONITOR THE SWITCH STATE IN THE TIPM. MAKE SURE IT IS NOT SWITCHING TO OFF WHEN THIS HAPPENS. YOU COULD HAVE AN ISSUE WITH THE WCM OR THE IGN SWITCH. J.P. REPLACED WCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012797904

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJRFB9CD [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 PATRIOT LATITUDE 4X4
 MKJM74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1356110524)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q3261Q0023)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 122321

Report#: SSV012797904
Open Date: 11/08/2012
Mileage: 14753
Warr Built Dt: 12/23/2011
Supplier RP:

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT WHILE DRIVING VEHICLE STOPPED RUNNING. ATTEMPTED TO RESTART VEHICLE AND WOULD CRANK BUT WOULD NOT. CUSTOMER NOTICED THAT WOULD STALL WHEN VEHICLE HAD 1/4 TANK

Service Action: MICHAEL, YOU WILL NEED TO DUPLICATE THIS ISSUE BEFORE ANY DIAG.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012625401

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJPBA3CD [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1123221546)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q1232Q0075)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 050713

Report#: SSV012625401
Open Date: 10/07/2012
Mileage: 2205
Warr Built Dt: 05/07/2012
Supplier RP:

Zone/Cd: 63-44690
Name: MARK DODGE, CHRYSLER, JEEP, LL
Address: 3777 GERSTNER MEMORIAL DRIVE
 LAKE CHARLES, LA 70607
Phone: 337 474-2640

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: VEH DIES OUT WHILE DRIVING BEFORE LOADING CO-PILOT I GOT IT TO DIE OUT ONE MORE TIME.C121C CODE RETURNED.LOADED CO-PILOT VEH WILL NOT DIE OUT AGAIN SO FAR

Service Action: STEVE NO KNOWN COMMON ISSUES OR REPORTED CASES FOR THIS CONCERN ADVISE INSPECT CANNISTER/LINES FOR SIGNS OF RAW FUEL AND INSPECT PURGE FOR STICKING,MONITOR CAM AND CRANK SENSORS,INSPECT WIRING AND CONNECTORS FOR ANY ISSUES. STEVE THE C121C CODE IS SETTING BECAUSE IT STALLED DONT WORRY ABOUT THAT CODE ADVISE IF POSSIBLE SEND CUST OUT WITH DATA RECORDER. .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012522837

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NF1GB3BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT 4X4
 MKJE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1278010418)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q2630M1142)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 101108

Report#: SSV012522837
Open Date: 09/30/2012
Mileage: 5101
Warr Built Dt: 10/11/2010
Supplier RP:

Zone/Cd: 42-36464
Name: TOM O'BRIEN CHRYSLER JEEP DODG
Address: 750 US 31 N
 GREENWOOD, IN 461423933
Phone: 317 881-6791

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATE CAR DIED WHILE DRIVING. CAR WAS TOWED WRECKER DRIVER STATES STARTED FINE WHEN PICKED UP AND DROPPED OFF OK I WILL RECHECK CKP SENSOR WIRING AND CHECK WIRING AND CONNECTION AT PCM. I WILL INFORM YOU OF MY FINDINGS. I REPLACED PCM YESTERDAY AFTER DOUBLE CHECKING THE WIRING TO THE CKP AND THE PCM. ALL APPEARED OK. PERMISSION WAS GIVEN BY THE OWNER FOR ME TO CDRIVE THE VEHICLE HOME LAST NIGHT. I DROVE IT FROM THE DEALERSHIP TO MY HOUSE WHICH WAS APPROX. 17-18 MILES ONE WAY WITH NO ISSUES. DROVE THE VEHICLE BACK TO WORK ANOTHER 17-18 MILES WITH NO ISSUES PARKED JEEP IN FRONT OF MY BAY DOOR WITH IT STILL RUNNING. CAME INSIDE AND OPENED GARAGE DOOR AND ENGINE HAD STALLED STARTED RIGHT BACK UP WITH ENGINE LIGHT ON AND ONCE AGAIN STORED DTC FOR CKP CIRCUIT P0335. LOAD TESTED ALL CKP CIRCUITS WITH L.E.D. TEST LIGHT 5V CIRCUIT WILL NOT LIGHT INCANDESCENT BULB NOT ENOUGH VOLTAGE. CHECKED ALL CIRCUITS AGAIN PER FLOW CHART FOR P0335. VOLTAGES RESISTANCE ETC. ALSO LOOKED AT WIRING AGAIN.

UNABLE TO FIND ANY CHAFES RUBS ETC. ALSO I HAD ALREADY REPLACED ECM/PCM AND TEST DROVE IT 40 MILES PARKED IT AND LEFT IT IDLING. WIRING HARNESS OR INTERNAL ENGINE FAILURE OF TONE-WHEEL ONLY POSSIBLE OPTIONS.WHAT DIRECTION DO YOU WANT ME TO GO NOW WHEN CAR WAS LEFT IDLING AFTER TEST DRIVE ENGINE DIED SHORTLY AFTER WITH STORED FAULT AGAIN P0335. HOWEVER ALWAYS STARTS BACK UP OK WILL BE IN TOUCH I REPLACED ECM WIRING HARNESS PART# 68068202AC THAT INCLUDES CKP SENSOR CONNECTOR AND CORRESPONDING ECM CONNECTOR ALONG WITH SEVERAL OTHER CONNECTORS. CAR STARTED RAN FOR 20 MINUTES I DROVE IT AROUND THE BUILDING THEN PARKED IT IN MY BAY LEFT CAME BACK 5 MINUTES LATER AND IT HAD STALLED AGAIN. STARTED RIGHT BACK UP WITH NO MIL. DIED AGAIN I STARTED A THIRD TIME RPMS UP AND DOWN AND THEN STALLED AGAIN. ACTIVE P0335 THIS TIME AND NOW PENDING P1607 INTERNAL SHUT DOWN TIMER RATIONALITY. DID YOU WANT ME TO REPLACE THE PCM A SECOND TIME ALONG WITH THE HARNESS YES CKP WAS REPLACED. I HAVE STARTED IT SEVERAL TIMES TODAY AND IT WILL USUALLY DIE WITHIN 10-15 MINUTES. I DROVE IT ABOUT 5 MILES TODAY AND IT WAS FINE. SEEMS TO ONLY HAPPEN AT IDLE. I SENT TWO RECORDINGS TO YOU ABOUT 1:00 P.M. SET TO TRIGGER OFF OF P0335. JEEP DIED TWICE THIS MORNING WITHOUT SETTING ANY FAULTS. STARTED RIGHT BACK UP WITH NO ISSUES. I DROVE THE CAR APPROXIMATELY THREE TO FOUR MILES. AND THEN PARKED IT AND LEFT IT RUNNING FOR ABOUT FIFTEEN MINUTES AND IT DIED. I STARTED IT BACK UP RPMS FLARED AND THEN IT DIED. I STATED AGAIN RPMS FLARED BUT THIS TIME IT STAYED RUNNING BUT IDLING AT 1500 AND TRAC LIGHT AND THROTTLE LIGHTS WERE ON. I DROVE IT BACK TO SHOP WITH LIMITED THROTTLE AND ALL OTHER FACTORS THAT ARE RELATED TO THIS CONDITION(THROTTLE LIGHT) ALSO P2172 ACTIVE P0335 STORED AFTER IGNITION CYCLE AND C121C ACTIVE. I AM YET TO HEAR BACK FROM ANYONE CHRYSLER REPS NOW CALLING DEALER TO INQUIRE ABOUT VEHICLE STATUS. CAN YOU PLEASE LET ME KNOW IF YOU RECEIVED MY RECORDINGS AND WHAT I NEED TO DO NEXT CALL WHEN YOU CAN I WILL BE WAITING. ATTEMPTED TO PERFORM FUEL PRESSURE/VOLUME TESTS YESTERDAY. HOOKED UP GAS VOLUME TESTER #8978 WHEN I TRIED TO START THE CAR IT WOULD CRANK BUT NOT START. FUEL PRESSURE WAS GOOD 58PSI. REMOVED 8978 TOOL THINKING MAYBE TOOL FAILURE OR ATTACHED IMPROPERLY TO CAR. STILL WOULD NOT START. AND NO DTC S WERE SETTING. FINALLY I UNPLUGGED THE CAM SENSOR AND IT STARTED RIGHT UP. I SHUT OFF IT STARTED A SECOND TIME. THEN I PLUGGED THE CAM SENSOR BACK IN AND IT HAS STARTED FINE SINCE. ATTACHED 8978 BACK TO CAR FUEL PRESSURE HOLDING STEADY AT 58 PSI. NOW CAR TRIES TO DIE BUT MANAGES TO KEEP ITSELF RUNNING.KEY OFF NORMAL VOLUME FROM RAIL. PERFORMED PRESSURE AND VOLUME TESTS WITH SCAN TOOL AS WELL JUST TO VERIFY. AGAIN 58 PSI AND WELL OVER THE 417 ML PER SECOND SPEC FOR 4 CYL. I WOULD LIKE TO REPLACE THE CAM SENSOR I REPLACED THE FRONT CAM SENSOR THIS WAS THE ONE I HAD UNPLUGGED TO GET THE CAR TO START YESTERDAY.TEST DROVE CAR MAKING THREE SHORT STOPS 10-20 MINUTES AT A TIME. CAR DIED ON THE WAY TO MY FIRST STOP AFTER ABOUT THREE MILES.DID NOT RUN ROUGH OR ANY SYMPTOMS BEFORE DYING JUST QUIT RUNNING LIKE KEY WAS SHUT OFF.RESTARTED WITH OUT ISSUE.DIED AGAIN ABOUT ONE MILE FURHTER AGIAN SAME SYMPTOMS RESTARTED FINE.MADE A 30 MINUTE STOP CAE DIED AGAIN AS I WAS BACKING OUT OF PARKING LOT WITH SAME SYMPTOME RESTARTED FINE LEFT LOT DROVE ABOUT 200 FT. CAR DIED AND WOULD CRANK BUT NOT START.HAD TO UNPLUG FRONT CAM SENSOR TO GET CAR TO START SET DTC S P0335 AND C121C AGAIN RAN POORLY WITH TRAC AND ENGINE LIGHTS ON AT NEXT STOP I CYCLED THE IGNITION KEY SO THROTTLE RESPONSE WOULD RETURN. RAN OK AFTER DROVE ANOTHER 6 MILES OR SO MAKING ONE MORE FIVE MINUTE STOP CAR RESTARTED FINE WITH NO ISSUES RETURNING TO DEALER.SWAPPED CAM SENSOR THAT WAS REMOVED FROM FRONT BANK WITHREAR BANK AND TEST DROVE APPROXIMATELY 5 MILES WITH NO ISSUES. GOING TO ASK TO DRIVE CAR HOME TONIGHT AND BACK TO WORK IN THE MORNING WILL UPDATE CASE TOMORROW OR MONDAY. DROVE CAR HOME LAST NIGHT AND BACK TO WORK THIS MORNING WITH NO ISSUES.GOING

TO TAKE CAR HOME AGAIN TONIGHT AND BACK MONDAY TO PUT SOME MORE MILES ON IT. I WILL UPDATE THE CASE MONDAY MORNING. DROVE THE CAR OVER THE WEEKEND WITH NO ISSUES. I HAVE PUT 120 MILES ON THE CAR SINCE FRIDAY AFTERNOON WHEN I REPLACED THE REAR/BACK CAMSHAFT POSITION SENSOR. I FEEL CONFIDENT AT THIS POINT THAT THE CAR IS FIXED.I AM READY TO RETURN THE VEHICLE TO THE CUSTOMER. WELL I ASSUME THEY REQUESTED YOUR ASSISTANCE BECAUSE THEY WERENT ABLE TO ASSIST ME IN REPAIRING THE VEHICLE!AND THE FACT THAT THE CASE WAS OPENED A MONTH AGO AND THE AGENT REQUESTED DATA RECORDINGS AND THEN WHEN I SENT THEM HE DECIDED TO GO ON VACATION FOR A WEEK! AND APPARENTLY NO ONE IN HIS DEPARTMENT CAN BE A TEAM PLAYER AND CHECK THE CASE STATUS IN HIS ABSENCE HOWEVER I WISH THEY WOULD HAVE SENT THE CASE TO YOU ALOT SOONER SO THAT TOGETHER YOU AND I COULD HAVE POSSIBLY RESOLVED THE ISSUE SOONER. AND YES..TO CONFIRM I BELIEVE THE CAR IS FIXED. THE LAST REPAIR I MADE WAS REPLACING THAT REAR CAM SENSOR! HOWEVER NO CAM SENSOR DTC S WERE EVER SET. THE CAR EVENTUALLY GOT TO WHERE IT WOULD INTERMITTENTLY CRANK BUT NOT START. WHEN THIS HAPPENED I HAD THE IDEA OF UNPLUGGING THE CAM SENSOR AND THE CAR WOULD START AND RUN. THIS IS WHAT PROMPTED ME TO REPLACE THE CAM SENSOR.THE ORIGINAL CONCERN WAS THE CAR WOULD DIE AT IDLE LIKE THE KEY WAS TURNED OFF AND WOULD SET P0335 CKP FAULT.

Service Action:DAVID IF YOU ALL CAN T DUPLICATE THE CONDITION HANGING PARTS COULD PLEASE CONECTIONS AT ECM BEING SO NEW AND WIRNG FOR CHAFFING AROUND CKP, IF OK GO AHEAD WITH PCM. DAVID THANKS FOR THE UPDATE AND PLEASE LET US KNOW IF YOU NEED ANYTHING ELSE. DAVID IF P335 IS STILL SETTING CODE P0335 LET LOAD TEST ALL WIRING TO CKP AND AT ECM. IF OK TRY AN ECM . DAVID PLEASE REPLACE ECM / ENGINE WIRE HARNESS. I FEEL IT WAS A TONE CONCERN IT WOULD HAPPEN MORE. DAVID THANKS AND WE LL BE HERE. LET US KNOW HOW IT TURN OUT. DAVID WITH THIS BEING SO INTERMITTENT WE NEED TO SET IT UP FOR A DATA RECORDING TO GET IT TO TRIGGER AT THE STALL, LAB SCOPE THE CKP AT THE TIME OF THE STALL. IS THE CKP CODE CAUSING THE STALL ARE IS IT SETTING AFTER THE STALL. IF YOU HAVE A METER WITH MIN MAX RECORDER ON IT THE CHECK THE POWER AT THE ECM. I COULD BE MISSING IT BUT THE CKP WAS REPLACED DAVID AS YOU KNOW UNTIL WE CAN SEE SOMETHING WE ARE GUESSING WE HAVE THE P0335 THAT MAY HELP AS STARTED GRAPH THE SIGNAL, USE A MIN/MAX VOLT METER TO VERIFY WE DON T LOSE THE VOLTS. DON T FEEL ITS THE TONE WHEEL CONCERN TO INTERMITTENT. I M SORRY UNTIL WE GET SOMETHING TO GO WITH WE ARE STUCK I LL HAVE MY MASTER CONSULTANT REVIEW THE CASE FOR ANY OTHER INPUTS. DAVID I WAS OUT ALL LAST WEEK SORRY ABOUT THE DELAY. I WILL ESCALATE THE CASE TO MASTER CONSULTANT. DAVID, ADVISED TO RESUBMIT TO THE CASE ONCE YOU ARE AVAILALBE TO DISCUSS THE CONCERN. AT THAT POINT I WILL PLACE A CALL TO YOU. DAVID, ADVISED TO MONOTOR FUEL PRESSURE AND VOLUMNE WHEN THE STALL OCCURS. ADVISED POSSIBLE FUEL TRANSFER ISSUE IN TANK. DAVID, ADVISED TO REPLACE THE CAM SENSOR AND RE EVALUATE. DAVID, UPDATE THE CASE AS NECESSARY. DUE TO LACK OF FORWARD PROGRESS AND MULTIPLE REPAIR ATTEMPTS-WILL FORWARD CASE TO MASTER CONSULTANT FOR REVIEW. DAVID, THIS CASE WILL BE ESCALATED TO THE NEXT LEVEL OF SUPPORT. YOU WILL BE CONTACTED. THE CASE WAS ESCALATED TO TAPS. ACCORDING TO THE LAST ENTRY YOU BELIEVE THAT THE CONCERN HAS BEEN RESOLVED AND ARE RETURNING THE VEHICLE TO THE CUSTOMER...I AM NOT UNDERSTANDING WHY MY ASSISTANCE WAS REQUESTED BY STAR. PLEASE CONFIRM THE CURRENT STATUS OF THE VEHICLE, AND IF MY ASSISTANCE IS REQUIRED. THANK YOU....PAUL HI DAVID, THANK YOU FOR GETTING BACK WITH ME. THE CASE WAS VERY CONFUSING TO ME WHEN I READ IT AS WELL, AND I CAN UNDERSTAND YOUR FRUSTRATION! I AM JUST GLAD THAT YOU WERE ABLE TORESOLVE THE CONCERN. AGAIN THANKS FOR YOUR UPDATE...PAUL REAR CAMSHAFT POSITION SENSOR

Correction:



QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012650301

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJPFA0CD [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 PATRIOT LATITUDE FWD
 MKTM74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1322121633)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q3091Q0199)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 112117

Report#: SSV012650301
Open Date: 09/26/2012
Mileage: 1507
Warr Built Dt: 11/21/2011
Supplier RP:

Zone/Cd: 70-45469
Name: PRESTIGE CHRYSLER JEEP DODGE L
Address: 6520 CENTENNIAL CENTER BLVD
 LAS VEGAS, NV 891494571
Phone: 702 939-8200
 702 309-8000

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: VEHICLE LOST POWER WHEN TURNING CORNER AND TRYING TO ACCEL NOW HAS NO REV OK ILL PUT THE PAN BACK ON WE HAVE PICS OF THE METAL DO YOU KNOW IF THERE IS ANY LABOR OPS THAT ARE FOR CVT BECAUSE EVERYTIME WE GET ONE WE HAVE TO SPEND 2 TO 3 HOURS DOING DIFFERENT STUFF BEFORE WE CAN REPLACE A CVT TRANS REINSTALLED PAN REFILL FLUID WITH 27 WAY CONNECTOR VEHICEL DOES MOVE BUT THE PAN STILL HAS METAL IN IT BUT IT DOES GO INTO GEAR NOW MY CELL IS 775-342-8806 BRAIN WE SENT THE REQUEST TO REPLACE THE TRANS AND COOLER BECAUSE OF THE METAL IN THE PAN THERE RESPONSE IS TO REPLACE THE 27 WAY CONNECTOR I DONT KNOW HOW THIS IS GONA FIX WHAT BROKE AND REMOVE THE METAL IN THE PAN PLEASE TELL ME WHAT WE NEED TO DO TO GET THIS AUTH

Service Action: MIKE START THE VEHICLE AND PULL THE 22 WAY CONTROL PLUG AT THE TRANS. DOES IT NOW ENGAGE GEAR AND MOVE IT WILL NATURALLY BE IN A LIMP-IN STATE BUT I M CURIOUS TO KNOW IF IT WILL NOW MOVE - BRIAN MIKE I TRIED CALLING INTO SERVICE BUT NO ONE ANSWERED. SEND ME A DIRECT NUMBER TO YOU SUCH AS A CELL

NUMBER - BRIAN STAR SPOKE WITH MIKE. MIKE STATES THERE IS SEVERE METAL CONTAMINATION IN THE FLUID AND PAN. STAR ADVISED MIKE TO REPLACE THE TRANS AND COOLER. PLEASE FOLLOW EFILES DOC D-11-68 - BRIAN MIKE, ADVISED THAT YOU NEED TO CALL POWERTRAIN SERVICE CENTER 1-866-262-8517 TO TELL THEM YOU HAVE METAL IN THE PAN ON THIS CVT TRANSMISSION. TRANS WAS REPLACED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012591426

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJRFB2CD [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 PATRIOT LATITUDE 4X4
 MKJM74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1049210960)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q0352M1363)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 022211

Report#: SSV012591426
Open Date: 09/23/2012
Mileage: 6991
Warr Built Dt: 02/22/2012
Supplier RP:

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE WILL STALL AT TIMES, HAS DONE IT HOT AND COLD.

Service Action: ANDREW NO KNOWN COMMON ISSUES OR REPORTED CASES FOR THIS CONCERN ADVISE INSPECT CANNISTER/LINES FOR SIGNS OF FUEL AND INSPECT PURGE FOR STICKING POSSIBLE CUSTOMER IS OVERFILLING THE VEHICLE AT TIMES. I WILL FORWARD THIS INFO TO THE ADVISOR, THANKS.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012453893

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJPFA1CD [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 PATRIOT LATITUDE FWD
 MKTM74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1335121587)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q3191M1031)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 120514

Report#: SSV012453893
Open Date: 09/16/2012
Mileage: 1603
Warr Built Dt: 12/05/2011
Supplier RP:

Zone/Cd: 51-60428
Name: BETTENHAUSEN CHRYSLER JEEP
Address: 15941 S 94TH AVE
 ORLAND PARK, IL 604625522
Phone: 708 460-5337

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE BOGGS OUT AND LOOSES POWWER AND WILL DIE. ALSO VEHICLE FEELS LIKE ITS BEING REAR ENDED COMING TO A STOP.

Service Action: TIM NO KNOWN COMMON ISSUES FOR THIS CONCEN ADVISE IF NO CODES AND YOU ARE UNABLE TO DUPLICATE SEND CUSTOMER OUT WITH THE DATA RECORDER TO DUPLICATE THE CONCERN. .

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012572670

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJRBB6CD [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 PATRIOT 4X4
 MKJE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1021220073)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q0112M1153)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 012409

Report#: SSV012572670
Open Date: 08/17/2012
Mileage: 6102
Warr Built Dt: 01/24/2012
Supplier RP:

Zone/Cd: 71-68682
Name: LARRY GREEN CJD, INC.
Address: 390 S BROADWAY
 BLYTHE, CA 922252802
Phone: 760 921-8900

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: VEHICLE DIES GOING DOWN ROAD VEHICLE DOES NOT RESTART UNTIL 2 AND A HALF HOURS LATER. LIGHTS WILL COME ON, BUT WILL NOT START. VEHICLE WILL MAKE A BUZZING SOUND FROM INSIDE THE VEHICLE. I VE DRIVIN IT 20 MILES WITH NO DUPLICATION. ENGINE CRANKS, BUT DOESN T START

Service Action: BRIAN, WHEN THE VEHICLE DIES IS IT LIKE THE KEY IS GETTING SHUT OFF, DOES THE VEHICLE RESTART OK. BOB W BRIAN, WE ARE COING TO NEED A DUPLICATION DURING THIS CRANK NO START ARE WE MISSING FUEL OR SPARK. WITH NO P CODES IT S JUST A GUESS. BOB W COULD NOT DUPLICATE CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012574583

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJPCB8CD [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 PATRIOT LIMITED FWD (LHD)
 MKTH74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1012221490)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q3541M0091)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 011810

Report#: SSV012574583
Open Date: 08/17/2012
Mileage: 6941
Warr Built Dt: 01/18/2012
Supplier RP:

Zone/Cd: 66-60068
Name: LAKE NORMAN CHRYSLER JEEP DODG
Address: 20700 TORRENCE CHAPEL RD
 CORNELIUS, NC 280316318
Phone: 704 896-3800

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: ON TURNING LEFT CAR WILL SHUT OFF INSPECTED FOR UPDATE ON PCM UP TO DATED NO FLASH,NO AFTERMARKET EQUIPMENT,ROAD TESTED WITH MANAUL FUEL PRESSURE GAGAE DID NOT SEE NO DROP IN FUEL PRESSURE ON ROAD TEST.BUT COULD NOT GET VEHICLE TO STALL DROVE 8 MILES TWO DIFFERANT TIMES MAKING STOPS AND LEFT TURNS.PERFORMED INSPECTION OF FUEL LINE BEFORE I DROVE VEHICLE AND CHECKED ENGINE WIRE HARNESS ROUTING AND WIGGIL HARNESS STILL NO STALL OR CODES .I WILL TRUN TO CUSTOMER AT THIS TIME .

Service Action: RUSSELL, ENSURE THAT THE PCM IS AT THE LATEST CALIBRATION. INSPECT FOR ANY AFTERMARKET EQUIPMENT. IF ANY IS PRESENT REMOVE THE SYSTEMS AND RETEST. IF NO SYSTEMS ARE FOUND MONITOR FUEL PRESSURE WITH A MANUAL GAUGE WHEN STALL OCCURS. MOST GAUGES WILL HAVE A HOSE LONG ENOUGH TO SAFELY ROUTE THE GAUGE BETWEEN THE HOOD AND COWL SO A PASSENGER CAN SEE THE GAUGE WHILE DRIVING. IF FUEL PRESSURE DROPS INSPECT FOR A KINKED OR

INCORRECTLY ROUTED FUEL TRANSFER HOSE. THANKS FOR THE UPDATE RUSSELL. IF YOU REQUIRE FURTHER ASSISTANCE PLEASE FEEL FREE TO CONTACT US. NOT ABELL TO REALY DUPLICATE STALLING ON LEFT TURNS ONE TIME I FELT LIKE IT WAS BUT DID NOT STALL.

Correction:

Field Engineer Analysis Report



Images: 3

Issue Number: WT4990JS293123
 Business Group: Quality Field Engineer
 Location: Baltimore
 Issue Type: Non-Powertrain
 Category: Reliability
 Reported By: Stone, Jeffrey
 Phone: +1 248 766 3986
 Created On: 10/19/2012



Fuel pump module assemblies and cross over tube

When installed in the tank this tube has a very sharp bend here

VIN CD [REDACTED] Miles 13244

CONCERN #1

Customer Concern:

The customer states the vehicle will intermittently stall out when the fuel gauge reads 1/4.

Root Cause:

There is a suspected issue with the fuel pump assemblies and fuel transfer system.

DTCs: None

P/N: RL183202AB, 5183204AA, 5105327AA
 LOP: 14500106, 14500107, 14701003

Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
MK	CD [REDACTED]	13244	020910	54194	ED3 1035 2214 96	DAV Q026 2M1 507	

Field Engineer Analysis Report



Issue Number: WT4990JS293123
 Business Group: Quality Field Engineer
 Location: Baltimore
 Issue Type: Non-Powertrain
 Category: Reliability
 Reported By: Stone, Jeffrey
 Phone: +1 248 766 3986
 Created On: 10/19/2012

Images: 3



Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
MK	CD [REDACTED]	13244	020910	54194	ED3 1035 2214 96	DAV Q026 2M1 507	

Fuel pump module and tube part numbers

Cost of repair: \$489.78
 Keywords: DesignIssue, SupplierQuality
 CSA audit level: D100

Repair Action:

Both fuel pump assemblies and the fuel cross over tube were replaced.

Details: This customer was referred to the dealer by Tim McDonald in the powertrain quality group. The customer has been having this problem with the vehicle stalling out while driving typically when the fuel level gets down to 1/4. The customer has been observing this issue when driving in hotter climates and higher altitudes. They just moved into this area and the powertrain group wanted to get new fuel pump module assemblies into the vehicle and have the original returned for testing. The vehicle was driven in a counterclockwise direction to force the fuel into the right side of the fuel tank. The vehicle was then idled for 10 minutes to

Field Engineer Analysis Report



Issue Number: WT4990JS293123
 Business Group: Quality Field Engineer
 Location: Baltimore
 Issue Type: Non-Powertrain
 Category: Reliability
 Reported By: Stone, Jeffrey
 Phone: +1 248 766 3986
 Created On: 10/19/2012

Images: 3



Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
MK	CD [REDACTED]	13244	020910	54194	ED3 1035 2214 96	DAV Q026 2M1 507	

monitor the fuel sending unit to verify fuel transfer from the right side to the left side. It appeared everything functioned correctly during monitoring. Before removal of the pump assemblies voltage drop tests were performed on the pump supply voltage from the TIPM to the fuel pump. The voltage supplied at the TIPM connector was 14.0v and the voltage supply at the fuel pump connector was 13.4v. After removal of the assemblies we examined the pump assemblies and the fuel crossover tube, it appeared that the fuel crossover tube has a very sharp bend in it on the left side of the fuel tank about 4-6 inches before it connects to the fuel pump module. There is some concern on my part whether this is affecting the transfer of fuel from the right side of the tank over to the left side when there are large temperature and altitude changes. The point of the sharp bend is pointed out in the photo. The image could not be captured while the pump modules were in the fuel tank. The parts are being fast tracked to the powertrain group.

TSB Group: 14 **Repair Successful: Y**

Field Engineer Analysis Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
5105327AA	TUBE -FUEL TRANSFER	1	0.00		01/01/0001
5183204AA	LEVEL UNI-AUXILIARY LEVEL UNIT	1	0.00		01/01/0001
5183204AA	LEVEL UNI-AUXILIARY LEVEL UNIT	1	0.00		
RL183202AB	MODULE -FUEL PUMP LEVEL UNIT	1	0.00		01/01/0001

QNA - Quality Narrative Analyzer Detail Report Customer Promoter Score Report#: BD28059108

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NF1GB0BD [REDACTED] **Report#:** BD28059108 **Zone/Cd:** 51-26789

Model Year: 2011 **Open Date:** 10/26/2012 **Name:** MARINO CHRYSLER JEEP DODGE

Make/Model: JEEP **Mileage:** 0 **Address:** 5133 W IRVING PARK RD

 PATRIOT 4X4 **Warr Built Dt:** 07/25/2011 CHICAGO, IL 606412625

 MKJE74 **Supplier RP:** **Phone:** 773 481-9000

Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1181120002)

Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q1911Q0017)

Plant: BELVIDERE ASSEMBLY PLANT

MDH: 072522

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

CPS Narrative Information

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

Field Engineer Analysis Report

Score: 03 (Detractor)

007. Negative experience / problems with CURRENT vehicle

Cheap paint; cheap interior...oh and people dying on xpy after suddenly dies at high speed, pushy service people.

Q2. Please rate your satisfaction with your PATRIOT 4X4 on a scale of 0 to 10.

Score: 05 (Detractor)

X64. Quality of paint- chips/scratches too easily- not specific to delivery

I98. Looks/sounds/feels cheap- Interior Appearance -- Poor Quality

992. Safety/Legal

Cheaply made. Cheap paint; cheap interior...oh and people dying on xpy after suddenly dies at high speed, pushy service people.

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

Score: 05 (Detractor)

003. Pressured/Pushy

017. Quality of service work performed

Too pushy. Call, mail emails non stop. I know when I need the oil changed, I'm surprised they haven't rung my door bell.

SURVEY COMPLETED 2012-10-26 23:13:02, CUSTOMER ID:714354078, RO:00654862, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

RO Narrative Information

Customer Complaint: OIL CHANGE ,LUBE AND FILTER PER SCHEDULED MAINTANENCE PERFORM 23 POINT SAFETY INSPECTION ,INSPECT ALL FLUIDS AND FILL TO CORRECT LEVELS , FILL AIR IN TIRES MULTI-POINT INSPECTION

Cause: SCHEDULED SERVICE

Correction: CHANGE OIL, LUBE AND CHANGE FILTER COMPLETE COMPLEMENTARY MULTI-POINT INSPECTION

Field Engineer Analysis Report

QNA - Quality Narrative Analyzer Detail Report Customer Promoter Score Report#: CD57152808

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJRBB8CD [REDACTED]

Report#: CD57152808

Zone/Cd: 70-26793

Model Year: 2012

Open Date: 09/20/2012

Name: CASA CHRYSLER JEEP

Make/Model:

Mileage: 0

Address: 9733 COORS BLVD NW

PATRIOT 4X4

Warr Built Dt: 12/05/2011

ALBUQUERQUE, NM 871144013

MKJE74

Supplier RP:

Phone: 505 897-8400

Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1336121534)

505 897-8440

Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q3271Q0933)

Plant: BELVIDERE ASSEMBLY PLANT

MDH: 120522

Part Information

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

Labor Information

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

CPS Narrative Information

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

Score: 03 (Detractor)

011. Poor service experience

007. Negative experience / problems with CURRENT vehicle

004. Poor MPG / fuel economy / gas mileage

Service department sucks, numerous troubles with my Jeep. Fuel tank sending unit was bad. It took three attempts to fix it. It has developed annoying squeaks in the suspension.

Field Engineer Analysis Report

Q2. Please rate your satisfaction with your PATRIOT 4X4 on a scale of 0 to 10.

Score: 03 (Detractor)

E32. Mileage/gas mileage/miles per gallon (MPG)/fuel efficiency/excessive fuel consumption

I97. Trunk / Cargo volume too small

low power, low fuel efficiency, low quality rear cargo area, had to hand cut bumper skirting to instal a hitch

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

Score: 00 (Detractor)

002. Unfilled promises / commitments

001. Negative/rude treatment by staff

017. Quality of service work performed

They lie, do not schedule serice appointments and say what ever you want to hear until it comes to actually treating you right. When I told the service manger that the gas tank sending unit was not working, that I had gone 260 miles on the odometer and the gas gage read over a half of tank he told me I didn't understand the divfference between the gas gage and the odometer. IT IS SIMPLE MATH! he siad just let it run out of gas and they would tow it in...that I had towing in the warranty. This is after they tried to fix it twice before. The second time it died and within one block of leaving the dealership. They came and worked on it in the middle of a busy road intersection. Smelled like gas for weeks. So much for the new car smell. Mark's CASA Jeep service department is tthe worst I ever used or purchased from.

SURVEY COMPLETED 2012-09-24 23:27:53, CUSTOMER ID:715295498, RO:00094999, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Field Engineer Analysis Report

QNA - Quality Narrative Analyzer Detail Report Customer Promoter Score Report#: CD55919304

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJRBB9CD [REDACTED]

Report#: CD55919304

Zone/Cd: 35-09861

Model Year: 2012

Open Date: 08/16/2012

Name: GRIFFIN MOTORS COMPANY

Make/Model:

Mileage: 0

Address: 11031 PERRY HIGHWAY

PATRIOT 4X4

Warr Built Dt: 12/12/2011

MEADVILLE, PA 16335

MKJE74

Supplier RP:

Phone: 814 336-2161

Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1341120115)

800 331-1113

Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q3321Q0016)

Plant: BELVIDERE ASSEMBLY PLANT

MDH: 121220

Part Information

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

Labor Information

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

CPS Narrative Information

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

Score: 05 (Detractor)

007. Negative experience / problems with CURRENT vehicle

011. Poor service experience

012. Negative/rude treatment by dealer's service employees

I've had a lot of problems with it, with my Jeep. Because this is s a brand-new car and I shouldn't have to get something replaced. It's brand-new. It should be working fine. I shouldn't have

Field Engineer Analysis Report

to stall out on the highway twice. So, that's why I'm pretty much dissatisfied. Just from past occurrences. They weren't too friendly, especially in the past.

Q2. Please rate your satisfaction with your PATRIOT 4X4 on a scale of 0 to 10.

Score: 04 (Detractor)

E20. Engine Runs, Then Dies/Stalls

I've had a lot of problems with it, with my Jeep. Because this is s a brand-new car and I shouldn't have to get something replaced. It's brand-new. It should be working fine. I shouldn't have to stall out on the highway twice. So, that's why I'm pretty much dissatisfied. Just from past occurrences. They weren't too friendly, especially in the past.

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

Score: 05 (Detractor)

001. Negative/rude treatment by staff

I've had a lot of problems with it, with my Jeep. Because this is s a brand-new car and I shouldn't have to get something replaced. It's brand-new. It should be working fine. I shouldn't have to stall out on the highway twice. So, that's why I'm pretty much dissatisfied. Just from past occurrences. They weren't too friendly, especially in the past.

Q14. Do you want someone from Chrysler LLC to contact you?

00 - Question not asked

002. Dealer

SURVEY COMPLETED 2012-08-19 11:53:05, CUSTOMER ID:715136648, RO:00455791, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report Continuous Quality Insight Report#: 920006

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJRBB4CD [REDACTED]

Model Year: 2012

Make/Model:

PATRIOT 4X4

MKJE74

Report#: 920006

Open Date: 08/25/2012

Mileage#: 0

Warr Built Dt: 10/21/2011

Supplier RP:

Zone/Cd: ZZ-19028

Name: CHRYSLER CORPORATION

Address: 800 CHRYSLER DRIVE

AUBURN HILLS, MI 48326-2757

Phone:

Field Engineer Analysis Report

Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1291120081)

Transmission: DD7-5-SPEED MANUAL T355 TRANSMISSION (Ser #:U217132907)

Plant: BELVIDERE ASSEMBLY PLANT

MDH: 102117

Part Information

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

Labor Information

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

CONTINUOUS QUALITY INSIGHT

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

* Yes.

* Yes.

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.

*

Parking brake - 10 AM - 5PM

*

-

Overview>

Have you taken the vehicle to a dealer to have your trouble corrected?

* Yes.

* Yes.

Field Engineer Analysis Report

Was the trouble resolved to your satisfaction?

* Yes.

* No.

Overall, how satisfied are you with the quality of your new vehicle?

* Satisfied.

* Satisfied.

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

* Yes.

* Yes.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

* Yes.

* No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

If our team has any additional questions about your responses, would you accept further contact?

* Yes, by e-mail only.

* Yes, by phone or e-mail.

Please rate your overall level of satisfaction with the Smartphone Application

* 3 (neither satisfied nor dissatisfied).

Would you recommend this vehicle to family or friends?

* No.

* Yes.

The Smartphone Application format is easy to understand and use

* 3 (neither agree nor disagree).

Where did you take your vehicle to have your trouble checked out? (check all that apply)

* Took to the dealer I purchased my vehicle from.

Koons Tyson Corner, Virginia

* Took to the dealer I purchased my vehicle from.

Information in the Smartphone Application is easy to find and access

Field Engineer Analysis Report

* 3 (neither agree nor disagree).

Smartphone Application covers the necessary features

* 3 (neither agree nor disagree).

Brake System>Emergency/Parking Brake>Emergency/parking brake requires too much effort to apply/release>

How often does this trouble occur?

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Please describe what requires too much effort (check all that apply):

* Releasing parking brake requires too much effort.

* Handle is pulled to maximum but still does not do the job of holding the Jeep. Hence, when one needs to release it, one needs to pull it above max strength and height.

Vehicle Exterior>Exterior Appearance/Paint:>Exterior moldings/trim pieces loose/misaligned/falling off>

To the best of your recollection, the trouble was first noticed:

* At delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Additional Comments:

*

* The noticeable piece miss align was so obvious that it makes me wonder if there is any quality control test once the vehicle is done assembling? My cash money had no defect...

Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:

* Exterior molding/trim is poorly aligned or fitted.

Other>

Field Engineer Analysis Report

How often does this trouble occur?

* Trouble occurs regularly.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Please describe the other trouble you experienced:

*

** back door does not close properly easily. It often needs to be checked to make sure it is in place. Only the inside lights and control panel will notify if something is wrong in the car but there is no indication it is the rear door.*

Transmission and Drivetrain>Manual Transmission Shifting>Difficult to get into gear(s)>

How often does this trouble occur?

* Trouble occurs regularly.

* Trouble occurs regularly.

Shifting into which gear is difficult? (check all that apply):

* Difficult to shift into 1st gear.

Start engine by apply the shift pedal than releasse than apply again to shift in 1st. If not operated this way first gear will not be put properly

** Difficult to shift into Reverse.*

** Difficult to shift into Reverse.*

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

* 0 - 1499 miles.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

* At delivery.

Engine>Engine Stalling>

Field Engineer Analysis Report

Engine Stalling

- * Engine runs, then dies/stalls.
- * Engine runs, then dies/stalls.

Brake System>Emergency/Parking Brake>Emergency/parking brake is too loose>

Please describe what feels loose (check all that apply):

- * Very little resistance is felt from handle/pedal when applying parking brake.
- * Handle/pedal uses up its full range of motion when brake is applied (feels like brake cable is out of adjustment).
- * Handle/pedal feels loose/has excessive free play.

How often does this trouble occur?

- * Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

- * Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

- * 0 - 1499 miles.

Please describe conditions when this trouble occurs:

- *
- * daily parking, daily need to start from incline position

Welcome>

Are you the primary driver of this vehicle?

- * Yes.
- * Yes.

Please tell us how many miles are currently on your vehicle.

- *
- * 4600

*

-

Field Engineer Analysis Report

Engine>Engine Stalling>Engine runs, then dies/stalls>

How often does this trouble occur?

* Trouble occurs regularly.

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

* At delivery.

* At delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

* 0 - 1499 miles.

What best describes the engine stalling trouble? (check all that apply):

* Other engine stalling trouble (please describe).

* in 1st gear or in Rear gear on a daily basis

* Engine dies/stalls, but can be immediately restarted.

Please describe conditions when this trouble occurs:

*

* Starting from a dead stop.

Engine>Engine Idling (rough, too low/high)>Engine does not idle properly: idles rough, too low, or too high>

How often does this trouble occur?

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

* At delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

What best describes the engine idle trouble? (check all that apply):

Field Engineer Analysis Report

- * Engine idle speed is too low.
- * 1st gear stalls easily and so does the Rear gear

- Category Level
- Selection
- * Transmission and Drivetrain.
 - * Steering, Handling, and Ride.
 - * Engine.
 - * Seats.
 - * Other.
 - * Features/Controls/Displays.
 - * Brake System.
 - * Entertainment/Navigation System/Connectivity.
 - * Interior Climate Control.
 - * Vehicle Exterior.
 - * Interior Trim/Storage/Windows.
 - * Engine.
 - * Steering, Handling, and Ride.
 - * Transmission and Drivetrain.
 - * Vehicle Exterior.

Brake System>Emergency/Parking Brake>Emergency/parking brake does not adequately hold vehicle>

How often does this trouble occur?

- * Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

- * Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

Field Engineer Analysis Report

* 0 - 1499 miles.

Additional Comments:

*

This is definitely a dangerous aspect for 2 main reasons: - One can not trust the brake when on needs to start off from an incline position - One should always remember to put the Jeep Patriot in first gear even if slight incline.

Otherwise it might end up crashing somewhere or causing a lethal accident !!! This is a serious issue and the car should be recalled for that matter!

Please describe conditions when this trouble occurs:

*

* Simply parking and more dangerously when having to start on a moderately incline road at a stop sign.

Where does the emergency/parking brake problem occur?

* Will not hold vehicle on a moderate incline.

Brake System>Emergency/Parking Brake>

Emergency/Parking Brake

* Emergency/parking brake requires too much effort to apply/release.

* Emergency/parking brake is too loose.

* Emergency/parking brake does not adequately hold vehicle.

Transmission and Drivetrain>Manual Transmission Shifting>

Manual Transmission Shifting

* Difficult to get into gear(s).

* Gearshift is difficult to operate (man. trans.).

* Difficult to get into gear(s).

What Can We Do Better?>

Feedback/Concerns:

*

Parking brake is a serious issue and needs attention. It has not been corrected.

Field Engineer Analysis Report

* *
_

What has Chrysler done right?

*

?
_

*
_

Engine>Engine Idling (rough, too low/high)>

Engine Idling (rough, too low/high)

* Engine does not idle properly: idles rough, too low, or too high.

Vehicle Exterior>Exterior Appearance/Paint:>

Exterior Appearance/Paint:

* Exterior moldings/trim pieces loose/misaligned/falling off.

Steering, Handling, and Ride>Steering and Handling>Vehicle pulls noticeably to the left/right>

To the best of your recollection, the trouble was first noticed:

* At delivery.

How often does this trouble occur?

* Trouble occurs regularly.

What direction does the vehicle pull when driving?

* Left.

Vehicle pull is:

* Severe.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Trouble occurs while traveling in these road conditions (check all that apply):

* All road conditions.

Field Engineer Analysis Report

Please describe conditions when this trouble occurs:

*

* Any condition.

Trouble occurs while traveling at these speeds (check all that apply):

* All speeds.

* Vehicle will pull left the width of road in less than five seconds at almost any speed. Returned to dealership twice for service ,but problem persists.

Vehicle Exterior>Wind Noise>Excessive wind noise>

How often does this trouble occur?

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Please indicate the location of the wind noise (check all that apply):

* Driver's side front door window.

* Wind catches seat belt and makes fluttering noise. Headliner moves up and down when front windows open.

Steering, Handling, and Ride>Steering and Handling>

Steering and Handling

* Vehicle pulls noticeably to the left/right.

Transmission and Drivetrain>Manual Transmission Shifting>Gearshift is difficult to operate (man. trans.)>

To the best of your recollection, the trouble was first noticed:

* At delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Field Engineer Analysis Report

Additional Comments:

*

* Vehicle hard to shift into reverse at times.

Why is the gearshift difficult to operate?

* Other (please describe).

Vehicle Exterior>Wind Noise>

Wind Noise

* Excessive wind noise.

Field Engineer Analysis Report

QNA - Quality Narrative Analyzer Detail Report Continuous Quality Insight Report#: 915917

Vehicle Information	Repair Information	Dealer Information
VIN: 1C4NJRBB2CD [REDACTED]	Report#: 915917	Zone/Cd: ZZ-19028
Model Year: 2012	Open Date: 08/20/2012	Name: CHRYSLER CORPORATION
Make/Model: Patriot 4X4 MKJE74	Mileage: 0	Address: 800 CHRYSLER DRIVE AUBURN HILLS, MI 48326-2757
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1090211018)	Warr Built Dt: 04/03/2012	Phone:
Transmission: DD7-5-SPEED MANUAL T355 TRANSMISSION (Ser #:U235171236)	Supplier RP:	
Plant: BELVIDERE ASSEMBLY PLANT		
MDH: 040320		

Part Information

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

Labor Information

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

CONTINUOUS QUALITY INSIGHT

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

* Yes.

* Yes.

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.

Field Engineer Analysis Report

*

Parking brake - 10 AM - 5PM

*

-

Overview>

Have you taken the vehicle to a dealer to have your trouble corrected?

* Yes.

* Yes.

Was the trouble resolved to your satisfaction?

* Yes.

* No.

Overall, how satisfied are you with the quality of your new vehicle?

* Satisfied.

* Satisfied.

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

* Yes.

* Yes.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

* Yes.

* No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

If our team has any additional questions about your responses, would you accept further contact?

* Yes, by e-mail only.

* Yes, by phone or e-mail.

Please rate your overall level of satisfaction with the Smartphone Application

* 3 (neither satisfied nor dissatisfied).

Would you recommend this vehicle to family or friends?

* No.

Field Engineer Analysis Report

* Yes.

The Smartphone Application format is easy to understand and use

* 3 (neither agree nor disagree).

Where did you take your vehicle to have your trouble checked out? (check all that apply)

* Took to the dealer I purchased my vehicle from.

Koons Tyson Corner, Virginia

* Took to the dealer I purchased my vehicle from.

Information in the Smartphone Application is easy to find and access

* 3 (neither agree nor disagree).

Smartphone Application covers the necessary features

* 3 (neither agree nor disagree).

Brake System>Emergency/Parking Brake>Emergency/parking brake requires too much effort to apply/release>

How often does this trouble occur?

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Please describe what requires too much effort (check all that apply):

* Releasing parking brake requires too much effort.

* Handle is pulled to maximum but still does not do the job of holding the Jeep. Hence, when one needs to release it, one needs to pull it above max strength and height.

Vehicle Exterior>Exterior Appearance/Paint:>Exterior moldings/trim pieces loose/misaligned/falling off>

To the best of your recollection, the trouble was first noticed:

* At delivery.

Approximate mileage when trouble was first noticed was:

Field Engineer Analysis Report

* 0 - 1499 miles.

Additional Comments:

*

* The noticeable piece miss align was so obvious that it makes me wonder if there is any quality control test once the vehicle is done assembling? My cash money had no defect...

Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces:

* Exterior molding/trim is poorly aligned or fitted.

Other>

How often does this trouble occur?

* Trouble occurs regularly.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Please describe the other trouble you experienced:

*

* back door does not close properly easily. It often needs to be checked to make sure it is in place. Only the inside lights and control panel will notify if something is wrong in the car but there is no indication it is the rear door.

Transmission and Drivetrain>Manual Transmission Shifting>Difficult to get into gear(s)>

How often does this trouble occur?

* Trouble occurs regularly.

* Trouble occurs regularly.

Shifting into which gear is difficult? (check all that apply):

* Difficult to shift into 1st gear.

Start engine by apply the shift pedal than releasse than apply again to shift in 1st. If not operated this way first gear will not be put properly

* Difficult to shift into Reverse.

* Difficult to shift into Reverse.

Field Engineer Analysis Report

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

* 0 - 1499 miles.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

* At delivery.

Engine>Engine Stalling>

Engine Stalling

* Engine runs, then dies/stalls.

* Engine runs, then dies/stalls.

Brake System>Emergency/Parking Brake>Emergency/parking brake is too loose>

Please describe what feels loose (check all that apply):

* Very little resistance is felt from handle/pedal when applying parking brake.

* Handle/pedal uses up its full range of motion when brake is applied (feels like brake cable is out of adjustment).

* Handle/pedal feels loose/has excessive free play.

How often does this trouble occur?

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Please describe conditions when this trouble occurs:

*

* daily parking, daily need to start from incline position

Field Engineer Analysis Report

Welcome>

Are you the primary driver of this vehicle?

* Yes.

* Yes.

Please tell us how many miles are currently on your vehicle.

*

4600

*

-

Engine>Engine Stalling>Engine runs, then dies/stalls>

How often does this trouble occur?

* Trouble occurs regularly.

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

* At delivery.

* At delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

* 0 - 1499 miles.

What best describes the engine stalling trouble? (check all that apply):

* Other engine stalling trouble (please describe).

in 1st gear or in Rear gear on a daily basis

* Engine dies/stalls, but can be immediately restarted.

Please describe conditions when this trouble occurs:

*

* Starting from a dead stop.

Field Engineer Analysis Report

Engine>Engine Idling (rough, too low/high)>Engine does not idle properly: idles rough, too low, or too high>

How often does this trouble occur?

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

* At delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

What best describes the engine idle trouble? (check all that apply):

* Engine idle speed is too low.

* 1st gear stalls easily and so does the Rear gear

Category Level

Selection

* Transmission and Drivetrain.

* Steering, Handling, and Ride.

* Engine.

* Seats.

* Other.

* Features/Controls/Displays.

* Brake System.

* Entertainment/Navigation System/Connectivity.

* Interior Climate Control.

* Vehicle Exterior.

* Interior Trim/Storage/Windows.

* Engine.

* Steering, Handling, and Ride.

* Transmission and Drivetrain.

Field Engineer Analysis Report

* Vehicle Exterior.

Brake System>Emergency/Parking Brake>Emergency/parking brake does not adequately hold vehicle>

How often does this trouble occur?

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Additional Comments:

*

This is definitely a dangerous aspect for 2 main reasons: - One can not trust the brake when on needs to start off from an incline position - One should always remember to put the Jeep Patriot in first gear even if slight incline.

Otherwise it might end up crashing somewhere or causing a lethal accident !!! This is a serious issue and the car should be recalled for that matter!

Please describe conditions when this trouble occurs:

*

Simply parking and more dangerously when having to start on a moderately incline road at a stop sign.

Where does the emergency/parking brake problem occur?

* Will not hold vehicle on a moderate incline.

Brake System>Emergency/Parking Brake>

Emergency/Parking Brake

* Emergency/parking brake requires too much effort to apply/release.

* Emergency/parking brake is too loose.

* Emergency/parking brake does not adequately hold vehicle.

Transmission and Drivetrain>Manual Transmission Shifting>

Manual Transmission Shifting

Field Engineer Analysis Report

- * Difficult to get into gear(s).
- * Gearshift is difficult to operate (man. trans.).
- * Difficult to get into gear(s).

What Can We Do Better?>

Feedback/Concerns:

- *
Parking brake is a serious issue and needs attention. It has not been corrected.

What has Chrysler done right?

- *
?
-
-

Engine>Engine Idling (rough, too low/high)>

Engine Idling (rough, too low/high)

- * Engine does not idle properly: idles rough, too low, or too high.

Vehicle Exterior>Exterior Appearance/Paint:>

Exterior Appearance/Paint:

- * Exterior moldings/trim pieces loose/misaligned/falling off.

Steering, Handling, and Ride>Steering and Handling>Vehicle pulls noticeably to the left/right>

To the best of your recollection, the trouble was first noticed:

- * At delivery.

How often does this trouble occur?

- * Trouble occurs regularly.

Field Engineer Analysis Report

What direction does the vehicle pull when driving?

* Left.

Vehicle pull is:

* Severe.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Trouble occurs while traveling in these road conditions (check all that apply):

* All road conditions.

Please describe conditions when this trouble occurs:

*

* Any condition.

Trouble occurs while traveling at these speeds (check all that apply):

* All speeds.

* Vehicle will pull left the width of road in less than five seconds at almost any speed. Returned to dealership twice for service ,but problem persists.

Vehicle Exterior>Wind Noise>Excessive wind noise>

How often does this trouble occur?

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Please indicate the location of the wind noise (check all that apply):

* Driver's side front door window.

* Wind catches seat belt and makes fluttering noise. Headliner moves up and down when front windows open.

Steering, Handling, and Ride>Steering and Handling>

Field Engineer Analysis Report

Steering and Handling

* Vehicle pulls noticeably to the left/right.

Transmission and Drivetrain>Manual Transmission Shifting>Gearshift is difficult to operate (man. trans.)>

To the best of your recollection, the trouble was first noticed:

* At delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Additional Comments:

*

* Vehicle hard to shift into reverse at times.

Why is the gearshift difficult to operate?

* Other (please describe).

Vehicle Exterior>Wind Noise>

Wind Noise

* Excessive wind noise.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012392442

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJRCB9CD [REDACTED]

Model Year: 2012

Make/Model: CHRYSLER
Patriot Limited 4x4 (LHD)
MKJH74

Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1339110391)

Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q3321Q1110)

Plant: BELVIDERE ASSEMBLY PLANT

MDH: 120920

Report#: SSV012392442

Open Date: 08/10/2012

Mileage: 10394

Warr Built Dt: 12/09/2011

Supplier RP:

Zone/Cd: 66-60429

Name: SPORT DURST CHRYSLER DODGE JEE

Address: 4513 CHAPEL HILL BLVD
DURHAM, NC 277072510

Phone: 919 489-6531

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 TO 3HRS OF DRIVING ENGINE WILL STALL OUT

Service Action: JOSH, NO KNOWN ISSUES WITH THIS STALLING AFTER A VERY LONG DRIVE LIKE THIS. IS THIS HAPPENING AT HIGHWAY SPEEDS. IS VEHICLE AN EASY RESTART. HOW LONG TILL HAPPENS AGAIN. ADVISED THE CALLER HE IS TO ORDER THE TANK PLUMBING. THINKS THAT IS RUNNING OF GAS DUE TO FLOAT HANGING UP ON INTERNAL TANK TUBING. WAS ADVISED BY SERVICE MANAGER..PER STAR TO REPLACE FUEL CROSSOVER TUBE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012480540

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA6BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1315021479)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q3070Q0575)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 111915

Report#: SSV012480540
Open Date: 08/10/2012
Mileage: 13550
Warr Built Dt: 11/19/2010
Supplier RP:

Zone/Cd: 66-26633
Name: FERMAN CHRYSLER JEEP DODGE RAM
Address: 3939 US HWY 19
 NEW PORT RICHEY, FL 34652
Phone: 727 847-5555

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: TECHCONNECT REFERENCE TICKET #200092 WHILE DRRIVING CAR WILL STALL WITH NO WARNING

Service Action: DAVID,INSPECT THE WIRING HARNESS FOR CHAFS/RUBS.WIGGLE TEST THE HARNESS ALSO,INSPECT ALL THE POWERS AND GROUNDS MAKE SURE THEY ARE SECURED.CHECK FOR ANY AFTERMARKET ACCESSORIES THAT THE CUSTOMER MAY BE REMOVING PRIOR TO DROPPING OFF FOR SERVICE,LIKE A GPS,CELL PHONE,MP3 PLAYER ETC. ALSO PERFORM A ETC RELEARN.DATA RECORD THE DIE OUT IF NEEDED AND REVIEW IT AND SEE IF ANYTHING OBVIOUS IS BEING LOST OR DROPPING OUT.INSPECT THE WIRING HARNESS AROUND THE VALVE COVER BOLTS FOR RUBS/CHAFS/PINCHES.SEE STAR CASE S1108000051 IT ALSO OUTLINES A KNOWN WIRING HOTSPOT TO CHECK FOR RUBS/CHAFS. REMOVED THROTTLE BODY AND CLEANED REINSTALLED AND RELEARNED THROTTLE
 ✓
 CHECKED FOR CHAFFED WIRES NONE FOUND

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012531810

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJRBB7CD [REDACTED]

Model Year: 2012

Make/Model: CHRYSLER
Patriot 4X4
MKJE74

Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1319110061)

Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q3071Q0617)

Plant: BELVIDERE ASSEMBLY PLANT

MDH: 111813

Report#: SSV012531810

Open Date: 08/03/2012

Mileage: 1930

Warr Built Dt: 11/18/2011

Supplier RP:

Zone/Cd: 66-43325

Name: FIVE STAR DODGE-CHRY-JEEP

Address: 3068 RIVERSIDE DRIVE
MACON, GA 312102597

Phone: 478 474-3700

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: VEHICLE CUT OFF ON THE INTERSTATE, WOULD NOT RESTART TEST DROVE 2 TIMES , (15 MILES) CODES WENT AWAY, SHOWING NO DTC S, DID NOT MALFUNCTION WITH TECH TCM: P0722,P0717, ABS:C102A,C1035, C1014,C101F, AWD: U0415,C145F NO LIGHTS ON DASH ON, THOSE WERE ALL THE CODES, WHICH ARE NOW GONE AFTER TEST DRIVE ACCORDING TO THE CUSTOMER, IT JUST SHUT OFF KIND OF LIKE TURNING THE IGNITION OFF, ALL THE LIGHTS TURNED ON IN THE CLUSTER THEN TURNED OFF, NO WIPERS OR NO BUS MESSAGE, I HAVE DRIVEN OVER 70 MILES WITH NO MALFUNCTION

Service Action: RICARDO, THE CODE YOU HAVE LISTED HERE IS THAT ALL THERE WAS. ANY CODES RELATED TO THE ALLEGED STALL. WHERE THERE ANY LIGHTS ON IN THE DASH. BOB W RICARDO, DID THE CUSTOMER MAKE ANY COMMENTS ABOUT MESSAGES SHOWING UP THE CLUSTER, LIKE NO BUSS, DID WIPERS COME ,DID ANY INTERIOR FUNCTIONS OF VEHICLE STOP WORKING, HVAC, RADIO, ETC. BOB W RICARDO, NONE OF YOUR CODES INDICATE THE TYPE OF ISSUE THE CUSTOMER HAS COMPLAINED ABOUT. DOES THE

CUSTOMER USE ANYTING AFTERMARKET IN THE VEHICLE THAT IS NOT THERE RIGHT NOW. RADAR DETECTOR CELL PHONE CHARGER GPS UNIT,ETC BOB W NO WORK DONE, INTERMITTENT CONDITION

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012532427

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJRBB4CD [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 PATRIOT 4X4
 MKJE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1006221226)
Transmission: DD7-5-SPEED MANUAL T355 TRANSMISSION
 (Ser #:U151115309)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 010919

Report#: SSV012532427
Open Date: 07/31/2012
Mileage: 6651
Warr Built Dt: 01/09/2012
Supplier RP:

Zone/Cd: 74-44642
Name: STEAMBOAT MOTORS, LLC
Address: 2310 LINCOLN AVENUE
 STEAMBOAT SPRINGS, CO 80487
Phone: 970 879-8880

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUST STATES VEHICLE WILL PERIODICALLY DIE AND HAVE A NO START/NO CRANK CONDITION FOR SEVERAL HOURS. HAS HAPPENED TWICE ON LONG ROAD TRIPS.

Service Action: BRYAN THE STALL CONDITION WILL ONLY HAPPEN IF THE PCM LOOSES POWER OR GROUND. SO LOAD TEST ALL POWERS AND GROUNDS TO PCM. UES A FOG LAMP OR A HEADLIGHT. THE PCM GROUND IS G103 ON LF ENGINE. REMOVE AND CLEAN THERE HAVE BEEN ISSUES WITH SOME POOR GROUNDS. CHECK THE ASD CIRCUITS AND ASD RELAY REPLACE IF POSSIBLE. ONE OTHER THING IF THIS IS HAPPENING REPEATEDLY SET A COUPLE CODES IN THE PCM. LET CODES STORE AND AFTER THIS IS DUPLICATED SEE IF CODES CLEAR INDICATING THE PCM RESET DUE TO LOST POWER OR GROUND. LET ME KNOW TIMB.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012346153

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJRBB7CD [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 PATRIOT 4X4
 MKJE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1341110408)
Transmission: DD7-5-SPEED MANUAL T355 TRANSMISSION
 (Ser #:U305127257)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 121212

Report#: SSV012346153
Open Date: 06/24/2012
Mileage: 7909
Warr Built Dt: 12/12/2011
Supplier RP:

Zone/Cd: 51-60511
Name: FLETCHER DODGE CHRYSLER JEEP R
Address: 1310 VANDIVER DR
 COLUMBIA, MO 652021925
Phone: 573 443-0481
 573 777-3490

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 TRAVELING AFTER APPROXIMATELY 125 MILES, VEHICLE JUST STOPPED RUNNING. SAT FOR 2 HOURS AND WAS TOWED TO DEALERSHIP. AFTER ARRIVING AT DEALERSHIP VEHICLE STARTS AND OPERATION IS NORMAL. FOUND CODE C121C STORED BUT NOT ACTIVE. RETURNED VEHICLE TO CUSTOMER. ON THE RETURN AFTER ABOUT 125 MILES (WITHIN 10 MILES OF LAST SPOT IT OCCURRED) SAME SCENARIO. DIED, TOWED AND THEN STARTED. SAME CODE, C121C, STORED BUT NOT ACTIVE. NOTHING ABNORMAL.

Service Action: JESSE, WITH NO CODES OR DUPLICATION THERE COULD BE MANY POSSIBILITIES HERE. YOU WILL NEED TO DUPLICATE THE CONCERN, AND FIND OUT WHATS MISSING WHEN THE CONCERN HAPPENS, IT COULD BE A POSSIBLE FUEL PUMP ISSUE. YOU MAY NEED TO DATA RECORD THE DIE OUT. DID NOT PERFORM ANY REPAIR. CUSTOMER RETURNED HOME.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012365448

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJPBA4CD [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1298120185)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q2911Q0483)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 103118

Report#: SSV012365448
Open Date: 06/09/2012
Mileage: 2860
Warr Built Dt: 10/31/2011
Supplier RP:

Zone/Cd: 63-44948
Name: CECIL ATKISSON MOTORS
Address: 2601 SOUTH WATER
 BURNET, TX 78611
Phone: 512 756-2128

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 ON TAKE OFF CHANGED OUT THROTTLE BODY RELAERNED ETC STILL STALLS OUT. CHANGED OUT FUEL PUMPTST DROVE STILL STALLS OUT AND STILL NO CODES!!!

Service Action: STALLS ON TAKE OFF DUPLICATED : YES - STALLS ON TAKE OFF OR AT STOP SIGN HYW SPEEDS RUNS FINE,NO CODES REPAIRS AND TESTS PERFORMED : TEST DROVE CHECKED FOR CODES NO CODES TECHCONNECT SEARCH : STALLS r/n r/nED NO KNOWN ISSUES TO POINT YOU IN ONE DIRECTION BUT MAKE SURE THAT YOU DO A ETC RELEARN AND BE SURE YOUR FUEL ADPATIVES ARE BELOW TEN. ALSO TRY BORROWING A THROTTLE BODY AND SEE IF YOU GET ANY CHANGES THANKS KEN ED THIS IS DIES OUT GOING DOWN THE ROAD OR WHEN YOU TAKE OFF WHAT ARE THE FUEL ADAPTIVES READING FOR LONG AND SHORT TERM AND DOES THE PCM HAVE THE LATEST UPDATE ALSO THANKS KEN A MISSING GROUND NUT

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011693130

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NF1GB1BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT 4X4
 MKJE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1126110711)
Transmission: DAW-CONT.VAR. W/OFF-RD CRAWL RATIO T
 (Ser #:Q1151M1186)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 051313

Report#: SSV011693130
Open Date: 05/16/2012
Mileage: 2878
Warr Built Dt: 05/13/2011
Supplier RP:

Zone/Cd: 70-60167
Name: LITHIA CHRYSLER JEEP DODGE OF
Address: 4470 CERRILLOS RD.
 SANTA FE, NM 87507
Phone: 505 473-1234

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 INTERMITTENT ENGINE STALL. DEALER HAS BEEN UNABLE TO REPRODUCE.
Service Action: CLOSE CASE
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012227489

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA7BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1206120945)
Transmission: DD7-5-SPEED MANUAL T355 TRANSMISSION
 (Ser #:U168149203)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 072820

Report#: SSV012227489
Open Date: 05/01/2012
Mileage: 8399
Warr Built Dt: 07/28/2011
Supplier RP:

Zone/Cd: 70-45465
Name: TACOMA DODGE CHRYSLER JEEP
Address: 4101 S TACOMA WAY
 TACOMA, WA 984094620
Phone: 253 475-7300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: TECHCONNECT REFERENCE TICKET #265997 ALL WARNING LIGHTS COME ON AND VEHICLE DIES WHILE DRIVING C/S HAPPENS HOT OR COLD AND AT ANY SPEED. WIGGLE TESTED ENG WIRING AND TEST DROVE 5 MILES. STILL UNABLE TO DUPLICATE. THIS IS CUSTOMERS FOURTH TIME IN FOR SAME CONCERN. ARE THERE ANY NOTES IN TICKET 265997 THAT MAY HELP

Service Action: THOMAS,INSPECT THE WIRING HARNESS FOR CHAFS/RUBS.WIGGLE TEST THE HARNESS ALSO,INSPECT ALL THE POWERS AND GROUNDS MAKE SURE THEY ARE SECURED.CHECK FOR ANY AFTERMARKET ACCESSORIES THAT THE CUSTOMER MAY BE REMOVING PRIOR TO DROPPING OFF FOR SERVICE,LIKE A GPS,CELL PHONE,MP3 PLAYER ETC. ALSO PERFORM A ETC RELEARN.MAKE SURE THE PCM IS UP TO DATE. MAKE SURE THE DIE OUT IS NOT HAPPENING AFTER A FUEL FILL EVENT,MAKE ATTEMPTS AT DUPLICATING THE CONCERN,GET MORE INFORMATION FROM THE CUSTOMER OF WHEN THE DIE OUT HAPPENS,UNDER POWER OR ON A DECEL,HOT/COLD

ENGINE ETC. THOMAS,NO, YOU WILL NEED TO MAKE ATTEMPTS AT DUPLICATING THE CONCERN OR CAPTURE THE DIE OUT USING A DATA RECORDER AND REVIEW THE DATA AND SEE IF ANYTHING OBVIOUS IS DROPPING OUT OR BEING LOST. INSTALLED DATA RECORDER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012079656

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NF1GB1BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT 4X4
 MKJE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1164120689)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q1521Q0300)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 061614

Report#: SSV012079656
Open Date: 03/23/2012
Mileage: 17940
Warr Built Dt: 06/16/2011
Supplier RP:

Zone/Cd: 74-67906
Name: ABERDEEN AUTO CENTER, INC
Address: 901 AUTO PLAZA DRIVE
 ABERDEEN, SD 574012669
Phone: 605 225-1656

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 RUNS OUT OF GAS AT A 1/4 TANK.

Service Action: VEHICLE RUNS OUT OF GAS AT A 1/4 TANK. DUPLICATED : NO REPAIRS AND TESTS PERFORMED : CCN SELF TEST, LOOKED VEHICLE OVER, CUST. FILLED TANK ALL THE WAY FULL SO IT HAS A LONG WAYS TO GO TILL 1/4 TANK LEFT, UNABLE TO STALL ON NORMAL TEST DRIVE. DTCS : C121C SCAN TOOL SOFTWARE VERSION : 12.02.45
 TECHCONNECT SEARCH : STALL\r\n\r\n*****\r\n\r\nTRAVIS, THERE ARE NO KNOWN ISSUES FOR THIS CONCERN, ASK THE CUSTOMER TO BRING THE VEHICLE IN WHEN THERE IS BETWEEN 1/2 AND 1/4 TANK SO THAT DIAGNOSIS CAN BE PERFORMED. SINCE THE TANK IS CURRENTLY FULL WE CANNOT COMPARE THE READING FROM THE PRIMARY AND AUX TO DETERMINE IF THE FUEL IS NOT BEING TRANSFERRED. THERE COULD BE AN ISSUE WITH A SENDING UNIT, TRANSFER PUMP OR TRANSFER HOSE. THANKS KENT REPLACE BOTH FUEL PUMPS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV012053768

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJRBBXCD [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 PATRIOT 4X4
 MKJE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1265121011)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q2291Q0504)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 092906

Report#: SSV012053768
Open Date: 03/20/2012
Mileage: 4239
Warr Built Dt: 09/29/2011
Supplier RP:

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: VEHICLE WILL START AND RUN DRIVE 2 BLOCKS AND WILL STALL. ONCE VEHICLE HAD TO BE LEFT OVERNIGHT DUE TO WOULD NOT START. I HAVE CHECKED THE ENGINE WIRING HARNESS FOR RUB THRU IN SEVERAL LOCATIONS NONE FOUND. I HAVE PULLED APART THE WIRING HARNESS FROM THE IGNITION COILS TO THE PCM AND INSPECTED EACH WIRE, FROM COIL TO PCM, AND FROM COIL TO CONNECTOR C100. NO PHYSICAL PROBLEMS FOUND IN HARNESS. TO CONFIRM WIRES ARE OK I LOAD TESTED WIRES WITH A MARKER BULB. EVERY WIRE TESTED PASSED. CIRCUITS LOAD TESTED ARE K15,K17,K18,K19 FROM COIL TO PCM, F344 FROM COIL TO C100, AND K6 FROM C100 TO TIPM C10. I ALSO CHECKED PIN FIT AT PCM CONNECTORS AND AT C100. REALLY SCRATCHING MY HEAD WITH THIS ONE.

Service Action: ROLAND , CHECK FOR A HARNESS RUB THRU ON THE VALVE COVER HOLD DOWN STUD . ADVISE TECH TO CHECK EACH COIL DRIVER CIRCUIT FROM THE PCM TO THE COIL FOR SHORTED TO 12 VOLTS FROM ASD . ADVISE TECH TO CLOSELY INSPECT THE ENGINE HARNESS FOR AN INTERMITTENT SHORT TO GROUND . ROLAND , REPLACE THE

ENGINE HARNESS AND SEE IF THE CONDITION PERSIST . REPLACED ENGINE WIRE HARNESS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011533892

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NF4GB2BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT LIMITED 4X4 (LHD)
 MKJH74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1063111293)
Transmission: DAW-CONT.VAR. W/OFF-RD CRAWL RATIO T
 (Ser #:Q0621M1302)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 031516

Report#: SSV011533892
Open Date: 03/10/2012
Mileage: 695
Warr Built Dt: 03/15/2011
Supplier RP:

Zone/Cd: 74-67213
Name: JOHN YOUNGBLOOD MOTORS, INC.
Address: 3525 SOUTH CAMPBELL STREET
 SPRINGFIELD, MO 658075103
Phone: 417 882-3838

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 STALL MAINLY ON DECEL BUT HAS OCCURRED RUNNING DOWN HIGHWAY ANY UPDATE ON ETA FOR RELEASE OF SOFTWARE UPDATE.SERV. DIRECTOR & G.M. INQUIRING. INTERMITTENT STALL MAINLY ON DECEL BUT HAS OCCURRED RUNNING DOWN HIGHWAY ANY UPDATE ON ETA FOR RELEASE OF SOFTWARE UPDATE.SERV. DIRECTOR & G.M. INQUIRING. SPOKE W/ STAR ADVISOR ON 7\22\11 BUT RESPONSE WAS NOT UPDATED.WAS ADVISED TO WAIT FOR SOFTWARE.HAS ANY TIME FRAME BEEN SET FOR SOFTWARE RELEASE.THIS VEHICLE IS FAST APPROACHING LEMON LAW BUYBACK DUE TO NO REPAIR FOR 30 DAYS. TRYING TO UPLOAD RECORDING TO \ SUPPORT\ THROUGH WI TECH BUT ALWAYS SAYS \ UPLOAD FAILED\ .ANY ADVICE OR DO I NEED TO CONTACT WI TECH SENT MULTIPLE RECORDINGS & CONTACTED MARK LEASHE STILL NO RECOMENDATIONS FOR REPAIR SENT.AWAITING FURTHER INSTRUCTION. DUE TO POOR COMMUNICATION FROM CO WORKER MESSAGE LEFT ON VOICE MAIL HAS BEEN DELETED.PLEASE CONTACT JASON LAMBETH 417 350 0253 THANKS

Service Action: ADVISE ENGINEERING IS AWARE OF THIS CONCERN, IS ACTIVELY PERUSING REPAIR FOR THIS CONCERN, POSSIBLE PCM CALIBRATION UP DATE WILL BE RELEASED FOR THIS CONCERN, CONTACT CUSTOMER CARE FOR HANDLING. ADVISE TO TAKE DATA RECORDINGS FOR THIS EVENT, PLEASE SEND TO SUPPORT FOR REVIEW, PLEASE CONTACT STAR CENTER WHEN ABOUT RECORDING, PLEASE CHECK CAM SENSOR PINS FOR POSSIBLE TENSION PROBLEM. SERVICE MANAGER CONTACTED TA FOR ASSISTANCE SEEKING SOFTWARE RELEASE. ADVISE WILL FORWARD CASE FOR REVIEW TO MASTER CONSULTANT, SOMEONE WILL CONTACT YOUR DEALER. CALLED DEALER BACK, 08/02/2011, LEFT MESSAGE WITH THE SERVICE DIRECTOR, MIKE STILL, TO CALL ME BACK DIRECTLY AND LEFT MY PHONE NUMBER. CALLED DEALERSHIP BACK AND CONFERENCED WITH THE SERVICE DIRECTOR AND THE TECHNICIAN. THEY CAN DUPLICATE THE CONDITION. I TOLD THE TECH THAT THERE WAS NOT A CALIBRATION ISSUE AT THIS TIME. THIS VEHICLE DIES OUT AT LEAST TWO TIMES, WILL SET THE FAULT EACH TIME. GAVE TECH PARAMETERS TO CAPTURE DATA. JASON, PLEASE DO CONTACT WITECH SUPPORT ON THIS NOW. 1-888-WITECH-1 IS THE NUMBER. LEFT VOICE MAIL WITH JENNIFER TO HAVE JASON CALL ME, LEFT MY NAME AND NUMBER. TECH HAS MARK S NUMBER-TECH TO CALL MARK FROM FIELD TECHNICAL SERVICE... TECH CALLED BACK, 09/08/2011, SENT RECORDINGS WITH PARAMETER LIST I GAVE HIM. I WILL REVIEW RECORDINGS AND CALL THE TECH BACK. CALL SERVICE DIRECTOR MIKE STILL 417-882-3838 AND BRING HIM UP TO SPEED ON THIS VEHICLE. ALSO CONTACT TA TYLER YEOMANS AFTER MONTHS OF IMPATIENTLY WAITING NO RESPOSE FROM CHRYSLER.DISAPPOINTING.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011936629

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA7BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1206120945)
Transmission: DD7-5-SPEED MANUAL T355 TRANSMISSION
 (Ser #:U168149203)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 072820

Report#: SSV011936629
Open Date: 03/08/2012
Mileage: 7064
Warr Built Dt: 07/28/2011
Supplier RP:

Zone/Cd: 70-45465
Name: TACOMA DODGE CHRYSLER JEEP
Address: 4101 S TACOMA WAY
 TACOMA, WA 984094620
Phone: 253 475-7300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: VEHICLE WILL STALL OUT WHEN COMING TO A STOP OR ON TAKE OFF ON A RIGHT HAND TURN, AT TIMES WILL NOT RESTART RIGHT AWAY. TRACTION LIGHT CAME ON BEFORE IT DIED THE LAST 3 TIMES ALL THE LIGHTS IN DASH CAME ON, CYCLE KEY TO RESTART. THE PCM IS ALREADY UP TO DATE. DID OU REVIEW THE DATA RECORDINGS AND DID YOU FIND ANYTHING I NEED TO ASK WHY SWAPPING COILS WOULD STOP IT FROM DIEING I MISUNDERSTOOD, YOU WANT ME TO PUT NEW ONES IN, NOT SWAP THEM AROUND.AND PLUG GAP CHECKS OK OK, THANKS SWAPPED OUT ALL 4 COILS AND TEST DROVE OK. CUSTOMER PICKED UP VEHICLE AND SAID IT DIED ON HIM AGAIN. HAS THE SAME STORED CODES AGAIN, TIPM HAS B2104, U0100, U110A, AND U0121. ORC HAS B212C. GOING TO CLEAR CODES AND HOOK UP FLIGHT RECORDER AGAIN. ANY DATA THAT YOU NEED ME TO PROVIDE ON THE FLIGHT RECORDER VEHICLE CAME BACK TODAY AND HAS SAME STORED CODES IN TIPM AS BEFORE. CUSTOMER SAID IT DIED ON HIM.

Service Action:JEFF THE ONLY ISSUE WE HAVE SEEN FOR STALLING CONCERNS IS CASE#S1118000022. JEFF NOTHING STANDS OUT ON THE DATA RECORDINGS,ADVISE VERIFY CORRECT PLUGS AND CORRECT GAP ALSO TRY SWAPING COILS. JEFF WE HAVE SEEN ISSUE WHERE THE COILS HAVE INTERFERED WITH THE PCM CAUSING STALLING CONCERNS. JEFF IF YOU HAVE A DONOR VEHICLE THAT WOULD BE BEST IF NOT TRY SWAPPING THE ONES CLOSET TO THE PCM TO THE CYL S FARHEST FROM THE PCM. JEFF KEEP US UPDATED THANKS. JEFF INCLUDE CAM,CRANK,RPM AND ANYTHING ELSE YOU CAN PUT IN THERE. VEHICLE HAS NOT RETURNED JEFFERY INSPCET IGN SWITCH OPERATION. FOUND AGLITCH ONE TIME WITH IGN SWITCH BUT DID NOT SET A CODE. REPLACED IGN SWITCH AND TEST DROVE OVER 20 MILES

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011985008

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJPBA0CD [REDACTED]
Model Year: 2012
Make/Model: CHRYSLER
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1300121342)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q2911Q0489)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 103118

Report#: SSV011985008
Open Date: 02/27/2012
Mileage: 925
Warr Built Dt: 10/31/2011
Supplier RP:

Zone/Cd: 71-60515
Name: HEMET CHRYSLER DODGE JEEP RAM
Address: 240 CARRIAGE CIR
 HEMET, CA 925459774
Phone: 951 652-7900

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: VEHICLE WILL STALL AT TIMES AND NEED TO PULL OVER TO RESARTER, WHEN STARTED VEHICLE RUNS FINE. CEL COMNES ON FOR A SHOT PERIOD OF TIME THEN TURNS OFF PERFORMED ALL NEEDED TESTS. I DID FIND DURING MY CHECKS THAT SPEED SENSORS ARE READING RPMS WHILE THE VEHICLE IS OFF AND RUNNING. PRIMARY IS READING 64RPM AND SECONDARY IS 128RPM. IS THIS A NORMAL DEFAULT READING OR IS THERE AN ISSUE WITH THE UNIT OR POSSABLY THE TCM VEHICLE WILL STALL AT TIMES AND NEED TO PULL OVER TO RESTART, WHEN STARTED VEHICLE RUNS FINE. CEL COMNES ON FOR A SHORT PERIOD OF TIME THEN TURNS OFF PERFORMED ALL NEEDED TESTS. I DID FIND DURING MY CHECKS THAT SPEED SENSORS ARE READING RPMS WHILE THE VEHICLE IS OFF AND RUNNING. PRIMARY IS READING 64RPM AND SECONDARY IS 128RPM. IS THIS A NORMAL DEFAULT READING OR IS THERE AN ISSUE WITH THE UNIT OR POSSABLY THE TCM I CHECK THE CONNECTOR AT THE TCM ARE ALL GOOD AND I CHECK CONNECTORS AT THE TRANS SOLENOID PRESSURE SWITCH ASSEMBLY DID NOT FIND ANY PROBLEM THERE HAVE THE VEHICLE ON HOIST AND THE

PRIMARY SENSOR READ 1.02 TO 1.0 VOLTS WITH WHEEL SPINNING I HARDWIRE T21 AND T72 CIRCUIT AND ROAD TEST THE VEHICLE RAN GOOD AND CODE DID NOT RETURN I ROAD TEST FOR 400 MILES WHAT REPAIR DO WANT ME TO DO

Service Action: JESS THERE IS NO HISTORY OF THIS CODE COMING UP ON ANY 2012 OR 2011 PATRIOT BEFORE. MOST THINGS WE SEE THAT CAUSES THIS CODE IS PIN ISSUES AND CONNECTOR AND WIRE ISSUE BUT FOLLOW THE DIAGNOSTIC FLOW CHART. JESS WE WILL RESEARCH THIS AND GET BACK WITH YOU THANKS. JESSE THIS PRIMARY AND SECONDARY READING IS NORMAL UNTIL WHEELS START SPINNING .THIS IS NORMAL.I KNOW YOU SAY THERE IS A CODE SETTING BUT IT WILL NOT CAUSE VEHICLE TO STALL THAT I KNOW OF. STAR ADVISES TECH TO CHECK TCM CONNECTORS AND 22 WAY CONNECTOR FOR THIS CODE.Possible T21 CIRCUIT ISSUE OR SENSOR ISSUE.RUN VEHICLE ON HOIST WITH WHEELS SPINNING .DOES PRIMARY SENSOR READ CHECK SENSOR CONNECTOR. STAR ADVISES TECH TO HARDWIRE T21 AND T72 CIRCUITS AND ROAD TEST VEHICLE.DOES THE CODE RETURN ALSO DOES THIS CODE ONLY SET AFTER IT STALLS STAR ADVISES TECH SO YOU HARD WIRED T21 AND T72 AND VEHICLE IS REPAIRED CORRECT IF IS IS THEN SOLDER THE TWO CIRCUITS/USE HEAT SHRINK TUBING AND TIE STRAP TO HARNESS. HARD WIRE TCM TO TRANS CONNECTOR

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011896642

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA0BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1350021230)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q3330Q0416)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 010307

Report#: SSV011896642
Open Date: 12/16/2011
Mileage: 11356
Warr Built Dt: 01/03/2011
Supplier RP:

Zone/Cd: 63-45419
Name: CECIL ATKISSON CHRYSLER JEEP
Address: 4103 I - 10
 ORANGE, TX 77630
Phone: 409 883-2828

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 VEHICLE DIES WHEN COMING TO A STOP, OR WHEN DECELERATING

Service Action: CHAD, PERFORM A ETC RELEARN. \nCHECK FOR ALCOHOL % IN FUEL: A QUICK TEST FOR ALCOHOL IS TO PLACE AN INCH OR SO OF WATER IN A CLEAR CONTAINER AND MARK THE WATER LEVELS. FILL THE CONTAINER TO THE TOP WITH FUEL FROM THE VEHICLE, CAP THE CONTAINER AND MIX THE CONTENTS. LET THE MIXTURE SETTLE AND LOOK FOR THE WATER LEVEL TO RISE. THE INCREASE IN THE WATER LEVEL INDICATES THE AMOUNT OF ALCOHOL IN THE FUEL.\nYOU MAY HAVE REPAIRED THE ISSUE WITH FLASH PER SOL CASE # S1118000022.\nWHAT ARE FUEL ADAPTIVES AT SET UP A FLIGHT RECORDER IF YOU CANNOT DUPLICATE CONCERN. CANISTER WITH ESIM SWITCH.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: CD67033204

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJRCB6CD [REDACTED]

Model Year: 2012

Make/Model:
PATRIOT LIMITED 4X4 (LHD)
MKJH74

Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1110210455)

Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q0112M1272)

Plant: BELVIDERE ASSEMBLY PLANT

MDH: 042006

Report#: CD67033204

Open Date: 08/06/2012

Mileage: 0

Warr Built Dt: 04/20/2012

Supplier RP:

Zone/Cd: 70-45455

Name: LARRY H. MILLER CHRYSLER JEEP

Address: 8528 LOMAS BLVD NE
ALBUQUERQUE, NM 871107905

Phone: 505 262-1111
505 366-2900

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
FRT		1	79.50		
05150607AC	MODULE -POWERTRAIN CONTROL	1	445.20	X	01/01/0001
5150607AC	MODULE -POWERTRAIN CONTROL	1	445.20		

Labor Information

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

CPS Narrative Information

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

Score: 05 (Detractor)

007. Negative experience / problems with CURRENT vehicle

Probably just the experience I had of it breaking down on my first road trip a month after I got it.

Q2. Please rate your satisfaction with your PATRIOT LIMITED 4X4 (LHD) on a scale of 0 to 10.

Score: 05 (Detractor)

E20. Engine Runs, Then Dies/Stalls

Z13. Any mention of dealership Service experience After SALE

Probably just the experience I had of it breaking down on my first road trip a month after I got it. I love the Patriot, but I was kind of disheartened by the whole experience of that particular situation. I think it's the CMP. It's part of I guess the computer system of the car from what I understood that it just went out. I was driving cross country from Oklahoma to California. When I hit New Mexico, I was about just under 100 miles out of Albuquerque when it just stopped. It just kind of froze. So I would press the gas and nothing would happen. I kind of just drifted off to the side. We went to the dealer and they said that they had seen it before. Even the tow truck driver himself I guess started towing about...He said within the last month about four of the same model of Jeep and had the same experience. He said 'Once we get to the dealer, it'll probably start after a couple of hours of just sitting.' The dealer themselves said that they may not find a problem because they had kind of seen it before unless it issued out a code. It turns out that it had issued out a code. That evening while we were waiting, I was by myself with a young child. My father-in-law and my husband were kind of researching the problem and trying to call through Chrysler to figure out what had gone on. Through their research found that starting in June, Jeep Patriot that had that issue where they would kind of just stop and that was the problem part; the CPM. I think part of my dissatisfaction was the fact that it was a somewhat known problem. But on the trip cross country, they didn't have any available and a replacement part. They would come in on Tuesday and I was just kind out of in the middle of nowhere.

Q3. Please rate your satisfaction with your experience at LARRY H. MILLER CHRYSLER JEEP on a scale of 0 to 10.

Score: 08 (Neutral)

Q14. Do you want someone from Chrysler LLC to contact you?

00 - Question not asked

003. Non-Legal/Non-Dealer

SURVEY COMPLETED 2012-08-08 20:11:17, CUSTOMER ID:167475432, RO:00054055, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

RO Narrative Information

Customer Complaint: CUST STATES SHUT DOWN WHEN DRIVING CHECK AND REPORT DIRTY - UNABLE TO INSPECT TIRE INSPECTION AND TREAD DEPTH RESULTS:

LF: TREAD DEPTH IS 7/32 OR GREATER. -- LR: TREAD DEPTH IS 7/32 OR GREATER. -- RR: TREAD DEPTH IS 7/32 OR GREATER. -- RF: TREAD DEPTH IS 7/32 OR GREATER.

FUEL LEVEL = 1/4 MULTI POINT INSPECTION WASH EXTERIOR

Cause: FOUND INTERNAL FAILURE IN ENGINE PCM

Correction: 3992 FOUND INTERNAL FAILURE IN ENGINE PCMPERF WITECH DIAG. DTC C121C (ACTIVE). CHECKFOR BLOWN FUSES (NONE FOUND). INSPECT

WIRING AND CONNECTORS AT PCM (GOOD). CHECK POWER AND GROUND CIRCUITS AT PCM (GOOD). CHECK AllowESP Torque Request status bit. STATUS SHOWS NOT SET. REPLACED AND PROGRAMMED ENGINE PCM. CLEARED DTC. Module, global powertrain engine controller (GPEC) - Test and replace 2.0-2.4 liter engine (B) OVER NIGHTING REPROGRAM NEW PCM MODULE, IGNITION CONTROL-Replace (A) CUST STATES REPROGRAM NEW PCM BLEMISHES TIRE INSPECTION FUEL CONCERN DIAGNOSIS 3992 PERF INSP MULTI POINT INSPECTION WASH EXTERIOR

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BD11470308

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NF4GB9BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT LIMITED 4X4 (LHD)
 MKJH74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1299021394)
Transmission: DAW-CONT.VAR. W/OFF-RD CRAWL RATIO T (Ser #:Q2760M0671)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 102906

Report#: BD11470308
Open Date: 07/24/2012
Mileage: 0
Warr Built Dt: 10/29/2010
Supplier RP:

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

Part Information

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

Labor Information

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

CPS Narrative Information

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

Score: 06 (Detractor)

007. Negative experience / problems with CURRENT vehicle

002. Poor quality

2011 Jeep Patriot has problems with transmission fluid overheating. Not good.

Q2. Please rate your satisfaction with your PATRIOT LIMITED 4X4 (LHD) on a scale of 0 to 10.

Score: 05 (Detractor)

T23. Other Auto Trans

Transmission fluid overheating--3 times in 3 months. Told this is normal. Give me a break. Who in their right mind would buy a vehicle knowing they will have to stop without warning to cool the transmission??

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

Score: 00 (Detractor)

995. Will never buy there again

009. Didn't explain features / poor knowledge of product

We were not given complete information so we could make an informed decision. We estimate that we've spent \$70,000.00 in the last 20 years and definitely expected better treatment than we received. We will not return to Parks and we will never recommend Parks. We will provide our story to anyone looking for a vehicle. Purchase from Pat Blasi who is a fantastic, ethical salesman and truly looks out for his customers. Mr. Culver is in it for himself. Purchase a vehicle from Pat if you want but take the vehicle elsewhere for service.

SURVEY COMPLETED 2012-07-27 20:37:20, CUSTOMER ID:103476672, RO:00260921, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

RO Narrative Information

Customer Complaint: C/S THA AS SHE WAS DRIVING HER CAR JUST DIED,IT TURNS OVER BUT WILL NOT START,SHE TOLD SALES IT DIED ANTHE ETC LIGHT CAME ON,ADVISE QUALITY CONTROL CHECK CUSTOMER IS HAVING IT TOWED IN AND OLY CARE WILL COVER UP TO \$75.00 C/S VEH IS OVER HEATING TEMP LIGHT IS COMING ON THEN GOES INTO LIMP MODE

Cause: . . .

Correction: 37085 STARTED VEHICLE & VEHICLE STARTED FINE WITH NO PROBLEMS. CHECKED CODES IN PCM -FOUND NONE IN PCM. I DID FIND ONE IN WCM & ONE IN ABS. ABS=C121C - TORQUE REQUEST SIGNAL DENIED, WCM = B1A25 - INVALID KEY & TWO CODES IN CCN - U1008 - LIN BUS & U0208 - LOST COMMUNICATION WITH HEATED SEAT MODULE. ALL CODES ARE STORED & CURRENTLY INACTIVE - DROVE VEHICLE FOR 20 MINUTES & I COULD NOT DUPLICATE CUSTOMERS CONCERN. VEHICLE OPERATED AS IT SHOULD & DID NOT DIE. I SEARCHED DEALERCONNECT FOR RELATED CONCERNS & FOUND ONE FOR A POSSIBLE POOR CONNECTION AT C100 PIN #9 ATTIPM. I REMOVED & CHECKED ALL TIPM CONNECTORS & COULD NOT FIND ANY ISSUES. RECONNECTED & COULD NOT DUPLICATE CUSTOMERS CONCERN. I DID REFLASH PCM FOR COMMUNICATION ISSUES AS PER TSB #18-009-11 REV. A. LOP #18-19-06-K8 FM(0.2) ALSO REFLASHED TIPM AS THERE IS AN UPDATE FOR THIS BUT NO INFORMATION OR BULLETINS ABOUT WHAT THE UPDATE IS ABOUT. DROVE VEHICLE & AFTER REFLASHING VEHICLE & NO CODES RETURNED AT THIS TIME. ALL CHECKS OK CURRENTLY. DIAG & REPAIR TIME=(1.5) RRT 11-035 ADDITIONAL DIAGNOSTIC TIME DIAGNOSTIC 37085 DROVE VEHICLE TO VERIFY PROPER OPERATION. QUALITY CONTROL CHECK QUALITY CONTROL CHECK SUBLET REPAIRS GENERAL REPAIR & MAINTENANCE GENERAL REPAIR & MAINTENANCE

SUBLET REPAIRS 37085 DROVE VEHICLE & COULD NOT FIND ANY PROBLEMS WITH TRANSMISSION. SERVICED TRANS. ON PREVIOUS TRIP AS PER CHRYSLER - CONDITION IS NORMAL DUE TO CONTINUOUS DRIVING IN HILLS IN HOT WEATHER. CHRYSLER DIRECTED ME TO REPLACE TRANSMISSION, BOTH TRANS. COOLERS, A/C CONDENSOR, & A/C LINES. I REMOVED TRANS. PAN FROM OLD TRANS. & INSPECTED THEN REPLACED TRANSMISSION (4-WHEEL DRIVE & SKID PLATE EQUIPPED). REPLACED A/C CONDENSOR, TRANS. COOLER, I REMOVED COOLER BYPASS VALVE

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: CD68745501

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJRFB3CD [REDACTED]

Model Year: 2012

Make/Model:
Patriot Latitude 4x4
MKJM74

Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1135220213)

Transmission: DAW-CONT.VAR. W/OFF-RD CRAWL RATIO T (Ser #:Q1052M0409)

Plant: BELVIDERE ASSEMBLY PLANT

MDH: 051810

Report#: CD68745501

Open Date: 06/19/2012

Mileage: 0

Warr Built Dt: 05/18/2012

Supplier RP:

Zone/Cd: 74-62590

Name: TWIN RIVERS CHRYSLER-JEEP-DODG

Address: 529 W COURT
BEATRICE, NE 683103799

Phone: 402 228-3311

Part Information

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

Labor Information

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

CPS Narrative Information

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

Score: 00 (Detractor)

007. Negative experience / problems with CURRENT vehicle

It died on the highway. It just quit. It just shut off when I was driving on the highway.

Q2. Please rate your satisfaction with your PATRIOT LATITUDE 4X4 on a scale of 0 to 10.

Score: 00 (Detractor)

E20. Engine Runs, Then Dies/Stalls

It died on the highway. It just quit. It just shut off when I was driving on the highway. It died when I was in 105 degree heat in the highway.

Q3. Please rate your satisfaction with your experience at TWIN RIVERS CHRYSLER-JEEP-DODG on a scale of 0 to 10.

Score: 09 (Promoter)

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

003. Non-Legal/Non-Dealer

SURVEY COMPLETED 2012-06-29 16:26:23, CUSTOMER ID:012515311, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report

Continuous Quality Insight Report#: 909476

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJRBB7CD [REDACTED]
Model Year: 2012
Make/Model:
 PATRIOT 4X4
 MKJE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1346110880)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q3351Q0192)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 121514

Report#: 909476
Open Date: 08/08/2012
Mileage: 0
Warr Built Dt: 12/15/2011
Supplier RP:

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

Part Information

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

Labor Information

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

CONTINUOUS QUALITY INSIGHT

Welcome>

Please tell us how many miles are currently on your vehicle.

*

1100

*
-
*
-

Are you the primary driver of this vehicle?

* Yes.

* Yes.

* Yes.

Category Level

Selection

* Steering, Handling, and Ride.

* Engine.

* Transmission and Drivetrain.

* Engine.

* Seats.

* Engine.

Steering, Handling, and Ride>Tires>

Tires

* Tires make excessive road noise while driving.

Steering, Handling, and Ride>Tires>Tires make excessive road noise while driving>

Trouble occurs while traveling at these speeds (check all that apply):

* Medium speeds (26-45 MPH).

Trouble occurs while traveling in these road conditions (check all that apply):

* Clear/dry road conditions.

How often does this trouble occur?

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

* At delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Engine>Engine Idling (rough, too low/high)>

Engine Idling (rough, too low/high)

* Engine does not idle properly: idles rough, too low, or too high.

Engine>Engine Idling (rough, too low/high)>Engine does not idle properly: idles rough, too low, or too high>

What best describes the engine idle trouble? (check all that apply):

* Engine idle speed is too low.

* It has been very easy to stall the engine when attempting to accelerate from a complete stop.

How often does this trouble occur?

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

* At delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Transmission and Drivetrain>Manual Transmission Shifting>

Manual Transmission Shifting

* Gearshift is difficult to operate (man. trans.).

Transmission and Drivetrain>Manual Transmission Shifting>Gearshift is difficult to operate (man. trans.)>

Why is the gearshift difficult to operate?

* Other (please describe).

To the best of your recollection, the trouble was first noticed:

* At delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Overview>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

* Yes.

* Yes.

* Yes.

Have you taken the vehicle to a dealer to have your trouble corrected?

* No.

* No.

* Yes.

Overall, how satisfied are you with the quality of your new vehicle?

* Very satisfied.

* Satisfied.

* Very dissatisfied.

Would you recommend this vehicle to family or friends?

* Yes.

* Yes.

* No.

If our team has any additional questions about your responses, would you accept further contact?

* Yes, by e-mail only.

* Yes, by e-mail only.

* Yes, by phone or e-mail.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

* No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

* Yes.

* No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

The Smartphone Application format is easy to understand and use

* 3 (neither agree nor disagree).

Information in the Smartphone Application is easy to find and access

* 3 (neither agree nor disagree).

Smartphone Application covers the necessary features

* 3 (neither agree nor disagree).

Please rate your overall level of satisfaction with the Smartphone Application

* 3 (neither satisfied nor dissatisfied).

Where did you take your vehicle to have your trouble checked out? (check all that apply)

* Took to a different dealer.

* Towed to a Jeep/Chrysler dealer in Edinboro, PA. Started right up. They found nothing wrong. Very unnerving to have to drive it home on the interstate after the experience we had that morning.

Was the trouble resolved to your satisfaction?

* No.

What Can We Do Better?>

Feedback/Concerns:

*

I would have liked to have more vehicle choices for a manual transmission

*

-

*

-

What has Chrysler done right?

*

Chrysler provides great value in their vehicles - overall high quality and a good price.

*

-

*

-

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

* No.

* No.

* Yes.

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.

*

* 412-653-5045 Deanne Marburger

Engine>Engine Stalling>Engine runs, then dies/stalls>

Please describe conditions when this trouble occurs:

*

* Sunny day, 85+ degrees

Additional Comments:

*

* Not happy with this vehicle. Very unsafe to be traveling at 70 miles and hour on the interstate then to a complete stop in seconds. We were lucky to be able to pull over without incident.

To the best of your recollection, the trouble was first noticed:

* 1 to 3 months after delivery.

Approximate mileage when trouble was first noticed was:

* 1500 - 3999 miles.

What best describes the engine stalling trouble? (check all that apply):

* Engine dies/stalls and you must wait before it can be restarted.

* Sat on the side of the interstate for over two hours waiting for a tow truck. Towed to dealership then car started right up. Tried to start many time while waiting for assistance. This was after a two hours on the road with cruise control use. Only a half hour to our destination when the car died. Missed two scheduled meetings...the only reason for the trip!!!

Engine>Engine Stalling>

Engine Stalling

* Engine runs, then dies/stalls.

QNA - Quality Narrative Analyzer Detail Report

Continuous Quality Insight Report#: 894941

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4NJPBA4CD [REDACTED]

Model Year: 2012

Make/Model:
PATRIOT SPORT FWD
MKTE74

Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1101210725)

Transmission: DD7-5-SPEED MANUAL T355 TRANSMISSION (Ser #:U241184964)

Plant: BELVIDERE ASSEMBLY PLANT

MDH: 041121

Report#: 894941

Open Date: 07/27/2012

Mileage: 0

Warr Built Dt: 04/11/2012

Supplier RP:

Zone/Cd: ZZ-19028

Name: CHRYSLER CORPORATION

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

Phone:

Part Information

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

Labor Information

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

CONTINUOUS QUALITY INSIGHT

Welcome>

Please tell us how many miles are currently on your vehicle.

*

1100

*

-

*

-

Are you the primary driver of this vehicle?

* Yes.

* Yes.

* Yes.

Category Level

Selection

* Steering, Handling, and Ride.

* Engine.

* Transmission and Drivetrain.

* Engine.

* Seats.

* Engine.

Steering, Handling, and Ride>Tires>

Tires

* Tires make excessive road noise while driving.

Steering, Handling, and Ride>Tires>Tires make excessive road noise while driving>

Trouble occurs while traveling at these speeds (check all that apply):

* Medium speeds (26-45 MPH).

Trouble occurs while traveling in these road conditions (check all that apply):

* Clear/dry road conditions.

How often does this trouble occur?

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

* At delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Engine>Engine Idling (rough, too low/high)>

Engine Idling (rough, too low/high)

* Engine does not idle properly: idles rough, too low, or too high.

Engine>Engine Idling (rough, too low/high)>Engine does not idle properly: idles rough, too low, or too high>

What best describes the engine idle trouble? (check all that apply):

* Engine idle speed is too low.

* It has been very easy to stall the engine when attempting to accelerate from a complete stop.

How often does this trouble occur?

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

* At delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Transmission and Drivetrain>Manual Transmission Shifting>

Manual Transmission Shifting

* Gearshift is difficult to operate (man. trans.).

Transmission and Drivetrain>Manual Transmission Shifting>Gearshift is difficult to operate (man. trans.)>

Why is the gearshift difficult to operate?

* Other (please describe).

To the best of your recollection, the trouble was first noticed:

* At delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Overview>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

* Yes.

* Yes.

* Yes.

Have you taken the vehicle to a dealer to have your trouble corrected?

* No.

* No.

* Yes.

Overall, how satisfied are you with the quality of your new vehicle?

* Very satisfied.

* Satisfied.

* Very dissatisfied.

Would you recommend this vehicle to family or friends?

* Yes.

* Yes.

* No.

If our team has any additional questions about your responses, would you accept further contact?

* Yes, by e-mail only.

* Yes, by e-mail only.

* Yes, by phone or e-mail.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

* No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

* Yes.

* No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

The Smartphone Application format is easy to understand and use

* 3 (neither agree nor disagree).

Information in the Smartphone Application is easy to find and access

* 3 (neither agree nor disagree).

Smartphone Application covers the necessary features

* 3 (neither agree nor disagree).

Please rate your overall level of satisfaction with the Smartphone Application

* 3 (neither satisfied nor dissatisfied).

Where did you take your vehicle to have your trouble checked out? (check all that apply)

* Took to a different dealer.

* Towed to a Jeep/Chrysler dealer in Edinboro, PA. Started right up. They found nothing wrong. Very unnerving to have to drive it home on the interstate after the experience we had that morning.

Was the trouble resolved to your satisfaction?

* No.

What Can We Do Better?>

Feedback/Concerns:

*

I would have liked to have more vehicle choices for a manual transmission

*

-

*

-

What has Chrysler done right?

*

Chrysler provides great value in their vehicles - overall high quality and a good price.

*

-

*

-

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

* No.

* No.

* Yes.

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.

*

* 412-653-5045 Deanne Marburger

Engine>Engine Stalling>Engine runs, then dies/stalls>

Please describe conditions when this trouble occurs:

*

* Sunny day, 85+ degrees

Additional Comments:

*

* Not happy with this vehicle. Very unsafe to be traveling at 70 miles and hour on the interstate then to a complete stop in seconds. We were lucky to be able to pull over without incident.

To the best of your recollection, the trouble was first noticed:

* 1 to 3 months after delivery.

Approximate mileage when trouble was first noticed was:

* 1500 - 3999 miles.

What best describes the engine stalling trouble? (check all that apply):

* Engine dies/stalls and you must wait before it can be restarted.

* Sat on the side of the interstate for over two hours waiting for a tow truck. Towed to dealership then car started right up. Tried to start many time while waiting for assistance. This was after a two hours on the road with cruise control use. Only a half hour to our destination when the car died. Missed two scheduled meetings...the only reason for the trip!!!

Engine>Engine Stalling>

Engine Stalling

* Engine runs, then dies/stalls.

QNA - Quality Narrative Analyzer Detail Report

Continuous Quality Insight Report#: 823323

Vehicle Information **Repair Information** **Dealer Information**

<p>VIN: 1C4NJRBB1CD [REDACTED]</p> <p>Model Year: 2012</p> <p>Make/Model: PATRIOT 4X4 MKJE74</p> <p>Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1062221443)</p> <p>Transmission: DD7-5-SPEED MANUAL T355 TRANSMISSION (Ser #:U032215983)</p> <p>Plant: BELVIDERE ASSEMBLY PLANT</p> <p>MDH: 030514</p>	<p>Report#: 823323</p> <p>Open Date: 06/01/2012</p> <p>Mileage: 0</p> <p>Warr Built Dt: 03/05/2012</p> <p>Supplier RP:</p>	<p>Zone/Cd: ZZ-19028</p> <p>Name: CHRYSLER CORPORATION</p> <p>Address: 800 CHRYSLER DRIVE AUBURN HILLS, MI 48326-2757</p> <p>Phone:</p>
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Part Information

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

Labor Information

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

CONTINUOUS QUALITY INSIGHT

Welcome>

Please tell us how many miles are currently on your vehicle.

*

1100

*
-
*
-

Are you the primary driver of this vehicle?

* Yes.

* Yes.

* Yes.

Category Level

Selection

* Steering, Handling, and Ride.

* Engine.

* Transmission and Drivetrain.

* Engine.

* Seats.

* Engine.

Steering, Handling, and Ride>Tires>

Tires

* Tires make excessive road noise while driving.

Steering, Handling, and Ride>Tires>Tires make excessive road noise while driving>

Trouble occurs while traveling at these speeds (check all that apply):

* Medium speeds (26-45 MPH).

Trouble occurs while traveling in these road conditions (check all that apply):

* Clear/dry road conditions.

How often does this trouble occur?

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

* At delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Engine>Engine Idling (rough, too low/high)>

Engine Idling (rough, too low/high)

* Engine does not idle properly: idles rough, too low, or too high.

Engine>Engine Idling (rough, too low/high)>Engine does not idle properly: idles rough, too low, or too high>

What best describes the engine idle trouble? (check all that apply):

* Engine idle speed is too low.

* It has been very easy to stall the engine when attempting to accelerate from a complete stop.

How often does this trouble occur?

* Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

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Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Transmission and Drivetrain>Manual Transmission Shifting>

Manual Transmission Shifting

* Gearshift is difficult to operate (man. trans.).

Transmission and Drivetrain>Manual Transmission Shifting>Gearshift is difficult to operate (man. trans.)>

Why is the gearshift difficult to operate?

* Other (please describe).

To the best of your recollection, the trouble was first noticed:

* At delivery.

Approximate mileage when trouble was first noticed was:

* 0 - 1499 miles.

Overview>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

* Yes.

* Yes.

* Yes.

Have you taken the vehicle to a dealer to have your trouble corrected?

* No.

* No.

* Yes.

Overall, how satisfied are you with the quality of your new vehicle?

* Very satisfied.

* Satisfied.

* Very dissatisfied.

Would you recommend this vehicle to family or friends?

* Yes.

* Yes.

* No.

If our team has any additional questions about your responses, would you accept further contact?

* Yes, by e-mail only.

* Yes, by e-mail only.

* Yes, by phone or e-mail.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

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* 3 (neither agree nor disagree).

Smartphone Application covers the necessary features

* 3 (neither agree nor disagree).

Please rate your overall level of satisfaction with the Smartphone Application

* 3 (neither satisfied nor dissatisfied).

Where did you take your vehicle to have your trouble checked out? (check all that apply)

* Took to a different dealer.

* Towed to a Jeep/Chrysler dealer in Edinboro, PA. Started right up. They found nothing wrong. Very unnerving to have to drive it home on the interstate after the experience we had that morning.

Was the trouble resolved to your satisfaction?

* No.

What Can We Do Better?>

Feedback/Concerns:

*

I would have liked to have more vehicle choices for a manual transmission

*

-

*

-

What has Chrysler done right?

*

Chrysler provides great value in their vehicles - overall high quality and a good price.

*

-

*

-

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

* No.

* No.

* Yes.

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.

*

* 412-653-5045 Deanne Marburger

Engine>Engine Stalling>Engine runs, then dies/stalls>

Please describe conditions when this trouble occurs:

*

* Sunny day, 85+ degrees

Additional Comments:

*

* Not happy with this vehicle. Very unsafe to be traveling at 70 miles and hour on the interstate then to a complete stop in seconds. We were lucky to be able to pull over without incident.

To the best of your recollection, the trouble was first noticed:

* 1 to 3 months after delivery.

Approximate mileage when trouble was first noticed was:

* 1500 - 3999 miles.

What best describes the engine stalling trouble? (check all that apply):

* Engine dies/stalls and you must wait before it can be restarted.

* Sat on the side of the interstate for over two hours waiting for a tow truck. Towed to dealership then car started right up. Tried to start many time while waiting for assistance. This was after a two hours on the road with cruise control use. Only a half hour to our destination when the car died. Missed two scheduled meetings...the only reason for the trip!!!

Engine>Engine Stalling>

Engine Stalling

* Engine runs, then dies/stalls.

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011877107

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA7BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1206120945)
Transmission: DD7-5-SPEED MANUAL T355 TRANSMISSION (Ser #:U168149203)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 072820

Report#: SSV011877107
Open Date: 12/14/2011
Mileage: 4263
Warr Built Dt: 07/28/2011
Supplier RP:

Zone/Cd: 70-45465
Name: TACOMA DODGE CHRYSLER JEEP
Address: 4101 S TACOMA WAY
 TACOMA, WA 984094620
Phone: 253 475-7300

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: VEHICLE KEEPS DIEING WHEN COMING TO A STOP, HARD TO RESTART. BOTH TIMES IT DIED WAS GOING SLOW. PERFORMED ETC RELEARN AND ADAPTIVES CHECKED OK. SENT VEHICLE WITH CUSTOMER WITH FLIGHTRECORDER. HOPEFULLY WILL KNOW MORE WHEN IT COMES BACK HAS CODES ONLY IN TIPM, B2104, U0100, U110A, AND U0121 I LOOKED THROUGH ALL THE DATA AND REALLY FOUND NOTHING ABNORMAL. THE CODES IN THE TIPM ARE ALL STORED, AND LOOKING AT THE DIAG FOR ALL THE CODES, THE TIPM IS A POSSIBLE CAUSE FOR ALL CODES, BUT CAN T REALLY CONFIRM IT

Service Action: JEFF YOU NEED TO VERIFY THE ISSUE BEFORE YOU CAN FIX IT AND HAVE THE CUSTOMER SHOW YOU OR PUT THE DATA RECORDER IN THE CAR SO THEY CAN TAKE SOME RECORDINGS OF THE ISSUE. SOME THINGS YOU CAN DO IS DO A ETC RELEARN AND CHECK THE FUEL ADAPTIVES AND BE SURE THE PCM HAS THE LATEST UPDATE. JEFF GOOD IDEA THANKS. STILL OUT WITH FLIGHT RECORDER JEFF AND IF READING CORRECTLY YOU SENT SOME DATA RECORDING OF THE ISSUE CORRECT WHAT DID YOU SEE ON THE DATA RECORDING ANYTHING JEFF WE WILL PULL UP THE RECORDING AND LET YOU KNOW OUR FINDINGS THANKS. JEFF YOUR FUEL ADAPTIVES ARE GOING - 20 SO WATCH YOUR SHORT TERM FUEL ADAPTIVES FOR GOING LEAN AND LOOK AT FUEL PRESSURE AND VACUM LEAKS OR O2 SENSOR ISSUES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011446140

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GAXBD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1305010606)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q2990M0094)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 110918

Report#: SSV011446140
Open Date: 12/06/2011
Mileage: 2901
Warr Built Dt: 11/09/2010
Supplier RP:

Zone/Cd: 66-43549
Name: BREWBAKER DODGE CHRYSLER JEEP
Address: 300 EASTERN BLVD
 MONTGOMERY, AL 361172012
Phone: 334 279-0174

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THE VEHICLE ENGINE WILL SHUT OFF AT TIMES, LIKE WHEN SLOWING DOWN AND TURNING. IT WILL RESTART WITH NOT PROBLEM FOUND CARCOAL CANISTER FLOODED, RAN TEST AND RPM S DROPPED SEVERELY. SUSPECT CANNISTER VAPORS CAUSING ISSUE HAS CODE C121C NOW COMING ON, IT WILL TRY TO DIE AT TURN AND TAKE OFF, I HAVE ANOTHER VEHICLE DOING THE EXACT SAME CONDITION, I SENT A CASE IN ON IT JUST A FEW MINTUES AGO. THE VIN ON THAT ONE IS XBD203812, CASE 194736. INSPECTED WIRING NEAR TRANS MOUNT AND DID NOT FIND ISSUE, HAD ANOTHER STAR CASE 194736 THAT WE WERE ADVISED TO PUT A PCM ON IT FOR THIS SAME ISSUE. WE PUT A PCM ON THIS ONE AND THE CONDITION CAME RIGHT BACK, THE TACH DROPPED TO 0 COMING TO A STOP, ENGINE CUT OFF. THIS VEHICLE IS IN OUR STALL, CODE IS ACTIVE AND HOOKED UP TO WITECH, CAN YOU LOOK AT IT AND ADVISE HAVE LOOKED FOR WIRING RUB, STILL NO PROGRESS ON FINDING ORGIN OF PROBLEM. IS THERE ANY FURTHER ASSISTANCE OR OTHER CASES THAT INDICATE A DIRECTION TO LOOK AT. ANY UPDATE ON THE NEW FLASH FOR

THIS CONCERN, WE HAVE 3 VEHICLES ALL WITH THE SAME ISSUE. WAS LAST TOLD MAYBE THIS FIDAY

Service Action:CHECK FOR LOOSE BODY GROUNDS ON TOP OF ENGINE OR PINCHED WIRES AROUND VALVE COVER AREA. THANKS FOR THE UPDATE-MAY WANT TO CHANGE PURGE SOLENOID ALSO. BOBBY THE C121C CODE IS A BY PRODUCT OF THE CONCERN DISREGARD THIS CODE,ADVISE INSPECT WIRE HARNESS NEAR TRANS MOUNT FOR ANY ISSUES. BOBBY THE C121C CODE IS USUALLY A BYPRODUCT CODE DUE TO STALLING OUT.ADVISE NO OTHER KNOWN COMMON ISSUES FOR THIS CODE.ADVISE FOLLOW DIAG FOR THE CODE AND INSPECT ALL CONNECTORS AND RELATED WIRING,MONITOR ALL RELATED INPUTS. BOBBY MONITOR CRANK SENSOR OPERATION. BOBBY ENGINEERING IS CURRENTLY RESEARCHING THE CONCERN AND AS OF RIGHT NOW NO REPAIR FOR THIS CONCERN. PERFORMED FLASH TO PCM THAT WAS JUST RELEASED FOR CONDITION

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011507241

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA0BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1041121602)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q0561Q0497)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 031408

Report#: SSV011507241
Open Date: 12/06/2011
Mileage: 1604
Warr Built Dt: 03/14/2011
Supplier RP:

Zone/Cd: 63-26010
Name: RON CARTER CHRYSLER JEEP DODGE
Address: 3005 FM 528 RD
 ALVIN, TX 775118837
Phone: 281 331-8111

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 THAT WHILE DRIVING AT 45 MPH, SLOWING DOWN TO MAKE TURN VEHICLE LOST ALL POWER AND IT WAS DIFFICULT TO STOP, ESP LIGHT CAME ON THEN THE VEHICLE ENGINE DIED, STARTED BACK UP AND LIGHT WENT OFF C/S THAT WHILE DRIVING AT 45 MPH, SLOWING DOWN TO MAKE TURN VEHICLE LOST ALL POWER AND IT WAS DIFFICULT TO STOP, ESP LIGHT CAME ON THEN THE VEHICLE ENGINE DIED, STARTED BACK UP AND LIGHT WENT OFF CK SPEED SENSOR AND ALL READING SAME AFTER RECONFIGURATION OF VEHICLE, FIRST TEST FAILED FOR ROLL BYTES, THEN SECOND ATTEMPT DRIVE TEST FAILED IMMEDIATELY. C/S THAT WHILE DRIVING AT 45 MPH, SLOWING DOWN TO MAKE TURN VEHICLE LOST ALL POWER AND IT WAS DIFFICULT TO STOP, ESP LIGHT CAME ON THEN THE VEHICLE ENGINE DIED, STARTED BACK UP AND LIGHT WENT OFF CK SPEED SENSOR AND ALL READING SAME AFTER RECONFIGURATION OF VEHICLE, FIRST TEST FAILED FOR ROLL BYTES, THEN SECOND ATTEMPT DRIVE TEST FAILED IMMEDIATELY. JESSE, FOUND OUT PROBLEM, PARTS DEPT. ORDERED WRONG PART NUMBER FOR VEHICLE ORIGINAL NUMBER 68089567AC AND ORDER IN

68003539AB. WENT BACK TO PARTS AND THEY ORDERED THE CORRECT NUMBER AND VOR IT VEHICLE WILL DIE WHILE DRIVING, C121C DTC HAS RETURN. WENT THRU DIAG AND SHOW TO REPLACE ABS MODULE AGAIN. IF THERE IS ANY OTHER DIAG WE CAN DO PLEASE DO SO 2ND VISIT FOR CONCERN C/S THAT WHILE DRIVING AT 45 MPH, SLOWING DOWN TO MAKE TURN VEHICLE LOST ALL POWER AND IT WAS DIFFICULT TO STOP, ESP LIGHT CAME ON THEN THE VEHICLE ENGINE DIED, STARTED BACK UP AND LIGHT WENT OFF CK SPEED SENSOR AND ALL READING SAME AFTER RECONFIGURATION OF VEHICLE, FIRST TEST FAILED FOR ROLL BYTES, THEN SECOND ATTEMPT DRIVE TEST FAILED IMMEDITATLY. JESSE, FOUND OUT PROBLEM, PARTS DEPT. ORDERED WRONG PART NUMBER FOR VEHICLE ORIGNAL NUMBER 68089567AC AND ORDER IN 68003539AB. WENT BACK TO PARTS AND THEY ORDERED THE CORRECT NUMBER AND VOR IT VEHICLE WILL DIE WHILE DRIVING, C121C DTC HAS RETURN. WENT THRU DIAG AND SHOW TO REPLACE ABS MODULE AGAIN. IF THERE IS ANY OTHER DIAG WE CAN DO PLEASE DO SO 2ND VISIT FOR CONCERN JESSE PLEASE HAVE ENGINEERING CALL ME ON MY CEL PHONE 281-300-2431 THANK ROBERT C/S THAT WHILE DRIVING AT 45 MPH, SLOWING DOWN TO MAKE TURN VEHICLE LOST ALL POWER AND IT WAS DIFFICULT TO STOP, ESP LIGHT CAME ON THEN THE VEHICLE ENGINE DIED, STARTED BACK UP AND LIGHT WENT OFF CK SPEED SENSOR AND ALL READING SAME AFTER RECONFIGURATION OF VEHICLE, FIRST TEST FAILED FOR ROLL BYTES, THEN SECOND ATTEMPT DRIVE TEST FAILED IMMEDITATLY. JESSE, FOUND OUT PROBLEM, PARTS DEPT. ORDERED WRONG PART NUMBER FOR VEHICLE ORIGINAL NUMBER 68089567AC AND ORDER IN 68003539AB. WENT BACK TO PARTS AND THEY ORDERED THE CORRECT NUMBER AND VOR IT VEHICLE WILL DIE WHILE DRIVING, C121C DTC HAS RETURN. WENT THRU DIAG AND SHOW TO REPLACE ABS MODULE AGAIN. IF THERE IS ANY OTHER DIAG WE CAN DO PLEASE DO SO 2ND VISIT FOR CONCERN JESSE PLEASE HAVE ENGINEERING CALL ME ON MY CEL PHONE 281-300-2431 THANK ROBERT FINALLY WAS ABLE TO DUPLICATE ISSUE WITH VEHICLE, SLOWING DOWN FROM 55 MPH VEHICLE GOT TO 20 MPH AND RPM S WENT TO 0 WHEN I CAME TO A STOP WHEN VEHICLE HIT 20 MPH IT SEAM LIKE SOMETHING WAS STAYING ENGAGED, EVEN WHEN ACCELERATING ONCE VEHICLE GOT ABOUT 25 MPH IT WOULD FINALLY FEEL LIKE THERE WAS LESS LOAD ON THE MOTOR. AT TIME OF DRIVE DID NOT HAVE THE WI TECH IN VEHICLE TO DO ANY DATA RECORDING. C/S THAT WHILE DRIVING AT 45 MPH, SLOWING DOWN TO MAKE TURN VEHICLE LOST ALL POWER AND IT WAS DIFFICULT TO STOP, ESP LIGHT CAME ON THEN THE VEHICLE ENGINE DIED, STARTED BACK UP AND LIGHT WENT OFF CK SPEED SENSOR AND ALL READING SAME AFTER RECONFIGURATION OF VEHICLE, FIRST TEST FAILED FOR ROLL BYTES, THEN SECOND ATTEMPT DRIVE TEST FAILED IMMEDITATLY. JESSE, FOUND OUT PROBLEM, PARTS DEPT. ORDERED WRONG PART NUMBER FOR VEHICLE ORIGINAL NUMBER 68089567AC AND ORDER IN 68003539AB. WENT BACK TO PARTS AND THEY ORDERED THE CORRECT NUMBER AND VOR IT VEHICLE WILL DIE WHILE DRIVING, C121C DTC HAS RETURN. WENT THRU DIAG AND SHOW TO REPLACE ABS MODULE AGAIN. IF THERE IS ANY OTHER DIAG WE CAN DO PLEASE DO SO 2ND VISIT FOR CONCERN JESSE PLEASE HAVE ENGINEERING CALL ME ON MY CEL PHONE 281-300-2431 THANK ROBERT FINALLY WAS ABLE TO DUPLICATE ISSUE WITH VEHICLE, SLOWING DOWN FROM 55 MPH VEHICLE GOT TO 20 MPH AND RPM S WENT TO 0 WHEN I CAME TO A STOP WHEN VEHICLE HIT 20 MPH IT SEAM LIKE SOMETHING WAS STAYING ENGAGED, EVEN WHEN ACCELERATING ONCE VEHICLE GOT ABOUT 25 MPH IT WOULD FINALLY FEEL LIKE THERE WAS LESS LOAD ON THE MOTOR. AT TIME OF DRIVE DID NOT HAVE THE WI TECH IN VEHICLE TO DO ANY DATA RECORDING. NO C121C DID NOT RESET, SHOPFOREMAN IS REQUESTING FIELD ASSISTANCE IN DIAG AND FIXING OF VEHICLE

Service Action: ADVISED TECH TO RECONFIGURE THE VEHICLE AND THEN TRY TO REINITIALIZE THE ABS MODULE. CHECK SPEED SENSORS TO MAKE SURE THERE ALL THE SAME WHEN DRIVING. IF STILL NOT SUCCESSFUL TO REPLACE ABS AND RETEST. ROBERT, WE WILL REVIEW THIS ISSUE FURTHER AND CONTACT YOU BACK WITH FURTHER DIAGNOSTIC RECOMMENDATIONS. THANKS ADVISED TO MONITOR THE SAS. TECH STATES HE HAS REPLACED THE CAB AND THERE IS NO OPTION TO INITIALIZE UNDER MISCELLANIOUS

FUNCTIONS IN THE WITECH. ADVISED TECH TO CONTACT THE WITECH HELPDESK FOR POSSIBLE PATCH OR BACKDATE PROCEDURE. TECH STATES HAS CONTACTED WITECH, PATCH HAS BEEN LOADED AND IS STILL UNABLE TO INITIALIZE CAB. STATES NO MISC FUNCTION SHOWS UP UNDER THE WITECH. STATES ALL MODULES ARE ONLINE AND CAN COMMUNICATE. STATES HAS USED WITECH ON ANOTHER MK AND IS ABLE TO INITIALIZE CAB ON NEW MK. TECH STATES REPLACEMENT CAB PART NUMBER IS 477949AJ. STATES NEW VEHICLE MK PART IS 68091115AB. ROB PLEASE CONTACT MOPAR SPECIFYING 800-765-7732 AND REVIEW FOR A PARTS ISSUE. IF FURTHER ASSISTANCE IS REQUIRED PLEASE FEEL FREE TO CONTACT US. JESSE S. ROBERT, THANK YOU FOR THE UPDATE. IF THE CORRECT PART RESOLVES THE CONCERN, PLEASE CLOSE THE CASE. IF YOU REQUIRE FURTHER ASSISTANCE, PLEASE FEEL FREE TO CONTACT ME OR UPDATE THE CASE. THANK YOU JESSE S. HELLO ROBERT. I WILL CONTACT YOU SOON REGARDING THIS CONCERN. JESSE S. CONTACTED ROBERT, ADVISED STAR IS FORWARDING CASE FOR REVIEW. THANK YOU JESSE S. CONTACTED TECH, STATES SALES DEPARTMENT WAS ABLE TO DUPLICATE CUSTOMERS CONCERN. STATES HE HAS BEEN UNABLE TO DUPLICATE CONCERN SINCE THE VEHICLE RETURNED. STATES NO POWERTRAIN DTCS HAVE BEEN STORED. RECOMMENDED TECH RUN FLIGHT RECORDINGS ON PCM/TCM AND ATTEMPT TO DUPLICATE CUSTOMERS CONCERN. FORWARDING CASE FOR REVIEW. THANK YOU JESSE S. ROBERT PLEASE CHECK C104 CONNECTOR FOR MOISTURE CORROSION-CHECK FOR LOOSE ENGINE GROUNDS AT G102 G103.CHECK FOR WIRE RUB THRU/CRACKED INSULATION ON THE VALVE COVER FOR CIRCUIT K344-REFER TO CASE #S1108000051-INSPECT HARNESS AT LEFT FRONT AREA.\r\n\r\nALSO I WILL BE SENDING THIS CASE TO FTS (ENGINEERING) FOR REVIEW. THANKS STEVE R. FORWARDED TO ML. ROBERT, DID C121C RESET AGAIN, IF IT DID CAN YOU PLEASE SEND ME A VEHICLE SCAN REPORT. THANKS STEVE R. ROBERT I WILL SEND THIS CASE TO FTS (ENGINEERING) FOR REVIEW. THANKS STEVE R. TA ASSISTANCE REQUESTED. TA ASSISTANCE REQUESTED. TA SPOKE TOSHOP FOREMAN. ADVISED HIM TO UPDATE THE CONTROLLER WITH THE LATEST SOFTWARE (0 RPM FLASH). TEST DROVE VEHICLE 30 MILES AFTER FLASH COMPLETED AND VEHICLE STAYED RUNNING. NO DTC RETURNING FOR ABS TORQUE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011521565

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA0BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1350021238)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q3330Q0459)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 122319

Report#: SSV011521565
Open Date: 12/06/2011
Mileage: 4878
Warr Built Dt: 12/23/2010
Supplier RP:

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: STATES VEHICLE WILL DIE OUT AND STEERING WHEEL LOCKS UP STATES VEHICLE WILL DIE OUT AND STEERING WHEEL LOCKS UP ROAD TEST 47 MILES INSPECTION OF HARNESS NEAR ALL ENGINE AND TRANS MOUNTS STATES VEHICLE WILL DIE OUT AND STEERING WHEEL LOCKS UP ROAD TEST 47 MILES INSPECTION OF HARNESS NEAR ALL ENGINE AND TRANS MOUNTS WHICH CIRCUIT HAS BEEN FOUND TO BE THE MOST LIKELY CULPRIT OR WHICH PIN WHICH SPECIFIC MOTOR/TRANS MOUNT PLEASE ADVISE ASAP, THANKS,

Service Action: STATES VEHICLE WILL DIE OUT AND STEERING WHEEL LOCKS UP DUPLICATED : NO REPAIRS AND TESTS PERFORMED : ROAD TEST 22 MILES TRY TO RECORDED INFORMATION TO SEND TO YOU DTCS : C121C\r\n*****\r\nJASRED CHECK THE ENGINE HARNESS NEAR THE ENGINE/TRANS MOUNTS FOR RUBBING THROUGH - BRIAN JARED A RUBBING HARNESS HAS BEEN ABOUT THE ONLY CAUSE DOCUMENTED AT

THIS TIME. THE CODE IS VERY GENERAL AND WILL SET FOR MANY DIFFERENT REASONS. ALSO MAKE SURE THERE ARE NO TIPM CONNECTORS WITH PUSHED OUT PINS AND BEING IMPROPERLY SEATED - BRIAN JARED, CHECK NEAR THE TRANS MOUNT. ALSO WHERE THE HARNESS CROSSES OVER THE VALVE COVER. ANOTHER AREA THAT HAS BEEN NOTED (INTERNAL CASE) IS THE F344 CIRCUIT FROM THE TIPM TO C100 CONNECTOR. BOTH PINS WERE FOUND TO BE SPREAD AT EACH CONNECTOR - BRIAN ROAD TEST 50 MILES DID NOT ACT UP REMOVED PARTS OF HARNESS INSPECTION \r\nINSPECTION OF CUNETERS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011622413

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NF1GB6D [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT 4X4
 MKJE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1322020107)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q3140M0025)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 120810

Report#: SSV011622413
Open Date: 12/06/2011
Mileage: 15924
Warr Built Dt: 12/08/2010
Supplier RP:

Zone/Cd: 42-66262
Name: SUBURBAN CHRYSLER JEEP DODGE
Address: 24315 HAGGERTY
 NOVI, MI 48375
Phone: 248 476-7900

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: VEHICLE WILL NOT START. OR START THEN STALL. TOWED IN VEHICLE WILL NOT START. OR START THEN STALL. TOWED IN MARK, NO SPARK PRESENT WHEN CRANKING. DOUBLE CHECKED WITH WY-TECH MONITORING & PCM DOES SENSE ENGINE SPEED DURING CRANKING. NOT A SIGLE SENSOR SHOWING ANY SIGN OF ABNORMAL VOLTAGE. DISCONNECTED PCM CONNECTORS FOUND BOTH PCM & CONNECTORS ARE NICE & CLEAN. VEHICLE RUNS 1ST THING IN THE MORNING ONLY FOR 3-4 MINUTES THEN STALL OUT. ANOTHER 10 LATER IT WILL RUN FOR FEW SECONDS THEN STALL. I KNEW THIS SINCE LAST WEEK. IT DOES AGAIN THIS MORNING. 6 GUYS BELIEVED THE PCM IS THE ONLY PREIME SUSPECT. LET ME KNOW WHAT U THINK!!!!!!\r\n\r\nPETE,

Service Action: VEHICLE WILL NOT START. OR START THEN STALL. TOWED IN DUPLICATED : YES - START THE VEHICLE REPAIRS AND TESTS PERFORMED : FLASHED THE PCM FOR TSB-18-009-11 AND TIPMCGW TSB-24-007-10. I KNOW THEY ARE NOT RELATED. HOOKED UP WY-TECH. FOUND ALL MODULES COMMUNICATING AND NO CODE(S) SHOWING. I DROVE

THE VEHICLE INTO THE SHOP THEN QUIET ITSELF & WILL NOT RESTART AGAIN ANYMORE. FOUND CASE#S1108000051. ALL WIRING HARNESS ARE LOOKING GREAT. DISCONNECTED ALL NECESSARY CONNECTORS AT LEFT SIDE FENDER AREA AND INSPECTED. SO FAR NO SOLUTION AT THIS TIME. ENGINE DOES CRANK EVERY TIME WITH GOOD AMOUNT OF FUEL PRESSURE & VOLUMN REGARLESS ENGINE STILL NOT RUN AT ALL. PLEASE ASSIST ME WHAT S NEXT! TSB APPLIED : TSB-18-009-11 AND TSB-24-007-10 DTCS : NONE TECHCONNECT SEARCH : START AND STALL WILL NOT RESTART *****\r\n *****\r\nPETER, IS THERE SPARK PRESENT MONITOR THE RPMS SEEN IN THE PCM AS WELL, KEEP ME POSTED, THANKS.\r\nMARK.\r\nMARK. TECH STATES: \r\nMARK, NO SPARK PRESENT WHEN CRANKING. DOUBLE CHECKED WITH WY-TECH MONITORING & PCM DOES SENSE ENGINE SPEED DURING CRANKING. NOT A SIGLE SENSOR SHOWING ANY SIGN OF ABNORMAL VOLTAGE. DISCONNECTED PCM CONNECTORS FOUND BOTH PCM & CONNECTORS ARE NICE & CLEAN. VEHICLE RUNS 1ST THING IN THE MORNING ONLY FOR 3-4 MINUTES THEN STALL OUT. ANOTHER 10 LATER IT WILL RUN FOR FEW SECONDS THEN STALL. I KNEW THIS SINCE LAST WEEK. IT DOES AGAIN THIS MORNING. 6 GUYS BELIEVED THE PCM IS THE ONLY PREIME SUSPECT. LET ME KNOW WHAT U THINK!!!!!! PETE,\r\n\r\n-----\r\nRESPONSE:\r\nHELLO PETE. ARE THERE ANY INJECTOR PULSES DOES THE PCM SHOW CAMSHAFT SPEED IF THE VEHICLE CRANKS AND THE PCM SEES CRANK AND CAMSHAFT RPM THE FUEL PUMP SHOULD BE RUNNING, THE INJECTORS SHOULD BE PULSING, AND THERE SHOULD BE SPARK. IF ALL THE INPUTS TO THE PCM ARE PRESENT AND THERE ARE INJECTOR PULSES MONITOR THE COIL DRIVER CIRCUITS FROM THE PCM; IF PRESENT THE FAULT IS EXTERNAL TO THE PCM. PLEASE REPORT RESULTS. THANK YOU, JUWAN W. WIRING HARNESS AT TIPM.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011641589

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA4BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1130110400)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q0641M0221)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 051211

Report#: SSV011641589
Open Date: 12/06/2011
Mileage: 1937
Warr Built Dt: 05/12/2011
Supplier RP:

Zone/Cd: 66-68377
Name: VERO BEACH CHRYSLER JEEP DODGE
Address: 855 S US HIGHWAY 1
 VERO BEACH, FL 329624704
Phone: 772 567-6633

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: CUST STATES INTERMITTENTLY ENGINE WILL STALL ONLY WHEN TURNING RIGHT OR LEFT ALSO TRACTION LAMP COMES ON AT TIME OF STALL
Service Action: GARRETT THE FLASH IS THE ONLY KNOWN REPAIR FOR THIS ISSUE. FLASED FIX VEHICAL NO FURTHER CONSERN
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011718919

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NF4GB7E [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT LIMITED 4X4 (LHD)
 MKJH74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1206120774)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q2001Q1256)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 080107

Report#: SSV011718919
Open Date: 12/06/2011
Mileage: 827
Warr Built Dt: 08/01/2011
Supplier RP:

Zone/Cd: 42-43284
Name: GREVE CHRY-JEEP-DODGE OF VAN W
Address: 756 W ERVIN
 VAN WERT, OH 458911498
Phone: 419 238-3944

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: NO FUSE LIGHT COMES ON. CHECK ENGINE LIGHT CAME ON AND VEHICLE DIED HAD TO BE TOWED IN. FOUND THAT FUSE 14 IN FUSE BLOCK MISSING REPLACED FUSE AND NO FUSE MESSAGE WENT AWAY. LEFT VEHICLE RUN FOR 15 MIN. CAME BACK VEHICLE RUNNING VERY POORLY FOUND LOST COMM. WITH PCM NOW AND VEHICLE WILL NOT RESTART. LET VEHICLE SIT FOR 35 MIN OR SO AND THEN COMM. IS ALOUD AGAIN VEHICLE JUST RUNS POORLY RUNS FOR A MIN SHUT OFF AND VEHICLE LOSSES COMM. AGAIN PCM IS NOT DROPPING OUT TODAY YESTERDAY IT WAS THE ONLY MODULE DROPPING OUT AND ALL MOST ALL MODULES SET A NO COMM. WITH PCM BUT HASN T ACTED UP TODAY. VEHICLE STARTED THIS MORNING AND RAN FINE FOR 10 -15 MIN. THEN STARTED RUNNING ROUGH FOUND THAT. FOUND THAT CYLINDER THREE WAS THE ONE NOT FIREING. SO SWAPPED PLUGS COIL AND INJECTOR WITH CYLINDER 2 AND NO CHANGE STILL MISS ON NUMBER THREE. CHECKED SPARK WITH A SPARK TESTER AND NUMBER THREE LIGHT UP VERY DIM COMPARED TO THE OTHER CYLINDERS. LOAD TESTED WIRES GOIN FROM THE COIL TO THE PCM ALL CHECK OUT FINE.

EVEN RAN A JUMPER WIRE JUST TO MAKE SURE STILL NO CHANGE IN MIS FIRE ON NUMBER THREE. AM I LOOKING AT A PCM PROBLEM CUSTOMER CAME BACK WITH CHECK ENGINE LIGHT ON DIDN T CLEAR ANY CODES TILL PCM REPLACED PROCUDRE RAN AND PCM PROGRAMMED WITH RIGHT SOFTWARE AFTER THAT CODES WERE CLEARED WHAT IS THE PROCEDURE I NEED TO FOLLOW REPLACING WCM

Service Action: NO FUSE LIGHT COMES ON. CHECK ENGINE LIGHT CAME ON AND VEHICLE DIED HAD TO BE TOWED IN. DUPLICATED : NO REPAIRS AND TESTS PERFORMED : DRIVER STATED THAT ON WAY HOME THE NO FUSE LIGHT CAME ON AND STARTED RUNNING BAD THEN VEHICLE DIED AT REST STOP AND COULD NOT BE RESTARTED. VEHICLE SAT OVER NIGHT AT DEALERSHIP STARTED THIS MORNING. HAS CODES ONLY IN PCM FOR P2308 CYLINDER NUMBER THREE IONIZATION. AND P2311 CYLINDER NUMBER 4 IONIZATION. BUT NO FUSE MESSAGE STILL COMES ON. IOD FUSE IS IN IF YOU PULL THE FUSE THE RADIO CUTS OUT LIKE IT SHOULD BUT PUT IOD FUSE BACK IN EVERYTHING WORKS AS DESIGNED EXCEPT FOR THE MESSAGE SHOWING UP. APPARENTLY TIPM HAS ALREADY BEEN REPLACED AT DIFFERENT DEALERSHIP TECHCONNECT SEARCH : CHECK ENGINE LIGHT --- GRANT, NO KNOWN ISSUES, NORMALLY THE CLUSTER WILL DISPLAY NO FUSE, IF ITS MISSING ONE OF ITS POWER FEEDS, THAT COMBINED WITH THE STALL AND NO START ISSUE, I WOULD SUSPECT A CONNECTION ISSUE AT THE TIPM OR POWER FEED OR GROUND TO IT, WE HAVE SEE POOR TERMINAL TENSION/ PIN FIT ISSUES ON THE 2011 S- JERRY K. TECH STATES :CHECK ENGINE LIGHT CAME ON AND VEHICLE DIED HAD TO BE TOWED IN. FOUND THAT FUSE 14 IN FUSE BLOCK MISSING REPLACED FUSE AND NO FUSE MESSAGE WENT AWAY. LEFT VEHICLE RUN FOR 15 MIN. CAME BACK VEHICLE RUNNING VERY POORLY FOUND LOST COMM. WITH PCM NOW AND VEHICLE WILL NOT RESTART. LET VEHICLE SIT FOR 35 MIN OR SO AND THEN COMM. IS ALOUD AGAIN VEHICLE JUST RUNS POORLY RUNS FOR A MIN SHUT OFF AND VEHICLE LOSSES COMM. AGAIN. ---- GRANT PLEASE SPECIFY WHAT MODULES ARE OFF THE BUS, AND WHAT THE IGNITION SWITCH STATUS IS IN THE WIN AND IN THE TIPM, WITH THE CONCERN PRESENT, WHAT CODES ARE PRESENT AND STORED AND WHERE- THANKS, JERRY K. TECH STATES : PCM IS NOT DROPPING OUT TODAY YESTERDAY IT WAS THE ONLY MODULE DROPPING OUT AND ALL MOST ALL MODULES SET A NO COMM. WITH PCM BUT HASN T ACTED UP TODAY. VEHICLE STARTED THIS MORNING AND RAN FINE FOR 10 -15 MIN. THEN STARTED RUNNING ROUGH FOUND THAT. FOUND THAT CYLINDER THREE WAS THE ONE NOT FIREING. SO SWAPPED PLUGS COIL AND INJECTOR WITH CYLINDER 2 AND NO CHANGE STILL MISS ON NUMBER THREE. CHECKED SPARK WITH A SPARK TESTER AND NUMBER THREE LIGHT UP VERY DIM COMPARED TO THE OTHER CYLINDERS. LOAD TESTED WIRES GOIN FROM THE COIL TO THE PCM ALL CHECK OUT FINE. EVEN RAN A JUMPER WIRE JUST TO MAKE SURE STILL NO CHANGE IN MIS FIRE ON NUMBER THREE. AM I LOOKING ATA PCM PROBLEM. ---- IF YOU CHECKED YOUR DRIVER CIRCUITS BETWEEN THE PCM AND COIL AND FOUND NO ISSUES, I WOULD SUGGEST LOADTESTING THE POWERS AND GROUNDS TO THE PCM USING A HEADLAMP BULB, NOT A TEST LIGHT OR DVOM, AND IF OK, SUGGEST PCM REPLACEMENT- JERRY K. TECH STATES :AFTER PCM REPLACEMENT VEHICLE RUNS FINE. CUSTOMER BROUGHT BACK DUE TO CHECK ENGINE LIGHT. CODE IS P0633 SKIM SECRET KEY NOT STORED IN PCM. DID RUN PCM REPLACE IN WCM MISC. FUNCTION. CODE STILL ACTIVE VEHILCE STARTS AND RUNS FINE. BY THE LOOKS OF OF DIAG. PROCEDURE I NEED ANOTHER NEW PCM. --- WHEN THE PCM REPLACE ROUTINE WAS PERFORMED, DID YOU CLEAR THE P0633 FIRST TECH STATES : ---- GRANT, WHEN THE PCM REPLACE ROUTINE WAS PERFORMED, DID YOU CLEAR THE P0633 FIRST IF THE CODE WAS CLEARED FIRST , THEN THE SECRET KEY WAS WIPED OUT OF THE WCM , AND NOW MATCHES THE SECRET KEY IN THE PCM, WHICH IS WHY THE CODE IS ACTIVE AND THE VEHICLE STARTS, IF THIS IS THE CASE THE WCM AND KEYS WILL NEED TO BE REPLACED, AND PROGRAMMED USING A CERTAIN PROCEDURE. TECH STATES :DIDN T CLEAR ANY CODES TILL PCM REPLACED PROCUDRE RAN AND PCM PROGRAMMED WITH RIGHT SOFTWARE AFTER THAT CODES WERE CLEARED WHAT IS THE PROCEDURE I NEED TO FOLLOW REPLACING WCM. ---- GRANT, REPLACE THE

WIN AND FOBIKS, THEN PERFORM THE WIN REPLACE ROUTINE. DO NOT PERFORM THE PCM REPLACE ROUTINE. DO NOT ERASE THE P0633. WHEN YOU ATTEMPT THE WIN REPLACE ROUTINE, THE SCAN TOOL WILL EITHER GIVE YOU AN ERROR MESSAGE OR A WARNING-- IGNORE THESE MESSAGES AND CONTINUE TRYING TO PERFORM THE WIN REPLACE ROUTINE, IT WILL GO THROUGH EVENTUALLY. ONCE THE WIN REPLACE ROUTINE GOES THROUGH SUCESSFULL AND THE P0633 GOES STORED, ---- ONLY THEN PERFORM THE PCM REPLACE ROUTINE AND PROGRAM THE NEW FOBIK- JERRY K. REPLACED WCM AND KEYS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011568594

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA2BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1083110854)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q0981M0999)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 042911

Report#: SSV011568594
Open Date: 11/17/2011
Mileage: 516
Warr Built Dt: 04/29/2011
Supplier RP:

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: VEHICLE DIES BUT WILL RESTART I CHECKED ALL THE POWERS AND GROUNDS. NOTHING WAS LOOSE. PCM WAS UP TO DATE

Service Action: WAYNE,WIGGLE TEST AND INSPECT ALL THE WIRING UNDER THE HOOD,ALSO CHECK ALL THE UNDERHOOD CONNECTORS,CHECK FOR ANY LOOSE GROUNDS/POWER FEEDS.CHECK FOR ANY AFTERMARKET ACCESSORIES THAT COULD BE CAUSING THE ISSUE.MAKE SURE THE PCM IS UP TO DATE,TRY A ETC RELEARN.CHECK FOR FUEL QUALITY CONCERNS. WAYNE, THANKS FOR THE UPDATE,PLEASE CLOSE THE CASE OUT ON YOUR END IF THE VEHICLE IS GONE.OR IF NEEDED DATA RECORD THE DIE OUT. CUSTOMER TOOK THE VEHICLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011679796

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GB3BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1278010433)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q2680M0483)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 100711

Report#: SSV011679796
Open Date: 11/17/2011
Mileage: 11385
Warr Built Dt: 10/07/2010
Supplier RP:

Zone/Cd: 66-60262
Name: STATELINE CHRYSLER JEEP DODGE,
Address: 800 GOLD HILL RD
 FORT MILL, SC 297088979
Phone: 803 396-1000

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: STALLS AT STOP LIGHT

Service Action: JAMES, PLEASE CLOSE THIS TICKET OUT USE THE ORIGINAL REQUEST FROM 08/11 ITS STILL OPEN, YOU SHOULD BE ABLE TO ACCESS IT , TRYING TO AVOID MULTIPLE TICKETS ON THE SAME VIN FOR THE SAME CONCERN. THE TICKET NUMBER ON THE ORIGINAL REQUEST IS 213307. RESUBMIT ON THAT REQUEST, CLOSE THIS ONE OUT. THE CAR IS NOT FIXED. YOU YOLD ME TO CLOSE THIS REQUEST AND START AGAIN USING THE OLD ONE IM NO 2 HOURS TRYING TO TELL YOU PEOPLE WHATS GOING ON . GET THIS THING TOGEATHER ON YOUR END PLEASE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011644688

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GB5BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1292010456)
Transmission: DD7-5-SPEED MANUAL T355 TRANSMISSION (Ser #:U228068245)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 102607

Report#: SSV011644688
Open Date: 11/04/2011
Mileage: 8821
Warr Built Dt: 10/26/2010
Supplier RP:

Zone/Cd: 42-55412
Name: FERNELIUS CHRYSLER DODGE JEEP
Address: 11283 N STRAITS HWY
 CHEBOYGAN, MI 497219090
Phone: 231 627-5673

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 QUIT ON THE ROAD

Service Action:RUSSELL,I WOULD SUGGEST LOOKING OVER F344 THAT SUPPLIES POWER TO ALL COILS,CHECK C100 PIN 9 FOR ANY SPREAD,BENT,BACKED OUT TERMINALS,LOAD TEST THE F344 CIRCUIT INSPECT TIPM C10 CONNECTOR.CHECK S104.\r\nCHECK THE PCM FOR ANY SPREAD TERMINAL PINS ALSO,CHECK FOR AFTERMARKET ACCESSORIES THAT COULD BE CAUSING THE CONCERN.CHECK THE HARNESS ALSO FOR ANY ISSUES,INSPECT THE ROUTING.INSPECT FOR CHAFS/RUBS.\r\nMOST OF THE CASES I SHOW FOR THIS TYPE OF ISSUE POINT TO THE PCM BEING REPLACED.\r\nYOU MAY ALSO NEED TO REPLACE THE CATALYTIC CONVERTER IF IT WAS DAMAGED FROM A MISFIRE CONCERN. PIN 9 C100 CONNECTOR LOOSE REPAIR LOOSE TERMINAL.\r\n*****\r\nSTAR: TECH NOTES C100 TERMINAL PIN #9 WAS LOOSE CAUSING DIE OUT,P2308 P2311 P2302 P2305 P0420 U1008.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011655754

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NF1GB0BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT 4X4
 MKJE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1179120035)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q1661Q0327)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 070108

Report#: SSV011655754
Open Date: 10/24/2011
Mileage: 2243
Warr Built Dt: 07/01/2011
Supplier RP:

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: NOT SHIFTING OUT OF FIRST GEAR

Service Action: ADVISE TO CHECK 22 WAY CONNECTOR FOR TRANS FOR ANY PROBLEM, CHECK BOTH TCM CONNECTORS FOR POSSIBLE PIN PROBLEM, IF POSSIBLE TAKE DATA RECORDINGS. MICHAEL CALLED BACK. HAS NO FAULT CODES. WAS ABLE TO DUPLICATE THE CONDITION WITH THE ENGINE STALLING, THEN IT STARTED WORKING OK. CHECKED OUT THE WIRING AND CONNECTORS PER PREVIOUS SUGGESTION. HOOKED UP A DATA RECORDING, AND WAS ABLE TO GET A COUPLE OF RECORDINGS WHEN THE STALL OCCURRED. HAS SENT THEM HERE FOR REVIEWING. REVIEWED THE RECORDINGS WITH OUR JATCO REP AND DECIDED TO HAVE MICHAEL REPLACE THE TWO TCM CONNECTORS. 68020947AA IS THE C1 \ WHITE\ TCM CONNECTOR AND 68020944AA IS THE C2 \ GREY\ TCM CONNECTOR. HE WILL PROCEED WITH THAT AND LET US KNOW IF HE NEEDS FURTHER ASSISTANCE----BOB REPLACEMENT OF C1 AND C2 CONNECTOR AT TRANS CONTROLLER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011675785

Vehicle Information Repair Information Dealer Information

<p>VIN: 1J4NT1GA9BD [REDACTED]</p> <p>Model Year: 2011</p> <p>Make/Model: JEEP Patriot Sport FWD MKTE74</p> <p>Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1274020080)</p> <p>Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q2650M1582)</p> <p>Plant: BELVIDERE ASSEMBLY PLANT</p> <p>MDH: 100409</p>	<p>Report#: SSV011675785</p> <p>Open Date: 09/16/2011</p> <p>Mileage: 11901</p> <p>Warr Built Dt: 10/04/2010</p> <p>Supplier RP:</p>	<p>Zone/Cd: 66-43864</p> <p>Name: ARRIGO DODGE CHRYSLER JEEP RAM</p> <p>Address: 6500 OKEECHOBEE BLVD WEST PALM BEACH, FL 33411</p> <p>Phone: 561 683-1511</p>
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Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE DIES WHILE COMING TO A STOP. NO CODES IN PCM, TEST DROVE AND NOT ABLE TO DUPLICATE CONCERN.

Service Action: FASHED PCM TO AE LEVEL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011530968

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GB8BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1104121454)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q0881M1474)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 041810

Report#: SSV011530968
Open Date: 08/31/2011
Mileage: 2280
Warr Built Dt: 04/18/2011
Supplier RP:

Zone/Cd: 66-44036
Name: TIM MARBURGER DODGE CHRYSLER J
Address: 287 CONCORD PKWY N
 CONCORD, NC 280276732
Phone: INACTIVE
 704 792-9700

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 SHUT OFF WHEN DRIVING FIRST TIME CAR HAD 245 MILES VEHICLE SHUT OFF WHEN GOING ABOUT 25MPH DRIVER PULLED OVER TURN KEY OFF RESTARTED VEHICLE DROVE ON VEHICLE RAN NO PROBLEMS NEXT TIME ON A TRIP ABOUT 1900 MILES ON VEHICLE SAME THING CAR SHUT OFF ON HIGHWAY GOING 65MPH PULLED OVER SHUT KEY OFF CAR RESTARTED NOW AT 2280 MILES CAR IN SHOP NO CODES AND CAN NOT DUPLICATE PROBLEM CHECK WIRING CONNECTORS FROM BATTERY ALL UNDER HOOD TO KEY NO PROBLEM FOUND

Service Action: GARY WE HAVE BEEN SEEING SOME ISSUES OF STALLING CONCERNS ON THESE VEHICLES NO KNOWN REPAIR AS OF YET THE ISSUE IS BEING INVESTIGATED. REPLACED PCM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011343601

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NF1GB6BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT 4X4
 MKJE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1040110645)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q0301M0259)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 021619

Report#: SSV011343601
Open Date: 08/29/2011
Mileage: 1650
Warr Built Dt: 02/16/2011
Supplier RP:

Zone/Cd: 32-66689
Name: ROCKLAND CHRYSLER JEEP DODGE
Address: 60 ROUTE 304
 NANUET, NY 109542924
Phone: 845 627-3700

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: VEHICLE STALLING DTC IS NOT SET AT THIS TIME. CHECKED A WIGGLED TESTED ALL MAIN CONNECTORS IN ENGINE COMPARTMENT.NO AFTERMARKET OR MOPAR ADD ON SYSTEMS TO VEHICLE.I WILL CHECK CANISTER FOR RAW FUEL NOW. I WILL GET BACK TO YOU IN A FEW REMOVED CANISTER.FELLS A LITTLE HEAVY.SHOOK CANISTER RAW FUEL SMELL STALLING ONLY VERIFIED WITHN FUEL TANK OF GAS. DEALER REP ADVISED ME THAT THERE ARE ISSUES WITH SOFTWARE IN WIN MODULE. IM GOING TO TRY TO ROAD TEST THE VEHICLE WITH WI POD CONNECT TO LAPTOP TO TRY TO MAKE VIHICLE STALL DURING ROAD TEST NOTICED THAT KEY HAS KEY CHAINS. KEY HAS ALOT OF WEIGHT.DROVE OVER A BUMPKEY SEEMED 2 MOVIN BACK TOWARD ASC POSTION. FOUND WHEN VEHICLE STALLS KEY IS NOT ALL THE WAY IN RUN POSTION. REMOVES ALL KEYS CHAINS.REROAD TESTED VEHICLE DID NOT STALL ONCE. IGNTION CYLINDER DOES FEEL LIKE THERE IS SOME PLAY. SHOULD I REPLACE THE IGNTION CYLINDER FOR THE EXESSIVE PLAY THIS IS THE SERVICE DIRECTOR, VICTOR THE TECHNICIAN WAS INVOLVED IN A MOTORCYCLE ACCIDENT AND IS NOT HERE. HE DID EVERYTHING

AS INSTRUCTED. THE CSUSTOMER TOOK THE VEHICLE ON 4/21/11 AND HAS BEEN DRIVING IT TILL PRESENT. CUSTOMER STATES TODAY 5/25/11 THAT THE VEHICLE STALLED LAST NIGHT WHILE DRIVING. ATT DAREN HOFFMAN I HAVE CHECKED THE VEHICAL FOR CODES WITH THE WITECH POD. THERE ARE NO CODES AT THIS TIME.WHAT IS THE NEXT STEP THAT YOU WOULD LIKE US TO PERFORM

Service Action: TA INSTRUCTED THE SER MGR TO REPLACE THE CC AND EXTENSIVLY ROAD TEST THE VEH. AND THEN UPDATE THE TA. TA SPOKE TO THE SER MGR WHO STATED THAT THE OWNER FATHER HAS BEEN DRIVING THE VEH FOR THE LAST SEVEN WEEKS AND HAS NOT EXPERIENCED ANY ISSUES WITH THE VEH.VICTOR , IS THE FAULT CODE P127E STILL SETTING . ADVISE TECH TO INSPECT THE CHARCOAL CANISTER FOR RAW FUEL . ADVISE TECH TO CHECK ALL MAJOR UNDERHOOD CONNECTORS FOR MOISTURE CORROSION AND PIN RETENTION . ADVISE TECH TO LOAD TEST THE BATTERY AND CHECK THE CABLE CONNECTIONS AT BOTH ENDS . ADVISE TECH TO INSPECT THE VEHICLE FOR AFTERMARKET REMOTE START OR ALARM SYSTEMS . ADVISE TECH TO INSPECT FOR LOOSE GROUNDS IN THE ENGINE COMPARTMENT . VICTOR , THANKS FOR THE FEED BACK , KEEP ME POSTED . VICTOR , BY RAW FUEL , I MEAN LIQUID FUEL POSSIBLE STICKING ESIM L . TRY TO GET A DATA RECORDING OF THE STALLING CONCERN AND THEN UPLOAD TO SUPPORT . ADVISE TECH POSSIBLE WCM / WIN ISSUE . VICTOR , IF THE STALLING CONCERN HAPPENED AFTER A FUEL FILL , THE CUSTOMER MAY HAVE OVER FILLED THE FUEL TANK ALLOWING RAW FUEL IN TO THE EVAP SYSTEM AND CAUSED THE STALLING CONCERN .POSSIBLE STICKING ROLLOVER , FUEL CONTROL OR INLET VALVE ON THE FUEL TANK IF THE CUSTOMER IS NOT TOPPING THE FUEL ALL THE WAY UP THE FILLER NECK . VICTOR , KEEP ME POSTED IF YOU CAN GET A DATA RECORDING OF THE STALLING CONCERN , UPLOAD TO SUPPORT AND INCLUDE ALL ENGINE SENSOR DATA AND IGNITION SWITCH STATUS IN THE TEMPLATE , ENGINE SPEED AND VEHICLE SPEED ARE A MUST . VICTOR ,ADVISE THE CUSTOMER TO DRIVE THE VEHICLE AND SEE IF THE STALLING CONCERN PERSIST WITH JUST THE IGNITION KEY IN THE CYLINDER IF THE CONCERN RETURNS THEN REPLACE THE IGNITION CYLINDER FOR LOOSENESS . 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. CALL DEALER FOR CASE REVIEW . ADVISE TO HAVE TECH RECHECK THE VEHICLE AND SEE IF ANY FAULT CODES HAVE RETURNED . ADVISE TO GET A DATA RECORDING IF POSSIBLE . ADVISE , WILL ESCALATE THE CASE FOR LACK OF FORWARD PROGRESS. ADVISE TO GET A DATA RECORDING OF THE STALLING CONDITION AND ADVISE TECH THE CASE HAS BEEN ESCALATED FOR THIS CONCERN . CHRYSLER WILL BE IN CONTACT WITH YOU FOR THIS VEHICLES CONCERN . THE CASE HAS BEEN REVIEWED AND WILL BE ESCALATED. AT THIS TIME, ZONE OFFICE HAS INSTRUCTED DEALER TO GIVE CAR BACK TO CUSTOMER. CUSTOMER DOES NOT WANT TO PICK UP. LEFT MY CONTACT INFORMATION WITH SERVICE DIRECTOR TO CALL ME IF THEYNEED TECH SUPPORT. 6/22 TA SPOKE TO THE SER MGR WHO STA

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011435400

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA1BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1048110249)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q0571M1721)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 031713

Report#: SSV011435400
Open Date: 08/29/2011
Mileage: 549
Warr Built Dt: 03/17/2011
Supplier RP:

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT THE VEHICLE WILL DIE IN STOP AND START TRAFFIC RANDOMLY SOMETIMES WHEN SLOWING DOWN AND SOMETIMES WHEN TAKINF OFF THANK YOU WE WILL LET YOU KNOW

Service Action: BRAIN,NO REPORTED CONCERNS,CHECK FOR ANY AFTERMARKET ACCESSORIES THAT COULD BE CAUSING THE CONCERNS THAT WERE REMOVED FROM THE VEHICLE BY THE CUSTOMER.TRY A ETC RELEARN,CHECK FOR FUEL QUALITY CONCERNS.WIGGLE TEST AND INSPECT THE WIRING HARNESS FOR RUBS/CHAFS. BRIAN,YOUR WELCOME.
 NEW FLASH PROGRAM\r\n\r\nSTAR: TECH FLASHED PCM WITH UPDATE THAT WAS RELEASED.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011577648

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA1BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1013121601)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q0701Q0234)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 033114

Report#: SSV011577648
Open Date: 08/29/2011
Mileage: 327
Warr Built Dt: 03/31/2011
Supplier RP:

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: ENGINE STALLS AT STOP LIGHTS AND WHILE DRIVING
Service Action: EDDIE YES ENGINEERING IS CURRENTLY RESEARCHING THE ISSUE AS OF NOW NO REPAIRS FOR THIS CONCERN. PERFORMED SOFTWARE UPDATE AND TEST DROVE, NO STALLING.
Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011548956

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA6BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1020110561)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q0111M1639)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 012613

Report#: SSV011548956
Open Date: 08/15/2011
Mileage: 490
Warr Built Dt: 01/26/2011
Supplier RP:

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: VEHICLE DIES AT STOPS HAPPEN 5 TIME IN ONE MONTH

Service Action: INSPECT THE WIRING HARNESS FOR CHAFS/RUBS.WIGGLE TEST THE HARNESS ALSO,INSPECT ALL THE POWERS AND GROUNDS MAKE SURE THEY ARE SECURED.CHECK FOR ANY AFTERMARKET ACCESSORIES THAT THE CUSTOMER MAY BE REMOVING PRIOR TO DROPPING OFF FOR SERVICE,LIKE A GPS,CELL PHONE,MP3 PLAYER ETC.UPDATE VEHICLE SOFTWARE TO PN#68066800AD-PERFORM ETC RELEARN.CHECK FOR LOOSE BODY GROUNDS ON TOP OF ENGINE OR PINCHED WIRES AROUND VALVE COVER AREA.THE C121C CODE IS USUALLY A BYPRODUCT CODE DUE TO STALLING OUT.IF NPF REPLACE THROTTLE BODY-RETEST. COULD NOT DUPLICATE STALL OUT, CUSTOMER HAS VEHICLE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011583076

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA0BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1116110395)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q1051M1212)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 050500

Report#: SSV011583076
Open Date: 08/15/2011
Mileage: 330
Warr Built Dt: 05/05/2011
Supplier RP:

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: DIES WHILE DRIVING. WILL RESTART.

Service Action: WE ARE AWARE OF A POSSIBLE DIE OUT ISSUE. ENGINEERING IS WORKING ON A FIX. AT THIS POINT THERE IS NO ETA ON THE RELEASE OF SOFTWARE UPDATE. CHECK C104 CONNECTOR FOR MOISTURE CORROSION-CHECK FOR LOOSE ENGINE GROUNDS AT G102 G103. CHECK FOR WIRE RUB THRU/CRACKED INSULATION ON THE VALVE COVER FOR CIRCUIT K344-REFER TO CASE #S1108000051-INSPECT HARNESS AT LEFT FRONT AREA PCM UPDATES

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011604839

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NF1GB1BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT 4X4
 MKJE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1054121297)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q0491M0859)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 030108

Report#: SSV011604839
Open Date: 08/15/2011
Mileage: 939
Warr Built Dt: 03/01/2011
Supplier RP:

Zone/Cd: 32-42174
Name: ALLEN MELLO CHRYSLER JEEP DODG
Address: 13 MARMON DRIVE
 NASHUA, NH 030605295
Phone: 603 888-7550
 603 888-7644

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: REMOTE START SHUTS OFF AFTER START UP..VEHICLE REMOTE START ABORT REASON IS THE VEHICLE IN SHIPPING MODE..HOW DO I CHANGE THE MODE FUEL LEVEL AT 5.0% IN PCM DATA..GAUGE READING 1/16 OF A TANK.. REMOTE START SHUTS OFF AFTER START UP..VEHICLE REMOTE START ABORT REASON IS THE VEHICLE IN SHIPPING MODE..HOW DO I CHANGE THE MODE FUEL LEVEL AT 5.0% IN PCM DATA..GAUGE READING 1/16 OF A TANK.. IS THAT THE ABORT CODE THAT IS GIVEN WHEN THERE IS A LOW FUEL CONDITION

Service Action: GLEN, WHAT IS THE FUEL LEVEL THANK ERIC G. GLEN, ADD FUEL, AT LEAST 1/4 TANK, FUEL LIGHT NEEDS TO BE OFF BEFORE REMOTE START WILL WORK. THANKS ERIC G. GLEN, THE START AND STALL CONCERN IS CAUSED BY THE LOW FUEL. THE INHIBIT YOU WERE SEEING WAS A PLACE HOLDER. THANKS ERIC G. ADDING FUEL TO THE TANK

Correction:

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: BD12807304

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA8BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1356021228)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q3230M1118)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 011006

Report#: BD12807304
Open Date: 08/23/2011
Mileage: 0
Warr Built Dt: 01/10/2011
Supplier RP:

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

Part Information

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

Labor Information

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

CPS Narrative Information

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

Score: 00 (Detractor)

007. Negative experience / problems with CURRENT vehicle

002. Poor quality

992. Safety/Legal

I am driving a rental right now, which is how bad my Jeep is. My Jeep rental is a Jeep. I am going through North Carolina and this hardly can get up a Mountain. I am really disappointed in Jeep to be honest with you.

Q2. Please rate your satisfaction with your PATRIOT SPORT FWD on a scale of 0 to 10.

Score: 00 (Detractor)

992. Safety/Legal

E20. Engine Runs, Then Dies/Stalls

I've owned my Patriot for two months and I had it for one week driving it. The dealership has had it the rest of the time trying to fix issues on it. I don't even have it. When you drive it and you stop at a stop sign, it shuts off.

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

Score: 09 (Promoter)

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

001. Legal

SURVEY COMPLETED 2011-09-02 16:49:36, CUSTOMER ID:709731624, RO:00272983, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

RO Narrative Information

Customer Complaint: CUSTOMER STATES THAT 4 OR 5 TIMES THAT CAR ONCE COMEING TO A STOP AND STARTING TO TAKE OFF THAT CAR HAD SHUT OFF. DRIVER UN AWARE OF IT SHUTTING OFF UNTIL TRYING TO ACCELERATE AWAY FROM TRAFFIC LIGHT-NO LIGHTS HAVE BEEN ON CHECK ALL UNDERHOOD FLUID LEVELS CHECK COOLING SYSTEM & HOSES CHECK ALL BELTS CHECK ENGINE FOR OIL LEAKS CHECK TRANSMISSION FOR OIL LEAKS CHECK AUTOMATIC TRANSMISSION FLUID CONDITION CHECK TIRE WEAR & PRESSURE CHECK BATTERY POSTS CHECK EXHAUST SYSTEM FOR LEAKS CHECK AIR FILTER CHECK THROTTLE BODY FOR CLEANLINESS CHECK FUEL LINES & HOSES CHECK HEAD LAMPS & PARKING LAMPS CHECK TAIL LAMPS, TURN SUGNALS & REVERSE LAMPS

Cause: STAR IS AWARE OF STALLING ISSUES,ENGINEERING WORKING ON PROBLEM NO REPAIR AS OF YET INSPECTED

Correction: RELARNED ETC,SET UP FLIGHT RECORDER,FLASHED PCM TO LATEST VERSION COMPLETED

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011565189

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NF1GB1BD [REDACTED]

Model Year: 2011

Make/Model: JEEP
Patriot 4X4
MKJE74

Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1054121297)

Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q0491M0859)

Plant: BELVIDERE ASSEMBLY PLANT

MDH: 030108

Report#: SSV011565189

Open Date: 08/12/2011

Mileage: 595

Warr Built Dt: 03/01/2011

Supplier RP:

Zone/Cd: 32-42174

Name: ALLEN MELLO CHRYSLER JEEP DODG

Address: 13 MARMON DRIVE
NASHUA, NH 030605295

Phone: 603 888-7550
603 888-7644

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 DIE OUT ON HIGH WAY I WAS TRYING TO SEND FREEZE FRAME DATA AND LOSS OF COMM REPORT BUT WILL NOT LOAD TO STAR KEEPS KICKING ME OF DEALERCONNECT AND TELLING ME TO LOG BACK IN WITECH AT 12.01.63 INSPECTED FOR ANY WIRE RUBS IN THOSE AREAS, FOUND NONE, ALSO CHECKED PIN OUTS IN PCM, AND TIPM, ALL LOOK OK I CANT LOOK AT WIRING DIAGRAMS EITHER AND I SENT THE VIN IN TO THE WIRING GUYS, I WILL CONTACT THE WITECH SUPPORT IN A MIN TO TRY TO FIND OUT WHAT TO DO ABOUT SENDING THOSE REPORTS I HAVE DONE THE WITECH UP DATE AND SPENT TIME ON THE PHONE WITH WITECH SUPPORT AND USED ANOTHER PC TO TRY TO SEND YOU THE DATA, I STILL CANT I AM NOT SURE WHERE ELSE TO GO WITH THIS VEHICLE AND I ALSO CANT SEE THE WIRING DIAGRAMS ON DEALERCONNECT IT SAYS THE VIN DOES NOT EXIST SO I CANT EVEN SEE IF THERE IS A COMMON CONNECTOR THESE TALK OR GET POWER OR GROUND THROUGH ANY HELP WOULD BE APRECIATED THIS CAR HAS BEEN HERE SINCE FRIDAY I HAVE HAD THE DATA RECORDER IN VEHICLE ALL WEEK AND BEEN DRIVING IT FOR ABOUT 150 MILES WITH NO PROBLEM TO RECORD. THE DEALER HAS DECIDED TO SHIP THE VEHICLE TO THE CUSTOMER. I SUSSPECT THIS VEHICLE WILL BE BACK SO I AM NOT SURE THAT I SHOULD CLOSE RESPONSE

Service Action: PATRICK, AS TO THE ISSUE YOU ARE HAVING UPLOADING THE SCAN REPORTS AND SO ON, I WANT YOU TO CONTACT THE WI-TECH HELP DESK. AS TO THE DIE OUT

CONDITION, I WANT YOU TO INSPECT THE WIRING HARNESS FOR POSSIBLE RUB THROUGHS NEAR THE TRANSMISSION MOUNT, AND AT THE VALVE COVER BOLTS. I HAVE HAD REPORTS OF THE WIRING BEING RUBBED THROUGH AT THOSE AREAS. \r\nTHANK YOU,\r\nMARTIN PATRICK,\r\n\r\nTHANK YOU FOR THE UPDATE. IF YOU NEED FURTHER ASSISTANCE OR ONCE THE REPORTS ARE UPLOADED FEEL FREE TO RESUBMIT THIS TICKET.\r\n\r\nTHANK YOU,\r\nMARTIN PATRICK,\r\n\r\nI WANT YOU TO DATA RECORD THE DIE OUT. YOU CAN E-MAIL THE SCAN REPORT AND RECORDINGS TO MJN32 CHRYSLER.COM. ONCE I RECEIVE THEM I WILL REVIEW AND ATTACH THEM TO THE CASE.\r\n\r\nTHANK YOU,\r\nMARTIN PATRICK,\r\n\r\n\r\nAT THIS POINT YOU CAN CLOSE THIS TICKET. YOU CAN PUT \r\nCOULD NOT DUPLICATE\r\nIN THE REPAIR FIELD. IF THE VEHICLE RETURNS YOU CAN RE-OPEN THIS TICKET AND WE WILL PICK UP FROM THERE.\r\n\r\nTHANK YOU,\r\n\r\nMARTIN TECH ADVISOR CONTACTED BY DM SEEKING ASSISTANCE FOR DEALER WITH INTERMITTENT LOSS OF POWER/SHUT OFF WHILE DRIVING. ADVISED DM WILL TRY TO SCHEDULE FOR 8/17. ASKED DM TO HAVE TECH EMAIL VEHICLE SCAN REPORT AND FREEZE FRAME REPORTS TO WRITER VIA EMAIL.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011582844

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA7BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1137110542)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q1281M0089)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 052614

Report#: SSV011582844
Open Date: 08/10/2011
Mileage: 2152
Warr Built Dt: 05/26/2011
Supplier RP:

Zone/Cd: 63-43380
Name: LANDERS CHRYSLER DODGE JEEP
Address: 315 EAST GOODMAN RD
 SOUTHAVEN, MS 386719521
Phone: 662 349-3006

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: DIES WHILE MAKING TURN OCCAISIONALLY DIES WHILE MAKING TURN OCCAISIONALLY HAVE CHECKED ALL OF THAT CHECKS FINE SHOULD I JUST CLEAR CODES AND LET IT GO

Service Action: MIKE, ENGINEERING IS CURRENTLY INVESTIGATING THE DIE OUT ISSUE ON THE 2.0 LITER. I WOULD SUGGEST CHECKING OVER THE BASICS, MONITOR THE FUEL PRESSURE, CHECK FOR FUEL QUALITY CONCERNS. INSPECT THE WIRING HARNESS FOR ANY RUBS/CHAFFS, CHECK ALL POWER & GROUND FEEDS, MAKE SURE THEY ARE CLEAN & SECURED PROPERLY. WIGGLE TEST THE WIRING HARNESS SEE IF THE STALL CAN BE INDUCED. MIKE, IF YOU FINDING NOTHING OBVIOUS KEEP AN EYE ON TECH CONNECT FOR ANY UPCOMING INFORMATION OR RELEASES CURRENTLY THERE IS NO FURTHER INFORMATION FROM ENGINEERING OTHER THEN THEY ARE INVESTIGATING THE CONCERN. NAVA STAR: UPDATE CALIBRATIONS WERE RELEASED THIS WEEK 08/08/2011. PCM NEEDS TO BE CHECKED FOR UPDATES.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011483306

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT4GB7BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT LIMITED FWD (LHD)
 MKTH74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1356020256)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q3420M0895)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 011023

Report#: SSV011483306
Open Date: 07/05/2011
Mileage: 3687
Warr Built Dt: 01/10/2011
Supplier RP:

Zone/Cd: 63-45057
Name: GULFGATE DODGE CHRYSLER JEEP I
Address: 7250 GULF FREEWAY
 HOUSTON, TX 770171528
Phone: 281 477-6767

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail 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 COMING TO A STOP AND AT IDLE THE ENGINE WILL DIE. IT HAS HAPPENED FOUR TIMES.

Service Action: MIGUEL , VERIFY THE CUSTOMER S CONCERN BEFORE ATTEMPTING TO REPAIR . ADVISE TECH TO LOOK FOR AN INTERMITTENT ENGINE HARNESS SHORT TO GROUND NEAR THE VALVE COVER . ADVISE TECH TO CHECK ALL MAJOR UNDER HOOD CONNECTORS AND GROUNDS FOR POOR CONNECTION . UNABLE TO DUPLICATE CUSTOMERS CONCERN

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011494154

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA0BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1350021238)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q3330Q0459)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 122319

Report#: SSV011494154
Open Date: 07/05/2011
Mileage: 4418
Warr Built Dt: 12/23/2010
Supplier RP:

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: STALLS WHEN COMING TO A STOP HAS BAD VIBRATION

Service Action: JARED, MAKE ATTEMPTS TO DUPLICATE THE CONCERN, PERFORM A ETC RELEARN, INSPECT THE WIRING HARNESS FOR ANY RUBS OR CHAFS, CHECK ALL THE MAJOR CONNECTORS FOR ANY MOISTURE OR CORROSION ISSUES, SPREAD OR BENT, BACKED OUT TERMINALS. WIGGLE TEST THE WIRING WHILE THE ENGINE IS RUNNING. MAKE SURE THE PCM IS UP TO DATE. CHECK FOR FUEL QUALITY CONCERNS. ROAD TEST WIGGELS INSPECTION FUEL SAMPEL PCM IS UP TO DATE INSPECTION CUNETERS NO PROBLEM FOUND

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011422610

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA6BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1116110957)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q0971M0351)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 042812

Report#: SSV011422610
Open Date: 07/01/2011
Mileage: 82
Warr Built Dt: 04/28/2011
Supplier RP:

Zone/Cd: 51-41458
Name: SOUTH COUNTY DODGE CHRYSLER JE
Address: 7127 S LINDBERGH BLVD
 ST. LOUIS, MO 631254305
Phone: 314 487-1010

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE DIED TWICE. BOTH AT THE SAME INTERCETION, SLIGHT INCLINE. \n\nVEHICLE WILL START RIGHT UP. NO CHECK ENGINE LIGHT, NO ACTIVES CODES, ONLY STORED CODE FOR INVALED KEY

Service Action: ANTHONY, WE HAVE NO STALL CASES EXCEPT ONE WHICH ONLY OCCURED WHEN FIRST PUT INTO GEAR. THAT ALSO HAS A NOISY TRANSMISSION. BUT, THAT IS ALL WE HAVE SEEN. WE ALMOST NEED TO DATA CAPTURE THIS EVENT NOW IN ORDER TO BE OF ANY ASSISTANCE TO YOU OR THE CUSTOMER. CONTINUE TO TRY TO DUPLICATE THIS ISSUE IF YOU CAN. I APOLIGIZE FOR NOT SO GREAT OF AN ANSWER FOR YOU ON THIS VEHICLE BUT ITS JUST SOMETHING WE HAVE NOT SEEN AND THERE ARE NO INDICATIONS FROM THE VEHICLE THAT THIS ACTUALLY OCCURS. COULD NOT DUPLICATE

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011454671

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA6BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1274010651)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q2670M1507)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 100709

Report#: SSV011454671
Open Date: 06/21/2011
Mileage: 464
Warr Built Dt: 10/07/2010
Supplier RP:

Zone/Cd: 66-60416
Name: LEITH CHRYSLER JEEP
Address: 5500 CAPITAL BLVD
 RALEIGH, NC 276162930
Phone: 919 872-5500

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: CUSTOMER STATES VEHICLE STALLS WHEN COMING TO A STOP, HAS HAPPENED TWICE IN 4 DAYS

Service Action: JEREMY, INSPECT AND WIGGLE TEST THE WIRING AND MAJOR UNDER HOOD CONNECTORS. \nCHECK FOR ANY AFTERMARKET ACCESSORIES THAT MAY BE CAUSING THE ISSUE. SEE IF THE CONCERNS HAPPENS AFTER A REFUELING EVENT, MAKE SURE THE CUSTOMER IS NOT OVERFILLING THE VEHICLE. \nPERFORM A ETC RELEARN. \nPROBLEM COULD NOT BE DUPLICATED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011337728

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NF1GB4BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT 4X4
 MKJE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1068120296)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q0661M0715)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 031816

Report#: SSV011337728
Open Date: 04/28/2011
Mileage: 55
Warr Built Dt: 03/18/2011
Supplier RP:

Zone/Cd: 32-43853
Name: NEMER CHRYSLER JEEP DODGE
Address: 728 QUAKER RD
 QUEENSBURY, NY 128043960
Phone: 518 793-2571

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:ENGINE STALLS WHEN TRANSMISSION IS IN GEAR.ALSO HAS A VERY NOTICEABLE NOISE COMING FROM THE TRANSMISSION

Service Action:ENGINE STALLS WHEN TRANSMISSION IS IN GEAR.ALSO HAS A VERY NOTICEABLE NOISE COMING FROM THE TRANSMISSION DUPLICATED : YES - PUT THE VEHICLE IN GEAR REPAIRS AND TESTS PERFORMED : CHECKED THE TRANSMISSION FLUID,OK.CHECKED FOR DTC S,NONE.CHECKED FOR THE NOISE.THE NOISE IS VERY NOTICEABLE AT THE TRANSMISSION ANY TIME THE ENGINE IS RUNNING BUT WORSE WHEN IN GEAR TSB APPLIED : NONE SCAN TOOL SOFTWARE VERSION : 11.03.64 TECHCONNECT SEARCH : ENGINE STALL IN GEAR\r\n\r\nDAVID, STAR ADVISES TO VERIFY THE TRANSMISSION FLUID LEVEL AGAINST THE FILL AND TEMPERATURE CHART, AS WE HAVE SEEN SOME LOWER FLUID LEVELS THAT CAUSE THE NOISE AND STALLING ISSUE. IF FLUID LEVEL DOESN T RESOLVE ISSUE THEN PULL THE PAN AND LOOK FOR DEBRIS. LET US KNOW IF WE CAN ASSIST YOU FURTHER. JIM REPLACED THE TRANSMISSION

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011335199

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA4BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1308020251)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q3080M0949)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 111112

Report#: SSV011335199
Open Date: 04/19/2011
Mileage: 2121
Warr Built Dt: 11/11/2010
Supplier RP:

Zone/Cd: 63-66770
Name: DON ELLIOTT CHRYSLER-PLYMOUTH-
Address: 1225 NORTH RICHMOND STREET
 WHARTON, TX 774883096
Phone: 979 532-2150

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: DIES WHEN MAKING LEFT TURN

Service Action: CHECK FOR A LOOSE GROUND DUE TO CROSS THREADING BY MANUFACTURER. CHECK G102 AND G103 GROUNDS FOR BEING LOOSE. IF LOOSE-UNDER CERTAIN CONDITIONS MAY CAUSE VEHICLE TO STALL. CLEAN AND TIGHTEN GROUNDS -RE-THREAD/TIGHTEN FASTENERS AND RETEST. WAITING ON PARTS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011324603

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA0BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser
 #:1027121523)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE
 (Ser #:Q0481M0660)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 030714

Report#: SSV011324603
Open Date: 04/08/2011
Mileage: 162
Warr Built Dt: 03/07/2011
Supplier RP:

Zone/Cd: 66-43654
Name: JERRY ULM DODGE CHRYSLER JEEP
Address: 2966 N DALE MABRY HWY
 TAMPA, FL 336072415
Phone: 813 872-6645

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: STALLED TWICE WHILE COMING TO A STOP.

Service Action: ROBERT, NO KNOWN ISSUES, IT COULD BE A POSSIBILITY BUT NOT LIKELY. CHECK FOR AFTERMARKET ACCESSORIES THAT COULD BE CAUSING THE ISSUE. INSPECT THE WIRING AND WIGGLE TEST THE THE WIRING AND CONNECTORS IN ATTEMPTS TO DUPLICATE THE CUSTOMERS CONCERN. CHECK THE BASICS OUT. YOU MAY NEED TO DATA RECORD THE DIE OUT. MAKE SURE THE PCM IS UP TO DATE, PERFORM A ETC RELEARN.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: SSV011022992

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA1BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1274020943)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q2630M0914)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 100812

Report#: SSV011022992
Open Date: 11/04/2010
Mileage: 685
Warr Built Dt: 10/08/2010
Supplier RP:

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

Part Information

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

Labor Information

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

Service Narrative Information

Customer Comment: TPM LIGHT ON AND MIL LIGHT ON LAST WEEK NOT ON NOW,REMOTE START WILL START CAR THEN DIE OUT IN TEN SECONDS

Service Action:IF THE SCANNER CAN COMMUNICATE WITH THE RADIO AND HSM THEN REPLACE THE WCM. REPLACED WCM LIGHT WENT OFF AND RETURNED CAR TO OWNER, AT THIS TIME HAVE HEARD BACK FROM OWNER WITH ANY PROBLEM (THANKS)

Correction:

QNA - Quality Narrative Analyzer Detail Report

Continuous Quality Insight Report#: 422294

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GA6BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ECN-2.0L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1118121848)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q1041M1079)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 050212

Report#: 422294
Open Date: 07/12/2011
Mileage: 0
Warr Built Dt: 05/02/2011
Supplier RP:

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

Part Information

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

Labor Information

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

CONTINUOUS QUALITY INSIGHT

Welcome>
 Please tell us how many miles are currently on your vehicle.
 *
1,000
 *
 -
 Are you the primary driver of this vehicle?

* Yes.

* Yes.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

* No.

* Yes.

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.

*

* stalling trouble

No Concerns>

Overall, how satisfied are you with the quality of your new vehicle?

* Very satisfied.

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

* Yes.

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):

* Took to the dealer I purchased my vehicle from for a warranty repair.

* Had 300 miles on the vehicle and it stalled while I was at a stop sign. Dealer ran tests - no repairs were needed.

Category Level

Selection

* No Concerns.

* Engine.

Engine>Engine Fuel consumption>Fuel consumption is worse than expected>

Please describe conditions when this trouble occurs:

*

* loses power before warming up

Is your fuel consumption expectation based on the EPA estimates for your Vehicle?

* No.

Where do you do most of your driving?

* Highway/freeway driving (speeds held fairly constant above 45 mph).

How often does this trouble occur?

* Trouble occurs intermittently.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 1500 - 3999 miles.

Engine>Engine Stalling>Engine runs, then dies/stalls>

Please describe conditions when this trouble occurs:

*

* air turned up

What best describes the engine stalling trouble? (check all that apply):

* Engine dies/stalls, but can be immediately restarted.

Engine trouble occurs (check all that apply):

* Within first 5 minutes after starting vehicle.

Engine trouble occurs after vehicle is started at:

* Cold condition - first start of the day or after vehicle is off for 6+ hours.

How often does this trouble occur?

* Trouble occurs intermittently.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 1500 - 3999 miles.

Engine>Engine power>Engine power is less than expected>

Trouble occurs while vehicle is (check all that apply):

* Other (please describe).

* stopping after an acceleration.

Please describe conditions when this trouble occurs:

*

* within first few minutes of operation

How often does this trouble occur?

* Trouble occurs intermittently.

Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?

* No.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 1500 - 3999 miles.

Engine>Engine power>Engine loses power when air conditioning is on>

Engine trouble occurs while vehicle is (check all that apply):

* Other (please describe).

* accelerating and then slowing down to a stop

How often does this trouble occur?

* Trouble occurs intermittently.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 1500 - 3999 miles.

Overview>

Please provide feedback on how Chrysler can improve the Smartphone Application

*

* dont have te application

What information did you need that was not included in the Smartphone Application?

*

* did not get

Which feature or section of the Smartphone Application did you find most helpful and why?

*

* n/a

Which feature or section of the Smartphone Application did you find least helpful and why?

*

* n/a

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

* No.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

* Yes.

Have you taken the vehicle to a dealer to have your trouble corrected?

* No.

Overall, how satisfied are you with the quality of your new vehicle?

* Satisfied.

Would you recommend this vehicle to family or friends?

* Yes.

If our team has any additional questions about your responses, would you accept further contact?

* Yes, by e-mail only.

The Smartphone Application format is easy to understand and use

* 3 (neither agree nor disagree).

Information in the Smartphone Application is easy to find and access

* 3 (neither agree nor disagree).

Smartphone Application covers the necessary features

* 3 (neither agree nor disagree).

Please rate your overall level of satisfaction with the Smartphone Application

* 3 (neither satisfied nor dissatisfied).

Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges>

What best describes the engine drivability trouble? (check all that apply):

* Engine has a hesitation, momentarily cuts out, or surges while accelerating.

Engine trouble occurs (check all that apply):

* Within first 5 minutes after starting vehicle.

Engine trouble occurs after vehicle is started at:

* Cold condition - first start of the day or after vehicle is off for 6+ hours.

How often does this trouble occur?

* Trouble occurs intermittently.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 1500 - 3999 miles.

Engine>Engine Driveability (stumbles/hesitates/surges)>

Engine Driveability (stumbles/hesitates/surges)

* Engine stumbles/hesitates/surges.

Engine>Engine Stalling>

Engine Stalling

* Engine runs, then dies/stalls.

Engine>Engine power>

Engine power

* Engine power is less than expected.

* Engine loses power when air conditioning is on.

Engine>Engine Fuel consumption>

Engine Fuel consumption

* Fuel consumption is worse than expected.

QNA - Quality Narrative Analyzer Detail Report

Continuous Quality Insight Report#: 375331

Vehicle Information

Repair Information

Dealer Information

VIN: 1J4NT1GB2BD [REDACTED]
Model Year: 2011
Make/Model: JEEP
 PATRIOT SPORT FWD
 MKTE74
Engine: ED3-2.4L I4 DOHC 16V DUAL VVT ENGINE (Ser #:1341010541)
Transmission: DAV-CONTINUOUSLY VARIABLE TRANSAXLE (Ser #:Q3200M1451)
Plant: BELVIDERE ASSEMBLY PLANT
MDH: 122107

Report#: 375331
Open Date: 05/30/2011
Mileage: 0
Warr Built Dt: 12/21/2010
Supplier RP:

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

Part Information

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

Labor Information

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

CONTINUOUS QUALITY INSIGHT

Welcome>

Please tell us how many miles are currently on your vehicle.

*

1,000

*

-

Are you the primary driver of this vehicle?

* Yes.

* Yes.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

* No.

* Yes.

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.

*

* stalling trouble

No Concerns>

Overall, how satisfied are you with the quality of your new vehicle?

* Very satisfied.

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

* Yes.

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):

* Took to the dealer I purchased my vehicle from for a warranty repair.

* Had 300 miles on the vehicle and it stalled while I was at a stop sign. Dealer ran tests - no repairs were needed.

Category Level

Selection

* No Concerns.

* Engine.

Engine>Engine Fuel consumption>Fuel consumption is worse than expected>

Please describe conditions when this trouble occurs:

*

* loses power before warming up

Is your fuel consumption expectation based on the EPA estimates for your Vehicle?

* No.

Where do you do most of your driving?

* Highway/freeway driving (speeds held fairly constant above 45 mph).

How often does this trouble occur?

* Trouble occurs intermittently.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 1500 - 3999 miles.

Engine>Engine Stalling>Engine runs, then dies/stalls>

Please describe conditions when this trouble occurs:

*

* air turned up

What best describes the engine stalling trouble? (check all that apply):

* Engine dies/stalls, but can be immediately restarted.

Engine trouble occurs (check all that apply):

* Within first 5 minutes after starting vehicle.

Engine trouble occurs after vehicle is started at:

* Cold condition - first start of the day or after vehicle is off for 6+ hours.

How often does this trouble occur?

* Trouble occurs intermittently.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 1500 - 3999 miles.

Engine>Engine power>Engine power is less than expected>

Trouble occurs while vehicle is (check all that apply):

* Other (please describe).

* stopping after an acceleration.

Please describe conditions when this trouble occurs:

*

* within first few minutes of operation

How often does this trouble occur?

* Trouble occurs intermittently.

Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?

* No.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 1500 - 3999 miles.

Engine>Engine power>Engine loses power when air conditioning is on>

Engine trouble occurs while vehicle is (check all that apply):

* Other (please describe).

* accelerating and then slowing down to a stop

How often does this trouble occur?

* Trouble occurs intermittently.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 1500 - 3999 miles.

Overview>

Please provide feedback on how Chrysler can improve the Smartphone Application

*

* dont have te application

What information did you need that was not included in the Smartphone Application?

*

* did not get

Which feature or section of the Smartphone Application did you find most helpful and why?

*

* n/a

Which feature or section of the Smartphone Application did you find least helpful and why?

*

* n/a

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?

* No.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?

* Yes.

Have you taken the vehicle to a dealer to have your trouble corrected?

* No.

Overall, how satisfied are you with the quality of your new vehicle?

* Satisfied.

Would you recommend this vehicle to family or friends?

* Yes.

If our team has any additional questions about your responses, would you accept further contact?

* Yes, by e-mail only.

The Smartphone Application format is easy to understand and use

* 3 (neither agree nor disagree).

Information in the Smartphone Application is easy to find and access

* 3 (neither agree nor disagree).

Smartphone Application covers the necessary features

* 3 (neither agree nor disagree).

Please rate your overall level of satisfaction with the Smartphone Application

* 3 (neither satisfied nor dissatisfied).

Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges>

What best describes the engine drivability trouble? (check all that apply):

* Engine has a hesitation, momentarily cuts out, or surges while accelerating.

Engine trouble occurs (check all that apply):

* Within first 5 minutes after starting vehicle.

Engine trouble occurs after vehicle is started at:

* Cold condition - first start of the day or after vehicle is off for 6+ hours.

How often does this trouble occur?

* Trouble occurs intermittently.

To the best of your recollection, the trouble was first noticed:

* Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was:

* 1500 - 3999 miles.

Engine>Engine Driveability (stumbles/hesitates/surges)>

Engine Driveability (stumbles/hesitates/surges)

* Engine stumbles/hesitates/surges.

Engine>Engine Stalling>

Engine Stalling

* Engine runs, then dies/stalls.

Engine>Engine power>

Engine power

* Engine power is less than expected.

* Engine loses power when air conditioning is on.

Engine>Engine Fuel consumption>

Engine Fuel consumption

* Fuel consumption is worse than expected.

PE12-032

CHRYSLER

1/9/2013

ENCLOSURE 7

GPOP - 9002748 MK

Fuel Pump Module -

Copy

GPOP - Issue Review System

ID: 9002748

Originator: Mohsen Bishara/WAP/DCC/DCX

Date Created: 06/04/2012

Please always use a wildcard (\$) for the last character of the part number. (Example 12345678A\$)

Part Number: RL183202A\$

- Status:** In Progress
 Team Review
 GPOP Load
 Storage
 Reviewed (Not Approved)

Start Date: 06/06/2012

Part Description: Fuel pump module

- Platform:** FWD Family Front Wheel Drive P/T
 RWD/Premium Specifying
 FWD Warranty Administration
 Body on Frame Sprinter
 RWD Activity Vehicle SRT
 Rear Wheel Drive P/T Crossfire

Active/Deactive: Active
 Deactive

Type: TYPE 1 (STAR Restricted)
 TYPE 2 (Information Restricted)

SB #:

WB #:

Category: 14 - FUEL SYSTEM

Item #:	Year:	Model:	Engine:
1	2012	MK	- 2.4L 4 CYL DOHC 16V DUAL V.V.T.

Issue Description: Before replacing this part please contact Mo Bishara at (248) 736-5723. If you do not receive a call back within 15 minutes please continue with the repair.

~
Contact Us at CAGRIS@Chrysler.com for feedback related ONLY to this GPOP Tech Tip. DO NOT email regarding repair procedures unrelated to this Tech Tip or part order inquiries. Please include the Part Number (s) and Tech Tip Part Description of the Tech Tip you are referencing for our tracking system.

Additional Notes:

For internal DCX use only. Additional notes will not be displayed out in the field.

TechCONNECT Accessible:

Make this document accessible to TechCONNECT users? Yes

Canadian French Translation: (Not Translated)

Spanish Translation: (Not Translated)

French Translation: (Not Translated)

Edit\Save History

- Ross E Putman/CTC/DCC/DCX on 06/06/2012 10:04:28 AM
- Jodie E Powers/CTC/DCC/DCX on 06/05/2012 02:12:24 PM
- Jodie E Powers/CTC/DCC/DCX on 06/04/2012 10:44:25 AM
- Jodie E Powers/CTC/DCC/DCX on 06/04/2012 10:02:02 AM
- Mohsen Bishara/WAP/DCC/DCX on 06/04/2012 09:02:50 AM

docAuthors:

EditHistory_NamesList:

CN=Ross E Putman/OU=CTC/OU=DCC/O=DCX
CN=Jodie E Powers/OU=CTC/OU=DCC/O=DCX
CN=Mohsen Bishara/OU=WAP/OU=DCC/O=DCX